

INTERNET SERVICE PROVIDER EMERGENCY OFFERINGS

Updated: 17 March 2020

The following emergency offerings by Internet Service Providers was compiled by the NM Public Education Department (PED) and the Homework Gap Team (PED, Department of Information Technology, State Library, Public Schools Facility Authority, Santa Fe Indian School, and the Navajo Nation) through a request to New Mexico Internet Service Providers (ISP) for their emergency offerings during the Covid19 pandemic. In addition, the “Team” also has included national offerings specific to New Mexico that are being compiled by the State Education Technology Directors Association (SETDA). The goal is to provide resources for staying connected to broadband during the mandatory school closures. We will update this information as new information is shared with the “Team.” Lastly, the “Team” has put together a companion document that includes helpful links supporting at home education. Specific questions regarding these documents please contact John Chadwick, NM PED Educational Technology Contact and E-Rate Coordinator at John.Chadwick@state.nm.us

New Mexico Internet Service Providers

CenturyLink: <https://www.centurylink.com/>

“At CenturyLink, we know our customers are counting on us to keep our network running so our children can continue to learn and the world’s businesses can continue to run efficiently. We stand ready, willing and able to meet our customers’ near-term and long-term needs and are prepared to ensure traffic flows smoothly across our network, regardless of increased demand. Today, we are committed to the FCC’s ‘Keep Americans Connected Pledge’ outlining these actions.

- CenturyLink will waive late fees
- CenturyLink will not terminate a residential or small business customer’s service for the next 60 days due to financial circumstances associated with COVID-19.
- CenturyLink will suspend data usage limits due to COVID-19. We are also suspending data usage limits due to COVID-19.”
- **Contact:** Leo Baca
Leo Baca
Director – Government & Regulatory Affairs
CenturyLink NM
505-250-4393
Leo.Baca@CenturyLink.com

CityLink: <http://www.citylinkfiber.com/>

- CityLink will NOT disconnect any customer for non-payment of invoices that are dated March 16th forward until this emergency is over
- CityLink will NOT charge any late fees or interest on customer accounts for invoices dated March 16th forward.
- CityLink will work with customers to setup alternative payment plans during these challenging times.
- CityLink has never had "data-usage-caps", so that doesn't apply.

- CityLink, a New Mexico Company, is willing to work with social service entities (FIT, ECN, CDD, and others) to help deploy reliable broadband to support tele-medicine / tele-working needs. If they are in an area we can service will install at NO COST and provide the service, up to 25Mb/s for FREE during this emergency.
- CityLink is open to other ideas to help make sure that New Mexican's have access to broadband. Happy to brainstorm on other ideas. Basically if we can get the bits to the location we can probably do something to help.
- Specifics of these general statements will be in an upcoming press-release and communications to our customers
- **Contact:** John Brown, CISSP
Managing Director
CityLink Telecommunications NM, LLC
CityLink Wireless, LLC
john@citylinkfiber.com

Continental Divide Electric Cooperative/Redbolt Broadband <http://www.redboltbroadband.com/>

- Red Bolt Broadband will continue to offer the speeds, quality of service, and uncapped data limits that its FTTH service brings to its residential and commercial customers.
- In response to COVID-19 Red Bolt Broadband will work to ensure that no subscriber is disconnected from vital communications services.
- In addition, Red Bolt Broadband is working with the municipalities of the City of Grants and Village of Milan to deliver free WiFi hot spots to key public parks within its service territory.
- Contact: William Dixon
WDixon@cdec.coop

Comcast: <https://www.xfinity.com/>

On March 13, Comcast announced we're taking steps to implement the following new policies for the next 60 days, and other important initiatives, to give homebound students access to broadband and ensure all people stay connected:

- **Internet Essentials Free to New Customers:** We are making it even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation's largest and most comprehensive broadband adoption program. [New customers will receive 60 days of complimentary Internet Essentials service](#), which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward. **The best, easiest, and fastest way to take advantage of the two-months free offer is for families to sign up from their mobile device at www.InternetEssentials.com.** The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.
 - Attached is a bilingual flyer you can share to make families aware of this resource.
- **Xfinity WiFi Free For Everyone:** Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots and then launch a browser.

- **Pausing Our Data Plan:** With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.
- **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **News, Information and Educational Content on X1:** For those with school-age students at home, we've created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say "Coronavirus" into your X1 or Flex voice remote.
- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast's technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.
- **Contact**
Chris Dunkeson
505.271.3700
Chris_dunkeson@cable.comcast.com

Cybermesa: <https://www.cybermesa.com/index.htm>

- Cybermesa is available to install outdoor WiFi mesh to allow access outside of buildings.
- Cybermesa will provide phone support for schools outside of Santa Fe.
- Info: There is free WiFi on the Santa Fe Plaza
- **Contact** Jane M. Hill
jhill@cybermesa.com

Kit Carson Electrical Coop <http://www.kitcarson.com>

- Step One: After Meeting, KCEC and area Educators agreed to collaborate by sharing information regarding student populations and needs. As an outcome, a questionnaire was created to gather specific information on the students. (copy attached) Educators prepared the questionnaire and KCEC added it to our website to aid in gathering the data.
- Step Two: KCEC agreed to immediately create and enable 14 Wi-Fi Hotspots throughout its service areas that students could travel to in their community and work from the car if necessary. The first two public locations were activated on 3/16 and the remaining public sites will be activated by 3/20 with all 14 being available at that time. We have 2-4 activations scheduled daily throughout the service area. The public networks will be available from 7 am to 9 pm and will be password protected. The passwords will be shared by educators & KCEC for the public areas. Since these are wireless connections, students will be able to work in isolated environments (their cars) if they so choose.
- Step Three: KCEC and Educators are gathering the results of the questionnaire and have created an emergency installation and connection plan for students lacking access to broadband by focusing initially on Seniors in High School and College Students from area schools that can still take advantage of distance learning opportunities should the pandemic last longer than expected.

- Secondly, KCEC will concentrate on all other grades to attempt rushed installation to connectivity. To accomplish this, KCEC will enable its own internal staff and the services of three outside contracting firms already doing work for the cooperative. We plan to scale as necessary.
- Step Four: KCEC will agree to contact all interested parties that have a need for connectivity for their children. During this emergency, KCEC will agree to connect (free of charge) those qualified parents with children in area schools who cannot afford to connect. KCEC will waive all installation and activation fees at this time as well as not requiring service contracts during the emergency. The cost of this commitment will be sizable to KCEC. The customer will commit to taking some level of service that is offered starting with our initial offering of 25/25 Mg for as low as \$29.95/month plus applicable fees & taxes. Additional speeds of service are available up to 1G at the current time and in the future up to 10G.
- The Customer must agree to take at least the lowest level of service and have submitted a questionnaire that indicates children and grades at home needing the connection. Additionally, because most modern tablets and other handheld devices rarely have an ethernet port, KCEC is also including an inexpensive wireless router for the home to enhance connectivity of devices. This a true fiber to the home connection for the student/parent.

SSID: **Kit Carson Guest Wi-Fi**

Password: **Kitc@rson2020**

Kit Carson Internet Community Wi-Fi (Hotspots for Students)/Coronavirus-Community Service

Location	Town	Address	Anticipated Installation Date
Amalia Community Center	Amalia	579 State Road 196	3/18/2020 Pending Access
Costilla Community Center	Costilla	35 State Road 196	3/18/2020 Pending Access
Cerro Community Center	Cerro	151 Cerro Road	3/17/2020 Pending Access
Questa Library and Park	Questa	5/7 Questa Park Road	3/20/2020 Pending Access
Red River Park and Conference	Red River	101 River Street	3/20/2020 Pending Access
Kit Carson Park	Taos	211 Paseo Del Pueblo Norte	3/16/2020 Active
Fred Baca Park	Taos	301 Camino Del Medio	3/19/2020 Pending Electric Enablement
Echo Park	Taos	940 Salazar Road	3/19/2020 Pending Electric Enablement
Talpa Community Center	Talpa	4 Archuleta Road	3/18/2020 Pending Access
Penasco - Community Center	Penasco	14136 State Highway 75	3/19/2020 Pending Access
Angel Fire Ihub Bldg.	Ange Fire	3365 Mountian View Blvd	3/18/2020 Pending Access
Eagle Nest Park	Eagle Nest	151 Willow Creek Road	3/17/2020 Pending Access
El Rito West Library	El Rito West	182 Placitas Rd, State Rd 215	3/19/2020 Pending Access
KIT CARSON COOP PARKING LOT	Taos	118 Cruz Alta Road	3/16/2020 Active

*****Hours of Operation 7 AM-9 PM Daily/Access Password Protected**

- **Contact**
Luis Reyes, CEO or Michael Santistevan, Public Relations at 575.758.2258

La Canada Wireless Association <https://www.lcwireless.net>

Our Board of Directors adopted a motion addressing several points relating to the coronavirus issue.

- LCWA will not terminate, reduce or limit service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic.
- LCWA will waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.
- LCWA members having difficulty with work-at-home or school homework services may apply to the tech group for assistance in ensuring that their service is as capable of supporting such services as is technically possible.
- LCWA will establish a fund to which members may donate to assist fellow members having coronavirus related payment difficulties.
- LCWA does not currently have a data cap, and has no plans to introduce one. In order to protect both our members and our volunteers we have had to institute a temporary hold on new memberships for the duration of the coronavirus crisis. We have also adopted measures which allow us to minimize volunteer site visits and reduce person-to-person contact when service visits are unavoidable. We are monitoring our usage patterns and capacity, and have recently acquired some additional surge capacity.
- **Contact** Rob Hausman
rhausman@rockridge.biz
- Info: MintMobil, a pre-paid service is offering free unlimited data.
 - Link: <https://www.mintmobile.com/unlimited/>

LEACO <https://www.leaco.org>

- LEACO is waiving installation charges for students, in our fiber serving area, needing a broadband connection to work from home.
- LEACO imposes no “Data Caps” on our Broadband connections. We offer a 10/1mbps fiber internet connection for \$19.99 per month
- LEACO also provides a donated Broadband connection to the Boy’s and Girl’s club in Hobbs which has an equipped IT room for students as well as WIFI access at that facility to allow students access for homework needs.
- LEACO has turned in a request to increase our transport connections to the World Wide Web to make sure we meet the needs of all those working from home doing business. We hope to have that increase of bandwidth implemented in the next few days. Leaco also supports (4) redundant connections to the WWW to ensure service to the World Wide Web.
- LEACO is also monitoring and staying in contact with the schools to ensure their broadband needs are met to maintain enough bandwidth for the additional needs of those at home students.
- Contact Sid Applin sapplin@leaco.org

https://www.nmsurf.com: <https://www.nmsurf.com/>

- NMSurf will waive all late fees for those personnel that are monetarily affected by the Corona Virus.
- NMSurf will not shut off any customers for 60 days that are monetarily affected by the Corona Virus.
- NMSurf has recently doubled and are actively continuing to double bandwidth at all our sites which should help alleviate any slowdowns.
- NMSurf currently does not have data caps.

- **Contact:** Phone – 505.913.1566
Albert Catanach
albert@cnsps.com
[Bryan Catanach](mailto:Bryan.Catanach@cnsps.com)
bryan@cnsps.com

Sacred Wind Communications: <https://sacredwindcommunications.com/>

- Sacred Wind will boost broadband speeds to 25/3 Mbps for all current customers subscribing below that threshold at no extra charge to the customer, where facilities and capacities allow. By doing so, we aim to facilitate access to telemedicine, teleworking and online learning for students impacted by school closures.
- Sacred Wind will not terminate services and waive late fees for residential and small business customers who experience hardships due to the current crisis.
- Sacred Wind will install one or more WiFi hotspots in McKinley County as needed and within line of sight of our current wireless infrastructure for emergency response or medical testing sites.
- Sacred Wind will increase the capacity of our broadband service to 100 Mbps at no extra charge to the Gallup/McKinley County Chamber of Commerce, serving as a crisis clearing house for the Gallup/McKinley County business community.
- Sacred Wind will deliver emergency voice recorded messages, when deemed necessary, in both English and Navajo over our voice phone network to over 3,000 customers in our Network, mainly Navajo tribal members.
- **Contacts:**
Neo Nicolaou nnicolaou@sacredwindnm.com
John Badal – jbadal@sacredwindnm.com

T-Mobile in New Mexico: <https://www.t-mobile.com/>

To assist with Education and at Home Learning, T-Mobile is dedicated to assisting education with wireless hotspots to include Unlimited Data options. Please consider the following options:

- Option #1---- \$10 a month for 20 GB high speed with a \$36 one time cost for the hotspot (50% discount)
- Option #2 ----\$20 a month with Unlimited LTE high speed data, free hotspot

Based on these provided plans approved through T-Mobile Leadership, there will be a 12 month agreement to support providing no cost hotspot equipment.

- **Contact:**
Chad Sundloff - chad.sundloff@t-mobile.com

Tularosa Basin Telephone Company: <https://www.tbtc.net/>

- Tularosa has signed and is implemented FCC Chairman Pai's, "[Keep America Connected Pledge](#)" (see below)
 - Pledge: <https://www.fcc.gov/document/chairman-pai-launches-keep-americans-connected-pledge>
- **Contact**
Josh Beug jbeug@tbtc.net

Western New Mexico Communications <https://www.wnmc.com/response-to-covid-19/>

WNM Communications is taking the following action to ensure uninterrupted connectivity for everyone in our community that needs it:

- **No Disconnects or Late Fees:** With the current pandemic if you find yourself in financial trouble and unable to pay your bill, we are here to help you. Please contact us and let us know at 800-535-2330
- **Internet service for students:** As part of our commitment to our communities, we are offering low cost internet services to families with student(s) that do not currently have internet service with us. Please contact us at 800-535-2330 for more information.
- **WiFi Free:** To assist our communities we will establish free WiFi hotspots at key locations in our service area where you can stay in your vehicle to maintain social distancing and access the internet.
- Please contact us at 800-535-2330 or visit our website for more details.

<https://www.wnmc.com/response-to-covid-19/>

National Internet Service Providers from State Educational Technology Directors Association.

Check <https://www.setda.org/priorities/equity-of-access/digital-equity/programs/>

Federal Communications Commission: Chairman Pai Launches the KEEP AMERICANS CONNECTED PLEDGE – Pai Calls on Broadband and Telephone Service Providers to Promote Connectivity for Americans Impacted by the Disruptions Caused by the Coronavirus Pandemic. Chairman calls on company to pledge the following:

- not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- open its Wi-Fi hotspots to any American who needs them.

Corporate Initiatives

AT&T

- **Access from AT&T**, AT&T offers low-cost wired home internet service to qualifying residents who participate in **SNAP**. Service options range from \$5 – \$10 per month.
- **COVID-19 Special Offering**: AT&T said its waiving of usage policies applies to both its Internet wireline and fixed wireless Internet customers. The telco is also offering Cisco Webex Meetings for 90 days to businesses, universities and schools, and is crediting wireless customers for charges incurred while in **CDC Level-3 countries** where AT&T offers service.

Comcast:

- **COVID-19 Special Offering**: New policies for the next 60 days (For more information and updates from Comcast related to Coronavirus, visit: <http://www.comcastcorporation.com/COVID-19/>)
- Xfinity WiFi Free For Everyone
- Pausing Our Data Plan
- No Disconnects or Late Fees
- Internet Essentials Free to New Customers
- News, Information and Educational Content on X1 and Flex
- 24x7 Network Monitoring

CenturyLink:

- CenturyLink will provide discounted Home internet service for \$9.95/month.
- **Internet Essentials from Comcast**. Comcast offers internet service for \$9.95/month to households that have at least one child who qualifies for the National School Lunch Program.

Kajeet: Kajeet SmartSpots allow educators to provide students CIPA-compliant, 4G-LTE internet access outside the classroom so they can complete their required assignments and homework. Kajeet also offers SmartBus, Wi-Fi internet access on the bus. In 2019, Kajeet launched the **#ConnectEdNow** campaign as a

carrier-agnostic nationwide campaign in partnership with districts and states to connect all students caught in the Homework Gap.

- **COVID-19 Special Offering: 4G LTE Hotspot Devices for Distance Learning**

Lifeline: The FCC's Lifeline program provides millions of families with discounted monthly telephone service. On March 31, 2016, the FCC voted to modernize the program to include broadband access. For the first time, Lifeline will support stand-alone broadband service as well as bundled voice and data service packages to help provide low-income Americans with access. In addition, for the first time, Lifeline has an option to purchase for an entire building. Plus, the FCC is developing a Digital Inclusion Plan. As of 17 March 2020 Lifeline's Recertification and Reverification has been waived for 60 days that will assist low income folks.

Microsoft Airband Initiative: Microsoft as established partnerships in 16 states that will bring broadband connectivity to more than 1 million rural residents who currently lack access. Through these partnerships, they have demonstrated that fixed wireless technologies including TV white spaces technologies, alongside traditional fiber optic and satellite coverage, can be the most cost-effective way to expand broadband availability in rural communities.

Mobile Beacon: Mobile Beacon provides 4G LTE internet service, [technology grants](#), and [device donation programs](#) to schools, libraries, and nonprofits. By significantly lowering the cost of mobile broadband access, schools and other anchor institutions have been able to create hotspot lending programs, deploy WiFi on school buses, and enable anytime/anywhere access with uncapped data plans to support learning on and off campus. Recent research papers are available to provide more information about how this service has benefited [schools](#) as well as [students and their families](#) previously on the wrong side of the digital divide.

- **COVID-19 Special Offering:** Mobile Beacon customers may utilize Sprint's free content filtering tool. Additional information can be found under the [FAQ section of our website](#).
- **Spectrum Internet Assist.** Qualified households can receive high-speed 30 Mbps Internet with no data caps and in-home Wi-Fi for an additional \$5 per month. A member of the household must be a recipient of the National School Lunch Program (NSLP) or Supplemental Security Income (≥ age 65 only).
- **Sprint 1 Million Project.** The project aims to help 1 million high school students who do not have reliable Internet access at home by giving them mobile devices and free high-speed Internet access.
- **T-Mobile** -The EmpowerED 2.0 program aims to narrow America's digital divide by providing wireless devices and service plans to eligible schools and their students.

Non-Profit Organizations

- **Connected Nation** provides resources to help states and communities create and implement solutions to their broadband and digital technology gaps. Connected Nation develops public-private partnerships to bring technology access to targeted geographies and populations.
- **EveryoneOn** helps bring low-cost internet service and affordable devices to those who need it. EveryoneOn works with a wide range of Internet Service Providers (ISPs) and device providers to feature their low-cost solutions on our platform. [List of ISP Partners](#).

- **National Collaborative for Digital Equity (NCDE)** works to eliminate the digital divide as a barrier to economic and educational opportunity. Specifically, they work to assist learners to develop the skills for lifelong learning and living wage career opportunity by supporting the use of Community Reinvestment Act funding for digital equity.
- **SHLB** works to ensure that every community has affordable, high-capacity broadband connectivity to the internet through its community anchor institutions (CAIs). The ABC program recommends policy measures to encourage all broadband providers to deploy fiber and wireless broadband networks efficiently and to make those services available to the public at affordable prices through community anchor institutions.

Utility Information

- PNM will temporarily be suspending disconnections for non-payment. [Learn more about this, and other steps PNM is taking.](#)
- The Water Authority is responding to COVID-19 by assuring customers that it has contingency staffing plans in place to ensure continuity of water and sewer service, as well as suspending disconnections for non-payment until further notice. [Learn more.](#)
- The New Mexico Gas Company announced that no service will be disconnected for non-payment, at least through April 6. Meanwhile, they are asking customers to limit visits to their walk-in offices. Please consider paying your bill by mail, by phone or on their website. [Learn more.](#)