



Dear Student,

We are committed to support your educational goals as you continue your educational journey. Given the increasing concerns related to the Coronavirus and the health of the campus community we are preparing for options to support the remote delivery of your education with the exception being students participating in clinical or externship activities where possible. As part of this preparation, we want to ensure that you have reliable systems to continue support your education.

We wanted you to share with you some important information that you may find helpful in the event that it is necessary for us to support the remote delivery of education to you. Below you'll find common questions. Click on each to be directed to the answer along with resources to help you remain connected to succeed in the virtual learning environment.

- [Can I get no-cost internet during the COVID-19 outbreak?](#)
- [Will my internet speed be affected by the COVID-19 outbreak?](#)
- [How much internet speed do I need for my online classes?](#)
- [Will my internet service be shut off if I can't pay my bill during the COVID-19 pandemic?](#)
- [Will my internet data cap stay the same during the COVID-19 outbreak?](#)
- [Can I switch internet companies during the COVID-19 pandemic?](#)
- [Will my cell phone service be cut off if I am late or unable to pay during the outbreak?](#)

Can I get no-cost internet during the COVID-19 outbreak?

Yes. The following providers are offering free internet service during the outbreak:

Provider	Service	Who qualifies	Offer	How to get it
Altice Optimum	Internet up to 30 Mbps	New customers with K–12 or college students in household	No cost for first 60 days	Call 1-866-200-9522
Altice Suddenlink	Internet up to 30 Mbps	New customers with K–12 or college students in household	No cost for first 60 days	Call 1-888-633-0030
Charter Spectrum	Internet up to 100 Mbps and no installation fees	New customers with K–12 or college students in household	No cost for first 60 days	Call 1-844-488-8395
Comcast Xfinity	Internet Essentials package with speeds up to 25 Mbps	New Xfinity customers who are eligible to public assistance programs	No cost for first 60 days (\$9.95/mo. after)	Learn more
Cox	Internet up to 15 Mbps through Connect2Compete program	New Cox customers with at least one K–12 student in household who qualifies for public assistance programs	No cost for first 30 days (\$9.95/mo. after)	Learn more

Data effective 3/18/20. Not all offers available in all areas. Prices and packages are subject to change.

Additionally there are many other internet providers that may be able to assist you. Use this link to type in your zip code and you will be provided with a list of providers specific to where you reside along with the contact phone number to secure service:

<https://broadbandnow.com/All-Providers>.

Will my internet speed be affected by the COVID-19 outbreak?

Possibly. Your internet speed might be affected by the new coronavirus outbreak, as everyone is staying inside to help prevent it spreading. This means that more people than usual are working and learning from home, staying in for movie nights, video calling friends and family, and generally hanging out online.

All that traffic means that your ISP's (internet service provider's) network infrastructure and your home network could see some speed issues due to network congestion, which is basically an internet traffic jam.

Pro tips:

- If your internet seems slower than usual, [run an internet speed test](#).
- Check out a [guide to speeding up your Wi-Fi in 10 steps](#) to help diagnose and fix your home network speed problems.

How much internet speed do I need for my online classes?

It varies. How much speed you need depends on how you and anyone else living at your home are using the internet. You might be able to get away with less or you could need more.

For example, constant video conference calls will use more internet speed than emailing your coworkers or writing in Google Docs. And if your whole family is stuck at home trying to stay entertained online, you'll need more bandwidth.

Pro tip:

- Get a custom internet speed recommendation based on how you use the internet with a [How Much Speed Do I Need? Tool](#).

Will my internet service be shut off if I can't pay my bill during the COVID-19 pandemic?

No. Good news—your internet probably won't get shut off right now if you can't pay your bill. The FCC (Federal Communications Commission) has been working with internet and phone providers to make sure no one loses access during the COVID-19 pandemic. In fact, more than 150 internet and wireless providers have signed the [Keep Americans Connected Pledge](#). Any company that has signed the pledge agrees to do three things:

1. Not terminate internet service for residential or small-business customers if they cannot pay their bills because of the new coronavirus outbreak
2. Waive late fees incurred if a residential or small-business customer cannot pay their bill because of the new coronavirus outbreak
3. Open its public Wi-Fi hotspots to anyone who needs it (these are often available only to the company's own subscribers)

Will my internet data cap stay the same during the COVID-19 outbreak?

No, it will likely increase. On top of the three articles of the [Keep Americans Connected Pledge](#), FCC Chairman Ajit Pai requested that ISPs relax their data caps "in appropriate circumstances" pertaining to the new coronavirus pandemic. Many providers are answering the call and waiving data caps and overage charges until May. At the time of writing, these internet providers have temporarily paused their data caps:

- [AT&T](#)
- [CenturyLink](#)
- [Cox](#) (until May 15)
- [Comcast Xfinity](#) (until mid-May)
- [Mediacom](#) (until May 15)
- [Sparklight](#) (until mid-April)
- [Sprint](#)
- [T-Mobile](#)
- [Verizon](#)

Can I switch internet companies during the COVID-19 pandemic?

Yes, you can still switch internet service providers or plans, and now is a good time to switch if you find your current internet connection can't keep up with all your social-distancing activities online. Start out by calling your provider to see about an upgrade. It can save you some hassle, and you might even end up with a better price.

If you're set on switching providers, make sure that you're not under a contract agreement before you switch—otherwise you might find yourself with some unpleasant fines and early termination fees (ETFs). On the upside, many providers offer new discounts to new customers, and you might be able to install your new service yourself.

Will my cell phone service be cut off if I am late or unable to pay during the outbreak?

No. Most major mobile phone carriers have signed on to the [Keep Americans Connected Pledge](#) and 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 due to disruptions caused by the coronavirus pandemic.
- 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.

Please check with your cell phone provider for specifics:

- **AT&T**
[AT&T's response regarding the COVID-19 pandemic](#)
- **Cricket Wireless**
[Cricket's response regarding the COVID-19 pandemic](#)
- **Sprint**
[Sprint's response regarding the COVID-19 pandemic](#)
- **T-Mobile**
[T-Mobile's response regarding the COVID-19 pandemic](#)
- **Verizon**
[Verizon's response regarding the COVID-19 pandemic](#)

Thank you in advance for being proactive and please ensure that we also have your most current e-mail and phone contact information. Our goal is to ensure we can effectively communicate with you as circumstances evolve. We are closely monitoring the situation and will make decisions to protect your health and safety so that you can continue towards your educational goal.

We appreciate your support of our efforts to keep the campus community healthy and safe while also continuing to meet our mission. While this may be a challenging time we are confident that our community and that you, as part of our community, will rise to the challenge.