



AT&T Offers Added Relief for Customers

Visit AT&T's dedicated [COVID-19 website](#) for additional details and the latest updates.

AT&T is planning on being here to help you stay connected throughout the COVID-19 pandemic. We recognize that staying in touch with your family, friends, school and work has never been more important.

Below are a few ways we're helping consumers, small businesses, and enterprises across the country.

Consistent with FCC Chairman Pai's "[Keep Americans Connected Pledge](#)," AT&T is proud to support our customers by pledging that, until May 13th, we will:

1

Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.

2

Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.

3

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](tel:800-288-2020) for AT&T broadband, residential wireless or small business services and [611](tel:611) from your AT&T device for wireless.

To provide further relief and support, AT&T announced:



Unlimited AT&T Home Internet - All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, we'll continue to offer internet access for qualifying limited income households at \$10 a month through our [Access from AT&T program](#). We've expanded eligibility to Access from AT&T to households participating in the National School Lunch Program and Head Start. Additionally, we're offering new Access from AT&T customers two months of free service.



AT&T World Connect Advantage - Business customers currently on or who purchase an AT&T World Connect Advantage package receive 50% off the current rate in a monthly bill credit (max \$7.50/mo.).*



Helping You Work and Learn Remotely - Businesses, universities and schools can keep their teams and classrooms connected through conference calls and video conferencing with [Cisco Webex Meetings](#) with AT&T for 90-days, and seamlessly forward calls to both mobile and landline phones with [AT&T IP Flexible Reach](#).



Distance Learning - AT&T is underwriting expenses for a "one-stop" resource center to support eLearning Days from the [State Educational Technology Directors Association \(SETDA\)](#) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19.

We are currently experiencing a high volume of calls due to COVID-19. To allow us to help as many customers as quickly as possible, we recommend reaching out through att.com or the myAT&T app for support, additional resources or to access our online store.

Due to coronavirus, we have temporarily closed several AT&T stores across the nation, significantly reducing our retail footprint to a minimum number of locations required to serve first responders, healthcare workers, government users and our customers. Where possible, we have kept at least one retail location open within a 20-mile radius in urban and suburban areas, and just over a 30-mile radius in rural areas. To locate a retail store that remains open to serve your area, please visit our store tracker at www.att.com/stores.

Also, we are limiting the number of customers allowed in our stores at the same time to ensure proper

social distancing. Stores will continue operating with reduced hours from 11 a.m. to 7 p.m. local time and all stores will be closed on Sundays. The health and well-being of our employees is our top priority. We're ensuring that all of our front-line employees have the necessary supplies to keep their hands and work areas clean throughout the day.

We thank our customers for their patience as we work hard to provide them with the wireless service they rely on, while keeping safety and health top of mind. We will continue to monitor and act as needed. We're watching the situation closely and will share any updates in the "Update on our stores" section.

*Limited time offer. Avail. to qual. business customers. Must add World Connect Advantage (WCA) package to eligible postpaid plan during promotion period. Existing WCA customers must visit store or call to receive credits. Credits start w/in 3 bills. Max credit is \$7.50/mo. If WCA subscription is cancelled or modified, credits cease. Other fees, taxes, charges & restr's apply See offer details.

Learn more

Visit AT&T's dedicated COVID-19 website for additional details and the latest updates.

This is an AT&T promotional email.

[Unsubscribe](#)

If you have any questions about how AT&T collects, uses and protects your personal information as a customer, please visit our [Privacy Policy](#).

© 2020 AT&T Intellectual Property. All rights reserved. AT&T, the AT&T Globe logo and all other marks contained herein are trademarks of AT&T Intellectual Property and/or AT&T affiliated companies. All other marks contained herein are the property of their respective owners.

AT&T - 208 S Akard St., 15th FL, Dallas, TX 75202, United States of America

2020