



**C O N N E C T S**

(As of **March 16, 2020**)

## **WHAT ISPs ARE DOING DURING THE CORONAVIRUS** **(Miscellaneous – Members – Board)**

### **Alaska Comm./Benzinga: [Alaska Communications Supports FCC Keep Americans Connected Pledge](#)**

Alaska Communications supports FCC Chairman Ajit Pai's Keep Americans Connected Pledge. "Keeping our employees safe, Alaskans connected and giving our customers peace of mind is our priority," said Alaska Communications President and CEO Bill Bishop. Alaska Communications offers unlimited Internet to all customers today. We have never capped data, so customers will continue to enjoy unlimited data.

### **Altice/Multichannel News: [Altice USA Offers Free Broadband to Homes with K-12, College Students During Coronavirus Scare](#)**

Beginning March 16, Altice USA said it will offer homes within its footprint with K-12 and/or college students free broadband service for up to 60 days to keep those who may be displaced due to school closures to prevent the spread of the coronavirus.

### **Antietam Broadband: [Antietam Offering Free Resources In Light of COVID-19](#)**

Antietam Broadband and Comcast are offering eligible low-income households 60 days of free internet access as more folks are working from or staying home in the wake of novel coronavirus. Antietam Broadband is taking measures to provide free internet access to eligible low-income families, who are new customers, and for community Wi-Fi hotspots, President Brian Lynch said Friday in a phone interview.

### **Atlantic Broadband: [COVID-19 UPDATES-Our Commitment to Keeping You Safe and connected during the Coronavirus Pandemic.](#)**

We've conducted extensive business continuity preparations and, by investing heavily in our broadband network, we're ready to accommodate increased levels of demand during this time, with no data caps, especially as work-from-home arrangements become increasingly necessary. We'll also give first priority to network maintenance and service-related appointments for homes and businesses to ensure customer connectivity.

### **AT&T: [COVID-19: Our Response](#)**

### **AT&T/Comcast/Verizon/The Verge: [AT&T, Comcast, Verizon and others agree not to overcharge customers during coronavirus](#)**

Federal Communications Commission Chairman Ajit Pai introduced a new broadband and telecom industry measure on Friday called the Keep Americans Connected Pledge, which is designed to rein in any potential abuses from US Internet service providers during the ongoing novel coronavirus pandemic. The pledge, which is for the next 60 days, asks that companies not terminate service for residential or small business customers, waive any late fees incurred due to the economic effects of the virus, and open access to public Wi-Fi hotspots to "any American who needs them."

**AT&T/Comcast/Verizon/Washington Post: [AT&T, Comcast and other Internet providers agree to help subscribers who can't pay their bills due to coronavirus](#)**

AT&T, Comcast and Verizon joined dozens of telecom providers in agreeing to aid Americans who are out of work or school because of the coronavirus, including by preserving phone-and-Internet service for those that are unable to pay their bills. The commitments came Friday as part of a pledge orchestrated by the Federal Communications Commission, whose chairman, Ajit Pai, said the vast disruptions caused by the deadly outbreak make it “imperative that Americans stay connected.”

**Auburn (City of): [Taking Precautions to Protect Employees, Customers](#)**

The City of Auburn recognizes the concern associated with the coronavirus infectious disease 2019 (COVID-19) and is taking precautions to keep the health of city employees and local citizens a top priority. We are closely monitoring updates from the Centers for Disease Control and Prevention and the World Health Organization and will continue to seek guidance from these agencies as well as from county and state public health officials. All city employees are following the recommended health and sanitation guidelines and taking extra precautions, as needed. Our goal is to encourage preventive measures, minimize exposure and continue to operate necessary city services without disruption.

**BEAM Broadband: [Free 50 Mbps Service](#)**

“East Alabama provider [Beam](#) is offering free 50 Mbps service for 30 days to new customers with K-12 or college students, along with free installation. You can call Beam for more details.”

**Burlington Telecom: [COVID-19 Response](#)**

We have been diligently following the development of COVID-19. Due to growing concern, we wanted to provide you with our current approach & commitment to the safety of our employees and community. Please see the attached images. #BurlingtonTelecom #BTV #Coronavirus #BurlingtonVT

**Charter/MCN: [Charter Opening WiFi Hotspots in Face of COVID-19](#)**

Charter said, citing the COVID-19 coronavirus pandemic, that it will open its WiFi hotspots across the country for public use, and will offer free Spectrum broadband service and WiFi access for 60 days to households with K-12 or college students that do not already have Spectrum broadband service at any level up to 100 Mbps.

**Charter/Variety: [Charter Offers Free Broadband to All Households With Students Amid Coronavirus Epidemic](#)**

Cable giant Charter Communications will provide free broadband for two months to households with students, as a number of U.S. schools are shutting down because of concerns about the coronavirus (COVID-19) pandemic. Starting next Monday (March 16), Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students that do not already have a Spectrum broadband subscription at any service level up to 100 megabits per second.

**Cincinnati Bell: [We're here for you, ready to support you](#)**

As your hometown communications provider, we're prepared to meet the needs of the city during this unprecedented and challenging time. We are monitoring this situation closely and will continue to make decisions that balance the best interests of our employees with our commitment to our customers and our community. We will provide you with timely updates should we feel it necessary to take further precautions. Thank you as always for your business. We will get through this together.

**Comcast/MCN: [Citing Coronavirus, Comcast Boosts 'Essentials' Speeds](#)**

Comcast is boosting speeds of its Internet Essentials low-income subsidized broadband due to the coronavirus pandemic. It will also make it easier for low income households without broadband to sign up. "As our country continues to manage the COVID-19 emergency, we recognize that our company plays an important role in helping our customers stay connected – to their families, their workplaces, their

schools, and the latest information about the virus – through the Internet," said Dana Strong, president of consumer services for Comcast Cable

**Comporium:** [We are taking concerns about COVID-19 very seriously.](#)

**Comporium:** [Comporium Committed To Safe Service For Customers And Employees: Precautions Put In Place During COVID-19 Outbreak](#)

Like everyone, Comporium has been paying close attention to the onset and spread of the coronavirus (COVID-19) over the past few weeks. We take the responsibility of ensuring the health and safety of our employees, customers, and our community very seriously. We also understand that as more people change their habits by working from home and choosing to spend free time at home rather than in crowded public spaces, our customers will depend than ever on our services. Therefore, we want to inform our customers that we are taking the following steps to ensure that we are providing and maintaining our services in the safest possible manner.

**Cox/KATC:** [Cox pledges to keep customers connected, waive fees due to COVID-19](#)

Cox announced Friday, March 13 that it will suspend the termination of services and waive late fees to customer for 60 days due to COVID-19. Read more from the company below: "Cox announced today its support for the FCC's Keep America Connected initiative as part of the company's ongoing coronavirus response efforts. As part of its commitment, Cox pledges for the next 60 days to: not terminate service to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the coronavirus pandemic; waive any late fees that any residential or small business customer incur because of their economic circumstances related to the coronavirus pandemic; and will open Cox WiFi hotspots to help keep the public connected in this time of need."

**Directcom:** [We Stand With You During This Health Crisis](#)

Like most of you here in Utah, we are closely watching the latest reports from the Utah Governor's office and the Centers for Disease Control and Prevention (CDC) regarding coronavirus COVID-19. We are considering a number of precautionary measures to help protect the health and safety of our customers and employees, as they might apply to our particular service.

**Eastlink:** [COVID-19 Response](#)

We are doing all we can to serve you in the best way possible and keep you connected to the things and people that matter most during this complicated time #COVID19. As a result, we are temporarily suspending data limits on all internet plans. Please take care.

**FCC/MCN:** [Rosenworcel: ISP Coronavirus Pledge is Good First Step, But...](#)

Senior Democratic FCC commissioner Jessica Rosenworcel acknowledged that signing on to chairman Aji Pai's coronavirus connectivity pledge was a good thing, but that they needed to do more. In a statement on that pledge, Rosenworcel called that "a welcome first step," but had her own three essentials, though she did not ask for pledge-signers. "First, we need to get to work to connect schoolchildren. Schools are closing and so many students are being told that their classes are migrating online. We can use our universal service powers to provide hotspots for loan for students whose school doors have closed. We need to act immediately so that no child is offline.

**Granite Telecommunications:** [Granite Pledges to Keep Americans Connected](#)

Will maintain critical infrastructure to help combat Coronavirus pandemic

**Harlan Municipal Utilities:** [COVID-19 Response](#)

We, too, are concerned about the potential spread and effects of the Corona virus (COVID-19) but we are committed to ensuring reliable and safe electric, gas, water and telecom services.

**HBC:** [COVID-19 Preparedness](#)

With the increase in the number of Coronavirus cases, we want to ensure you we are taking steps to protect our employees and customers. We continue to monitor closely the emergence of the SARS-CoV-2 virus and the disease it causes, named "Coronavirus Disease 2019" (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to limit the spread of illness.

**Hotwire:** [A Message from Hotwire on the Corona Virus](#)

**ISPs/Axios:** [ISPs promise FCC they won't shut off service during pandemic](#)

**ISPs/CNET:** [Internet and wireless providers will waive late fees and keep Americans connected](#)

Broadband and wireless companies are signing a "Keep Americans Connected Pledge" at the request of Federal Communications Commission Chairman Ajit Pai, to ensure customers in the US aren't cut off from communications services during the coronavirus pandemic.

**Metronet:** [A Message from Metronet Regarding COVID-19](#)

In the midst of our nation's response to the Coronavirus 2019 (COVID-19) we want you to know that MetroNet is committed to the safety of our customers and associates. We are monitoring the Centers for Disease Control (CDC), government agencies, and our own internal teams to stay on top of this evolving situation. We want you to feel confident that MetroNet is prepared to support your internet, video and phone services - be it for personal, business or virtual schooling reasons.

**Mid-Continent:** [COVID-19 Response](#)

We know how much Midco customers depend on us. It's a responsibility we take very seriously every day. We also feel a deep sense of responsibility to keep our team members, customers and communities as safe as possible. That's why we're taking enhanced precautions due to the Coronavirus (COVID-19) outbreak

**NewWave:** [NewWave Communications Owner Cable ONE Makes Unlimited Data Available On All Internet Plans For 30 Days, Waives Late Fees For 60 Days During Coronavirus \(Covid-19\) Crisis](#)

In an effort to help ease the financial burden and provide continued connectivity for customers impacted by coronavirus (COVID-19), NewWave today announced that effective immediately, it will be making unlimited data available on all internet services for the next 30 days and waiving late fees for its customers for the next 60 days. Additionally, NewWave is offering payment deferrals to customers who call to make arrangements. The company plans to reassess after 30 days based on the continued impact and evolving nature of the virus. "We live and work in the communities we serve and these are our friends and neighbors impacted by effects of the coronavirus (COVID-19), so we want to do our part to help," said Julie Laulis, President and CEO. "We understand that our customers rely on their Internet service to stay connected to family, work, school and information, and we are committed to ensuring they receive the assistance they need during this time."

**NineStar Connect:** [Rocket Fast Speeds for Free](#)

Fiber Internet Customers: You will have internet speeds up to 1 Gig now through April 10th at no extra cost. Please enjoy these higher speeds as you work and have e-learning days from home.

**OzarksGo:** [We will not be disconnecting customers for non-payment for the next two months](#)

**Pineland Telephone:** [Providing business solutions during this healthcare crisis](#)

**Premier Communications:** [Coronavirus Response](#)

The health and safety of our Customers, Employees, and Community members are always a top priority for Premier Communications. As part of that commitment, we want to share our current practices as it relates to the Coronavirus (COVID-19).

## **RS FIBER: [COVID-19 PREPAREDNESS](#)**

With the increase in the number of Coronavirus cases, we want to ensure you we are taking steps to protect our employees and customers. We continue to monitor closely the emergence of the SARS-CoV-2 virus and the disease it causes, named "Coronavirus Disease 2019" (COVID-19). At this time, no one knows how severe this outbreak will be. Given this uncertainty, and the fact that the seasonal influenza (flu) virus is also widespread, we are taking proactive steps to limit the spread of illness.

## **Service Electric Cablevision: [Coronavirus \(COVID-19\) Notice](#)**

As the coronavirus continues to affect the communities we serve, we are closely following guidelines from the CDC and other local health organizations. As a result, we have increased the cleaning frequency of our facilities and equipment. We recommend that you fully utilize our online tools as well as our interactive phone system when possible without needing to visit our office. We also ask you not to schedule an in-home service appointment if there is someone sick in your home. This will help minimize human contact and reduce the chances of passing the virus. These actions are being taken for the safety and well-being of our employees and customers. We are also taking the necessary precautions in anticipation of increased usage demand by temporarily suspending usage-based billing for monthly data plans on all Internet tiers. Our teams are working to minimize any network slowdowns to keep our customers connected under these difficult circumstances.

## **Sparklight: [A Message From Our President & Ceo, Julie Laulis, Regarding The Coronavirus \(COVID-19\)](#)**

First, we have put in place guidance for all our associates detailing how to protect against transmission of the virus, including hand-washing protocols and enhanced cleaning of high-touch areas in our local offices. We will continue monitoring coronavirus (COVID-19) updates and will respond accordingly based on the advice of public health authorities. Second, I want to remind our customers of the various methods we have in place to interact with us online and over the phone.

## **Sparklight/One to One: [Sparklight Makes Unlimited Data Available On All Internet Plans For 30 Days, Waives Late Fees For 60 Days During Coronavirus \(Covid-19\) Crisis](#)**

In an effort to help ease the financial burden and provide continued connectivity for customers impacted by **coronavirus (COVID-19)**, [Sparklight](#) today announced that effective immediately, it will be making unlimited data available on all internet services for the next 30 days and waiving late fees for its customers for the next 60 days.

## **TDS: [TDS Statement on COVID-19 Preparedness](#)**

"TDS is actively monitoring the spread of COVID-19 and is following the situation in a coordinated manner with federal, state, and local health and safety officials. The health of the communities we serve is our top priority as we continue to assess impacts to our employees, communications network, customers, and suppliers. "TDS will rely on our distributed communications network as well our network redundancy to help limit disruptions in service. We are committed to providing reliable, resilient service to both business and residential customers during the COVID-19 outbreak.

## **USTelecom/MCN: [USTelecom to Capitol Hill: We're Prepared to Handle Coronavirus Load](#)**

USTelecom has told Congress that its members are "laser focused" on making sure their networks can handle the prolonged reliance on telework, distance learning and other forms of high-band, remote communications--like telehealth--and even as more of that bandwidth is used for video and content streaming during the COVID-19 coronavirus pandemic. Members of Congress from both Houses have reached out to cable and telecom ISPs seeking status reports.

## **Verizon: [Verizon will help customers and small businesses disrupted by impact of coronavirus](#)**

Company will waive late fees and keep residential and small business customers connected if negatively impacted by global crisis; Networks continue to perform strongly as Verizon accelerates investments for the future.