

COVID-19 Assistance - Cell Phone Providers

AT&T - <https://about.att.com/pages/COVID-19.html>

Customer Service – 1 (800) 288-2020

- Will not terminate any services for 60 days
- Late fees incurred due to COVID-19 hardships waived
- Overcharge charges for data waived due to COVID-19 hardships
- Wi-Fi hotspots open to anyone in the public who needs it
- Waiver requests can be submitted if unable to pay bill during COVID-19
- Unlimited data provided to customers during this time

CellCom - <https://www.celcom.com.my/personal/covid-19-support>

Customer Service – 1 (800) 236-0055

- Offering 1GB of free data to customers
- Free browsing for medical advice and updates
- Free crisis calls
- Unlimited access to Microsoft 360

Cricket Wireless - <https://www.cricketwireless.com/support/fraud-and-safety/covid-19.html>

Customer Service – 1 (800) 274-2538

- Reactivation and automated phone system fees waived
- BridgePay to split bill into multiple payments
- 10 GB of extra data provided to customers
- Providing distance-learning resources

Metro by T-Mobile - <https://www.metrobyt-mobile.com/ongoing-updates-covid-19>

Customer Service – 1 (888) 863-8768

- Special discount plan available during COVID-19
- Unlimited data to all customers with data for 60 days
- Free international calling

Sprint - <https://www.sprint.com/en/landings/covid-19.html>

Customer Service – 1 (888) 211-4727

- Unlimited data for 60 days
- 20 GB of free hotspot to customers with hotspot capabilities
- Waiving per-minute charges for international calls

T-Mobile - <https://www.t-mobile.com/brand/ongoing-updates-covid-19>

Customer Service – 1 (800) 937-8997

- Call to make payment arrangements due to COVID-19 hardships
- Unlimited data for 60 days to customers with plans including data
- Lifeline partners will receive 5GB of data through May
- Free international calling

Tracfone - <https://www.tracfone.com/covid/>

Customer Service – 1 (800) 867-7183

- Customers on Snap or Medicaid may qualify for payment assistance

US Cellular - <https://www.uscellular.com/covid-19>

Customer Service – 1 (888) 944-9400

- Data overage charges waived
- Limited data plans will remain on high-speeds once limit has been reached
- For customers with unlimited plans, 15GB of hotspot data will be offered

Verizon - <https://www.verizonwireless.com/support/covid-19-faqs/>

Customer Service – 1 (800) 837-4966

- Late payment fees will be waived due to COVID-19 hardships (note: an online form must be submitted)
- Services will not be terminated if payments cannot be made (note: an online form must be submitted)
- Activation and upgrade fees will be waived
- Free international calling
- 15GB of free hotspot data for all customers
- For customers with limited talk, overage charges will be waived