

Internet Support for Distance Learning in NYC

Services:

Spectrum: Offering free internet services for households with K-12 students for the next **60 days**. Call to set up and enroll: **1-844-488-8395** Installation fees will be waived for new student households. Be sure to mention that you have a student(s) in your household and are looking to sign up for the FREE internet service. ****Please be aware that as of now you will be billed after the 60 days unless you call Spectrum to cancel.**** If you have an outstanding bill with Spectrum then this free service may not be available.

The timeliness of the set up with Spectrum depends on the individual calling and also the residence where internet service is being requested. If Spectrum was set up at that location in the past then they will be able to send out hardware (modem etc.) within 2-3 days and you can set it up yourself. If Spectrum services have never been set up at that location before then you will need to schedule an appointment with a Spectrum technician to come out and get it set up. The availability depends on location and company availability.

[Access to Free Wifi Hotspots in New York City](#): [via Spectrum]

Use zip code or address to find free wifi hotspots near you. You must be a Spectrum customer and input your Spectrum login information one time to then have access to all Spectrum Wifi Hotspots in the area.

Comcast: Comcast Xfinity is currently offering its **Internet Essentials** program free for two months to new customers. New customers may qualify if they are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI, and others. Families can [apply here](#) or call **1-866-200-9522**. The internet provider is also automatically increasing speeds for all Internet Essentials customers. Comcast Xfinity Wi-Fi hotspots are also open and free to use by anyone. Offer for the free Internet Essential program ends April 30, 2020. Customer service said that you must provide an SSN in order to get a new account.

****Any current Comcast member can call to get free Internet Essentials program for the next two months. You must have the account information for the person who set up the original Comcast account in order to change the plan.**

****Please be aware that as of now you will be billed after April 30, 2020, unless you call Comcast to cancel.****

Altice [Optimum]: Altice internet providers are offering 60 days of free internet service for households with K-12 or college students via Optimum in the tri-state area. Internet speeds are up to 30 Mbps if you do not already have access to a home internet plan. To sign up, call **1-866-200-9522** if you live in an area with Optimum internet service

ATT: *Keep our public Wi-Fi hotspots open for any American who needs them. The coronavirus pandemic is causing many hardships. 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 <https://wifi.xfinity.com/>

T-Mobile: T-Mobile has started to provide free unlimited data and free mobile hotspots from one's phone up to 20gb a month for the next two months because of the virus. This would allow someone to use a T-mobile phone to connect a laptop to the internet. T-Mobile also owns Metro PCS, so the same goes for anyone that has a phone line with Metro by T-mobile.

Setting Up the Internet on Computers: [based on Google Chromebook]

Use this [step-by-step guide](#) to set up your Wifi connection on your laptop device.