



Local ISP COVID-19 Response Efforts for Families in Need

	Free Public Hotspot Locations *	Free/Discounted Internet **	Connection Speed	Contact Information	Website
AcenTek		Free until June 1	200 Mbps	(888) 404 4940	https://www.acentek.net/covid-19/
AT&T	✓	\$10 per month	10 Mbps	(855) 220 5211	https://m.att.com/shopmobile/internet/access/
Charter/Spectrum	✓	Free for 60 days	Up to 30 Mbps	(844) 488 8395	https://www.spectrum.com/browse/content/spectrum-internet-assist.html
Comcast/Xfinity	✓	Free for 60 days	25 Mbps	(800) 934-6489	https://www.xfinity.com/support/articles/comcast-broadband-opportunity-program
PCs for People		\$11.25 per month	18 Mbps	(651) 354-2552	https://pcsrefurbished.com/sales/buyInternet.aspx?product=6637

* Hotspot locations can be found using each provider's hotspot map linked below, or the Facebook app (more info on p.4). AT&T does not currently have a hotspot map available.
 ** Free or discounted internet eligibility for families varies by provider, see descriptions below for more information

Detailed provider info and other connection opportunities on next pages
 Visit <https://www.everyoneon.org/find-offers> to learn find offerings specific to your zip code



AcenTek (Allendale Area)

For non-AcenTek customers:

- AcenTek will offer free broadband and Wi-Fi internet access until June 1, 2020, to students and teachers who do not currently have internet service with them.
- Installation fees will also be waived for the new customers living within the service area. Students (K-12/college) and teachers facing the effects of the shutdown will now have access to free internet to learn, work, and communicate remotely.



AT&T

For non-AT&T customers:

- AT&T is keeping public Wi-Fi hotspots open for anyone who needs them.
- AT&T continues to offer internet access for qualifying limited-income households at \$10/month through their Access from AT&T program. No termination regardless of ability to pay, waive late payment fees due to inability to pay.
 - To qualify:
 - At least one person in the applying household must participate in the Supplemental Nutrition Assistance Program (SNAP or food stamps) or receive Supplemental Security Income (CA residents only).
 - Applicant must be without outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt incurred under this program.

For current customers:

- AT&T has suspended broadband usage caps for our home internet customers. That means no overage fees while people are home using more data.
- They won't terminate service of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic – and they are waiving late payment fees for those customers.



Charter/Spectrum

For non-Charter/Spectrum customers:

- Charter will offer Free Spectrum Internet Assist and Spectrum broadband, including home Wi-Fi, to new subscriber households with K-12 and/or college students, as well as teachers, for 60 days. More information: policy.charter.com/coronavirus
- Wi-Fi hotspots can be located using this map tool: <https://www.spectrum.com/free-wifi-hotspots/michigan/grand-haven>



For existing customers:

- Charter/Spectrum will not terminate broadband/phone service to any residential or small business customer because of their inability to pay due to coronavirus disruptions
- They will also waive any late fees incurred by residential or small business customers because of economic circumstances related to the coronavirus pandemic

Comcast/Xfinity:

For non-Xfinity customers:

- Families can qualify for Comcast's Internet Essentials program if they receive any type of public assistance (SNAP, WIC, Medicaid, SSI, Section 8, Heating assistance, tribal assistance, national school lunch program, etc.) Other eligibility criteria apply.
- As of 3/16/2020, any new Internet Essentials sign up will get 60 days of free service. Once the 60 days expires they can continue on the program at the normal cost of \$9.95 per month, or return the equipment for no charge. As always there are no contracts or credit checks for Internet Essentials
- The best way to sign up is on the website, which is mobile friendly: <https://www.internetessentials.com/>
- Comcast has opened their public Wi-Fi hotspots to anyone for free. More info on hotspots: <https://www.xfinity.com/support/articles/about-xfinity-wifi-internet>
 - This link provides access to their map which shows hotspots by area. <https://hotspots.wifi.xfinity.com/>

For existing customers & new Internet Essentials customers:

- Comcast is also increasing the speeds for all current and future Internet Essentials customers from 15/2 to 25/3 in anticipation of increased bandwidth usage. This increase is permanent.
- Comcast has suspended shut offs and late fees for customers who call in and explain they are experiencing hardship due to the virus. Comcast will work with them to create a flexible payment plan.
- Comcast has also paused their data plan allowing customers to use unlimited data without additional charges for the next 60 days.
- More information at: <https://corporate.comcast.com/covid-19>



PCsForPeople

For non-PCsForPeople customers

- To qualify, the applying household must be 200% or below of the federal poverty level or be currently enrolled in an income-based government assistance program. Examples of programs include: food support (SNAP), financial assistance (TANF), free or reduced lunch at school, Section 8 voucher, Medicaid, and SSI.



For schools utilizing distance learning

- T-Mobile is offering the following 1-year commitment as a special consideration to schools due to COVID-19:
 - Option 1: \$10.00 2GB plan (50% off a hotspot), with a 12-month agreement. LTE speeds for the first 2GB of data, slower 3G speeds after 2GB.
 - Option 2: \$20.00 Unlimited 4gLTE plan with a free hotspot, with a 12-month agreement
 - White inventory supplies last. Full LTE speeds.

For those who need mobile service-offers start 3/25

- T-Mobile Connect: more info at <http://prepaid.t-mobile.com>
 - \$15/month + taxes and fees for unlimited talk and text, 2GB of high-speed mobile data.
 - \$25/month + taxes and fees for unlimited talk and text, 5GB of high-speed mobile data.
- Metro by T-Mobile: more info at www.metrobyt-mobile.com
 - MetroSmart Hotspot devices are half off, \$35/month for 20GB of high-speed data for 60 days

Other potential sources of Wi-Fi access:

- Ottawa County Libraries like the Howard Miller Public Library in Zeeland and Herrick District Library in Holland have set up their Wi-Fi signals to project out into their parking lots, where people are encouraged to work.
- The City of Holland has set up a high-speed Wi-Fi network anyone may connect to for free from the parking lot of Holland Civic Center Place.
 - The Wi-Fi network is called MiHollandFreeWiFi and is accessible from the north lot. While the Civic Center building is closed to the public, the Wi-Fi may be used while parked in the lot. Overnight parking is prohibited by city ordinance, so hours are limited to 6 a.m. to 11 p.m.
- The Facebook mobile app is by far one of the easiest ways to find free Wi-Fi if you already have the app installed.
 - To use Facebook to find free internet, open the **More** menu and then tap **Find Wi-Fi**. You might have to tap **See More** at the bottom to show it.
 - If there aren't Wi-Fi networks where you're currently located, find a different area on the map and tap **Search this area** to look for free internet there. Switch between **List** and **Map** view for different ways to view the results.