

COVID19 Assistance from Comcast and Verizon

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The area cable and Internet providers have instituted new policies in response to COVID-19.

Verizon:

- Waive late fees for residential and small business customers may incur because of the economic circumstances related to the Coronavirus.
- Residential and small business customers will not have services terminated because of their inat their bills due to hardships caused by the Coronavirus.
- Launched Pay it Forward Live, a weekly streaming entertainment series in support of small busin affected by COVID-19.

Comcast is taking the following steps through May 14, 2020:

- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the “xfinitywifi” network name from a list of available hotspots, and then launch a browser.
- **Pausing Our Data Plan:** With so many people working and educating from home, Comcast is giving our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, Comcast is pausing their data plans for 60 days for our customers Unlimited data for no additional charge.
- **No Disconnects or Late Fees:** Will not disconnect a customer’s internet service or assess late fees during this period. Contact Comcast and let them know they can’t pay their bills during this period.
- **Internet Essentials Free to New Customers:** Is even easier for low-income families who live in our service area to sign-up for Internet Essentials, the nation’s largest and most comprehensive broadband adoption program. New customers will receive 60 days of complimentary Internet Essentials service. This service is normally available to all qualified low-income households for \$9.95/month. Additionally, for existing Internet Essentials customers, the speed of the program’s Internet service was increased.

downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will be the new base speed for the program going forward.

- **News, Information and Educational Content on X1 and Flex:** For those with school-age students, Comcast created new educational collections for all grade levels in partnership with Common Sense Education. Just say “education” into your X1 or Flex voice remote. To help keep customers informed, we also created a collection of the most current news and information on Coronavirus. Just say “Coronavirus” into your X1 or Flex voice remote.

<http://www.comcastcorporation.com/COVID-19/>

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