



ATTENTION FORT BEND ISD FAMILIES:

To assist families with options for low cost/free internet and WiFi please see the information listed below regarding offers from AT&T, Charter (Spectrum) and Xfinity. These offers, as well as offers from other providers, can be found at <https://broadbandnow.com/guides/low-income-internet>.

AT&T REMAINS FOCUSED ON KEEPING YOU HEALTHY AND CONNECTED

Consistent with FCC Chairman Pai's "Keep Americans Connected Pledge" and concerns raised by members of Congress, AT&T is proud to support its customers by pledging that, for the next 60 days, they 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.
- 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.
- Keep public Wi-Fi hotspots open for any American who needs them.

To provide further relief and support, AT&T announced:

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, AT&T will continue to offer internet access for qualifying limited income households at \$10 a month through their Access from AT&T program. Applications can be submitted online or by mail. For application assistance call 855-220-5211 for English or 855.220.5225 for Spanish. Visit the following link for more information.

<https://www.att.com/shop/internet/access/index.html#!/>

The coronavirus pandemic is causing many hardships. If you find yourself in financial trouble and unable to pay your bill, please contact AT&T at 800-288-2020 for AT&T broadband, residential wireless or small business services and 611 from your AT&T device for wireless.

CHARTER (SPECTRUM) CORONAVIRUS INTERNET OFFER FOR STUDENTS

Charter (Spectrum) is committed to serving its 29 million customers and ensuring they maintain reliable access to the online resources and information they want and need. To ease the strain in this challenging time, beginning Monday, March 16, Charter (Spectrum) will commit to the following for 60 days:

- Partner with school districts to make sure local communities are aware of these tools to help students learn remotely.
 - Open its [WiFi hotspots](#) across its footprint for public use.
 - Continue to offer [Spectrum Internet Assist](#), a high-speed broadband program to eligible low-income households. To qualify one or more members of your household must be a recipient of one of the following assistance programs:
 - National School Lunch Program (NSLP)
 - Community Eligibility Provision (CEP) of the NSLP
 - Supplemental Security Income (for applicants age 65+ only)
 - Offer households with students in Pre-K to 12 or college, who need remote education, [two free months of internet and WiFi](#) for new customers. This discount will be applied as a credit for your first two months of internet services. Any installation or pre-payment fees to help get you started will be waived by Charter (Spectrum). Call 1-855-243-8892 to sign up for this offer. You can qualify for this offer if you:
 - Have a student of qualifying age at your service address with remote education needs
 - Have not subscribed to Charter (Spectrum) internet services within the past 30 days
-

XFINITY OFFERS FREE WIFI HOTSPOTS

Xfinity WiFi hotspots located in out of home locations like small businesses will be available to anyone who needs them for free – including non-Xfinity Internet customers. For a map of Xfinity WiFi hotspots, visit <https://wifi.xfinity.com/>. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots, and then launch a browser.