

Utility and Internet Companies Actions to Assist Consumers During Covid-19 Pandemic

PUC Issued Emergency Order 3/13/20

- Moratorium on utility shutoffs for all regulated utilities
- Applies to **electric, gas, water, wastewater, telecommunications, and steam utilities**
*Order does not apply to municipal utilities

Press Release:

https://gcc01.safelinks.protection.outlook.com/?url=http%3A%2F%2Fwww.puc.pa.gov%2Fabout_puc%2Fpress_releases.aspx%3FShowPR%3D4326&data=02%7C01%7CJUPERRY%40pa.gov%7C8f93db2073d1476ec22808d7c7a6827b%7C418e284101284dd59b6c47fc5a9a1bde%7C0%7C0%7C637197390274338075&sdata=3IJCf5iouxXxeYIrSGSBEYN9I%2Bxvhd9%2FBdRUjc2UdRg%3D&reserved=0

Verizon

For the next 60 days, Verizon will:

- Waive late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus
- Not terminate service to any residential or small business customers because of their inability to pay their bills
- Open their Wi-Fi hotspots to all Americans for the next 60 days

ATT

For the next 60 days, ATT will:

- Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic
- Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic
- Keep public Wi-Fi hotspots open for any American who needs

More information can be found here:

<https://about.att.com/pages/COVID-19.html>

TMobile

- All current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming)
- Soon T-Mobile will provide T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot/tethering service for the next 60 days
- Working with Lifeline partners to provide customers free extra data up to 5GB of data per month for the next 60 days

- Increasing the data allowance, free of charge, to schools and students using EmpowerED digital learning programs to ensure each participant has access to at least 20GB of data per month for the next 60 days
- Offering free international calling for all current T-Mobile and Metro by T-Mobile customers to Level 3 impacted countries

T-Mobile has pledged:

- Not to terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus pandemic
- Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic
- Open its Wi-Fi hotspots to any American who needs them

Sprint

- Will offer unlimited data for 60 days starting next week
- The arrangement will kick in by March 19, and Sprint will also provide customers with an extra 20GB of mobile hotspot data per month for the same time period
- Waiving late fees and won't terminate services if customers are unable to pay their bill due to the impacts of the coronavirus
- By Tuesday the company will introduce free international calling for CDC Level 3 nations for customers with long-distance calling plans
- Customers who don't pay for mobile hotspot services will get 20GB per month for the next 60 days

Comcast

Xfinity WiFi

- Free For Everyone: Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers
- For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi
- Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser

Data Plans

- Pausing our data plans for 60 days giving all customers Unlimited data for no additional charge

No Disconnects or Late Fees

- Will not disconnect a customer's internet service or assess late fees if they contact the company and let them know that they can't pay their bills during this period
- Care teams will be available to offer flexible payment options and can help find other solutions

Internet Essentials Free to New Customers

- New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month
- Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream
- That increase will go into effect for no additional fee and it will become the new base speed for the program going forward

Broadband Cable Association

One of BCAP's member companies, **Charter Communications**, 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
- Spectrum does not have data caps or hidden fees

Press Release:

http://r20.rs6.net/tn.jsp?f=001fuVc_hTXKNBcCwfaZgImkW9cSwpQti6nadbUJ7BQw_TSOQUAiMstWmtTbLYt6JDhRYnXpDO8Z6EVjeGXT5kfkPcULXuoxmQqO94YrML5nPOpLYTIvZ_VhcAzVCrngxoZOxk5SXnwdhXI2MoWtk2Xh2-ZUVjWzvaiHxz6kkgTbCjhpkgMSA-b9dGrl7yFAzwLptPGMaF4STYHBgOuXM2nDaxu8gNcVVwcAVYIYHpvtRDQeATK7Tg1IZNFr1MGbZivc71kPxoqsrwz8FoICWBYk2nC10Up_PuAHwwtUhpj5q8-uKa5zScovmAvb5bmJod8bUWaB2DDA=&c=eYt_tV4qeb2zxKGcW2Af2KBKtVcGz6OulAKuaVy4c5AGmcaCsc-kYw==&ch=BZx866qx99NfqGG6rFurJfOumb0x-gDvOadhSWhwLSTQh5YqykVt5g==>