



STAYING CONNECTED

Comcast

Comcast has increased the speeds of its Internet Essentials plan aimed at low-income households. This involves offering 60 days of free service to new customers, after which people will be charged \$9.95 per month, and increasing speeds on this plan from 15/2Mbps to 25/3Mbps.

The company is also opening their Xfinity WiFi network for free along with providing unlimited data. Hotspots across the country will be available to anyone who needs them for free, including non-subscribers. You can find a map of hot spots [here](#). Just use “xfinitywifi” network name and launch a browser.

Data plans will be paused for 60 days from March 13th, which will give all customers unlimited data for no additional charge.

There will be no late disconnects or late fees for those who contact the company about not being able to pay their bill.

AT&T

AT&T is waiving fees for going over data caps.

They will continue to offer internet data to qualifying limited income households for \$10/month and have expanded eligibility to households participating in the National School Lunch Program and Head Start. All home internet users have access to unlimited data.

If you are unable to pay your bill, AT&T asks that customers call 800-288-2020.

Verizon

Verizon is waiving late fees for all plans for sixty days after March 13th.

Verizon offers its customers a variety of wireless and home broadband plans, as well as a suite of global IP-network services. Verizon does not have data caps on its Fios home, 5G Home and DSL home broadband services, or on its wireline business broadband services. Most of the company’s wireless customers are on unlimited wireless plans. Customers who are not are encouraged to connect to Wi-Fi hotspots whenever available. Wi-Fi connections do not count against a customer’s data usage.

T-Mobile

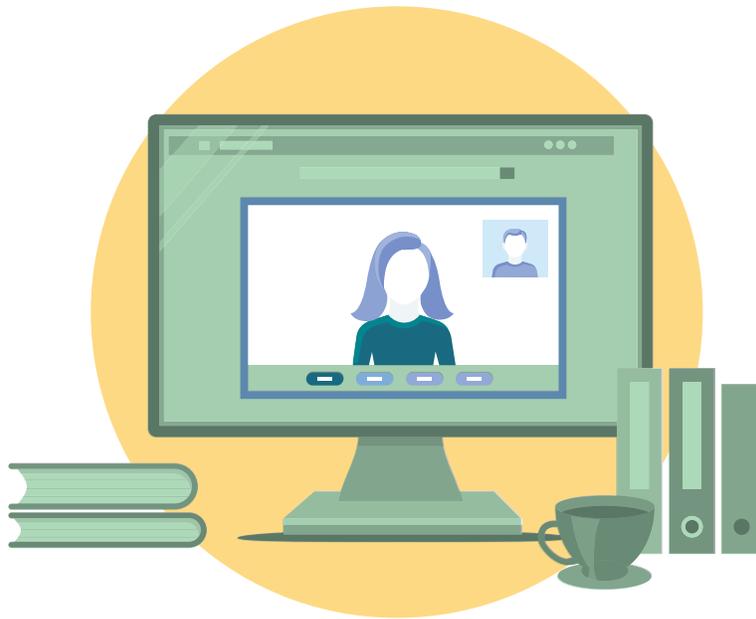
T-Mobile announced Friday, March 13th, that it would be providing unlimited data on all mobile plans for the next 60 days. This includes T-Mobile and Metro customers. It will also be providing an additional 20GB of its mobile hotspot service for the next 60 days, and is offering free international calls to any Level 3-impacted nations worldwide.

The carrier is increasing its data allowance for free to schools and students who use its Empower ED digital learning programs, providing 20GB of data per month for the next 60 days.

Sprint

Sprint announced Friday, March 13th, that it'll offer unlimited data for a minimum of two bill cycles. The arrangement will kick in by March 19th, and Sprint will also provide customers with an extra 20GB of mobile hotspot data per month for the same time period. Customers with mobile hotspot-capable handsets who don't have mobile hotspot today will now get 20GB as well per month for 60 days (a minimum of two bill cycles) at no extra cost.

The carrier is also waiving late fees from Friday, March 13th, and won't terminate services if customers are unable to pay their bill due to the impacts of the coronavirus. By March 17th, it'll introduce free international calling for CDC Level 3 nations for customers with long-distance calling plans.



JOINING A ZOOM MEETING

While Facetime or Skype will allow you to quickly videoconference, Zoom allows you to connect with multiple people at the same time, and can be a useful tool for you and your caseworker to use, when you need to review paperwork through a shared screen.

Step 1

You will get an invitation through a web link. This could come to your email or through a text message. Click the link and it will open on your smart phone, tablet, or computer.

Step 2

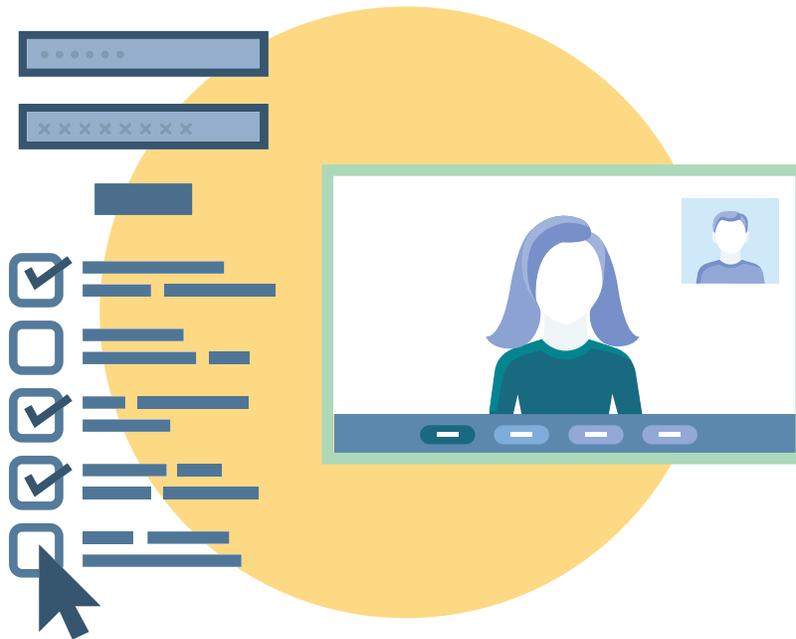
If you've never used Zoom before, you will be asked to download the Zoom application. Click "Download Zoom". Once downloaded, go back to the link that was sent to you, click it, and now you've joined the meeting!

Step 3

If you've used Zoom in the past and already have the application, simply click the link or "Join Meeting" and you're good to go!



Don't forget to make sure your camera and speakers are turned on and that your device isn't muted. Also, remember once you join the meeting and turn these options on, you're on camera!



CREATING A ZOOM MEETING

**Don't be scared. Creating a Zoom meeting can be simple.
Let's take it one step at a time!**

If you've never used Zoom before, go to [Zoom.com](https://zoom.us) and click "Sign-Up It's Free"

Then Enter your email address, create a username, and password. If you've already used Zoom, simply log in. Then click "Schedule a new meeting."

Enter the Details of Your Meeting

Topic: The title of your meeting. When: Day and time. Duration: How long the meeting will be.

*Note: if you need more than 40 minutes for your meeting, schedule several meetings back to back

Other Details

Make sure your time zone is set to GMT (Eastern). Meeting ID: Click "Generate Automatically."

Video: Click "On" for both host and participant. Audio: Click "Both." Meeting Options: Click "Enable join before host." Then click "Save!"

To Send the Invitation

After clicking save, on the next screen click "Copy invitation." Paste this link into an email to send to the caseworker or into a text message to send to family members!

**You did it! Great work! You've created a Zoom meeting.
Now all you have to do is attend!**



Don't forget to make sure your camera and speakers are turned on and that your device isn't muted. Also, remember once you join the meeting and turn these options on, you're on camera!