

## **COVID-19 CELL PHONE OFFERS**

Almost all cell phone companies are offering some type of free or discounted service to their customers during the COVID-19 crisis. If your cell phone company is not listed below, call customer service and ask what they are offering “in response to COVID-19”.

If you cannot pay your full phone bill during this crisis, whether they advertise it or not, cell phone companies are supposed to allow you to set up a payment plan, and they are not supposed to disconnect your service for not paying the total bill. However, you are responsible for contacting them, informing them that you cannot pay the entire bill, and setting up a payment plan. **If you do not contact them, and if you do not pay something, they can disconnect your service.**

### **AT&T:**

AT&T is now offering a \$15/month pre-paid phone plan:

The new \$15/month plan comes with 2GB of data and unlimited talk and text and is available **only during this crisis**. The plan is available to new and existing customers with no activation fee. You can sign up for this by calling customer service at 1-800-288-2020, going online at [www.att.com/prepaid](http://www.att.com/prepaid), or using the MyATT app.

AT&T will also automatically add data to capped and unlimited phone plans for new and existing customers for a limited time:

- 10GB per month of additional data for 60 days is being added to existing customers' capped phone plans and for new customers who activate capped phone plans prior to April 26. New customers activating capped phone plans after April 26 will temporarily receive an extra 10GB of additional data for 30 days.
- Customers with an Unlimited Plus plan with Mobile Hotspot data and new customers who activate on the Unlimited Plus plan prior to April 26 will receive 10GB of additional Mobile Hotspot per month for 60 days. New customers who activate after April 26 will receive an additional 10GB of data for 30 days.

For the next 60 days, At&T will not terminate the service of any customer who cannot pay their bill and will waive the fees associated with late payment. **Note: The bill still must be payed once the coronavirus is over.**

### **BOOST MOBILE:**

Customers currently on an unlimited data plan with Boost Mobile, will automatically receive an additional 20GB of mobile hotspot on their plans at no extra cost through April 30, 2020. If you have not received the additional mobile hotspot, contact customer service.

Customers currently on a tiered plan with Boost Mobile (including WiFi Hotspot plans), will automatically receive an additional 20GB of data on their plans at no extra cost through April 30, 2020. If you have not received the additional data, contact customer service.

Customers currently using a device with hotspot capability but without mobile hotspot on their plan, will receive 20GB of mobile hotspot for free through April 30. If you have not received a text telling you of this offer, call customer care at 1-866-402-7366.

**CRICKET:**

Starting Friday, March 27, Cricket is offering a \$15/month pre-paid phone plan:

- The new \$15/month plan comes with 2GB of data and unlimited talk and text and will be available **during this crisis only**. The plan is available to new and existing customers with no activation fee. This will be available online at [www.cricketwireless.com](http://www.cricketwireless.com), via the MyCricket app, or in a store.

Starting March 27, Cricket will also begin automatically adding data to capped and unlimited phone plans for a limited time:

- 10GB of data will automatically be added to capped plans for new and existing customers. That means if you're on the \$30/2GB plan or the \$40/5GB plan, you'll get an additional 10GB of data for mobile hotspot or smartphone use for two bill cycles. After two bill cycles, you will no longer receive the additional data.
- 10GB of data will also automatically be added to unlimited plans for new and existing customers. That means if you're on the \$55 unlimited plan without mobile hotspot, you will receive 10GB of data for hotspot use. If you're on the \$60 unlimited plan with 15GB of mobile hotspot, you'll get an additional 10GB of data for mobile hotspot use. Both plans will receive the additional data for two bill cycles. After two bill cycles, you will no longer receive the additional data.<sup>3</sup>

**If you have not yet received this additional data, contact customer service.**

**METRO:**

Customers on a smartphone plan with mobile hotspot capability can add a free 10GB of mobile hotspot per month for two months by choosing an "add on service" available in the MyMetro app, or [MyAccount](#).

Metro customers who have plans with data are being given unlimited smartphone data for the next 60 days at no additional cost, excluding roaming.

You can download the MyMetro app in Google Play or in the Apple Store

**SPRINT:**

Sprint is providing unlimited data for 60 days to customers with metered data plans, and giving 20GB of free mobile hotspot to customers with hotspot-capable devices. These are automatically being added to your phone, and there is nothing you need to do.

## **T-MOBILE:**

As of March 25, T-Mobile is offering **T-Mobile Connect**, two prepaid plans priced to benefit those struggling to afford wireless. It is available to everyone, and you get this by calling 1-800-866-2453. **These plans will continue even after this crisis is over.** You pay for the plan with a debit or credit card. There are two options:

- The \$15 per month plan includes unlimited talk and text and 2GB of data. You will be shipped a SIM card by UPS 3 day delivery at no cost, and the \$10 SIM card cost is also waived.
- The \$25 per month plan includes unlimited talk and text and 5GB of data. You will be shipped a SIM card by UPS 3 day delivery at no cost, and the \$10 SIM card cost is also waived.

T-Mobile will also automatically add data to capped and unlimited phone plans for existing customers for a limited time:

- All T-Mobile customers as of March 13, 2020 who have plans with data will have **unlimited smartphone data** for the next 60 days (excluding roaming).
- T-Mobile customers on plans with smartphone mobile hotspot can add 20GB of smartphone mobile hotspot (10GB per bill cycle for the next 60 days) via myT-Mobile.com or the myT-Mobile app by adding the COVID-19 Response High Speed Smartphone Mobile HotSpot feature for each voice line. (T-Mobile Connect is excluded)

## **VERIZON**

Verizon is adding 15GB of additional Mobile Hotspot data, to be used between 03/25 - 04/30, for customers in nearly all of their plans, including prepaid plans with a data allowance. Customers can view the addition of data to their plans on their Verizon account on-line or can confirm by calling customer service at 1-800-922-0204..

Verizon is also waiving activation and upgrade fees for customers who purchase directly from Verizon on-line or by phone or purchase through an official Verizon store. (Stores like Best Buy or Wal-Mart are excluded.)

In addition, if customers are experiencing hardship because of COVID-19 and cannot pay their bill in full, Verizon will not charge a late fee or terminate service from 3/25 – 5/13. To qualify, customers must go on-line to Verizon and submit a hardship form or must call customer service and inform them of difficulty paying. Customers who are registered for Auto Pay can temporarily pause this feature on the website through Auto Pay Settings.

## **COVID-19 INTERNET OFFER**

### **INTERNET ESSENTIALS**

Low-income families who live in a Comcast service area can sign-up for Internet Essentials, now the nation's largest and most comprehensive broadband program. 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.

You qualify if you:

- Live in an area where Comcast Internet Service is available.
- Are eligible for public assistance programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI, and others.
- Have not subscribed to Comcast Internet within the last 90 days.
- Have no outstanding debt to Comcast that is less than one year old\* (In many cases, they are now waiving this requirement due to COVID-19 as long you apply before May 13.)

Signing up is easy and fast from most devices, including mobile devices:

<https://apply.internetessentials.com/>

Once your application is approved, you will be allowed to choose a date within 7 days when your self-installation kit will arrive and when a technician will do any needed work outside your home.

Current Internet Essentials customers cannot receive two months of internet at no cost. However, the speed of the program's Internet service has now been substantially increased, and that increase will go into effect for existing customers at no additional fee and it will become the new speed for the program going forward.