

Assistance with Technology Services

COMCAST

Comcast is taking immediate steps to help connect more low-income families to the Internet at home as they face financial burdens due to the effects of Coronavirus. Effective Monday, March 16, 2020, new Internet Essentials customers will receive two free months of Internet service. After your first two free months expire, you can either cancel the service or keep it as a regular paying Internet Essentials customer. You may qualify for the internet essentials package if you are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, or SSI and you live in an area where Comcast Internet service is available.

AT&T

AT&T has offered the following to customers in response to the economic burdens caused by Coronavirus:

- All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, they will continue to offer internet access for qualifying limited income households at \$10 a month through their Access from AT&T program.
- As of March 13th, for the next 60 days the company will 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.
- For 60 days the company will also 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.