



CENTENNIAL SCHOOL | LEHIGH UNIVERSITY

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Hello Centennial families –

Many internet service providers and cellular carriers are providing additional services, reduced costs, free services, or additional payment plans to help families who are dealing with increased in-home data usage due to students and parents practicing proper social distancing and needing to work and study from home.

I will cover many of these deals and offers below, but this will not be a complete list. Please reach out to your provider(s) directly to get the most current information as we may not list all of the offers that are available.

If you have questions or would like additional help investigating services for your home, please feel free to reach me at eab213@lehigh.edu or by leaving a message on the main phone line at Centennial School 610-266-6500.

Service Electric:

<https://www.sectv.com/Web/aspHelp.aspx?strSystem=LV>

Service Electric has also made a commitment to join the "Keep America Connected" pledge to:

- Not terminate service to any residential or small business due to the inability to pay their bill.
- Waive late fees that residential or small business customers incur because of their economic circumstance related to the coronavirus pandemic.
- Open its Wi-Fi hotspots to everyone.

Additionally, SECTV will offer free 10x5 Internet service for 90 days for new customers during this ongoing national emergency.

For more information on modem access and the 60-day financial grace period, please contact a SECTV Customer Service representative at:

Toll Free in PA (800) 232-9100

Toll Free in NJ (800) 225-9102

RCN

RCN LIFELINE INTERNET PROGRAM FOR STUDENTS (K-12)

- First 60 days FREE of 25Mbps RCN Internet
- Includes modem, router and network access maintenance fee
- No credit check
- No activation fee
- No installation fee
- No contract

An adult over the age of 18 living in the household must call and request enrollment in the Lifeline Internet Program. RCN cannot schedule installations called in by a minor.

There is a specific hotline set up for this program. **Orders can be placed to that phone number beginning Saturday, March 20, at 12noon.**

866-926-6704

Normal business hours/phone line is open:

Monday – Friday: 9:00am – 8:00pm Saturday: 8:30am – 5:00pm

During non-business hours, caller may leave a message, which will be returned on the next business day. Lifeline service requests made to the national RCN Call Center or online through RCN.com cannot be fulfilled at this time.

Non-customer may qualify if:

- They live in an area of the Lehigh Valley where RCN service is available
- They have not subscribed to RCN services within the last 60 days
- They have no outstanding debt to RCN that is less than one year old
- The name on the bill matches the name of the adult household member requesting enrollment in the Lifeline Internet program.

Comcast / Xfinity

<https://corporate.comcast.com/covid-19>

· **Pausing Our Data Plan:** With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.

· **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.

· **Internet Essentials Free to New Customers:** As announced yesterday, it's even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation's largest and most comprehensive broadband adoption 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. 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.

Charter

<https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>

- 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.

Cox

<https://www.cox.com/residential/internet/connect2compete.html>

Effective Monday, March 16, we are providing:

- Limited-time, first two months free of Connect2Compete service, \$9.95/month thereafter
- Until May 15, 2020, we are providing phone and remote desktop support through Cox Complete Care at no charge to provide peace of mind and ease for technology needs
- Resources for discounted, refurbished equipment through our association with PCs for People
- A Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access
- To Qualify: Families with K-12 children who are eligible for the National School Lunch Program, SNAP, and/or TANF; who receive Tenant-Based Vouchers, Project-Based Vouchers or Section 8 Project-Based Rental Assistance (PBRA); and/or who live in Public Housing

Viasat

<https://www.viasat.com/news/viasat-participate-fcc%E2%80%99s-%E2%80%98keep-americans-connected%E2%80%99-initiative-pledges-keep-customers-and-small>

Viasat may offer reduced rates on service upgrades to existing customers.

In alignment with the FCC's request to all Internet Service Providers (ISPs), Viasat pledges for the next 60 days to: (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and (3) open its Wi-Fi hotspots, in conjunction with partners, to any American who needs them.

<https://corpblog.viasat.com/data-saving-tips/>

AT&T

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

"The coronavirus pandemic is causing many hardships. If you find yourself in financial trouble and unable to pay your bill, we're here to help you. Please contact us at 800-288-2020 for AT&T broadband, residential wireless or small business services and 611 from your AT&T device for wireless service."

- 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.
- **(NEW)** Waive domestic wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.
- Keep our public Wi-Fi hotspots open for anyone who needs them.
- 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, we'll continue to offer internet access for qualifying limited income households at \$10 a month through our [Access from AT&T program](#). We've expanded eligibility to Access from AT&T to households participating in the National School Lunch Program and Head Start. Additionally, we're offering new Access from AT&T customers two months of free service.

Verizon

<https://www.verizon.com/about/news/verizon-helps-eliminate-worry>

- Will waive overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis
- Announces two months waived internet and voice service charges for current Lifeline customers and new affordable internet option for low-income households
- Adds 15GB of high speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary
- For Verizon consumer and small business postpaid unlimited customers, 15GB of 4G LTE hotspot data will be added to your current plan.
- For Verizon consumer prepaid and consumer and small business postpaid metered customers, 15GB will be added to your current standalone or shared data plan, which can be used for smartphone, hotspot or other connected device use.

- Standalone metered and unlimited Jetpack plans will also be provided an additional 15GB of 4G LTE data.

<https://www.verizon.com/support/residential/account/manage-account/lifeline-discount>

- Lifeline is a government assistance program that offers discounts to qualified low-income customers.
- Verizon offers Lifeline plans for home phone service or broadband (internet) service. The broadband discount is limited to Fios internet service at a speed of 18 megabits per second or above.

Sprint

<https://www.sprint.com/en/landings/covid-19.html>

- Providing Unlimited data for 60 days to customers with metered data plans (effective 3/18)
- Giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18)
- Waiving per-minute toll charges for international long-distance calls from the U.S. to CDC- defined Level 3 countries (effective 3/17)

TMobile

https://www.t-mobile.com/brand/ongoing-updates-covid-19?icid=MGPO_TMO_P_CUSTSUPT_K49SR0SE1EB2Z9F6E20091_HP#customers

- 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 excluded)
- We're working with our **Lifeline partners to provide customers extra free data up to 5GB per month** through May 13, 2020
- We're increasing the data allowance for free to schools and students using our **EmpowerED** digital learning program to ensure each participant has access to at least **20GB of data per month** through May 13, 2020

Consumer Cellular

<https://www.consumercellular.com/blog/we-are-here-for-you-our-covid-19-coronavirus-response>

- We will not suspend an individual's service due to non-payment. Payment for services are still due. However, this added grace period is intended to ensure you are not without service when you need it most.
- All late fees will be waived for accounts that are not paid by their due date.
- We have more than doubled the amount of high speed data included in our largest plan. Rather than 25GB of high-speed data, customers will receive up to 55GB for no additional charge.

Cricket

<https://www.cricketwireless.com/support/fraud-and-safety/covid-19.html>

- We're automatically waiving the reactivation fee and the Automated Phone System fee that applies to service payments.
- Additionally, we offer BridgePay, which lets you split your current bill into two payments, giving you an additional 7 days to pay.
- We're automatically adding data for new and existing customers to capped and unlimited voice and data plans for a limited time.
- We have a new \$15 2 GB plan available as a limited time offer.

Boost Mobile

<https://www.boostmobile.com/about/covid-19-response.html>

- Customers currently on an **unlimited data plan** with Boost Mobile, will automatically receive an additional **20 Gigs of mobile hotspot** on their plans at no extra cost through **April 30, 2020**. No need to call care or update your account through boostmobile.com.
 - You will not see these extra Gigs added to your current Mobile Hotspot allotment. For information on how these additional Gigs will be allocated to your plan, please see the FAQ below.
- Customers currently on a **capped data plan** (including WiFi Hotspot plans) with Boost Mobile, will automatically receive an additional **20 Gigs of data** on their plans at no extra cost through **April 30, 2020**. No need to call care or update your account through boostmobile.com. If you need additional mobile hotspot check out our rate plans that include mobile hotspot.
 - You will not see these extra Gigs added to your current Data allotment. For information on how these additional Gigs will be allocated to your plan, please see the FAQ

Net10 Wireless

<https://www.net10wireless.com/covid/>

Net10 Wireless has partnered with SafeLink Wireless to offer assistance for income eligible, if you are a participant in Snap or Medicaid you could qualify.

StraightTalk

<https://www.straighttalk.com/covid/>

Straight Talk has partnered with SafeLink Wireless to offer assistance for income eligible, if you are a participant in Snap or Medicaid you could qualify.

Limitless Mobile

<https://limitlessmobile.com/covid>

During this unusual period, we're flexible so if you need to discuss payment of your bill, please call us at 888-249-8030 or message us on Facebook.