

Dear De Marillac families,

Over the next two weeks, your students will need reliable wifi access. Here are a few options. Please select which option might work best with your family needs. These are the current options and more will come as this situation develops.

**1. Apply for two free months of wifi with Comcast or with Charter Communication.**

**Visit their website:**

- a. Comcast: <https://www.internetessentials.com/covid19>
- b. Charter: <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>

Or call

- Charter and Spectrum: 1-844-488-8395
- Comcast: 855-846-8376 for English speakers or 855-765-6995 for Spanish speaker

\*Free Comcast two month internet service eligibility requirements:

- Families are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI, and others.
- Families do not have outstanding debt to Comcast that is less than a year old. Families with outstanding debt more than one year old may still be eligible.
- Families who live in an area where Comcast Internet service is available but have not subscribed to it within the last 90 days.

How long does installation take & when will Xfinity WiFi access become available?

- Once the application is approved the family will have Xfinity username and password which is used to manage their account, billing, and email. That same username/password can be used to get on Xfinity wifi in public places anywhere in US effective immediately
- Delivery and installation of service could take 2-5 days

What is the timeline?

- Once order placed they can go to local Xfinity store to pick up equipment and self-install or technician can go onsite to install in 2-5 days

Terms and Conditions

- [60 days free regardless of who the student is at SFUSD](#)
- After 60 days, a special rate of \$9.95/month for low income students. *Comcast is going to extend the 60 days free service if COVID19 pandemic extends beyond 60 days*

**2. Using a Mobile Hotspot from your cell phone/Wireless Provider.**

Instructions on how to turn on wireless hotspots on your phone click here:

- a. <https://www.pcmag.com/how-to/how-to-turn-your-phone-into-a-wi-fi-hotspot>
- b. Comcast [free wifi hotspots](#) Spanish option at the bottom of the page.

- i. You can also click on the following link:  
<https://wifi.xfinity.com/?CMP=SOC&dfaid=4053494&cmp=0&cid=4053494&dcid=CL3MyMzM0OgCFU8XrQYdOI4EUQ>
- c. [AT&T free hotspots](#)

### **3. If you are close to market street or sf parks. You should be able to connect to SF Wifi**

#### **Free Wireless Internet Access**

The City and County of San Francisco is excited to offer free WiFi service in selected areas and parks of the City. Use this service to access any information about the City, shopping or accessing social media. San Francisco is a city where you can always be connected.

#### **To connect to "#SFWiFi"**

1. Select the WiFi network named "#SFWiFi"
2. Launch a web browser
3. Click the button to accept the terms and conditions

\* Please Note the old SSID "\_San\_Francisco\_Free\_WiFi" is no longer available.

## Information pertaining to different wireless providers

### **AT&T pledged to do the following for its customers:**

- 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.
- Keep our public Wi-Fi hotspots open for any American who needs them.

If you are unable to pay your bill, AT&T asks that customers call 800-288-2020.

### **T-Mobile pledged to do the following for its customers:**

- Offering free international calling for all T-Mobile and Metro by T-Mobile customers to level 3 impacted countries
- All current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).
- Providing T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot / tethering service for the next 60 days – coming soon.
- Working with our Lifeline partners to provide customers extra free data up to 5GB of data per month over the next two months.
- Increasing the data allowance for free to schools and students using our EmpowerED digital learning programs to ensure each participant has access to at least 20GB of data per month for the next 60 days.

### **Sprint pledged to do the following for its customers:**

- Not terminating service if they are unable to pay their Sprint bill because of the coronavirus, and
- Waiving late fees incurred because of economic circumstances related to the pandemic.
- Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- We will provide customers with an additional 20GB of mobile hotspot data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Customers with mobile hotspot-capable handsets who don't have mobile hotspot today will now get 20GB as well per month for 60 days (a minimum of two bill cycles) at no extra cost.

**Verizon Wireless pledged to do the following for its customers:**

- The company will not terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus.
- Verizon offers its customers a variety of wireless and home broadband plans, as well as a suite of global IP-network services. Verizon does not have data caps on its Fios home, 5G Home and DSL home broadband services, or on its wireline business broadband services. Most of the company's wireless customers are on unlimited wireless plans. Customers who are not are encouraged to connect to Wi-Fi hotspots whenever available. Wi-Fi connections do not count against a customer's data usage.