

Late Fees and Service Questions for local internet, cable, and wireless providers:

Spectrum

To ease the strain in this challenging time, beginning Monday, March 16, we commit to the following for 60 days:

- We'll offer households with students in Pre-K to 12 or college, who need remote education, [two free months of internet and WiFi](#) for new customers.
- We'll partner with school districts to make sure local communities are aware of these tools to help students learn remotely.
- We'll open our [WiFi hotspots](#) across our footprint for public use.
- We'll continue to offer [Spectrum Internet Assist](#), our high-speed broadband program to eligible low-income households.

We won't terminate service for 60 days for residential or small business customers who face difficult economic circumstances related to the COVID-19 pandemic.

Frontier

Customers:

- Increasing broadband service and capacity to meet increasing needs
- No data caps or overage fees

Sprint

Supporting customers by:

- Providing Unlimited data for 60 days to customers with metered data plans (effective 3/18)
- Giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18)

- Waiving per-minute toll charges for international long-distance calls from the U.S. to CDC- defined Level 3 countries (effective 3/17)

T-Mobile

Customers:

- If you need more time to pay your bill, please login to your account and setup a payment plan that works for you.
- International calls to family and friends overseas will now be free for T-Mobile and Metro users.

AT&T/DIRECTV:

- Will 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.
- Will 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.
- Will 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.
- Keep public Wi-Fi hotspots open for anyone who needs them.

Verizon/FiOS

- No late fees or terminations of service
- Adding high speed data for wireless customers and businesses
- Tripling data allowances to schools
- No data caps or overage fees