

Free Internet Offerings

Comcast:

In response to emergency measures associated with Coronavirus (COVID-19), Internet Essentials will increase speeds from 15/2 Mbps to 25/3 Mbps for all customers. This speed increase will happen automatically - no action is required by customers. **In addition, new customers will receive two months of free service.** Visit internetessentials.com

Charter:

- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call **1-844-488-8395**. Installation fees will be waived for new student households.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across our footprint for public use. Visit <https://www.spectrum.com/free-wifi-hotspots> to look up your location.
- Spectrum does not have data caps or hidden fees.

Cell phone providers:

Verizon

Verizon will waive late fees and keep residential and small business customers connected if negatively impacted by the global crisis, the [company said](#) on March 13.

T-Mobile

All current T-Mobile plans with data will be granted free unlimited data for the next 60 days, excluding roaming. T-Mobile and Metro by T-Mobile customers will be given an additional 20GB of mobile hotspot and tethering services for the next 60 days. Lifeline customers will be given an extra 5GB of data per month for the next two months.

“We do not have an offer available for 60 days of free service and encourage consumers to be cautious of social media posts that may include fraudulent numbers,” T-Mobile [added](#).

Sprint

Sprint said on March 13 that it has extended its network to include T-Mobile’s network as well for the next 60 days. Sprint has also signed the Keep Americans Connected Pledge and will waive fees and not terminate services if customers are unable to pay because of the coronavirus for the next 60 days. Customers with metered data plans will now receive unlimited data for 60 days. They will also receive an additional 20GB of hotspot data for the same period.

Customers will be able to place free international calls to CDC-designated [Level 3](#) countries.

Charter (Spectrum)

Charter Communications’ Spectrum services does not have data caps. [Charter said](#) that it will offer free Spectrum broadband and Wi-Fi for 60 days if that household has K-12 students or college students who do not already have a Spectrum broadband subscription. Charter said it will open its Wi-Fi hotspots for public use.

Comcast

On March 13, [Comcast said](#) that it would pause enforcement of its data caps for 60 days, essentially giving all of its customers unlimited data for that period. (Comcast normally gives its Xfinity customers two “grace” months for every 12, allowing them to exceed their data cap without penalty.) New subscribers to Comcast’s \$9.95/month Internet Essentials plan will receive two months free, and speeds were increased to 25Mbps down and 3Mbps up.

Comcast is also making its Xfinity WiFi service free for everyone, regardless of whether you’re a Comcast subscriber or not. (Here’s a [map of Xfinity WiFi hotspots](#).)

AT&T

All AT&T home Internet Wireline customers, as well as Fixed Wireless Internet customers, can use unlimited data. AT&T will continue to offer \$10/mo Access from AT&T service for qualifying customers. For the next 60 days, AT&T also [pledged](#) not to terminate the service of any customer who can’t pay their bill, and will waive the fees associated with late payments. AT&T will keep its public Wi-Fi hotspots open to everyone.