



COVID-19 Remote Education Credit

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During this time of uncertainty due to COVID-19, our customers need to stay connected more than ever.

We're committed to offering special discounts to households affected by this virus. Beginning Monday, March 16, we'll offer free access to internet and WiFi for 60-days for new Pre-K to 12, college student and teacher households who don't currently have internet or WiFi service. This discount will be applied as a credit for your first two months of internet services. We'll waive any installation or pre-payment fees to help get you started.

You can qualify for this offer if you:

- 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

Call **(855) 243-8892** to sign up for this offer.

Community Assistance

More than ever before, Americans rely on high speed broadband in nearly every aspect of their lives. In the coming weeks, many will be affected either directly or indirectly by COVID-19. We're committed to serving our 29 million customers and ensuring they maintain reliable access to the online resources and information they want and need. To ease the strain in this challenging time, beginning Monday, March 16, we commit to the following for 60 days:

- We'll partner with school districts to make sure local communities are aware of these tools to help students learn remotely.
- We'll open our [WiFi hotspots](#) across our footprint for public use.
- We'll continue to offer [Spectrum Internet Assist](#), our high-speed broadband program to eligible low-income households.

- We'll offer new [free access to internet and WiFi](#) for 60 days for new Pre-K to 12, college student and teacher households who don't currently have internet or WiFi service.

We won't terminate service for 60 days for residential or small business customers who face difficult economic circumstances related to the COVID-19 pandemic. Similarly, we won't charge late fees for those customers facing difficult economic circumstances related to the pandemic. As always, we don't have data caps or hidden fees.

Our advanced communications network will make sure our customers, including government offices and agencies, first responders, health care providers and facilities and businesses, across 41 states, maintain the connectivity they rely on.

Our network is built to sustain maximum capacity during peak usage. We'll continue to closely monitor this dynamic situation and are well prepared to continue delivering reliable connectivity. We have extensive business and workforce continuity plans in place that will be adjusted as needed to best serve all our customers and employees.