

Individuals and Businesses are seeking financial relief due to the impact of the COVID-19 crisis. Data on utilities and telecommunications companies can also be found on www.ArizonaTogether.com.

I've also listed more detailed information as we receive it to make it easier to find. The ACC's docket related to utility preparedness with letters from each of the companies can be found at: <https://edocket.azcc.gov/Docket/DocketDetailSearch?docketId=25221>

Telecommunications

More than 390 telecommunications firms across the U.S have signed the **Keep Americans Connected Pledge** which ensures that over the next 60 days, companies agree to:

- Not terminate service to any residential or small business customers because of their inability to pay their bills due to COVID-19.
- Waive late fees any residential or small business customers incur because of their economic circumstances due to COVID-19
- Open our Wi-Fi hotspots to any American who needs them.

<https://www.fcc.gov/keep-americans-connected>

AT&T - FIXED INTERNET SERVICE: AT&T [suspends](#) data caps for fixed internet service. Also offers a \$10-a-month [Access From AT&T](#) program for qualifying low-income households. Waivers Overage Fees for mobile data for sixty days.

E-LEARNING INITIATIVE: AT&T is also underwriting expenses for a "one-stop" resource center to support eLearning Days from the State Educational Technology Directors Association (SETDA) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19. <https://www.ctia.org/news/blog-wireless-industry-responds-to-covid-19>

UPDATE - AT&T MOBILE SERVICES: *March 22, 2020 <https://about.att.com/pages/COVID-19.html> - Unparalleled FirstNet support for first responders, updated pledge to waive wireless overage fees - 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. We're committed to helping our customers and our communities get through this crisis. That's why today we've also announced an addition to our Keep Americans Connected Pledge. As of March 13, 2020, and for the next 60 days, we will waive domestic wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic. We're here with you and keeping you connected.*

If you find yourself in financial trouble and unable to pay your bill, we're here to help you. Please contact us at 800-288-2020 for AT&T broadband, residential wireless or small business services and 611 from your AT&T device for wireless.

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.
- AT&T World Connect Advantage – Business customers currently on or who purchase an AT&T World Connect Advantage package receive 50% off the current rate in a monthly bill credit (max \$7.50/mo.).*
- 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](#).
- Distance Learning – AT&T is underwriting expenses for a “one-stop” resource center to support eLearning Days from the [State Educational Technology Directors Association \(SETDA\)](#) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19.

We are currently experiencing a high volume of calls due to COVID-19. To allow us to help as many customers as quickly as possible, we recommend reaching out through [att.com](#) or the myAT&T app for support, additional resources or to access our online store. At this time, our stores are open for business unless there are unique local circumstances.

Scammers are preying on fears surrounding COVID-19. [Click here](#) to learn more about how to protect yourself from COVID-19 scams.

[] **CenturyLink:** [CenturyLink Commits to FCC's Keep Americans Connected Pledge](#) We will waive late fees and will not terminate a residential or small business customer's service for the next 60 days due to financial circumstances associated with COVID-19. Today, we committed to the FCC's 'Keep Americans Connected Pledge' outlining these actions. We are also suspending data usage limits for consumer customers during this time period due to COVID-19.”

[] **Charter Spectrum – FIXED INTERNET SERVICE:** Charter will offer free Spectrum broadband and WiFi access for 60 days to households with students in kindergarten through 12th grade or college students who don't already have a Spectrum broadband subscription at any service level up to 100 Mbps. The installation fees will be waived for new student households. To enroll, call 844-488-8395. For eligible low-income households without school-age children, Charter offers [Spectrum Internet Assist](#), a low-cost broadband program delivering speeds of 30 Mbps. Spectrum doesn't have data caps or hidden fees.

[CHARTER beginning Monday, March 16](#), Charter commits to the following 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 offer free Spectrum broadband at any service level up to 100 Mbps and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription. Installation fees will be waived for new student households. To enroll, call [1-844-488-8395](#).
 - Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely.
 - Spectrum Internet does not ever impose data caps or hidden fees.

- Additionally, Charter will continue to offer Spectrum Internet Assist, our high speed, low cost broadband program for eligible low-income households.
- Charter will not terminate service for residential or small business customers who face difficult economic circumstances related to the coronavirus pandemic.
- Similarly, Charter will not charge late fees for those customers facing difficult economic circumstances related to the pandemic.
- Charter will open its Wi-Fi hotspots across our footprint for public use.
 - A map with all of our Wi-Fi hot spots is available here: www.Spectrum.com/WiFi-Hotspots
- These efforts include but also go far beyond the FCC's Keep Americans Connected pledge.
- Spectrum News has opened its websites to ensure people have access to news and information.

[] CISCO: Online free conferencing services: To get customers up and running quickly, we have been providing free offerings and cloud-based services across [Webex](#), [security solutions](#) and more that have kept newly remote workforces running productively . . . If you, like many of our customers, are looking to ensure your employees stay connected to their teams while working remotely from home, you can learn more about our [free video conferencing solutions here](#) as well as our top tips on maximizing remote working. Likewise, to keep remote business operations secure, you can learn more about our range of [free security offerings here](#). Also, please do reach out to your regular Cisco contact for assistance and advice or simply email us at pandemicsupport@cisco.com.

[] Comcast – FIXED INTERNET SERVICE: Comcast will offer new residential customers who qualify its \$9.95-per-month [Internet Essentials program](#) free for 60 days. The company says it will boost its internet service speeds from 15/2 Mbps to 25/3 Mbps, which qualifies the service as high-speed broadband under FCC guidelines. Comcast will also suspend data caps for 60 days and refrain from disconnecting service or charging late fees for customers who contact the company regarding overdue payments.

[COMCAST LINK:](#) Comcast is taking steps to implement the following new policies for the next 60 days, and other important initiatives:

- 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.
- Internet Essentials Free to New Customers: As announced yesterday, it's 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.
- 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. [For an current overview of everything we are doing for our Xfinity customers, click here.](#)

[] **Cox Internet – FIXED INTERNET SERVICE:** Starting Monday, new customers can receive a free month of internet service in the company's [Connect2Compete plan](#), available to qualified low-income households for \$9.95 a month. The company is also fast-tracking the application process to get families connected more quickly. Cox will make its Complete Care support program free to all residential customers who have technical issues or need assistance installing features like education software or teleconferencing. The company is going to increase internet speeds from 25/3 Mbps to 50/3 Mbps for 60 days for the Starter, StraightUp Internet, and Connect2Compete packages, and speed up the implementation of a 50Mbps upgrade for users of Cox's Essentials service. That upgrade had been scheduled for later in the year.

[COX March 16 Press Release:](#) Cox expands Coronavirus relief offerings for residential customers - Following a series of announcements last week, Cox announced today additional relief offerings to support residential customers during the coronavirus pandemic. New plans include offering a low-income internet tier with no annual contract and relaxing data usage overage charges for all tiers...Cox is offering the following over the next 60 days, through May 15:

- A \$19.99 offer for new Starter internet customers with a temporary boost up to 50 Mbps download speeds, no annual contract or qualifications to help low income and those impacted from Coronavirus challenges, like seniors and college students.
- Eliminating data usage overages beginning today to meet the higher bandwidth demands. Customers with a 500 GB or Unlimited data usage add-on plan will receive credits.

Last week, Cox announced increased internet speeds for select residential packages and implemented a variety of other changes to provide support and relief for our customers and communities in greatest need. Previously announced commitments included:

- Providing temporary increases for residential customers in the company’s Starter, StraightUp Internet and Connect2Compete packages to speeds of 50 Mbps.
- Extending our Cox Complete Care remote desktop support at no charge to residential customers in those tiers to provide remote helpdesk and assistance for loading new applications they may need to use during this time like online classroom support applications and web conferencing services.
- Offering the first month free to new customers of Connect2Compete, Cox’s low-cost internet product for families with school-aged children who are enrolled in low-income assistance programs ensuring digital equity for students without internet at home. Schools are being asked to contact connectnow@cox.com with a list of eligible low-income students that currently do not have an internet connection.
- Fast-tracking the qualification process for Connect2Compete and <https://cox.pcsrefurbished.com/>
- Increasing the speeds of our Essential tier customers from 30 Mbps to 50 Mbps, which was originally planned for later in the year.

[March 16 2nd Press Release:](#) – During this time of uncertainty and required in-home learning, Cox is helping get families in need connected to the internet through our Connect2Compete program - We are

responding to the Coronavirus crisis by increasing access and speeds of our low-income internet service Connect2Compete. New Connect2Compete customers will receive their first month of service free, which is normally available to qualified low-income households for \$9.95/month. This goes into effect Monday, March 16. We're also increasing the service's speed from 25/3 Mbps to 50/3 Mbps for 60 days. The speed increase will go into effect Tuesday, March 17...[Learn More](#)

March 13 – Cox Statement on help for customers impacted by Coronavirus With the ongoing Coronavirus crisis, we don't want our customers who are impacted to worry about losing their Cox services. If you're impacted and are unable to make a payment by your due date, log in to My Account on Cox.com or reach out to our customer service representatives through text, phone or chat for options. Ask about Promise to Pay and Promise to Pay with Extension options which will limit late payment reminders or give you more time to pay without worrying about interruption to your Cox services. To review your options, [sign in to My Account](#) and review the My Bill card. If you see the message, "Can't pay today? Request help here," click through to visit the Payment Arrangement Options page. There, you'll see options to schedule a future payment beyond your current due date or request additional time to make a payment later. Follow the remaining two steps for either option to complete your payment arrangement online. If you do not see the 'Can't pay today?' options in My Account, please call [1-844-221-3930](tel:1-844-221-3930) to speak with a special team representative Monday through Friday. To text a representative, type 54512 on your mobile phone or visit www.cox.com/chat for support any time. Additionally, representatives are also available in our Cox retail stores. To find a retail location, visit www.cox.com/retail.

- [] **Frontier:** [Response to Covid-19 – covers internal operations indicates Frontier has no caps on its internet service](#). Frontier is listed on the FCC's webpage as taking the pledge not to disconnect customers for the next 60 days.
- [] **Sparklight – FIXED INTERNET SERVICE:** The company says it's making unlimited data available on all internet services and waiving late fees for the next 30 days. Customers can call to arrange payment deferrals, Sparklight adds.
- [] **Sprint - E-LEARNING INITIATIVE:** Sprint's 1Million Project Foundation, which supports 350,000 high school students who lack critical internet access at home, is working to accelerate receipt of more than 100,000 new devices intended for use next school year so that it can deploy them as soon as possible to respond to the new environment. <https://www.ctia.org/news/blog-wireless-industry-responds-to-covid-19>

[Boost Mobile's Response to the Coronavirus \(COVID-19\)](#)

Starting March 19:

- Customers will automatically receive complimentary international calling rates from the U.S. to countries defined by the CDC as [Level 3](#) through April 30, 2020.
- Waiving reconnection fees for customers through April 30, 2020.

Starting March 21:

- Customers currently on an unlimited data plan with Boost Mobile, will automatically receive an additional 20 Gigs of [mobile hotspot](#) on their plans at no extra cost through April 30, 2020. No need to call care or update your account through boostmobile.com.
- Customers currently on a tiered plan with Boost Mobile, will automatically receive an additional 20 Gigs of data on their plans at no extra cost through April 30, 2020. No need to call care or update

your account through boostmobile.com. If you need additional mobile hotspot check out our rate plans that include mobile hotspot.

- For more information about these changes, please visit boostmobile.com
- Customers who prefer to, can easily take advantage of Boost Mobile's various self-service and digital options to get the help they need through the [My Boost App](#) and [My Account](#) on boostmobile.com

0313 A Message Re Coronavirus (COVID-19): We're Committed to our Customers, Employees and Communities - For our customers:

- Starting on March 17, per-minute calling rates for international long distance calls to countries identified by the Center for Disease Control as [Level 3](#) are waived through 5/31/20. Customers are still responsible for any monthly charges for add-on international long-distance calling plans.
- By March 18:
 - Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost.
 - We will provide customers with an additional 20GB of [mobile hotspot data](#) per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Beginning March 18 - April 1:
 - Customers with mobile hotspot-capable handsets who don't have mobile hotspot today will now get 20GB as well per month for 60 days (a minimum of two bill cycles) at no extra cost.
- For more information about these changes, please visit [Sprint.com](#).
- Customers who prefer to, can easily take advantage of Sprint's various self-service and digital options to get the help they need through the [My Sprint App](#) and the [Online support center](#).

[] **TDS Telecommunications** - which offers service to 900 rural, suburban and metropolitan communities in 26 states – March 17, 2020 – [Company operations update says TDS](#) will be offering broadband access to new low-income individuals and/or families with children and college students for 60 days. This offer is for new customers in communities where TDS provides service.

[] **T-Mobile – HOME INTERNET SERVICE:** The company has no data cap for its home internet service. All current T-Mobile and Metro by T-Mobile wireless customers who have cell-phone plans with data will be granted unlimited smartphone data for the next 60 days (excluding roaming). They'll also receive an additional 20GB of mobile hot spot/tethering service for those two months. The company is working to provide [Lifeline low-income customers](#) with up to 5GB of free data per month over the next two months. E-LEARNING INITIATIVE: T-Mobile is increasing the data allowance for free to schools and students using our EmpowerED digital learning programs to ensure each participant has access to at least 20GB of data per month for the next 60 days. <https://www.ctia.org/news/blog-wireless-industry-responds-to-covid-19>

0324 T-Mobile's budget \$15 Connect plan will launch on March 25th Monica Chin | Vox T-Mobile will launch its budget Connect plan on March 25th. The prepaid package will deliver unlimited talk and text as well as 2GB of data for \$15 per month (or 5GB for \$25). The carrier is launching the deal early; it was originally intended to launch after its pending merger with Sprint finalized. As the novel coronavirus pandemic forces businesses to shutter, T-Mobile claims Connect is ideal for Americans who are struggling financially. "Right now, having a reliable, low-cost connection is absolutely crucial for Americans, and with many facing financial strain, time is of the essence," wrote CEO John Legere. "We knew we couldn't wait

for the merger to finalize to launch T-Mobile Connect, our lowest priced smartphone plan, so we're rolling out ahead of schedule."

- [] **Verizon – HOME FIOS INTERNET SERVICES:** The company recently increased speeds at no extra cost on some mid-tier FIOS services, bumping the 100 Mbps tier to 200 Mbps and the 200 Mbps tier to 300 Mbps. The company reports that it places no data caps on its home internet broadband services. Verizon also offers a low-cost [Lifeline plan](#) for qualified families.

MOBILE DATA AND FIXED SERVICES: March 23, 2020 <https://www.verizon.com/about/news/verizon-helps-eliminate-worry> Verizon helps eliminate worry for customers during time of great need Media contact(s) Adria Tomaszewski adria.tomaszewski@verizon.com

Reinforces pledge to Keep Americans Connected and goes further to protect most vulnerable

- Will waive overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis
- Announces two months waived internet and voice service charges for current Lifeline customers and new affordable internet option for low-income households
- Adds 15GB of high speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary
- Verizon provides first responders with priority and preemption abilities for voice and data
- Consumer and small business Fios and DSL broadband internet plans have no data caps

FIOS SERVICES: March 23, 2020 [Verizon Again Tweaks Plans in Response to COVID-19 Crisis](#) For those residential and small business wireless customers whose economic circumstances have been impacted due to the coronavirus, Verizon is waiving overage charges in addition to our Keep Americans Connected pledge to [not terminate service and waive late fees](#). We're also offering new internet options for low-income households and adding 15GB of 4G LTE data to consumer and small business plans automatically. Verizon announced plans for a discount program on Fios broadband plans for qualified new low-income customers and two months waived service charges for current Verizon customers that are part of [the Lifeline discount program](#). To help existing Lifeline customers, Verizon will waive the next two billing cycles of Lifeline-qualified home service charges across both home broadband and home voice. To be eligible, you must have a Lifeline discount on a broadband or home voice line of service as of March 20, 2020.

In addition, on April 3, Verizon is making a new broadband discount program available to new Fios Internet customers who qualify through the Lifeline program. Customers may select any Verizon Fios speed in the Mix & Match plans and receive a \$20 discount per month. That means new customers can get Fios Home Internet 200/200Mbps service for just \$19.99/mo, with Disney+ for one year and the first two months of their router rental charge waived. Customers will also qualify for any additional promotions available for new Fios Home Internet subscribers. As part of this new program, eligible new customers can receive:

- \$20 off *any* Fios Home Internet Mix & Match plan, as reflected below with discounts applied:
 - 200/200 Mbps for \$19.99/mo
 - 400/400 Mbps for \$39.99/mo
 - Gigabit Connection for \$59.99/mo (includes Fios router)
- Router rental charge waived for 60 days as part of the Verizon COVID-19 response (customers may also choose to buy or bring their own router).

- One year of Disney+ on us.
- Any additional in-market offers for new Fios customers at time of purchase, including gift cards, content or equipment.
- Mobile + Home Rewards benefits: customers with Verizon postpaid mobile service can enroll through Verizon Up for additional benefits and discounts.

From March 25 through April 30, wireless consumer and small business customers will see an additional 15GB of data added to their plan for no additional charge. New consumer and business customers can also take advantage of this additional data.

E-LEARNING INITIATIVE: Verizon announced support for relief efforts across communities impacted by the ongoing coronavirus (COVID-19) pandemic by tripling its monthly data allowance for its Verizon Innovative Learning schools and committing \$10 million to nonprofits directed at supporting students and first responders.

STORE HOURS: [A letter from Hans Vestberg on Verizon's response to COVID-19](#) “As part of our next phase, we are reducing the number of Verizon stores that remain open. However, our customers can still get the support and services they need 24/7 by visiting [verizonwireless.com/support/](https://www.verizonwireless.com/support/), calling 800.922.0204 or using the MyVerizon app.”

NETWORK: [3/12/2020 Press Release: Verizon’s networks stand ready for increases in data traffic:](#) Since the emergence of the coronavirus (COVID-19), the company has not seen a measurable increase in data usage—despite some businesses, schools and other organizations now asking employees to work remotely and students to take classes online. Verizon’s networks are designed and built to meet future demand and are ready should demand increase or usage patterns change significantly. Like any crisis or significant event in which additional network resources may be needed, the company is able to deploy additional resources to add capacity and has a fleet of mobile assets including portable COLTs (cells on light trucks) and COWs (cells on wheels/trucks), mobile charging stations, and more to support first responders and their mission critical needs.... We offer priority access to our network for first responders and public safety officials.”

Electric utilities

APS – www.aps.com

Resources for residential customers

During this time, we are making a few changes to help out. We:

- are suspending shutting off power to our customers for non-payment.
- are waiving late fees.

- set up a Customer Support Fund for customers who are past due and need assistance paying their bill.

Small businesses can be eligible for the [Customer Support Fund](#).

TEP – www.tep.com

We're are happy to help customers switch from a time-of-use (TOU) or demand-based pricing plan to our Basic plan if they are concerned that on-peak energy rates or demand charges will increase their energy expenses due to increased time spent at home. Customers who switch to Basic during the pandemic will have the option to return to their previous pricing plan at any time. Anyone interested in such a switch should call Customer Care at 520-623-7711.

If you're having trouble paying your electric bill, TEP can help. Here are some programs and plans that can assist customers in paying their bills:

- [Payment Extensions](#) – Customers can request a payment extension through [My Account](#), using [TEP's mobile app](#) or by calling TEP Customer Care at 520-623-7711. Typically, customers with a good payment history are eligible for an extension. If you are denied a payment extension online or through our automated IVR system, please feel free to call us to speak with our Customer Service Representatives.
- [Short-term Assistance](#) – TEP cooperates with several community agencies to offer emergency bill-payment assistance to customers facing hardships. You can contact these organizations directly for assistance:
 - [Interfaith Community Services](#)
 - [Pima County Community Action Agency](#)
 - [Portable Practical Educational Preparation](#)
 - [The Salvation Army of Green Valley](#)

SRP - <https://www.srpnet.com/about/customer-assistance.aspx>

TRICO <https://www.trico.coop/assistance-available-regarding-member-bills/>

We recognize that some Members may have difficulty making payments at this time and we are prepared to work with you to keep your power connected. To help Members who find themselves in difficult circumstances, we will not be disconnecting service to Members or charging late fees during this health

emergency. Please contact Trico at (520) 744-2944 if you cannot pay your bill and we will work with you to provide options to help.

In addition, Trico works with and allocates funding to Wildfire, an organization that provides financial assistance to low-income members in need. If you are having difficulty paying your bill, [click here](#) for agency information in your area that can help.

Please reach out to your utility company if it is not listed here.

Best wishes!

A handwritten signature in black ink that reads "Lea Marquez Peterson". The signature is written in a cursive, flowing style.

Commissioner Lea Marquez Peterson