

COVID-19 Resource List

– Federal Lifeline Assistance Phone Program through Virgin

Federal Lifeline Assistance:

Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile. Lifeline is a government benefit program supported by the federal Universal Service Fund.

Qualifications:

Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP). You can also qualify based on your household income.

Proof of Eligibility:

You must provide proof of program participation or proof of income.

One Account per Household:

The Lifeline Assistance program is available for only one wireless or wireline account per household. Separate households that live at the same address are eligible, including residents of homeless shelters and nursing homes. Residents with temporary addresses are also eligible.

- Mobile FREE Monthly Data*
- UNLIMITED Monthly Texts
- FREE Monthly Minutes

https://www.assurancewireless.com/partner/psearch?gclid=aw.ds&&gclid=EAIaIQobChMIIsyMp9Cm6AIVAp6fCh3W-QQZEAAyAAEgJ0hvD_BwE

-- A government phone program through TracPhone

Safelink Wireless Service:

SafeLink Wireless Service is funded by the Universal Service Fund LifeLine program and administered by the Universal Service Administrative Company.

Qualification:

In order to qualify for enrollment in the SafeLink Wireless (cellular Program), applicants for the SafeLink Wireless Program must complete an application form, provide supporting documentation that they meet the eligibility requirements and certify, under penalty of perjury, that they:

- Are eligible for and currently receive benefits from the public assistance program(s) identified in the application form, or that they have income at or below the designated eligibility level.
- Understand they may be required to recertify their continued eligibility at any time, and that failure to recertify will result in the loss of their benefits.
- Do not currently receive LifeLine support for a telephone line serving their household and no other resident in their household participates in the LifeLine program

<https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/newHome>

Many utilities, telecommunications companies and automakers are easing shutoffs and waiving late fees to accommodate consumers who might be struggling during the coronavirus pandemic. Please contact your utility companies if you need assistance.

<https://patch.com/pennsylvania/pittsburgh/comcast-offers-free-wifi-hotspots-during-coronavirus-outbreak> -- Comcast offering free unlimited data and free hot spots

<https://armstrongonewire.com/COVID19-DataAllowances> -- Armstrong offering free unlimited data and free hot spots

<http://211.org/services/covid19#Resources> – 211 or 211.org – United Way Nationwide Resource List

<https://pmhca.wildapricot.org/> – Pennsylvania Mental Health Consumer Association will begin hosting Virtual Drop In meetings beginning the week of March 23

<https://www.intherooms.com/home/covid-19-resources/> – online support group meetings. A global recovery community. Free of charge

Update 3/17/20: In light of the COVID-19 (commonly known as “coronavirus”) pandemic and subsequent social distancing, some internet companies are offering free home internet for low-income folks. These offers won’t necessarily stick around for more than a couple months, but they’re here to help those who can’t otherwise afford home internet.


Xfinity (Comcast) is offering new customers their Internet Essentials plan for free for the next two months.

Spectrum is offering households with students (K-12 and college) free broadband internet for 60 days with any plan up to 100 Mbps. For this free service, call 1-844-488-8395 to sign up.

Optimum is also offering K-12 and college students free internet for 60 days. This offer is for new customers only. Call 866-200-9522 to set up service.

Suddenlink is also offering free internet for students (K-12 and college) for 60 days. You must also be a new customer to get in on this deal. Call 888-633-0030 to sign up today.

Cox is offering its Starter package (50 Mbps for \$19.99 per month) with no annual contract. For low-income folks who qualify, Cox is offering its Connect2Compete program free for one month.



Meanwhile, almost all nationwide internet companies (including the providers below, AT&T, and Verizon) won't charge any additional fees (late fees, data overages, etc.) for the next 60 days.

Comcast:

- 25/3 Mbps Internet service for just \$9.95 a month plus tax.
- New customers receive 60 days complimentary service, if they sign up by April 30, 2020.
- Phone: 1-855-8-INTERNET.
- Online: <https://apply.internetessentials.com/>
- To qualify, your household must:
- Be in a Comcast serviceable area.
- Receive state and/or federal assistance.
- Not have any level of Xfinity Internet service now or within the last 90 days.
- Not have an outstanding Comcast balance that is less than one year old.

Including meeting all of the above, your household must also be eligible for or receive public assistance like:

- Medicaid: Federal Healthcare Program
- NSLP: National School Lunch Program
- SNAP: Supplemental Nutrition Assistance Program
- Housing: public housing assistance including HUD, Section 8, Housing Choice Vouchers, etc
- TANF: Temporary Assistance for Needy Families
- SSI: Supplemental Security Income
- LIHEAP: Low Income Home Energy Assistance Program
- Federal Pell Grant: Community college financial aid (CO and IL only)
- WIC: Women, Infants, and Children
- VA: Veterans pension eligibility determination letter from the Veterans Administration
- Tribal Assistance program including TTANF, FDPIR

Verizon:

The broadband discount is limited to Fios internet service at a speed of 18 megabits per second or above. If you qualify for the Lifeline discount service, you are eligible to receive a reduced rate on your Verizon monthly bill. Qualifications for the Lifeline discount program vary by state. Only eligible customers may enroll.

Armstrong:

Armstrong offers a program to help low-income residential customers. Lifeline is a Federal government assistance program. If you are a low-income residential customer you may qualify for a \$9.25/month discount off your internet or \$7.25/month discount off your telephone service. This benefit is limited to one discount per household and is non-transferable.

You can get Lifeline 135 if you, one or more of your dependents, or your household receives benefits from one of these programs:

- Supplemental Security Income (SSI)
- Supplemental Nutrition Assistance Program (SNAP) — (f/k/a Food Stamps)
- Low Income Home Energy Assistance Program (LIHEAP) - New York Only
- Medicaid
- Federal Public Housing Assistance
- Veterans Pension or Survivors Benefit programs
- OR
- Your yearly household income is at or below 135% of the Federal Poverty Guidelines.

Spectrum:

Spectrum makes it simple for qualified households to sign up for low income Internet assistance.

- Free Internet modem
- High-speed Internet at 30 Mbps
- No data caps
- No contracts
- Optional in-home WiFi service at \$5/mo

REQUIREMENTS

One or more members of your household must be a recipient of one of the following assistance programs:

- National School Lunch Program (NSLP)
- Community Eligibility Provision (CEP) of the NSLP
- Supplemental Security Income (for applicants age 65+ only)

Cox:

Effective Monday, March 16, we are providing:

- Limited-time, first month free of Connect2Compete service, \$9.95/month thereafter
- Until May 15, 2020, we are providing phone and remote desktop support through Cox Complete Care at no charge to provide peace of mind and ease for technology needs
- Resources for discounted, refurbished equipment through our association with PCs for People
- A Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access Download toolkit

Here are some other internet options that may be useful during this time:

<https://www.lifelinesupport.org/> -- Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get up to \$9.25 toward their bill. You can only use Lifeline for either phone or internet, but not both. To get Lifeline, find a company near you.

<https://www.cabletv.com/blog/low-income-internet> -- In light of the COVID-19 (commonly known as “coronavirus”) pandemic and subsequent social distancing, some internet companies are offering free home internet for low-income folks. These offers won’t necessarily stick around for more than a couple months, but they’re here to help those who can’t otherwise afford home internet.

<https://www.xfinity.com/support/articles/comcast-broadband-opportunity-program> -- Get to know Internet Essentials from Comcast: Internet Essentials is the only program of its kind to directly address all the main barriers to broadband adoption on a large scale, by providing affordable Internet (\$9.95/month), low-cost computers (\$149.99) and free digital literacy training in person, in print and online.

<https://www.verizon.com/support/consumer/account/manage-account/lifeline-discount> -- Lifeline is a government assistance program that offers discounts to qualified low-income customers. Verizon offers Lifeline plans for home phone service or broadband (internet) service. The broadband discount is limited to Fios internet service at a speed of 18 megabits per second or above.

<https://armstrongonewire.com/Support/Billing/Articles/SpecialServices> -- Armstrong offers a program to help low-income residential customers. Lifeline is a Federal government assistance program. If you are a low-income residential customer you may qualify for a \$9.25/month discount off your internet or \$7.25/month discount off your telephone service. This benefit is limited to one discount per household and is non-transferable.

<https://www.spectrum.com/browse/content/spectrum-internet-assist> - Spectrum makes it simple for qualified households to sign up for low income Internet assistance.

- Free Internet modem
- High-speed Internet at 30 Mbps
- No data caps
- No contracts
- Optional in-home WiFi service at \$5/mo
- Offer not valid for current Internet subscribers

<https://www.mobilebeacon.org/> -- Mobile Beacon is dedicated to providing affordable, mobile, high-speed internet access to schools, libraries, and nonprofits so they can better carry out their missions.

<https://test-1.windstream.com/bout/windstream-information/lifeline-assistance-program> -- Lifeline is a federal program that helps qualified individuals lower their monthly cost of phone or internet service. You can apply your monthly Lifeline discount to either your phone or Internet service, but you can only receive a discount on **one option**: phone or Internet.

This service is non-transferable, only eligible consumers may enroll in the program, and the program is limited to one discount per household.

Eligible customers will receive a credit per month on their Windstream bill. Residents of federally recognized tribal lands may receive an additional reduction. Additional state support may be available.

<https://www.cox.com/residential/internet/connect2compete.html> -- Effective Monday, March 16, we are providing:

- Limited-time, first month free of Connect2Compete service, \$9.95/month thereafter
- Until May 15, 2020, we are providing phone and remote desktop support through Cox Complete Care at no charge to provide peace of mind and ease for technology needs
- Resources for discounted, refurbished equipment through our association with PCs for People
- A Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access

<https://www.everyoneon.org/> -- EveryoneOn is a nonprofit dedicated to creating social and economic opportunity by connecting low-income families to affordable internet service and computers, and delivering digital skills trainings. Since 2012, we've helped connect more than **700,000** people, deployed thousands of computers, and delivered hundreds of hours of digital skills trainings to diverse communities.

<https://www.citizensfiber.com/> -- Citizens Fiber is working to bring Fiber Optic internet, cable TV, and telephone services to Latrobe! (NOTE: This is available in Westmoreland County only. Have to apply for lifeline.)

And if you need FREE internet access, here are some other options:

<https://www.netzero.net/start/www.do?action=/free/&action=/free/&&sep=common> – Want **free** Internet service with fast, reliable connections? Then try NetZero Free Internet Dial-Up Service. The NetZero Internet service uses your existing phone jack and modem, so you don't need to buy any extra equipment. You will enjoy web surfing with plenty of access numbers and very reliable connections to make your Internet experience the best it can be.

<https://www.juno.com/start/www.do?action=/free> -- **Free dial-up Internet Access** - Surf the Web free for 10 hours a month*

Reliable Connections - Thousands of access numbers nationwide*

Email with Mobile & Web Access - From any Internet-connected PC or mobile phone.

Multiple Email Addresses - Create as many email addresses as you want -- all free!