

## **Parent Options for Internet Access**

### **Comcast**

Comcast has increased the speeds of its Internet Essentials plan. This involves offering 60 days of free service, after which people will be charged \$9.95 per month, and increasing speeds on this plan from 15/2Mbps to 25/3Mbps. The simplest, fastest, and easiest way to apply for the program is from a mobile device at [www.InternetEssentials.com](http://www.InternetEssentials.com). The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

### **AT&T**

AT&T is waiving fees for going over data caps, adding that many of its internet customers already have unlimited data. AT&T will continue to offer internet data to qualifying limited income households for \$10 a month. There are two dedicated phone numbers for assistance: English (1-855-220-5211) and Spanish (1-855-220-5225).

### **Verizon**

Verizon said it will waive late fees for the next 60 days, and keep homes and small businesses connected while they're negatively impacted by the global crisis. You can contact customer service at 1-800-922-0204.

### **T-Mobile**

T-Mobile announced 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. T-Mobile is increasing its data allowance for free to schools and students who use its EmpowerED digital learning programs, providing 20GB of data per month for the next 60 days. You can contact customer service at 1-800-T-MOBILE.

### **Sprint**

Sprint announced that it will offer unlimited data for 60 days starting next week. The arrangement will kick in by March 19, and Sprint will also provide customers with an extra 20GB of mobile hotspot data per month for the same time period. Sprint is also waiving late fees and won't terminate services if customers are unable to pay their bills due to the impacts of the Coronavirus. Customers who don't pay for mobile hotspot services will get 20GB per month for the next 60 days soon. You can call Sprint Customer Service at 1-888-211-4727.

### **Clay County District Schools**

Clay County District Schools has put in a purchase order for Mobile HotSpots; however, due to the high demand of these items across the country, we do not expect them to arrive in time for the start of this deployment of devices to the home. If you have existing wireless internet at your house, the [students can connect the CCDS Chromebook to the home WiFi](#). If not, the locations listed below will provide wireless access for these devices in the parking lot areas after student virtual instruction begins on March 31st.

- ★ Keystone Heights Jr./Sr. High
- ★ Fleming Island High
- ★ Ridgeview High
- ★ Clay High
- ★ Orange Park High
- ★ Oakleaf High
- ★ Middleburg High
- ★ Wilkinson Elementary
- ★ McRae Elementary
- ★ Clay Hill Elementary
- ★ Additional sites may be added based on demand