

## **Cellular Phone COVID-19 Response**

### **Verizon Wireless**

1. *Is Verizon offering additional Mobile Hotspot data for customers to use during this time?*

Yes, we are automatically adding 15 GB of data across nearly all of our plans, to be used between 03/25/2020 and 04/30/2020. Please note that you will not see the additional allowance in your My Verizon account online, in the Verizon App, or on your bill. To be eligible, you must be on a qualifying postpaid (unlimited or shared), Jetpack or prepaid plan:

- **For Unlimited Data Plans**
  - 15 GB of 4G LTE data will be added to your plan's existing 4G LTE Mobile Hotspot allotment (most unlimited plans include 15GB or 20GB of 4G LTE Mobile Hotspot data standard)
  - Eligible plans include: The Verizon Plan Unlimited, Go/Beyond/Above Unlimited Plans, Start/Play More/Do More/Get More Unlimited Plans
- **For Shared Data Plans**
  - 15 GB of 4G LTE shared data will be added (can be used for Mobile Hotspot, or any other connected device using the shared data plan)
  - Eligible plans include: More Everything Plans, Verizon Plans 1.0 and 2.0 (e.g., S, M, L, XL, XXL), Just Kids
- **For Jetpack - Unlimited or Metered Plans**
  - 15 GB of 4G LTE data will be added
- **For Prepaid**
  - All monthly plans with a data allowance: 15 GB of 4G LTE data will be added to monthly metered Smartphone (can be used for Mobile Hotspot), Jetpack and Tablet device plans

Note: If you're on a shared or account level plan, all lines on the account will share the data. If each line on your account has its own plan, each will receive its own data. To [view](#) or [change](#) your plan, visit My Verizon.

2. *I'm on a calling plan with a fixed amount of included voice minutes. Will I be charged an overage if I exceed my allowance?*

Between 03/20/2020 and 04/30/2020, if you're on a postpaid calling plan that has a fixed amount of minutes, you won't be charged voice overage fees if you go over. Eligible customers will receive a text message with additional information.

### **U.S. Cellular**

Here's what we've done:

- Eliminated overage charges for those of you on legacy plans, including Shared Connect and other postpaid and prepaid plans with data limits, so you can use the data you need without worrying about your bill.
- To further enhance your experience, if you are currently on a limited 2GB or 6GB plan, your plan will not be throttled to 2G speeds at those thresholds.
- Additionally, extra data provided beyond your plan will be delivered at speeds that are suitable for standard definition video quality.
- If you're on an Unlimited Everyday or Even Better plan, we've provided you an extra 15GB of hotspot data to adjust to any shifting and varying work arrangements.

- We did this proactively and automatically with your needs in mind, and no action is needed from you to receive these enhancements.

### **T-Mobile**

- All T-Mobile customers as of March 13, 2020 who have plans with data will have **unlimited smartphone data** for the next 60 days (excluding roaming).
  - T-Mobile customers on plans with smartphone mobile hotspot can add **20GB of smartphone mobile hotspot** (10GB per bill cycle for the next 60 days) via myT-Mobile.com or the myT-Mobile app by adding the COVID-19 Response High Speed Smartphone Mobile HotSpot feature for each voice line. (T-Mobile Connect excluded)
- We're working with our **Lifeline partners to provide customers extra free data up to 5GB per month** through May 13, 2020
- We're increasing the data allowance for free to schools and students using our **EmpowerED** digital learning program to ensure each participant has access to at least **20GB of data per month** through May 13, 2020

### **Sprint**

We're supporting customers by:

- Providing Unlimited data for 60 days to customers with metered data plans (effective 3/18)
- Giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18)
- Waiving per-minute toll charges for international long-distance calls from the U.S. to CDC-defined Level 3 countries (effective 3/17)
- All orders on sprint.com will get free next-day shipping and waived activation fees.

### **COX**

- Effective Monday, March 16, we are providing:
- Limited-time, first two months free of Connect2Compete service, \$9.95/month thereafter
- Until May 15, 2020, we are providing phone and remote desktop support through Cox Complete Care at no charge to provide peace of mind and ease for technology needs
- Resources for discounted, refurbished equipment through our association with PCs for People
- A Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access:

### **StraightTalk**

- Is adding GB. Text COVID to 611611 and the data will be added:  
<https://www.straighttalk.com/covid/>

### **SafeLink**

Will provide unlimited talk/text and an extra 5G of data through April 28th:  
<https://media.tracfone.com/wps/wcm/connect/phones/safelink/covid>

### **Q Link**

Is increasing data to 8G & providing unlimited talk/text through April 30th. Click on the Learn More green ribbon at the top:

[https://qlinkwireless.com/signup/g-6-717/?B=209&A=209&SubAffiliateID=8673213001&kw=lifeline+cell+phone&mt=e&ca=8673213001&ag=88729269764&ad=407319436238&device=c&dm=&po=&lo=9006177&lp=https%3a%2f%2fqlinkwireless.com%2fsignup%2fs-6-717%2f&=&gclid=EAlaQobChMI8YvSy8bJ6AIVvoVaBR2Z4gLAEAAAYiAAEgILwfD\\_BwE](https://qlinkwireless.com/signup/g-6-717/?B=209&A=209&SubAffiliateID=8673213001&kw=lifeline+cell+phone&mt=e&ca=8673213001&ag=88729269764&ad=407319436238&device=c&dm=&po=&lo=9006177&lp=https%3a%2f%2fqlinkwireless.com%2fsignup%2fs-6-717%2f&=&gclid=EAlaQobChMI8YvSy8bJ6AIVvoVaBR2Z4gLAEAAAYiAAEgILwfD_BwE)

If someone has a **Lifeline** phone on another carrier, please check that carrier's website

## Internet

### Comcast

The cable giant is offering free access to its Xfinity WiFi hot spots for everyone, including non-subscribers, for the 60 days. It's also providing unlimited data to its customers for no extra charge and is not disconnecting internet service or charging late fees for customers who say they can't pay their bills. The company is also providing 60 days of free basic internet service to new customers.

### AT&T

The cable, phone and media giant is suspending the termination of wireless, home phone or broadband service when customers can't pay their bills because of coronavirus disruptions. The company is also waiving related late fees. Like Comcast, AT&T is also providing free access to its public WiFi hot spots. The company also said its consumer home internet wireline customers and fixed wireless internet customers would receive unlimited data.

## Other Supports

### *FNS Actions to Respond to COVID-19*

USDA intends to use all available program flexibilities and contingencies to serve our program participants across our 15 nutrition programs. We have already begun to issue waivers to ease program operations and protect the health of participants.

### Child Nutrition Programs

**Congregate Meal Waivers:** FNS has approved waivers from all 50 states, DC, Guam, Puerto Rico, and the Virgin Islands, enabling Summer Food Service Program (SFSP) and National School Lunch Program Seamless Summer Option (SSO) sponsors to serve meals in a non-congregate setting and at school sites during school closures related to the coronavirus. FNS also issued guidance on [meal delivery using existing authorities in summer meal programs](#).

**Pandemic EBT:** As a result of the Families First Coronavirus Response Act of 2020, children who would receive free or reduced price meals if not for school closures are eligible to receive assistance under this provision. USDA is providing guidance to state agencies on plan requirements in order to receive approval. ([Guidance for States on Pandemic EBT](#))

**Nationwide Meal Times Waiver:** FNS has provided a nationwide waiver to support access to nutritious meals while minimizing potential exposure to the novel coronavirus. ([Guidance for States on Meal Times Nationwide Waivers](#))

**Nationwide Non-congregate Feeding Waiver:** FNS has provided a nationwide waiver of congregate feeding requirements to support access to nutritious meals while minimizing potential exposure to the novel coronavirus. ([Guidance for States on Non-Congregate Feeding Nationwide Waivers](#))

**Nationwide Afterschool Activity Waiver:** FNS has provided a nationwide waiver to support access to nutritious meals and snacks while minimizing potential exposure to the novel coronavirus. ([Guidance for States on Afterschool Activity Nationwide Waivers](#))

**Nationwide Meal Pattern Waiver:** FNS has provided nationwide approval for states to locally waive specific meal pattern requirements as needed to support access to nutritious meals when certain foods are not available due to the novel coronavirus. ([Guidance for States on Meal Pattern Waivers](#))

**Nationwide Parent/Guardian Meal Pickup Waiver:** FNS is allowing states approved for non-congregate feeding to waive the rule preventing parents and guardians from picking up meals for their children, as long as they protect accountability and integrity. ([Guidance for States on Meal Pickup Waivers](#))

**Nationwide Community Eligibility Provision (CEP) Data Waiver:** FNS is extending CEP election, notification and reporting and deadlines for School Year 2020-21. ([Guidance for States on CEP Waivers](#))

**Nationwide Waivers of Child Nutrition Monitoring:** FNS has used its authority under FFCRA to waive certain onsite monitoring requirements for the school meals programs, the Child and Adult Care Food Program, and the Summer Food Service Program, to maintain program integrity and support social distancing while providing meals. ([Guidance for States on Monitoring Waivers](#))

**Nationwide 60-Day Reporting Waiver:** Under its FFCRA authority, FNS is extending the 60-day reporting deadline for all state agencies, school food authorities, and CACFP and SFSP sponsoring organizations for January and February 2020. ([Guidance on 60 Day Reporting Waivers](#))

[View Child Nutrition Waivers by State](#)

[Special Supplemental Nutrition Program for Women, Infants and Children \(WIC\)](#)

**Additional Funding for WIC:** The Families First Coronavirus Response Act provided the WIC Program with \$500 million to remain available through Sept. 30, 2021 for increases in program participation. FNS will work with state to ensure funding is available to state agencies that require additional funds based on enrollment.

**Physical Presence Waivers:** FFCRA gives USDA authority to grant waivers to states of the requirement that participants and applicants physically come into the clinic to enroll or re-enroll, including the ability to defer certain requirements used to determine nutritional risk.

**Remote Benefit Issuance Waivers:** FFRCA gives USDA authority to grant waivers to states of the requirement that participants physically come into the clinic to pick up WIC EBT cards and/or paper coupons. This ensures participants have what they need to receive continued nutrition assistance.

**Food Package Substitution Waivers:** FFRCA provides USDA the authority to allow states and Indian Tribal Organizations to permit appropriate substitutes for the types and amounts of certain WIC-prescribed foods if their availability is limited. ([Guidance for States on Food Package Substitution Waivers](#))

**WIC and Food Distribution Q&As:** Information on the WIC and food distribution programs in response to COVID-19, including authorities as provided through FFCRA.

[View WIC Waivers by State](#)

[View Waivers by Tribal Nation](#)

#### Supplemental Nutrition Assistance Program

**Emergency Allotments:** USDA will be granting waivers to states to allow for the issuance of emergency allotments (supplements) based on a public health emergency declaration by the Secretary of Health and Human Services under section 319 of the Public Health Service Act related to an outbreak of COVID-19 when a state has also issued an emergency or disaster declaration. ([Guidance for States on Emergency Allotments](#))

**Pandemic EBT:** As a result of the Families First Coronavirus Response Act of 2020, children who would receive free or reduced price meals if not for school closures are eligible to receive assistance under this provision. USDA is providing guidance to state agencies on plan requirements in order to receive approval. ([Guidance for States on Pandemic EBT](#))

**Extended Certification Periods; Waive Periodic Reporting:** The Families First Coronavirus Response Act gives USDA authority to grant waivers to allow states the flexibility to adjust deadlines for participants to re-enroll (i.e., "recertify") to continue receiving SNAP benefits.

**Adjustments to Interview Requirements:** Under FFRCA authority, FNS is allowing state SNAP agencies to adjust interview requirements, provided an applicant's identity has been verified and other mandatory verifications are made. ([Guidance for States on Interview Requirements](#))

**Time limit for Able-bodied Adults without Dependents (ABAWD):** The recently enacted Families First Coronavirus Response Act, which was signed by President Donald J. Trump on March 18, 2020, temporarily and partially suspends the time limit for ABAWD participation in SNAP. ([Guidance for States on Time Limits for ABAWDs](#))

**Flexibility for Quality Control Interviews:** USDA is allowing states to [conduct telephone interviews](#) instead of face-to-face interviews for SNAP Quality Control purposes in March, April and May 2020. USDA has also offered states an [optional 45-day extension](#) on QC case reviews due in April, May and June 2020. States must notify FNS in advance if they choose to implement these flexibilities and must follow all other requirements as specified in SNAP.

[View SNAP Waivers by State](#)

## USDA Foods Programs

**Additional Funding for TEFAP:** The Families First Coronavirus Response Act provided an additional \$400 million to The Emergency Food Assistance Program (TEFAP), which provides USDA-purchased food to state agencies via formula for distribution via local agencies such as food banks. Up to \$100 million of the additional funding may be used to offset higher food distribution costs due to COVID-19.

**Disaster Household Distribution:** Under a Presidential Declaration of a National Emergency, FNS may approve state requests for Disaster Household Distributions for targeted areas to meet specific needs when traditional channels of food are unavailable and not being replenished on a regular basis. DHD provides boxed foods to households using existing inventories of USDA-purchased foods.

**TEFAP Flexibilities:** An overview of state agency flexibilities in The Emergency Food Assistance Program (TEFAP) in response to COVID-19.

**WIC and Food Distribution Q&As:** Information on the WIC and food distribution programs in response to COVID-19, including authorities as provided through FFCRA.