

# COVID-19 Resource Guide for Hetrick-Martin Members & HMHS Students

## Internet – Wi-fi – Hotspots – Data Options for Low or No-Cost:

For those who are concerned about remote access and/or contacting their counselors, internship leaders, and other staff while our in-person programming is suspended. Below are low or no-cost options for connecting to Wi-Fi and Data during this time.

- **Lifeline** is a federal program that helps lower the cost of your monthly phone or internet bill.

### INDIVIDUAL ELIGIBILITY

You qualify for a discount if:

- You participate in any **ONE** of these government benefit programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Supplemental Security Income (SSI)

— OR —

- Your income is at or below 135% of the federal poverty guidelines

### HOUSEHOLD ELIGIBILITY

A household is a group of people that share income and expenses.

- You are only allowed to get **one** Lifeline discount per household.
- If you share housing, complete the **Household Worksheet**.
- The worksheet is available on our website, [www.LifelineSupport.org](http://www.LifelineSupport.org). You can also ask your Lifeline service provider.

\*If you live on federally recognized Tribal Lands, you may receive an additional discount towards your service.

### THREE WAYS TO APPLY



**APPLY ONLINE** Find the online application at [www.CheckLifeline.org/Lifeline](http://www.CheckLifeline.org/Lifeline).

OR



**MAIL YOUR APPLICATION** Print an application from [www.LifelineSupport.org/National-Verifier](http://www.LifelineSupport.org/National-Verifier). Fill out and mail it with proof of eligibility to:  
Lifeline Support Center  
P.O. Box 7081  
London, KY 40742

OR



**CONTACT A PHONE OR INTERNET COMPANY** Find a company that provides Lifeline at [www.LifelineSupport.org](http://www.LifelineSupport.org). Click *Companies Near Me*.

### HOW TO SHOW YOU ARE ELIGIBLE

You may need to show proof that you qualify for Lifeline, such as:

- **A copy of your award letter OR**
- **A copy of pay stub or tax return** to prove your income is at or below 135% of the federal poverty guidelines.



Universal Service  
Administrative Co.

### LIFELINE SUPPORT CENTER

(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK  
[LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) | [www.LifelineSupport.org](http://www.LifelineSupport.org)

- **Xfinity** is offering free Wi-Fi/Hotspot access when you download their free app. The app connects to available hotspots in your area. <https://wifi.xfinity.com>
  - No requirements for this service.
  
- **Spectrum** is offering low-cost internet access to qualifying students and households. <https://www.spectrum.com/browse/content/spectrum-internet-assist>
  - Requirements: One or more members of your household must be a recipient of one of the following assistance programs:
    - National School Lunch Program (NSLP)
    - Community Eligibility Provision (CEP) of the NSLP
    - Supplemental Security Income (SSI) for applications age 65+ only
  
- For low-income families who live in a **Comcast** service area, they are offering new customers 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.
  
- **AT&T** is waiving data overage fees to all customers so that families and students can stay connected during the pandemic. The company is promising to waive any late fees and not to terminate the service of any customer over the next 60 days. All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, AT&T will continue to offer internet access for qualifying limited income households at \$10/month through the Access from AT&T program.
  - AT&T and Charter Communications also offering free broadband for households with students through college age who don't already have a subscription.
  
- **Verizon** said it will waive any late fees and not terminate any service for the next 60 days.

- **T-Mobile** announced that it would provide unlimited smartphone data to all current subscribers and increase the data allowance to schools and students using their digital learning programs. Customers are also granted an additional 20GB of mobile hotspot service for the same period and free international calls to Level 3 impacted countries. They will also waive any late fees and not terminate service for the next 60 days.
- **Sprint** said, starting March 19, it would give subscribers free unlimited data and 20GB of mobile hotspot data per month for 60 days. And on March 17, customers will receive free international calling rates from U.S. to Level 3 countries. They will also waive any late fees and not terminate service for the next 60 days.