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# AT&T Offers Relief for Customers & Employees



**Consistent with FCC Chairman Pai's "Keep Americans Connected Pledge" and concerns raised by members of Congress, which we share, AT&T is proud to support our customers by pledging that, for 60 days, we will:**

- 1** 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.
- 2** 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.\*
- 3** 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.\*
- 4** Keep our public Wi-Fi hotspots open for any American who needs them.

**Our newest benefits include more mobile hotspot data, accessory discounts, flexible return policy, curb-side pick-up, door step delivery and free express shipping. 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. 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.



**Helping You Work and Learn Remotely** – Businesses, universities and schools can keep their teams and classrooms connected through conference calls and video conferencing with Cisco Webex Meetings with AT&T for 90-days, and seamlessly forward calls to both mobile and landline phones with AT&T IP Flexible Reach. We're also offering schools a way to save on unlimited wireless broadband connectivity for students. Through May 22nd, qualified schools activating new lines on qualified data-only plans for school-issued tablets, 4G LTE-enabled laptops and hotspot devices will get the wireless data service at no cost for 60 days.



**Distance Learning** – We've created a new \$10 million Distance Learning and Family Connections Fund to give parents, students and teachers tools they need for at-home learning. The fund also will provide resources to maintain meaningful connections and bonding opportunities for those isolated from family and friends. Our first contribution of \$1 million will go to [Khan Academy](#). This collaboration will improve and expand online learning resources to meet growing demand from parents, teachers and students, including those who rely on free resources and need Khan Academy the most.



**AT&T Supports First Responders, Medical Personnel and Others in need impacted by 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 pandemic. That's why we've committed \$5.5 million to provide nourishing meals for first responders, medical personnel, and others in need impacted by COVID-19. We'll be collaborating with local organizations in communities most impacted by the pandemic.

\* To submit a waiver request, visit: <https://att.com/help/covid-19/waive-overage-fee/>



**Serving Those who Serve** – AT&T is redirecting more resources to provide communication services and tools for first responders, health care professionals, educators and other essential customers. This additional support will help ensure these customers can continue providing critical support to the country and their communities, particularly to first responders using the FirstNet network

As first responders across the country stand on the front lines to support our nation's response to COVID-19, they can have confidence knowing that with FirstNet they'll have the unthrottled connectivity and priority communications they need to respond during this public health emergency. It's this type of unparalleled emergency support that distinguishes FirstNet, the only nationwide wireless broadband communications platform dedicated to America's first responders and public safety community, from best-effort commercial wireless networks built for consumer use

AT&T also announced three months of free wireless service for frontline nurses and physicians nationwide on the FirstNet® network. Visit [FirstNet.com](https://www.firstnet.com) to learn more.



**Bonus to Employees** – Thank you to all our employees who are working hard serving customers during this challenging time

- To show our appreciation for our frontline employees, effective March 25 and until further notice We'll pay a 20% bonus above the regular hourly base rate of pay to bargained-for employees for all time worked in the office or at home. That bonus will be included in their regular rate of pay for purposes of calculating overtime rates.
- We are recognizing first-level managers who supervise our non-management employees and first-level managers who are required to leave their homes to complete their work with a monthly appreciation bonus of up to \$1,000 for time worked, effective March 25 and until further notice.



**Extending Paid Leave for our Employees** – As we continue to assess the impact of COVID-19 on our business, our people and our communities, we recognize some of our employees have specific needs and cannot fulfill their roles either at the workplace or from home during this time – so we want to continue to help. We are extending our original 80 hours of paid, excused time off to up to a total of 160 hours for the following scenarios:

- Employees who have tested positive for COVID-19 and remain quarantined.
- Employees who are at higher risk due to an underlying health condition
- Parents or guardians of children whose schools or daycares have closed for COVID-19 and for whom another child care option is not yet available.
- Primary caregiver for someone diagnosed with COVID-19 who is unable to provide self-care.



**Connecting Military and Family at No Cost** – 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.



**Reducing Retail Locations** – Due to coronavirus, we will begin to close additional AT&T stores across the nation, significantly reducing our retail footprint to a minimum number of locations required to serve first responders, healthcare workers, government users and our customers. Where possible, we will keep at least one retail location open within a 20-mile radius in urban and suburban areas, and just over a 30-mile radius in rural areas. To locate a retail store that will remain open to serve your area, please visit our store tracker at [www.att.com/stores](https://www.att.com/stores)

Visit AT&T's dedicated [COVID-19 website](https://www.att.com/covid19) for additional details and the latest updates.