

Updated 4/2/20

As AT&T responds to COVID-19, the health and safety of our employees and customers remain our top priority. The work we do is critical to millions of people and companies around the world, and we're committed to being there when our customers and colleagues need us most. Here's how we're responding. The following site is updated regularly: <https://about.att.com/pages/COVID-19.html>.

Some highlights include the following:

#### **AT&T Customer Support**

- [AT&T](#) 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.
- AT&T will waive wireless plan overage charges for data, voice or text. AT&T will also 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. [Click here](#) to submit a waiver request.
- Starting April 2 through May 13, AT&T is automatically increasing mobile hotspot data by 15GB a month for each line on an unlimited plan that currently includes a monthly tethering allotment. That means if you're on AT&T Unlimited Elite you'll automatically get 45GB a month of tethering per line.

#### **AT&T Prepaid Customer Support**

- A limited time offer of \$15 for 2GB of data with unlimited talk and text will be available to new and existing customers with no activation fee. To get started on the \$15 limited time offer, visit [www.att.com/prepaid](http://www.att.com/prepaid) or use the MyATT app.
- An automatic 10GB per month of additional data for 60 days is being added temporarily to existing customers' capped phone plans and for new customers who activate capped phone plans prior to April 26.<sup>1</sup> New customers activating capped phone plans after April 26 will temporarily receive an extra 10 GB of additional data for 30 days.
- Customers with an Unlimited Plus plan with Mobile Hotspot data and new customers who activate on the Unlimited Plus plan prior to April 26 will temporarily receive 10GB of additional Mobile Hotspot per month for 60 days. New customers who activate after April 26 will temporarily receive an additional 10GB of data for 30 days.

#### **Cricket Wireless Customer Support**

Regular updates can be found [here](#).

Starting Friday, March 27, Cricket is offering new ways to help customers during this tough time.

- The new unlimited \$15 plan comes with 2GB of data, unlimited talk and text, and will be available for a limited time. The plan is available to new and existing customers with no activation fee.

We will begin adding data to capped and unlimited phone plans for a limited time:

- Automatically adding 10GB of data to capped plans for new and existing customers. That means if you're on the \$30/2GB plan or the \$40/5GB plan, you'll get an additional 10GB of data for mobile hotspot or smartphone use for two bill cycles. After two bill cycles, you will no longer receive the additional data.
- Automatically adding 10GB of data to unlimited plans for new and existing customers. That means if you're on the \$55 unlimited plan without mobile hotspot, you will receive 10GB of data for hotspot use. If you're on the \$60 unlimited plan with 15GB of mobile hotspot, you'll get an additional 10GB of data for mobile hotspot use. Both plans will receive the additional data for two bill cycles. After two bill cycles, you will no longer receive the additional data.<sup>3</sup>

The \$15 2GB limited time offer will be available starting Friday, March 27 online at [www.cricketworkless.com](http://www.cricketworkless.com), via the MyCricket app, or in store. Also starting March 27, Cricket will begin adding the additional hotspot data to eligible plans. It may take up to one week for existing customers to receive the additional data. Please check store hours of operation first.

### **Supporting Communities**

- Distance Learning – AT&T is underwriting expenses for a “one-stop” resource center to support eLearning Days from the [State Educational Technology Directors Association \(SETDA\)](#) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19.
- We created a **\$10 million** [Distance Learning and Family Connections Fund](#). The fund launched with a \$1M contribution to [Khan Academy](#) – to help them improve and expand online learning resources to meet the growing demand from parents, teachers and students. Learn more [here](#).
- AT&T is providing 60 days of free access and unlimited usage of [Caribu](#), a video-calling application that allows family members to read, draw, and play games with one another while at different locations. Learn more [here](#).
- [TIME for Kids](#) will remove their paywall through the end of the school year, digitize their product and launch a library of digital magazines that would become available to everyone, with support from AT&T.
- [AT&T supports first responders, medical personnel, responding to COVID-19 with nourishing meals](#)

First responders and medical personnel are playing a critical role in helping care for their communities during the COVID-19 crisis. AT&T is committing \$5.5 million in much needed support – in the form of nourishing meals – for these heroes and others in need because of COVID-19 impacts. The effort begins April 2 with a \$1.5 million contribution to [World Central Kitchen](#). We're also supporting Feeding America, the Salvation Army and Team Rubicon. AT&T will also be collaborating with a host of additional local organizations in communities most impacted by the pandemic. Together, these organizations will help create a network of expertise in food security, disaster response and community engagement to deploy the resources needed to reach the most vulnerable populations across the country. Learn more, including instructions for making individual contributions, by [clicking here](#).