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AT&T Offers Relief for Customers




AT&T is planning on being here 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" 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.¹
- 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.

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.

 **Distance Learning** – We've created a new 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. It will also support the development of new resources designed specifically for COVID-19 school closures.

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.

¹ 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.



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.



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 (60+, heart disease, lung disease, diabetes, cancer)
- 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.

We are grateful for what our employees are doing to deliver on the important responsibility of taking care of our nation's first responders and FirstNet subscribers, healthcare providers, government leaders, educators and critical businesses as they turn to us for support through this unpredictable storm.



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.

Visit AT&T's dedicated [COVID-19 website](#) for additional details and the latest updates.