

AT&T Offers Added Relief for Customers

AT&T is planning to help you stay connected throughout the COVID-19 pandemic.

We recognize that staying in touch with your family, friends, school and work has never been more important.

Below are a few ways we're helping consumers, small businesses, and enterprises across the country.

Consistent with FCC Chairman Pai's "Keep Americans Connected Pledge" announced today and concerns raised by members of Congress, which we share, AT&T is proud to support our customers by pledging that, for the next 60 days, we will:

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- 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.
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- 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.
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- **Waive 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.**
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- Keep our public Wi-Fi hotspots open for anyone who needs them.

The coronavirus pandemic is causing many hardships. If you find yourself in financial trouble and unable to pay your bill, we're here to help you. Please contact us at 800-288-2020 for AT&T broadband, residential wireless or small business services and 611 from your AT&T device for wireless service.

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

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- Unlimited AT&T Home Internet – All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data.
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- **Additionally, we'll continue to offer internet access for qualifying limited income households at \$10 a month through our [Access from AT&T program](#). We've expanded eligibility to Access from AT&T to households participating in the National School Lunch Program and Head Start. Additionally, we're offering new Access from AT&T customers two months of free service.**
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- 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](#).
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- 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.

For Educators and Communities:

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- AT&T Offers Savings to Schools to Support eLearning for their Students
- *Available for all qualified public and private K-12 schools, colleges and universities*
- *New customers in education can connect and collaborate with AT&T Office@Hand--Premium at no cost*
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- With the COVID-19 virus having unprecedented impacts on our society and keeping millions of students and teachers home for the foreseeable future, AT&T* is stepping up to enable virtual classrooms across America. AT&T is offering schools a way to save on unlimited wireless broadband connectivity for students.
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- Through May 22nd, qualified 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.](#)¹
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- And schools know they need to protect their students while online – which is why AT&T is also making AccessMyLAN™ for the qualified lines available at no cost for 60 days.¹ This service allows school administrators to manage the internet sites their students can access to help protect them from unsafe content and also to block malicious sites, malware and hacking attempts.
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- To keep administrators, teachers, parents, and students connected, [we're also offering AT&T Office@Hand Premium powered by RingCentral at no cost for eligible new customers in K-12 education](#), as well as healthcare and non-profit social services for up to 60 days with agreement. This enables schools to quickly activate video meetings and always-on chat groups where teachers and students can share files and collaborate on assignments. Schools can setup hotline, phone, fax and SMS capabilities through Office@Hand mobile and computer apps.
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- Beyond helping schools meet the connectivity challenge, AT&T is directly supporting the development and deployment of eLearning resources. This includes launching a \$10 million [Distance Learning and Family Connections Fund](#) to give parents, students and teachers tools they need for at-home learning. The fund launched with a **\$1M contribution to Khan Academy** – to help them improve and expand online learning resources to meet the growing demand from parents, teachers and students.
- Additionally, to help keep families connected during this uncertain time, AT&T is funding 60 days of free access and 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.