



Partnership for LA Schools - Internet Service Provider Offers

Provider	Announcements	Sources/Notes
AT&T	<p>2 months free for new customers and suspending all data usage caps until further notice.</p> <p>No termination of service for the next 60 days; will waive late fees for any residential or small business customers because of inability to pay.</p> <p>Access from AT&T program offers new customers 2 months free internet access to qualifying limited income households; for continuing households the rate is \$10/month. AT&T has expanded eligibility to households participating in National School Lunch Program and Head Start.</p>	<p>http://www.internetforallnow.org/get_affordable_internet_today</p> <p>- https://about.att.com/story/2020/covid_19_education.html</p> <p>https://about.att.com/story/2020/distance_learning_family_connections.html</p>
Charter/Spectrum	<p>Charter will offer free Spectrum broadband and WiFi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. Installation fees are waived for new student households.</p> <p>Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.</p> <p>Charter will open its Wi-Fi hotspots across footprint for public use.</p> <p>To qualify, you must have a student of qualifying age at your service address with remote education needs; have not subscribed to our internet services within the past 30 days</p>	<p>https://www.spectrum.net/support/internet/coronavirus-covid-19-educational-internet-offer</p> <p>- https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more</p>
Comcast/Xfinity	<p>2 months free for new customers (Internal Essentials package)</p> <p>For all new and existing customers, the speed will be increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and become the new base speed for the program going forward.</p> <p>New customers will also receive 40 hours of Wi-Fi hotspot usage per month</p> <p>No disconnects or late fees</p>	<p>http://www.internetforallnow.org/get_affordable_internet_today</p> <p>https://www.cde.ca.gov/ls/he/hn/availableinternetplans.asp</p> <p>https://www.internetessentials.com/covid19</p>
Google	<p>Setting up 100,000 WiFi access points for rural households for a minimum of 3 months</p> <p>Donating 4,000 Chromebooks to students across CA</p>	<p>https://edsources.org/2020/thousands-of-california-students-to-get-free-wifi-and-chromebooks-for-distance-learning/627823</p> <p>Tweet from Google's CEO: https://twitter.com/sundarpichai/status/1245436573946019840</p> <p>- Remains unclear exactly how the CDE will distribute Chromebooks or where WiFi access points will be located</p>
T-mobile	<p>Offering 20GB hotspot data for existing customers for the next 60 days.</p> <p>T-Mobile is temporarily waiving Late fees and Suspend and restore fees for those impacted by COVID-19.</p> <p>(Can't find evidence of free plans for new customers)</p>	<p>https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response?icid=MGPO_TMO_U_CUSTSUPT_Z2739VFSHS9707KGF20085</p>
Verizon	<p>Verizon is partnering with LAUSD to provide internet access to all students, but there is not a lot of specificity about plans (see press releases at right).</p> <p>Deal includes LAUSD's \$100M investment in Verizon to cover cost for company "to provide internet service to needy families in the district". Deal terms have not been released.</p> <p>Outside of this deal, in general, existing customers may complete a "short form" to let them know they're experiencing hardship because of COVID-19. Once submitted, account will be protected from late fees and service termination through May 13, 2020.</p>	<p>https://achieve.lausd.net/site/default.aspx?PageType=3&DomainID=4&ModuleInstanceID=4466&ViewID=6446EE88-D30C-497E-9316-3F8874B3E108&RenderLoc=0&FlexDataID=87160&PageID=1</p> <p>https://www.verizon.com/about/news/verizon-provide-unlimited-internet-lausd</p> <p>https://laist.com/2020/03/23/lausd_la_county_schools_shutdown_extended.php</p>



Partnership for LA Schools - Findings on Internet Service Provider Offers

Provider	What was the range for wait time to speak with a representative?	Does service extend into the Watts area (zip code 90002)?	Do they require Social Security Number?	Is a free trial available?	How much will service cost after the free trial is over?	Cost for installation?	What is the best offer available for low-income families in Watts (excluding the free trial)?	What were challenges and concerns with their best offer?
AT&T	7 - 60 minutes	Yes	Yes	No	\$59.99/month	\$99 deposit, if no SSN.	\$10/month, if qualified. 12MB	There is no free trial offered. Instead, those families are being offered a \$10/month plan with 12MB. And if customers cannot provide a SSN, a \$99 deposit is required.
Charter Spectrum	3 - 15 minutes	Limited service in Watts	Yes	Yes	\$54.99/month	Waived	\$17.99/month, if qualified. 250MB	Most callers reported no service for 90002 zip code. No significant assistance for existing customers with LAUSD students in household.
Comcast	3 - 120 minutes	No	N/A	N/A	N/A	Waived	\$9.95/month, if qualified. 25MB	Long wait times (120 minutes) to speak to Spanish represenatives. Automated system refers you to website internetessentials.com to apply (wait for qualification response). No service for Watts 90002 zip code.
T-mobile	3 - 35 minutes	Yes	Yes	No	No free trial	N/A	Additional \$15 for existing customers. 2GB	They charge an additional \$15 for 2GB to existing customers, not enough for students to do their schoolwork. Families already struggling with cellphone bill cannot afford an additional \$15.
Verizon	3 - 20 minutes	Yes via LAUSD Hotspot Devices	No	N/A	N/A	No	LAUSD Hotspot Devices. 15GB	Families who know about the LAUSD hotspot devices were told by Verizon representatives to contact LAUSD or the child's school to submit a request. For families who did not know about the offer, Verizon representatives did not mention it and instead suggested families go to a nearby public hotspot.