**UTILITIES CABLE CELL PHONES**

**DTE, Consumers Energy restrict electrical shutoffs due to coronavirus** <https://www.freep.com/story/news/local/michigan/detroit/2020/03/16/dte-energy-consumers-suspend-shut-offs-coronavirus/5057318002/>

**Huntington Bank Announces Immediate Financial Relief Measures for Customers Affected by** Coronavirus: <https://www.westcoastchamber.org/news/details/huntington-announces-immediate-financial-relief-measures-for-customers-affected-by-coronavirus>

**Fifth Third Bank enacts deferral programs for customers impacted by COVID-19 | wtol.com**

<https://www.wtol.com/article/news/local/fifth-third-bank-deferral-programs/512-978daf43-258e-476c-9bce-98bad0612736>

**CELL PHONE RESOURCES**

Cell Phones: <https://about.att.com/pages/COVID-19.html#consumers>

**ATT**

We’re helping keep our military and their families connected during this difficult time. We’ve worked out an agreement with the Navy Exchange Command that allows military personnel stationed on selected Navy ships to make calls to their loved ones through April 30 at no cost to the Navy or its sailors. AT&T is planning to help you stay connected throughout the COVID-19 pandemic.

We recognize that staying in touch with your family, friends, school and work has never been more important. Below are a few ways we’re helping consumers, small businesses, and enterprises across the country. Consistent with FCC Chairman Pai’s “Keep Americans Connected Pledge” announced today and concerns raised by members of Congress, which we share, AT&T is proud to support our customers by pledging that, for the next 60 days, we will:

* Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
* Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
* **(NEW)** Waive domestic wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.
* Keep our public Wi-Fi hotspots open for anyone who needs them.

The coronavirus pandemic is causing many hardships. If you find yourself in financial trouble and unable to pay your bill, we’re here to help you. Please contact us at 800-288-2020 for AT&T broadband, residential wireless or small business services and 611 from your AT&T device for wireless service.

To provide further relief and support, AT&T announced:

* Unlimited AT&T Home Internet – All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data.  Additionally, we’ll continue to offer internet access for qualifying limited income households at $10 a month through our [Access from AT&T program](https://urldefense.proofpoint.com/v2/url?u=http-3A__www.att.com_access&d=DwMFAg&c=9wxE0DgWbPxd1HCzjwN8Eaww1--ViDajIU4RXCxgSXE&r=v0KsGWF5c78vZ9Kz_NKaUhzV3SEodY2iQcnQJ2hh_Vs&m=3a5B_ZpYyCVqozrCE4FSqUhnR3HP_jgXyk2tyRfCMqs&s=6CFCfw8pkUT7jc6RyUKAlU-cdKkp-RvwazSdW_kFCGw&e=). We’ve expanded eligibility to Access from AT&T to households participating in the National School Lunch Program and Head Start. Additionally, we’re offering new Access from AT&T customers two months of free service.

**T-Mobile Cell Phones**

T-Mobile is launching lower-priced plans and offers on March 25:

* For the next two months, Metro is offering a $15 plan – that’s half the price of the current most affordable plan. For 60 days after customers activate, it’s just $15 per month for unlimited talk and text plus 2GB of high-speed smartphone data.
* New and current Metro customers with any voice line can also get a free 8” tablet (via rebate redemption) with a $15 unlimited tablet data plan.\*
* MetroSmart Hotspot devices will be half off, and the $35 per month data plan will include 20GB — double the normal monthly data — for the next 60 days.
* <https://prepaid.t-mobile.com/home>
* <https://www.t-mobile.com/news/tmobile-connect-launch>

**Boost Mobile**

Starting today, March 19:

* Customers will automatically receive complimentary international calling rates from the U.S. to countries defined by the CDC as [Level 3](https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.cdc.gov%2Fcoronavirus%2F2019-ncov%2Ftravelers%2Findex.html&data=02%7C01%7CPete.N.Sywenki%40sprint.com%7C2538da9f1da44055705408d7ca7a4013%7C4f8bc0acbd784bf5b55f1b31301d9adf%7C0%7C0%7C637200498807792339&sdata=AjGVyxYRpJvp%2Fg%2By3UU8BhtTswmi1YNKO%2BSpcFFAdmA%3D&reserved=0) through April 30, 2020.
* Waiving reconnection fees for customers through April 30, 2020.

Starting March 21:

* Customers currently on an unlimited data plan with Boost Mobile, will automatically receive an additional 20 Gigs of [mobile hotspot](https://www.boostmobile.com/plans/add-on/mobile-hotspot.html?id16=mobile%20hotspot) on their plans at no extra cost through April 30, 2020.  No need to call care or update your account through boostmobile.com.
* Customers currently on a tiered plan with Boost Mobile (including WiFi Hotspot plans), will automatically receive an additional 20 Gigs of data on their plans at no extra cost through April 30, 2020. No need to call care or update your account through boostmobile.com.  If you need additional mobile hotspot check out our rate plans that include mobile hotspot.
* For more information about these changes, please visit boostmobile.com
* Customers who prefer to, can easily take advantage of Boost Mobile’s various self-service and digital options to get the help they need through the [My Boost App](https://nam01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fwww.sprint.com%2Fen%2Flandings%2Fmy-sprint-app.html%3FINTNAV%3DSearch%3Amy%2520sprint%2520app&data=02%7C01%7CPete.N.Sywenki%40sprint.com%7C2538da9f1da44055705408d7ca7a4013%7C4f8bc0acbd784bf5b55f1b31301d9adf%7C0%7C0%7C637200498807802326&sdata=q0xvuFPoM%2BY7ML8nlxoKY9b6oLPkWWVMWRYfBuUsOOg%3D&reserved=0) and [My Account](https://myaccount.boostmobile.com/sign-in.html) on boostmobile.com

 <https://newsroom.sprint.com/boost-mobiles-response-to-coronavirus-covid-19.htm>

**Sprint:**

We’re supporting customers by:

* Providing Unlimited data for 60 days to customers with metered data plans (effective 3/18)
* Giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18)
* Waiving per-minute toll charges for international long-distance calls from the U.S. to CDC- defined Level 3 countries (effective 3/17)

<https://www.sprint.com/en/landings/covid-19.html>

**Verizon:**

Reinforces pledge to Keep Americans Connected and goes further to protect most vulnerable.

* Waives overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis:
* Announces two months waived internet and voice service charges for current Lifeline customers and new affordable internet option for low-income households.
* Adds 15GB of high speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary.
* Provides first responders with priority and preemption abilities for voice and data.

<https://www.verizon.com/about/news/update-verizon-serve-customers-covid-19>

Tips for video chatting with young children:

<https://www.naeyc.org/our-work/families/tips-video-chatting-young-children>

Free Cell Phones Through U.S. Government:

The government runs a program called [Lifeline Assistance](https://www.fcc.gov/general/lifeline-program-low-income-consumers) which gives low income Americans access to free cell phones and inexpensive cell phone plans. To qualify for the program, you'll need to meet certain income criteria, or be enrolled in a program like Food Stamps (SNAP) or Medicaid. A number of carriers specialize in free phones and low-cost service through Lifeline, including QLink and [Safelink Wireless](https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html?gclid=EAIaIQobChMI8p312L-34QIV8R-tBh0gNQZVEAAYAiAAEgLaYfD_BwE" \l "!/newHome?promocode=WASL512" \t "_blank). Lifeline service entitles you to $9.25/month cell phone service.

<https://www.whistleout.com/CellPhones/Guides/free-government-cell-phones>