

Here's more detailed information about free internet/WiFi:

Xfinity/ Comcast

Here are the following policies which will be in place for the next 60 days:

- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots, and then launch a browser.
- **Pausing Data Plans:** With so many people working and educating from home, Comcast says they want their customers to access the internet without thinking about data plans. Comcast says while the vast majority of customers do not come close to using 1TB of data in a month, they are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.
- **No Disconnects or Late Fees:** Comcast will not disconnect a customer’s internet service or assess late fees if they contact them and let them know that they can’t pay their bills during this period. Comcast says care teams will be available to offer flexible payment options and can help find other solutions.
- **News, Information and Educational Content on X1 and Flex:** For those with school-age students at home, Comcast has created new educational collections for all grade levels in partnership with Common Sense Media. Just say “education” into your X1 or Flex voice remote. To help keep customers informed, Comcast says they've also have created a collection of the most current news and information on Coronavirus. Just say “Coronavirus” into your X1 or Flex voice remote.
- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast’s technology and engineering teams will continue to work tirelessly to support our network operations. Comcast says they engineer their network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance their systems and network to ensure they are ready to support customer usage. Their engineers and technicians staff

their network operations centers 24/7 to ensure network performance and reliability. Comcast says they are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.

Charter Communications is committing to do the following for 60 days:

- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across our footprint for public use.
- Spectrum does not have data caps or hidden fees.

The company says it will begin implementing its plan on Monday, March 16.
