



The COVID-19 pandemic has affected communities across the country, and our Central Coast region is no exception. This guide is intended to assist our residents who may not have access to the necessary resources during this time of crisis, including broadband and technology tools required for remote learning and working.

PUBLIC WiFi ACCESS

Charter/Spectrum <https://www.spectrum.com/wifi-hotspots>
Comcast/Xfinity <http://wifi.xfinity.com/>
Cruzio <https://cruzio.com/wifi-hotspots/>

FREE OR DISCOUNTED INTERNET SERVICE FOR YOUR HOME

Contact the provider for your area. Please be aware that customer service reps may not yet know about all of these programs and/or might employ aggressive sales tactics to convince customers to subscribe to more expensive TV/Internet/phone packages instead. For an updated list of low cost plans nationwide, please visit the [National Digital Inclusion Alliance website](#).

PROVIDER	OFFER (may be eligible only for new customers with good credit)	CONTACT
AT&T	\$10/month for qualifying low-income households. During the coronavirus emergency, the first 60 days are free.	855-220-5211 https://www.att.com/shop/internet/access/index.html
Charter/Spectrum	Free 60-day service to students and educators Stay Connected – school district bulk accounts to student homes Spectrum low cost broadband program for qualifying families and seniors Spectrum Digital Education Grant 1 month free service for new commercial/business customers	844-579-3743 www.spectrum.com/browse/content/spectrum-internet-assist https://business.spectrum.com/ Local contact is Glenn Shackelford: 805-459-2049; Glenn.Shackelford@charter.com
Comcast/Xfinity	\$9.95/month for qualifying low-income households. For people who subscribe by April 30, 2020 the first 60 days are free.	855-846-8376 https://apply.internetessentials.com/

Cruzio	\$14.95/month for qualifying low-income households. During the Covid-19 emergency, the first 90 days are free.	800-303-3302 https://cruzio.com/contact/
Frontier	\$19.99/month for qualifying low-income households.	877-578-8367 https://frontier.com/fundamental-internet/
Suddenlink	\$14.95/month for qualifying low-income households. During the Covid-19 emergency, the first 60 days are free.	888-633-0030 https://www.alticeadvantageinternet.com/

<p>“KEEP AMERICANS CONNECTED” PLEDGE Federal Communications Commission (FCC) States: “Given the coronavirus pandemic and its impact on American society, [Company Name] pledges for the next 60 days to:</p> <ul style="list-style-type: none"> (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and (3) open its Wi-Fi hotspots to any American who needs them.” 	<p>SIGNED BY:</p> <p>AT&T Charter Comcast Frontier Sprint Suddenlink T-Mobile Verizon</p>	<p>For the current list of companies who have signed the pledge, go to this FCC weblink: https://www.fcc.gov/keep-americans-connected</p>
<p>These companies have promised to open their WiFi hotspots to the public for free. They have also agreed to not disconnect customers who can't pay their bill during the coronavirus emergency and to waive late fees. Charter, Comcast, Sprint, and T-Mobile have either waived or raised data caps. AT&T has done the same for wireline customers but not cellular/mobile subscribers.</p>		

<p>LIFELINE PHONE SERVICE</p> <p>The California Public Utilities Commission (CPUC) manages a Lifeline program that offers qualifying households discounted or free telephone service from a variety of providers, including packages from some cellular/mobile companies that include Internet access. 1-866-272-0349 https://www.californialifeline.com/</p>	<p>TECH SUPPORT FOR SCHOOLS & BUSINESSES</p> <p>Cruz One is a volunteer organization that provides technical support to our community during crises such as the Covid-19 or Coronavirus outbreak. Its first priority is to enable our educational system to provide remote based learning. This includes technology support for our K-12 schools and their teachers and students, such as enabling video-based training. Its second priority is to enable our community to work remotely. https://www.cruz.one/</p>
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