Helping You Work and Learn Remotely – 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, and seamlessly forward calls to both mobile and landline phones with AT&T IP Flexible Reach.

Distance Learning - AT&T is underwriting expenses for a “one-stop” resource center to support eLearning Days from the State Educational Technology Directors Association (SETDA) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19.

Service will not be cancelled if customers cannot pay on time. For the next 60 days (as of March 13, 2020), AT&T won’t terminate service and will waive late payment fees of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic.

Additionally, waiving domestic wireless plan overage charges for data, voice, or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.

Late fees or data overage charges waived because of the impact by COVID-19.

Economic hardships as a result of the coronavirus pandemic.

AT&T is keeping connection 24/7. As part of this effort, will waive:
- late payment fees for wireless, home phone or broadband residential customers
- domestic wireless plan overage charges for data, voice or text for residential wireless customers
  - The waiver applies to these fees or charges incurred between March 13, 2020, and May 13, 2020, due to economic hardship related to the coronavirus pandemic.
  - Waiver request: Have your user ID and password ready and click below to submit a waiver request: https://att.com/help/covid-19/waive-overage-fee/

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AT&T, for Schools:
- offering savings to schools to support eLearning
- New customers in education can connect and collaborate with AT&T Office@Hand-Premium at no cost for 90 days.
- Qualifying schools activating new lines on qualified data-only plans for school-issued tablets, 4G LTE-enabled laptops and hotspot devices will get the wireless data service at no cost for 60 days.
- Making AccessMyLAN for the qualified lines available at no cost for 60 days. This services allows school administrators to manage the internet sites their students can access to help protect them from unsafe content, as well as to block malicious sites, malware, and hacking attempts.
- AT&T Office@Hand Premium powered by RingCentral available at no cost for eligible new customers in K-12 education for up to 60 days. This enables schools to quickly activate video meetings and always-on chat groups where teachers and students can share files and collaborate on assignments.
- To help keep families connected AT&T is funding 60 days of free access to unlimited usage of Caribu, a video-calling application that allows family members to read, draw, and play games with one another while in distant locations.
- Expanded their low-cost option for home Internet service, the Access from AT&T program, now households participating in the National School Lunch Program and Headstart are eligible.
Verizon clients experiencing hardship because of COVID-19 and cannot pay their bill in full, Verizon will not charge a late fee or terminate their service during this difficult period. This policy is currently in effect through May 13, 2020. To qualify, clients must inform Verizon that they are experiencing hardship by completing a short form online. There’s no need to contact Verizon to confirm receipt of the submitted form, your account will be updated accordingly.

Verizon clients currently registered for Auto Pay and want to temporarily pause this feature, can do so by managing their Auto Pay settings.

Verizon is offering free international long distance calling to many countries impacted by COVID-19. This offer includes customers on both prepaid and postpaid plans until 4/30/20.

Verizon is offering additional Mobile hotspot data.

Verizon is automatically adding 15 GB of data across nearly all of their plans, to be used between 03/25/2020 and 04/30/2020. To be eligible, Verizon clients 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 a 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

Verizon clients sharing accounts, all lines on the account will share the data. If each line on their account has its own plan, each will receive its own data.

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

Verizon, for Schools:

- Starting in April Verizon Wireless and Fios customers get 60 days of free access to educational resources such as Quizlet, Bookful, Chegg, and Epic!
- Verizon runs something called Verizon Innovative Learning, which launched in 2012. Since then, the company has committed a total of $400 million in helping under-resourced communities bridge the digital divide. They provide free technology, internet access, and a technology-infused curriculum
- They have tripled the data allowances for all students and teachers in the learning programs. From March 16-June 30, the data plans on all laptops and tablets within the program will have additional connectivity.
- The Verizon Innovative Learning Schools Connection website has a number of resources and tips to prepare for and implement digital learning plans
- Verizon donated $5 million to No Kid Hungry to ensure children from low-income families still have access to healthy meals while their schools are closed.

https://www.verizon.com/about/news/covid-response-customers

https://www.verizon.com/about/responsibility/verizon-innovative-learning

https://vilsconnection.org/

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T-Mobile is committed in supporting their customers during this COVID-19 crisis. Please visit their website here. T-Mobile has created various documents that can you stay connected.

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