

SF Home Internet Options

Public places to get online have been closed to help prevent the spread of the Coronavirus. Yet Internet access is even more important than ever in this time of physical distancing. **Here are some options and resources available to you while you're sheltering in your home.**



Low-Cost Home Internet Service for New Customers

AT&T Access

Cost: \$5 to \$10 per month (depending on speed) for home Internet service for eligible subscribers. First two months of service free to new Access customers who order by April 30, 2020.

Eligibility: Households that receive SNAP or SSI benefits and households participating in the National School Lunch Program/HeadStart.

More information: att.com/access

Comcast Internet Essentials

Cost: \$9.95 per month for home Internet service for eligible subscribers. New customers receive 60 days of free service. After the free period, service will be billed at the Internet Essentials rate.

Eligibility: Households eligible for public assistance programs like National School Lunch Program, housing assistance, Medicaid, SNAP, SSI.

CLC's computer trainers can help you navigate through the eligibility without having to send in paperwork.

More information: <https://www.Internetessentials.com/>

Sonic

Cost: 3 months of free Internet access and unlimited nationwide home telephone service for eligible new customers. After the free period, service will be billed at standard rates. Households may cancel at any time.

Eligibility: households with K-12, college students, or people 60 or older.

More Information: <https://www.sonic.com/cov19>

Monkeybrains

Cost: Free home Internet service at many affordable housing sites. The City of SF and local Internet service provider Monkeybrains are working together through the Fiber to Housing program.

More information: <https://tech.sfgov.org/news/fiber-housing/>

Support for Existing Customers

Increased Data Access

Both Comcast and AT&T have removed data caps for their home Internet service plans for the next 60 days and T-Mobile has removed their data cap on its mobile phone service.

Support, Bill Deferral, and Waived Late Payment Fees

Most Internet service and mobile phone providers have committed to continue service for customers who are unable to pay bills, as well as to waive late fees.

See a full list of the companies who have signed the FCC's **Keep Americans Connected Pledge** at www.fcc.gov/keep-americans-connected.

Source: Most of this information is from: [sf.gov/news/getting-online-time-coronavirus-covid-19-outbreak](https://www.sfgov.gov/news/getting-online-time-coronavirus-covid-19-outbreak). Visit the SF Gov news page for updates.

Community Living Campaign Virtual Tech Help

While we can't meet in person during the Coronavirus outbreak, our computer trainers are offering some virtual help options.

Virtual Tech Help Desk: Tuesdays, 2:30 –3:30 p.m.

Join Molly, Simon, and Peter for basic assistance with your tech challenges.

To call in by phone: dial 1 669 900 9128. Enter the Meeting ID: 725 638 2880, then press #.

To join online go to: <https://zoom.us/j/7256382880>

Social Media Help: Fridays, 10:00 a.m.–3:00 p.m. & Group Chat, 12:00 –1:00 p.m.

Join Molly and Liz for one-on-one virtual help, plus a Facebook group chat at Friday Lab) from 12:00 –1:00 p.m. **To schedule a 30 minute help session or join the chat, email** sdaction.socialmedia@gmail.com.

Passport to the Digital World Classes

See our online calendar at www.communityliving.org/events for a schedule of classes on the many online things you can do to stay informed, healthy, connected, and entertained.

Our computer trainers are reaching out to students through WeChat, email, and phone to help keep people connected in **English, Spanish, and Cantonese**.

For assistance, please contact info@sfccommunityliving.org.

