



INTERNET SERVICE PROVIDER EMERGENCY OFFERINGS

Updated: 17 March 2020

The following emergency offerings by Internet Service Providers was compiled by the NM Public Education Department (PED) and the Homework Gap Team (PED, Department of Information Technology, State Library, Public Schools Facility Authority, Santa Fe Indian School, and the Navajo Nation) through a request to New Mexico Internet Service Providers (ISP) for their emergency offerings during the Covid19 pandemic. In addition, the “Team” also has included national offerings specific to New Mexico that are being compiled by the State Education Technology Directors Association (SETDA). The goal is to provide resources for staying connected to broadband during the mandatory school closures. We will update this information as new information is shared with the “Team.” Lastly, the “Team” has put together a companion document that includes helpful links supporting at home education. Specific questions regarding these documents please contact John Chadwick, NM PED Educational Technology Contact and E-Rate Coordinator at John.Chadwick@state.nm.us

New Mexico Internet Service Providers

CenturyLink: <https://www.centurylink.com/>

“At CenturyLink, we know our customers are counting on us to keep our network running so our children can continue to learn and the world’s businesses can continue to run efficiently. We stand ready, willing and able to meet our customers’ near-term and long-term needs and are prepared to ensure traffic flows smoothly across our network, regardless of increased demand. Today, we are committed to the FCC’s ‘Keep Americans Connected Pledge’ outlining these actions.

- CenturyLink will waive late fees
- CenturyLink will not terminate a residential or small business customer’s service for the next 60 days due to financial circumstances associated with COVID-19.
- CenturyLink will suspend data usage limits due to COVID-19. We are also suspending data usage limits due to COVID-19.”
- **Contact:** Leo Baca
Leo Baca
Director – Government & Regulatory Affairs
CenturyLink NM
505-250-4393
Leo.Baca@CenturyLink.com

CityLink: <http://www.citylinkfiber.com/>

- CityLink will NOT disconnect any customer for non-payment of invoices that are dated March 16th forward until this emergency is over
- CityLink will NOT charge any late fees or interest on customer accounts for invoices dated March 16th forward.
- CityLink will work with customers to setup alternative payment plans during these challenging times.
- CityLink has never had "data-usage-caps", so that doesn't apply.

- CityLink, a New Mexico Company, is willing to work with social service entities (FIT, ECN, CDD, and others) to help deploy reliable broadband to support tele-medicine / tele-working needs. If they are in an area we can service will install at NO COST and provide the service, up to 25Mb/s for FREE during this emergency.
- CityLink is open to other ideas to help make sure that New Mexican's have access to broadband. Happy to brainstorm on other ideas. Basically if we can get the bits to the location we can probably do something to help.
- Specifics of these general statements will be in an upcoming press-release and communications to our customers
- **Contact:** John Brown, CISSP
Managing Director
CityLink Telecommunications NM, LLC
CityLink Wireless, LLC
john@citylinkfiber.com.

Comcast: <https://www.xfinity.com/>

On March 13, Comcast announced we're taking steps to implement the following new policies for the next 60 days, and other important initiatives, to give homebound students access to broadband and ensure all people stay connected:

- **Internet Essentials Free to New Customers:** We are making it even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation's largest and most comprehensive broadband adoption program. [New customers will receive 60 days of complimentary Internet Essentials service](#), which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward. **The best, easiest, and fastest way to take advantage of the two-months free offer is for families to sign up from their mobile device at www.InternetEssentials.com.** The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.
 - Attached is a bilingual flyer you can share to make families aware of this resource.
- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots and then launch a browser.
- **Pausing Our Data Plan:** With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.
- **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **News, Information and Educational Content on X1:** For those with school-age students at home, we've created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say "Coronavirus" into your X1 or Flex voice remote.

- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast's technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.
- **Contact**
Chris Dunkeson
505.271.3700
Chris_dunkeson@cable.comcast.com

Cybermesa: <https://www.cybermesa.com/index.htm>

- Cybermesa is available to install outdoor WiFi mesh to allow access outside of buildings.
- Cybermesa will provide phone support for schools outside of Santa Fe.
- Info: There is free WiFi on the Santa Fe Plaza
- Info: MintMobil, a pre-paid service is offering free unlimited data.
 - Link: <https://www.mintmobile.com/unlimited/>
- **Contact** Jane M. Hill
jhill@cybermesa.com

New Mexico Surf: <https://www.nmsurf.com/>

- NMSurf will waive all late fees for those personnel that are monetarily affected by the Corona Virus.
- NMSurf will not shut off any customers for 60 days that are monetarily affected by the Corona Virus.
- NMSurf has recently doubled and are actively continuing to double bandwidth at all our sites which should help alleviate any slowdowns.
- NMSurf currently does not have data caps.
- **Contact:** Phone – 505.913.1566
Albert Catanach
albert@cnsf.com
Bryan Catanach
bryan@cnsf.com

Sacred Wind Communications: <https://sacredwindcommunications.com/>

- Sacred Wind will boost broadband speeds to 25/3 Mbps for all current customers subscribing below that threshold at no extra charge to the customer, where facilities and capacities allow. By doing so, we aim to facilitate access to telemedicine, teleworking and online learning for students impacted by school closures.
- Sacred Wind will not terminate services and waive late fees for residential and small business customers who experience hardships due to the current crisis.
- Sacred Wind will install one or more WiFi hotspots in McKinley County as needed and within line of sight of our current wireless infrastructure for emergency response or medical testing sites.
- Sacred Wind will increase the capacity of our broadband service to 100 Mbps at no extra charge to the Gallup/McKinley County Chamber of Commerce, serving as a crisis clearing house for the Gallup/McKinley County business community.

- Sacred Wind will deliver emergency voice recorded messages, when deemed necessary, in both English and Navajo over our voice phone network to over 3,000 customers in our Network, mainly Navajo tribal members.
- **Contacts:**
Neo Nicolaou nnicolaou@sacredwindnm.com
John Badal – jbadal@sacredwindnm.com

T-Mobile in New Mexico: <https://www.t-mobile.com/>

To assist with Education and at Home Learning, T-Mobile is dedicated to assisting education with wireless hotspots to include Unlimited Data options. Please consider the following options:

- Option #1----- \$10 a month for 20 GB high speed with a \$36 one time cost for the hotspot (50% discount)
- Option #2 ----\$20 a month with Unlimited LTE high speed data, free hotspot

Based on these provided plans approved through T-Mobile Leadership, there will be a 12 month agreement to support providing no cost hotspot equipment.

- Contact:
Chad Sundloff - chad.sundloff@t-mobile.com

Tularosa Basin Telephone Company: <https://www.tbtc.net/>

- Tularosa has signed and is implemented FCC Chairman Pai's, "[Keep America Connected Pledge](#)" (see below)
 - Pledge: <https://www.fcc.gov/document/chairman-pai-launches-keep-americans-connected-pledge>
- Contact
Josh Beug jbeug@tbtc.net

National Internet Service Providers from State Educational Technology Directors Association.

Check <https://www.setda.org/priorities/equity-of-access/digital-equity/programs/>

Federal Communications Commission: Chairman Pai Launches the KEEP AMERICANS CONNECTED PLEDGE – Pai Calls on Broadband and Telephone Service Providers to Promote Connectivity for Americans Impacted by the Disruptions Caused by the Coronavirus Pandemic. Chairman calls on company to pledge the following:

- not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- open its Wi-Fi hotspots to any American who needs them.

Corporate Initiatives

AT&T

- **Access from AT&T**, AT&T offers low-cost wired home internet service to qualifying residents who participate in **SNAP**. Service options range from \$5 – \$10 per month.
- **COVID-19 Special Offering**: AT&T said its waiving of usage policies applies to both its Internet wireline and fixed wireless Internet customers. The telco is also offering Cisco Webex Meetings for 90 days to businesses, universities and schools, and is crediting wireless customers for charges incurred while in **CDC Level-3 countries** where AT&T offers service.

Comcast:

- **COVID-19 Special Offering**: New policies for the next 60 days (For more information and updates from Comcast related to Coronavirus, visit: <http://www.comcastcorporation.com/COVID-19/>)
 - Xfinity WiFi Free For Everyone
 - Pausing Our Data Plan
 - No Disconnects or Late Fees
 - Internet Essentials Free to New Customers
 - News, Information and Educational Content on X1 and Flex
 - 24x7 Network Monitoring

CenturyLink:

- CenturyLink will provide discounted Home internet service for \$9.95/month.
- **Internet Essentials from Comcast**. Comcast offers internet service for \$9.95/month to households that have at least one child who qualifies for the National School Lunch Program.

Kajeet: Kajeet SmartSpots allow educators to provide students CIPA-compliant, 4G-LTE internet access outside the classroom so they can complete their required assignments and homework. Kajeet also offers SmartBus, Wi-Fi internet access on the bus. In 2019, Kajeet launched the **#ConnectEdNow** campaign as a carrier-agnostic nationwide campaign in partnership with districts and states to connect all students caught in the Homework Gap.

- **COVID-19 Special Offering: 4G LTE Hotspot Devices for Distance Learning**

Lifeline: The FCC's Lifeline program provides millions of families with discounted monthly telephone service. On March 31, 2016, the FCC voted to modernize the program to include broadband access. For

the first time, Lifeline will support stand-alone broadband service as well as bundled voice and data service packages to help provide low-income Americans with access. In addition, for the first time, Lifeline has an option to purchase for an entire building. Plus, the FCC is developing a Digital Inclusion Plan. As of 17 March 2020 Lifeline's Recertification and Reverification has been waived for 60 days that will assist low income folks.

Microsoft Airband Initiative: Microsoft has established partnerships in 16 states that will bring broadband connectivity to more than 1 million rural residents who currently lack access. Through these partnerships, they have demonstrated that fixed wireless technologies including TV white spaces technologies, alongside traditional fiber optic and satellite coverage, can be the most cost-effective way to expand broadband availability in rural communities.

Mobile Beacon: Mobile Beacon provides 4G LTE internet service, [technology grants](#), and [device donation programs](#) to schools, libraries, and nonprofits. By significantly lowering the cost of mobile broadband access, schools and other anchor institutions have been able to create hotspot lending programs, deploy WiFi on school buses, and enable anytime/anywhere access with uncapped data plans to support learning on and off campus. Recent research papers are available to provide more information about how this service has benefited [schools](#) as well as [students and their families](#) previously on the wrong side of the digital divide.

- **COVID-19 Special Offering:** Mobile Beacon customers may utilize Sprint's free content filtering tool. Additional information can be found under the [FAQ section of our website](#).
- **Spectrum Internet Assist.** Qualified households can receive high-speed 30 Mbps Internet with no data caps and in-home Wi-Fi for an additional \$5 per month. A member of the household must be a recipient of the National School Lunch Program (NSLP) or Supplemental Security Income (≥ age 65 only).
- **Sprint 1 Million Project.** The project aims to help 1 million high school students who do not have reliable Internet access at home by giving them mobile devices and free high-speed Internet access.
- **T-Mobile** -The EmpowerED 2.0 program aims to narrow America's digital divide by providing wireless devices and service plans to eligible schools and their students.

Non-Profit Organizations

- **Connected Nation** provides resources to help states and communities create and implement solutions to their broadband and digital technology gaps. Connected Nation develops public-private partnerships to bring technology access to targeted geographies and populations.
- **EveryoneOn** helps bring low-cost internet service and affordable devices to those who need it. EveryoneOn works with a wide range of Internet Service Providers (ISPs) and device providers to feature their low-cost solutions on our platform. [List of ISP Partners](#).
- **National Collaborative for Digital Equity (NCDE)** works to eliminate the digital divide as a barrier to economic and educational opportunity. Specifically, they work to assist learners to develop the skills for lifelong learning and living wage career opportunity by supporting the use of Community Reinvestment Act funding for digital equity.

- **SHLB** works to ensure that every community has affordable, high-capacity broadband connectivity to the internet through its community anchor institutions (CAIs). The ABC program recommends policy measures to encourage all broadband providers to deploy fiber and wireless broadband networks efficiently and to make those services available to the public at affordable prices through community anchor institutions.