

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

A map of local WiFi hotspots will be posted soon on our website. Please check back in a few days.  
<https://centralcoastbroadbandconsortium.org/>

### 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.

PROVIDER	OFFER	CONTACT
AT&T	<b>\$10/month</b> for qualifying low-income households. During the coronavirus emergency, the first 60 days are free.	<b>855-220-5211</b> <a href="https://www.att.com/shop/internet/access/index.html">https://www.att.com/shop/internet/access/index.html</a>
Charter/Spectrum	<b>\$17.99/month</b> (\$22.99 with WiFi capability) for qualifying low-income households. During the coronavirus emergency, the first 60 days are free.	<b>844-579-3743</b> <a href="http://www.spectrum.com/browse/content/spectrum-internet-assist">www.spectrum.com/browse/content/spectrum-internet-assist</a>
Comcast/Xfinity	<b>\$9.95/month</b> for qualifying low-income households. For people who subscribe by April 30, 2020 the first 60 days are free.	<b>855-846-8376</b> <a href="https://apply.internetessentials.com/">https://apply.internetessentials.com/</a>
Cruzio	<b>\$14.95/month</b> for qualifying low-income households. During the Covid-19 emergency, the first 90 days are free.	<b>800-303-3302</b> <a href="https://cruzio.com/contact/">https://cruzio.com/contact/</a>
Frontier	<b>\$19.99/month</b> for qualifying low-income households.	<b>877-578-8367</b> <a href="https://frontier.com/fundamental-internet/">https://frontier.com/fundamental-internet/</a>
Suddenlink	<b>\$14.95/month</b> for qualifying low-income households. During the Covid-19 emergency, the first 60 days are free.	<b>888-633-0030</b> <a href="https://www.alticeadvantageinternet.com/">https://www.alticeadvantageinternet.com/</a>

## “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:

- (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.”

SIGNED  
BY:

AT&T  
Charter  
Comcast  
Frontier  
Sprint  
Suddenlink  
T-Mobile  
Verizon

For the current list of companies who have signed the pledge, go to this FCC weblink: <https://www.fcc.gov/keep-americans-connected>

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.

## LIFELINE PHONE SERVICE

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/>

## TECH SUPPORT FOR SCHOOLS & BUSINESSES

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/>