

Special Internet Access Programs for Students

(Compiled by the Office of Information Technology at Delta State University, March 18, 2020.)

The following are some of the popular carriers who have announced special programs/services for students who need help with internet access. Please note that this information is subject to change. Also, please verify/check the vendor's website for additional information.

AT&T

For 60 days:

- No termination of 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 our public Wi-Fi hotspots open for any American who needs them.

Charter

Charter announced that they would offer 60 days of complimentary broadband to homes with K-12 or college students.

Comcast

The cable giant is [offering free access to its Xfinity WiFi hot spots](#) for everyone, including non-subscribers, for the 60 days. It's also providing unlimited data to its customers for no extra charge and is not disconnecting internet service or charging late fees for customers who say they can't pay their bills. The company is also providing 60 days of free basic internet service to new customers.

C Spire

- Working with customers impacted by COVID-19 on an individual basis to ensure they have access to the services and assistance they need.
- Expanding curbside pickup so more customers can get their orders the same day.
- No data caps or overage charges, making it easier for students and employees working from home.

C Spire is also offering a number of discounted services including a telehealth app that allows patients to contact clinicians at University of Mississippi Medical Center for non-emergency conditions.

Sparklight

March 13, 2020 – Phoenix, AZ – In an effort to help ease the financial burden and provide continued connectivity for customers impacted by coronavirus (COVID-19), [Sparklight](#) today announced that effective immediately, it will be making unlimited data available on all internet services for the next 30 days and waiving late fees for its customers for the next 60 days.

Additionally, Sparklight is offering payment deferrals to customers who call to make arrangements. The company plans to reassess after 30 days based on the continued impact and evolving nature of the virus.

Customers can call 877-692-2253 for more information.

Sprint

As of March 13, Sprint has been supporting its residential and small business customers by:

- Not terminating service if they are unable to pay their Sprint bill because of the coronavirus.
- Waiving late fees incurred because of economic circumstances related to the pandemic.

Starting March 17, customers with international long distance calling plans will receive complimentary international calling rates from the U.S. to countries defined by the CDC as Level 3.

By March 19:

- Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- We will provide customers with an additional 20GB of mobile hotspot data per month for 60 days (a minimum of two bill cycles) at no extra cost.

Customers with mobile hotspot-capable handsets who don't have mobile hotspot today will soon get 20GB as well per month for 60 days at no extra cost.

T-Mobile

As of March 14:

- All current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).
- Providing T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot and tethering service for the next 60 days – coming soon.
- Working with our Lifeline partners to provide customers extra free data up to 5GB of data per month over the next two months.
- Increasing the data allowance for free to schools and students using our [EmpowerED](#) digital learning programs to ensure each participant has access to at least 20GB of data per month for the next 60 days.

The company is also offering free international calling to Level-3 impacted countries determined by the CDC.

Verizon

- Due to economic circumstances related to the coronavirus and to keep customers connected during this economic and global crisis, Verizon waives late fees for those impacted by COVID-19.
- Verizon is tripling the data allowance for Verizon Innovative Learning schools; \$10 million to nonprofits directed at supporting students and first responders.