

Internet Service Provider (ISP) Responses to COVID-19

This article lists announced plans and incentives from various internet providers in response to COVID-19.

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Internet Service Providers

The FCC has made an [agreement](#) stating that providers will waive late fees, not cutoff service for lack of payment, and open hot-spots. Individual internet service provider (ISP) efforts are detailed below.

AT&T

"To help the millions of Americans who are experiencing financial hardship as a result of COVID-19, Walmart and AT&T are working together to offer eligible customers select home internet and wireless plans via AT&T PREPAID and Cricket Wireless for little or even no cost. These offers are available through the Emergency Broadband Benefit Program (EBB), and customers can find eligible plans on [Walmart.com](#) and in more than 2,300 Walmart stores across the country."

They will offer open hot-spots, unlimited data to existing customers, and \$10/month plans to low income families, data overage fees are being waved for these customers through December 31, 2021.

Additional Details: [AT&T COVID-19 response](#)

Comcast/Xfinity

"Xfinity is offering eligible university students, faculty and staff, and K-12 teachers and administrators who live in our service areas and need internet service a Visa® prepaid card worth about two months of Internet service. No upfront fees, no installation costs."

Additional details: [Comcast COVID-19 response](#)

Spectrum

Spectrum is participating in the FCC's Emergency Broadband Benefit Program to offer a \$50 credit (\$75 for housing on tribal lands) for qualifying households.

Additional details: [Charter Communications to Participate in FCC's Emergency Broadband Benefit Program](#)

T-Mobile/Sprint

T-Mobile offers payment arrangement in the event COVID-19 has impacted a customer's ability to pay a bill on time.

Additional details: [T-Mobile Payment Arrangements](#)

Verizon

Verizon is not offering any unique assistance for customers impacted by COVID-19

Other Resources

Updating list of resources made available by various Internet Service Providers:

<https://www.cordcuttersnews.com/att-t-mobile-comcast-cox-verizon-and-more-take-fccs-pledge-to-maintain-customer-service-during-coronavirus-pandemic/>

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