

SafeLink



SafeLink [free phone with unlimited talk & text and an extra 5GB of free data until 4/28/2020](#)

KEEPING YOU CONNECTED. NO COMPROMISES.

We care deeply about our customers, employees, and the communities they live in. We're doing everything we can to continue providing reliable, high-quality service during these challenging times.

Because this crisis is rapidly evolving, we pledge to continuously monitor its impact on our customers and take appropriate steps to address their needs.

As part of this commitment, we are offering all new and existing SafeLink customers Unlimited Talk & Text and an extra 5GB of free data* (in addition to your current plan allotment). You don't need to do anything. This benefit will be automatically applied to your account.

We understand the importance of social distancing in keeping you safe. Please remember to reach out to us with any questions or concerns about your service from the comfort of your own home.

- All of our products and services are available online at www.safelinkwireless.com
- Not a customer yet? If you are a participant in Snap or Medicaid you could qualify. To find out, just [click here](#) and enter your ZIP Code.
 - Text^Δ the word **HELP** to to **611611** for assistance
 - If you need to upgrade to a new device, visit SafeLinkUpgrades.com.



LifeLine

LifeLine is a federal program funded by telecommunications fees that provides **free phones and minutes** individuals.



How to Get a Free Government Phone

- **Choose a Provider:** [Find](#) LifeLine providers near your location.
- **Learn about Services:** Not all Lifeline carriers are equal, and shopping around may access more free minutes, better cell phones or even smartphones, and cheaper add-on minutes.
- **Check for Qualification:** Usually, a person [qualifies](#) for participation if he/she is enrolled in other assistance programs already or receives a low (set by a specific number) income. The rules of the providing carriers also specify that there can not be more than one free cell phone from the government per household.
- **Complete an Application:** Fill out an application on the LifeLine provider's website, call them and apply over the phone, or mail in a paper application. A quick tip: enrolling online is usually the fastest and easiest option.

Comcast

Comcast [is taking steps to implement the following new policies](#) for the next 60 days as well as other important initiatives:



- **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 “xfinityifi” network name in the list of available hotspots, and then launch a browser.

- **Pausing its data plans**

Comcast is pausing its data plans for 60 days, giving all customers Unlimited data for no additional charge.

- **News, information and educational content on X1 and Flex**

Comcast has created new educational collections for all grade levels in partnership with Common Sense Media. Just say “education” into your X1 or Flex voice remote. To help keep customers informed, Comcast also has created a collection of the most current news and information on Coronavirus. Just say “Coronavirus” into your X1 or Flex voice remote.

- **24x7 network monitoring**

Comcast’s technology and engineering teams engineer its network capacity to handle spikes and shifts in usage patterns and continuously test, monitor and enhance its systems and network to ensure they are ready to support customer usage. Comcast engineers and technicians staff its network operations centers 24/7 to ensure network performance and reliability.

- For more information: <https://corporate.comcast.com/>



Comcast: Internet Essentials

- **Any new Internet Essentials customer receives two months of internet service at no cost**, effective immediately.
 - No contract is required.
 - After the second month of use, customers are free to cancel their service or remain in the program as paying customers at the heavily discounted Internet Essentials rate of \$9.95 a month.
- All Internet Essentials customers will receive a **free internet service speed increase**, from 25 Mbps downstream and 3 Mbps upstream. This will become the new base speed for the program going forward.



The **Internet Essentials program** is available to all qualified low-income households in Comcast's service area. It offers low-cost internet service for \$9.95/month, the option to purchase a heavily subsidized computer for under \$150, and access to digital skills training materials online, in print, and in-person.

To sign up, applicants should go to: www.internetessentials.com.

To spread the word: Share this [announcement](#) from Dana Strong, President, Consumer Services, Comcast Cable, with your networks.



Sprint: 1Million Project

- Sprint is doubling the 1Million Project's data allotment from **10 GB to 20 GB per month** through June 30, 2020.
- During the past three years, in partnership with 246 districts across 35 states, the 1Million Project Foundation has connected 350,000 high school students with 10 GB of free monthly high-speed wireless data and services.



- For more information: <http://www.1millionproject.org/>



T-Mobile

- Partnering with Feeding America, Shaw Education and YouTube through **T-Mobile Tuesdays**, a program that thanks customers with exclusive offers every Tuesday.
 - For more information, download the T-Mobile Tuesdays app.
- Increasing the data allowance for free to schools and students using its **EmpowerED digital learning programs** to ensure each participant has access to at least 20GB of data per month for the next 60 days.
- Supporting the **FCC's Keep Americans Connected Pledge** focused on ensuring residential and small business customers with financial impacts do not lose service.
- For more information: <https://www.t-mobile.com/>

T-Mobile®



T-Mobile: Customer Benefits

- **All current T-Mobile and Metro by T-Mobile customers:**

- Receive extra free data up to 5GB of data per month over the next two months.
- Receive free international calling to landline (and in many cases mobile) numbers in many severely impacted countries.

- 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).
- T-Mobile and Metro by T-Mobile customers **on smartphone plans with hotspot data** are provided an additional 20GB of mobile hotspot / tethering service for the next 60 days.



Verizon

- **Free international calling** to countries identified by the Centers for Disease Control as Level 3-impacted by the coronavirus effective March 18 through the end of April 2020. This is **available to wireless postpaid consumer and small/medium business customers, and landline home phone customers.** Unlimited calling will be included for mobile and landline calls, with the exception of Iran, Latvia, Lithuania and Slovenia provided 300 minutes of free calls per month. Effective March 16, wireless prepaid customers will also receive a total of 300 additional minutes to call Level 3 countries.
- **Waiving activation fees on new lines of service and upgrade fees** starting March 18. This applies to all purchases and service-only activations made through Verizon digital channels, such as verizonwireless.com and the My Verizon app.
- For more information: <https://www.verizonwireless.com/support/covid-19-faqs/>



AT&T



- **\$10 million Distance Learning & Family Connections Fund**

The new Distance Learning and Family Connections Fund gives parents, students and teachers tools they need for at-home learning. The fund also will provide resources to maintain meaningful connections and bonding opportunities for those isolated from family and friends.

- **New Command Centers to support AT&T business customers**

To keep customers connected and compliment its product offers, AT&T launched six new Command Centers that are enabling the fast delivery of increased bandwidth, new circuits and unified communication services.

- **Unlimited AT&T home internet**

All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, the company will continue to offer internet access for qualifying limited income households at \$10 a month through its Access from AT&T program. AT&T expanded eligibility to Access from AT&T to households participating in the National School Lunch Program and Head Start. Additionally, the company will offer new Access from AT&T customers two months of free service.

- **Serving those who serve**

AT&T is redirecting more resources to provide communication services and tools for first responders, health care professionals, educators and other essential customers. This additional support will help ensure these customers can continue providing critical support to the country and their communities, particularly to first responders using the FirstNet network.

- For more information: <https://www.att.com/>

