

## **Cellular Phone COVID-19 Response**

### **Verizon Wireless**

1. *Is Verizon offering additional Mobile Hotspot data for customers to use during this time?*

Yes, we are automatically adding 15 GB of data across nearly all of our plans, to be used between 03/25/2020 and 04/30/2020. Please note that you will not see the additional allowance in your My Verizon account online, in the Verizon App, or on your bill. To be eligible, you must be on a qualifying postpaid (unlimited or shared), Jetpack or prepaid plan:

- **For Unlimited Data Plans**
  - 15 GB of 4G LTE data will be added to your plan's existing 4G LTE Mobile Hotspot allotment (most unlimited plans include 15GB or 20GB of 4G LTE Mobile Hotspot data standard)
  - Eligible plans include: The Verizon Plan Unlimited, Go/Beyond/Above Unlimited Plans, Start/Play More/Do More/Get More Unlimited Plans
- **For Shared Data Plans**
  - 15 GB of 4G LTE shared data will be added (can be used for Mobile Hotspot, or any other connected device using the shared data plan)
  - Eligible plans include: More Everything Plans, Verizon Plans 1.0 and 2.0 (e.g., S, M, L, XL, XXL), Just Kids
- **For Jetpack - Unlimited or Metered Plans**
  - 15 GB of 4G LTE data will be added
- **For Prepaid**
  - All monthly plans with a data allowance: 15 GB of 4G LTE data will be added to monthly metered Smartphone (can be used for Mobile Hotspot), Jetpack and Tablet device plans

Note: If you're on a shared or account level plan, all lines on the account will share the data. If each line on your account has its own plan, each will receive its own data.

To [view](#) or [change](#) your plan, visit My Verizon.

2. *I'm on a calling plan with a fixed amount of included voice minutes. Will I be charged an overage if I exceed my allowance?*

Between 03/20/2020 and 04/30/2020, if you're on a postpaid calling plan that has a fixed amount of minutes, you won't be charged voice overage fees if you go over. Eligible customers will receive a text message with additional information.

### **U.S. Cellular**

Here's what we've done:

- Eliminated overage charges for those of you on legacy plans, including Shared Connect and other postpaid and prepaid plans with data limits, so you can use the data you need without worrying about your bill.
- To further enhance your experience, if you are currently on a limited 2GB or 6GB plan, your plan will not be throttled to 2G speeds at those thresholds.
- Additionally, extra data provided beyond your plan will be delivered at speeds that are suitable for standard definition video quality.
- If you're on an Unlimited Everyday or Even Better plan, we've provided you an extra 15GB of hotspot data to adjust to any shifting and varying work arrangements.

- We did this proactively and automatically with your needs in mind, and no action is needed from you to receive these enhancements.

### **T-Mobile**

- 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

### **Sprint**

We're supporting customers by:

- 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)
- All orders on sprint.com will get free next-day shipping and waived activation fees.

### **COX**

- 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:

### **StraightTalk**

- Is adding GB. Text COVID to 611611 and the data will be added:  
<https://www.straighttalk.com/covid/>

### **SafeLink**

Will provide unlimited talk/text and an extra 5G of data through April 28th:  
<https://media.tracfone.com/wps/wcm/connect/phones/safelink/covid>

### **Q Link**

Is increasing data to 8G & providing unlimited talk/text through April 30th. Click on the Learn More green ribbon at the top:

[https://qlinkwireless.com/signup/g-6-717/?B=209&A=209&SubAffiliateID=8673213001&kw=lifeline+cell+phone&mt=e&ca=8673213001&ag=88729269764&ad=407319436238&device=c&dm=&po=&lo=9006177&lp=https%3a%2f%2fqlinkwireless.com%2fsignup%2fs-6-717%2f&amp=&gclid=EAlaIQobChMI8YvSy8bJ6AIVvoVaBR2Z4gLAEAAAYAAAEgILwfD\\_BwE](https://qlinkwireless.com/signup/g-6-717/?B=209&A=209&SubAffiliateID=8673213001&kw=lifeline+cell+phone&mt=e&ca=8673213001&ag=88729269764&ad=407319436238&device=c&dm=&po=&lo=9006177&lp=https%3a%2f%2fqlinkwireless.com%2fsignup%2fs-6-717%2f&amp=&gclid=EAlaIQobChMI8YvSy8bJ6AIVvoVaBR2Z4gLAEAAAYAAAEgILwfD_BwE)

If someone has a **Lifeline** phone on another carrier, please check that carrier's website

## **Internet**

### **Comcast**

The cable giant is offering free access to its Xfinity WiFi hot spots for everyone, including non-subscribers, for the 60 days. It's also providing unlimited data to its customers for no extra charge and is not disconnecting internet service or charging late fees for customers who say they can't pay their bills. The company is also providing 60 days of free basic internet service to new customers.

### **AT&T**

The cable, phone and media giant is suspending the termination of wireless, home phone or broadband service when customers can't pay their bills because of coronavirus disruptions. The company is also waiving related late fees. Like Comcast, AT&T is also providing free access to its public WiFi hot spots. The company also said its consumer home internet wireline customers and fixed wireless internet customers would receive unlimited data.