

Internet Providers: Keeping Families Connected



www.txel.org

To help families and students during this time of “at-home” learning, many cable companies have released information on how to get free internet services. Also, since so many families are having financial difficulties because of COVID-19, the companies have promised to waive late fees, not cut off services, and to have Wi-Fi hotspots available for all customers. Click [here](#) for more information.



Suddenlink Services (provided by Altice USA)- If customers have children in kindergarten -12th grade and/or college students, who have had to move from their homes and do not have access to home internet they can get Altice Advantage 30 Mbps for free for 60 days. This is available to new customers who live within the service area. Click [here](#) for more information or please call **1-888-633-0030**.

Spectrum Services (provided by Charter Communications)- If customers have children in kindergarten -12th grade and/or college students, who do not already have Spectrum broadband services and any service up to 100 Mbps, Spectrum is offering free WiFi access for 60 days and there is no charge for setting up the service. Click [here](#) for more information or please call **1-844-488-8395**.

Xfinity (provided by Comcast)- Current customers of Xfinity, with any data plan will get free unlimited data, for 60 days. If customers live within the service area, it is easier to sign up for Internet Essentials. New customers will get 60 days Internet Essentials for free. This plan is normally \$9.95/month. Also, for all current and new customers with Internet Essentials, the speed of the internet will be increased to 25Mbps for downloading and 3 Mbps for uploading. This change in speeds will be free and will be the new speed from now on. Click [here](#) for more information or please call **1-800-934-6489**.

Sparklight (formerly Cable One)- Sparklight is giving unlimited data on all internet services for the next 30 days. Click [here](#) for more information or please call **1-877-692-2253**.

AT&T- Current AT&T home internet customers will not have broadband usage caps. Click [here](#) for more information or please call **1-877-307-2905**.

T-Mobile- All current T-Mobile customers with data plans will get free unlimited data for the next 60 days, excluding roaming. T-Mobile and Metro by T-Mobile will be an additional 20GB of mobile hotspot and tethering services for the next 60 days. Also, Lifeline customers will get an extra 5GB of data per month for the next 60 days. Please be aware of incorrect social media posts that might say T-Mobile has free services for 60 days. Click [here](#) for more information or please call **1-800-937-8997**.

Verizon- Customers will not pay late fees and will keep their connections if they are having financial difficulties because of COVID-19. Also, there will be no data caps for Verizon home internet customers. Click [here](#) for more information or please call **1-800-837-4966**.

Visit the [Parents and Families](#) page on txel.org for additional resources and support for your child.