

Help with Your Phone & Internet Services During the COVID-19 Outbreak

Yes, you can stay at home and have therapy sessions and doctor's appointments by phone and video calls. Make sure you don't run out of minutes or data while getting this valuable help.

Here are ways to get free internet, Wi-Fi, or phone minutes.

- Ask your local internet providers what they are offering.
- Ask your child's school what they are offering to students.
- Ask your therapist or doctor if they know of help with phone internet service.

Make FREE phone or video calls over the internet.

You don't need to use your phone minutes. If you have a smartphone, tablet, or computer, you can use free Wi-Fi or your internet to make or get a call. There are programs like Skype, FaceTime, and Zoom, for example. A friend, therapist, or your child can show you how.

Keep Connected

The U.S. government has asked telephone and internet providers to keep Americans connected during the COVID-19 outbreak. This includes:

1. not cutting off services to customers unable to pay bills due to the outbreak
2. not charging late fees
3. make Wi-Fi hotspots FREE for everyone

Pennsylvania Lifeline Program provides free or low-cost telephone or cell phones to low-income Pennsylvania residents.

- [Find out if you qualify](#)
- or call the Lifeline Pennsylvania Hotline at 1-800-837-4966

To find a list of wireless companies providing increased access to phone and internet services, visit [Wireless Carriers Pledge Unlimited Data & Additional Hotspot Allowances in Response to COVID-19 \[UPDATED\]](#)

Some examples of phone and internet companies include:

Comcast/Xfinity Hot Spots are now free to the public

- You may be able to access them from your home.
- On a smartphone, tablet, or computer, go to your internet settings and choose xfinitywifi
- [Set up your free account and view a map](#)



T-Mobile Lifeline is now offering expanded low cost or free services to persons receiving Medical Assistance.

- Apply online t-mobile.com/offers/lifeline-program
- or call 866-454-8387

Assurance phone plans, including Lifeline

- To help their customers, they are offering unlimited domestic calling and texting plus an extra 6GB through May 20, 2020.
- For more detailed information, visit assurancewireless.com

Hey, what's a Wi-Fi Hotspot?

A Wi-Fi Hotspot is a way to get internet without the cable.



Where can I find a Hotspot?

Hotspots are everywhere. You may be able to connect to a free Hotspot right in your house. Or you can sit outside of a store like McDonald's. Internet providers also have Hotspots that are part of their network.

How do I connect to a Hotspot?

If you have a smartphone, tablet, or computer you can connect to a free Hotspot. Click on an "OPEN" Internet Icon in your Settings. The ones that say "SECURED" are private networks. You may need to register with this service even if it's free.

Here's a [1 minute YouTube video](#) that shows you how to connect to a Wi-Fi Hotspot. Or ask someone who knows how - it's really easy!

