

Ensuring Connectivity in Arizona: Resources and Support in Response to COVID-19

FCC Chairman Ajit Pai announced the [Keep Americans Connected Initiative](#) where companies can pledge to ensure Americans do not lose their broadband or telephone access as a result of COVID-19. Over the next 60 days, companies that sign the Keep Americans Connected Pledge will 1) not terminate service to any residential or small business customer because of their inability to pay their bills due to the coronavirus, 2) waive late fees incurred by residential or small business customers due to the coronavirus and 3) open Wi-Fi hotspots to any American in need. More information can be found at www.fcc.gov/keep-americans-connected.

[EveryoneOn](#) is a nonprofit dedicated to creating social and economic opportunity by connecting low-income families to affordable internet service and computers, and delivering digital skills training. In response to the coronavirus pandemic and its impact on society, multiple Internet Service Providers (ISPs) have made updates to their low-cost internet service programs to ensure individuals and families stay connected to the internet during this challenging time. EveryoneOn has updated its low-cost internet service options tool to reflect these changes. For more information, visit EveryoneOn.org.

The [Arizona State Library](#) maintains an interactive map depicting overall wireless availability at local libraries. The map will be updated as the State Library receives feedback from libraries about extending their wifi availability in response to the COVID-19 pandemic. Access the map [here](#).

[Altice/Suddenlink](#) joined the FCC's Keep Americans Connected Pledge and will not disconnect any customer for the next 60 days for unpaid bills. They are also offering Altice Advantage 30 Mbps free for 60 days for K-12 and college students who do not currently have home internet access within the Altice service footprint. Service areas include Bullhead City, Camp Verde, Cottonwood, Flagstaff, Kingman, Lake Havasu City, Lake Montezuma, Oak Creek, Parker, Payson, Pine/Strawberry, Pinewood, Sedona, and Verde Village. For more information, call 888-633-0030 or visit their website at suddenlink.com.

[AT&T](#) is committed to the Keep Americans Connected Pledge to waive late fees and suspend termination of wireless home phone or broadband service for residential and small business customers who are unable to pay bills. To provide further relief and support, AT&T announced all home internet customers will have access to unlimited internet data. Businesses, universities and schools can keep their teams and classrooms connected through conference calls and video conferencing with Cisco Webex Meetings with AT&T for 90-days. Business customers currently on or who purchase an AT&T World Connect Advantage package receive 50% off the current rate in a monthly bill credit. Eligible low-income households can continue to receive access through Access from AT&T for \$10/month, while new Access from AT&T customers will enjoy two months of free

service. First responders, health care professionals, educators and other essential customers will receive additional support to ensure the continuation of critical service to communities through FirstNet, which will provide unthrottled connectivity and priority communications. Note that AT&T store availability will be limited. To locate a store, visit www.att.com/stores. For more information, visit att.com.

CableONE/Sparklight is offering 15 Mbps internet for \$10/month for the next 60 days for low-income families. Unlimited data is available for all internet services for 30 days to all customers, in addition to the waiving of late fees for customers for 60 days. Free Wi-Fi hotspots are available in Sparklight office parking lots during the crisis. Service areas include Bisbee, Cottonwood, Globe-Miami, Page, Prescott, Safford, Show Low, Lakeside, Pinetop, and Winslow. For more information, call 877-692-2253 or check their website at sparklight.com.

CenturyLink has suspended data-usage limits and signed the Keep Americans Connected Pledge, which includes a commitment to waive late fees and not terminate a residential or small business customer's service due to financial circumstances associated with COVID-19. In addition, CenturyLink continues to participate in the FCC's Lifeline initiative. For more information visit CenturyLink.com.

Charter is offering free access to broadband and Wi-Fi for 60 days and for new K-12 and college student households. Service area includes Yuma. For more information, visit the corporate.charter.com.

Comcast is offering free Wi-Fi for 60 days to lower income families. All Xfinity hotspots are free to the public. Comcast serves Oro Valley, Marana, Pima County and parts of Tucson. For more information, visit corporate.comcast.com.

Cox Communications is eliminating data usage overages in addition to pledging to support the FCC's Keep Americans Connected Pledge by not terminating service because of an inability to pay. Cox is also waiving any late fees for residential and small business customers. In addition, Cox is opening about 2,500 free public Wi-Fi hotspots, increasing internet speeds for free to help with load capacity and is offering enrollment in its low-income broadband internet program. Customers already on the Connect2Compete program will have temporary speed increases to 50 Mbps while new Connect2Compete customers will receive their first 30 days free. Service areas include Avondale, Buckeye, Carefree, Chandler, Coolidge, El Mirage, Florence, Fountain Hills, Gilbert, Glendale, Goodyear, Guadalupe, Litchfield Park, Mesa, Paradise Valley, Peoria, Phoenix, Pima County, Pinal County, Queen Creek, Scottsdale, Sierra Vista, Surprise, Tempe, Tolleson, and Tucson. For more information, visit cox.com or call 800-234-3993.

Orbitel Communications is offering a \$15 a month, 10 Mbps product that includes a modem and router and free install for families with K-12 students eligible for the free and reduced meal program. Service area includes Maricopa and Sun Lakes. Find out more at orbitelcom.com.



Sprint signed the FCC's Keep Americans Connected Pledge to support residential and small business owners by not terminating service if they are unable to pay their bill and waiving late fees incurred because of economic circumstances related to the pandemic. In addition, Sprint will offer unlimited data per month for customers with metered data plans. It will also provide customers with an additional 20GB of mobile hotspot data at no extra cost. For more information, visit [sprint.com](https://www.sprint.com).

T-Mobile is expanding network capacity for customers across the country. It is also expanding roaming access for Sprint customers to use the T-Mobile Network. All current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for 60 days. In addition, T-Mobile signed onto the FCC's Keep Americans Connected Pledge to waive late fees and suspend termination of wireless home phone or broadband service for residential and small business customers who are unable to pay bills. T-Mobile is also offering two plans in response to COVID-19 through their EmpowerED programs, which come at \$10/month and \$20/month levels. All rate plans will have taxes and fees waived. For more information on T-Mobile's response, visit [tmobile.com](https://www.tmobile.com).

Verizon is providing free access to its public Wi-Fi hotspots and unlimited data for home internet customers. Verizon signed onto the FCC's Keep Americans Connected Pledge to waive late fees and suspend termination of wireless, home phone or broadband service for any residential or small business customers because of their inability to pay bills. They will waive overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis, in addition to automatically adding 15GB of high-speed data for wireless consumer and small business customers. Verizon also **announced** two months waived internet and voice service charges for current Lifeline customers and a new affordable internet option for low-income households (\$20 discount per month). In addition, first responders are provided priority and preemption abilities for voice and data. For more information, visit [Verizon.com](https://www.verizon.com).