

AT&T Offers Relief for Customers & Employees

Consistent with FCC Chairman Pai’s “Keep Americans Connected Pledge,” AT&T will continue to support our customers. Through June 30, 2020, for residential or small business customers who notify us that they are unable to pay their bills due to disruptions caused by the coronavirus pandemic, we will:

1

Not terminate any postpaid wireless, home phone or broadband residential or small business account.

2

Waive any late payment fees for postpaid wireless, home phone or broadband residential or small business, U-verse TV or DIRECTV customer.*

3

Waive domestic postpaid wireless plan overage charges for data, voice or text for residential or small business wireless customers.*

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 customers, as well as Fixed Wireless Internet, can use unlimited internet data through June 30. 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 the program to households participating in the National School Lunch Program and Head Start.

We are automatically increasing mobile hotspot data by 15GB a month for each line on an unlimited plan that currently includes a monthly tethering allotment through June 30. That means if you’re on AT&T Unlimited Elite you’ll automatically get 45GB a month of tethering per line.



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, with our first contribution of \$1 million going to Khan Academy.

Now we’re committing more than \$500,000 to organizations focused on connecting young people with meaningful mentor relationships – online. AT&T will team up with [CareerVillage.org](#) and professional golfers Jordan Spieth and Maria Fassi, and influencer Tisha Allyn, Byron Nelson tournament head, John Drago, and AT&T executives to answer career and mentoring-focused questions.

To help college students affected by COVID-19, we’re launching the [AT&T Summer Learning Academy](#), which runs from June 22-July 20. The AT&T Summer Learning Academy is a free, self-paced online learning certificate program powered by our award-winning AT&T University curriculum. The unpaid “externship” is designed to support more than 100,000 students on the AT&T University platform. Students will have the opportunity to hear from speakers like Stedman Graham, Molly Bloom (author of Molly’s Game) and General Thomas Kolditz.

For kids across the country, summer camp is a time when they connect with friends, try new things, discover untapped talents and grow as individuals. This summer, we’re reimagining the summer camp experience with AT&T Summer Camp. It features free activities, curated from a variety of nonprofits, that engage kids in learning new skills. Kids will be able to cultivate their writing skills with [826 National](#), code their own games with [Scratch](#) and submit videos to Reel Works’ [Reel Viral Challenge](#). To support AT&T Summer Camp, we’re contributing more than \$5 million to organizations that engage kids in subjects including literacy, STEM, filmmaking and more.

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



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.



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.

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 June 30 at no cost to the Navy or its sailors.

AT&T also announced three months of free wireless service for frontline nurses and physicians nationwide on the FirstNet® network.

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