



Connection Issues/Help

Options to Support Members with Limited or Lack of Access to Devices and Services

The following is a listing of helpful resources compiled for emergency assistance:

Free Wifi/internet

- Charter Communications (Spectrum) and Comcast are giving households with K-12 and college students, and those who qualify as low-income complimentary Wifi for 60 days
- Families who do not have the service will also receive free installation of the service
- Both companies are expanding Wifi hotspots to the public within the company's available regions
- Call (844) 488-8395 (Charter) or (855) 846-8376 (Comcast) to enroll o Individuals must call company after 60 days, or they will be automatically billed

Unlimited data

- Charter, Comcast, AT&T, and Verizon are offering unlimited data plans to customers until May 13 for no additional charge

Safelink Wireless

- Eligibility requirements must be met, which are set by each State where the service is provided
- To qualify for Lifeline, subscribers must either have an income that is at or below 135% of the Federal Poverty Guidelines or participate in one of the following assistance programs:
 - Medicaid
 - Supplemental Nutrition Assistance Program (SNAP) Food Stamps
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (Section 8)
 - Veterans and Survivors Pension Benefit