

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 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.

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