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Sent: Tuesday, April 21, 2020 12:38 PM
To: Ann Cummings <ACUMMING@leg.state.vt.us>
Cc: Faith Brown <FBrown@leg.state.vt.us>
Subject: [External] NECTA - Comcast/Charter WiFi Hot Spots

[External]

Good Afternoon Senator Cummings,

I hope you are well. I am reaching out on behalf of my client, New England Cable and Telecommunications Association (NECTA).

In advance of the testimony scheduled for this afternoon in the Finance Committee on “Hot Spots and Microsoft” I wanted to make sure you and your committee were aware of the efforts that NECTA member companies Comcast and Charter are undertaking to respond to COVID-19, including opening up all WiFi hotspots for free for both customers and non-customers. I’ve highlighted both of these points below with links to each company’s VT WiFi map. I’ve also attached both Charter and Comcast’s COVID-19 press releases from last month. Would you be willing to post these releases to the committee page for this afternoon’s discussion?

As always, please let me know if you have any questions.

Best,

Dylan

[Charter](#)

- Charter will not disconnect any of their services for the next 60 days as of March 13, 2020 to residential customers or small businesses (entities with 50 or less employees) because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic. Charter will not charge late fees for those customers facing difficult economic circumstances related to the pandemic.
- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days as of March 16, 2020 to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. The installation fees will be waived for new student households.
- Beginning March 16, 2020 for 60 days Charter will significantly expand access to high speed broadband for households that include K-12 and college students, and we are working with school districts and public libraries on remote learning opportunities.
- **Charter will open its Wi-Fi hotspots across its footprint for public use: [Map of Charter Wi-Fi hotspots](#)**

Comcast

- Has launched its [Xfinity Assistance Plan](#), which accommodates our customers who are delinquent in payment due to COVID-19 to continue to receive Xfinity Internet and Voice service without disconnection when you contact us.
- Additionally, if a customer [only has Xfinity Video, or Xfinity Video and Xfinity Voice service, their service will remain unaffected during this time.](#)
- **Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. [Map of Xfinity WiFi hotspots](#)**
- We are pausing our data plans for 60 days from March 13, 2020 giving all customers Unlimited data for no additional charge
- Comcast's Internet Essentials Free to New Customers for 60/days from March 13, 2020 - 25/3 Mbps Broadband
- Xfinity is now offering eligible university students who live in our service areas and need internet service, a Visa prepaid card worth about two months of internet service. No upfront fees, no installation costs. After [signing up for this select offer](#), within a few days they'll get an internet self-install kit, and a few weeks later they'll receive a \$150 Visa prepaid card with a value of about two months of internet service. This offer is available to college students who live in households that are not already Xfinity customers, through June 1st.

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