



Thursday, March 19, 2020

Dear Students,

As you and your professors transition to online learning this coming Monday, March 23, we are aware that some students may not have access to the internet connectivity needed to complete courses in this new teaching and learning environment.

A number of internet service providers have come forward with offers for free service for a limited time and other temporary additional services that are available, should you need them as you prepare for classes on Monday. Here are some resources you can check into:

- [Comcast COVID-19 response](#): offering free WiFi for 2 months to low-income families plus all Xfinity hot-spots are free to the public during this time.
- [Charter](#): offering free internet for 2 months.
- [AT&T COVID-19 response](#): offering open hot-spots, unlimited data to existing customers, and \$10/month plans to low-income families
- [Verizon COVID-19 response](#): no special offers, but following the FCC agreement (see below).
- [Sprint COVID-19 response](#): follows FCC agreement, provides unlimited data to existing customers, and, starting Tuesday, 3/17/2020, will allow all handsets to enable hot-spots for 60 days at no extra charge (others may follow suit).
- [T-Mobile COVID-19 response](#): follows FCC agreement, plus unlimited data to existing customers, and, coming soon, will allow all handsets to enable hot-spots for 60 days at no extra charge (others may follow suit).

An [FCC agreement](#) has stated that providers will waive late fees, not cutoff service for lack of payment, and open hot-spots.

Certainly, the COVID-19 (coronavirus) situation and our response to it have presented us all with challenges we will experience during this time of transition. If you are having any difficulties or if questions arise, please seek assistance by reaching out to your professors. Stay safe and healthy.

Sincerely,
Dr. Courtney DeMayo Pugno
Interim Executive Director of the Owen Center for Teaching and Learning