

# COVID-19 Resource

## Phone and Internet Services

Updated November 18, 2020

Dakota County is providing this information as a courtesy to residents, it is not an endorsement of services provided. Information changes frequently, contact companies directly for up-to date information and to determine if this service is available in your community.

Organization	Support/Resource
<b>Dakota County Library</b>	<p>Dakota County Library now offers <a href="#">Wi-Fi hotspots and Chromebooks</a> to provide free internet access at home or on the go.</p> <p>To check one out, individuals can visit the Library catalog to place a hold on a <a href="#">Wi-Fi hotspot or Wi-Fi hotspot and Chromebook kit</a>. They can also drop by any of our <a href="#">library locations</a> to pick one up while supplies are available. Each can be checked out for 6 weeks. Individuals will need a <a href="#">Dakota County Library Card</a> to reserve and check one out</p> <p>To use a Wi-Fi hotspot, individuals will use their own phone, tablet, laptop or other device to connect to a hotspot and access the internet. Or, they can check out both a Wi-Fi hotspot and Chromebook and use the Chromebook to connect to the hotspot.</p>
<b>Comcast Xfinity</b> (Internet)	<ul style="list-style-type: none"><li>• <a href="#">Comcast Xfinity</a> – 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 <a href="http://www.xfinity.com/wifi">www.xfinity.com/wifi</a>.</li><li>• Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots and then launch a browser.</li><li>• Customer service 1-800-934-6489</li></ul>



**Wash your hands.**



**Stay home when sick.**



**Cover your cough.**



**Keep 6 feet apart.**



**Stay informed.**

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<b>Comcast</b> (Internet)	<ul style="list-style-type: none"><li>• New <u>Internet Essentials</u> customers will receive two free months of Internet service if you apply and are approved by December 31, 2020, which is available to all qualified low-income households for \$9.95/month plus tax</li><li>• Apply by phone: 1-855-846-8376 for English and 1-855-765-6995 for Spanish.</li><li>• <a href="#">Apply for free internet for 60 days</a></li><li>• The accessible website also includes the option to video chat with customer service agents in American Sign Language.</li><li>• All new customers will receive a self-installation kit.</li><li>• Households with outstanding debt owed to Comcast may be eligible for Internet Essentials.</li><li>• They are waiving this qualification if you apply and are approved by 12/31/20. After 12/31/20, standard eligibility rules apply.</li></ul>
<b>Charter/Spectrum</b> (Internet)	<ul style="list-style-type: none"><li>• Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps.</li><li>• To enroll call 1-844-488-8395. Installation fees will be waived for new student households. <a href="#">Click Here</a></li></ul>
<b>Century Link</b>	<ul style="list-style-type: none"><li>• This company is offering extended payment plans for residential or small business services.</li><li>• They have suspended data usage limits to residential customers for the remainder of 2020.</li><li>• Contact 1-800-871-9244 for more information</li><li>• <a href="#">Click Here</a></li></ul>
<b>Frontier</b>	<ul style="list-style-type: none"><li>• <b>Minnesota Lifeline Discount Program</b></li><li>• Frontier has a program to help qualified low-income individuals pay for telephone or qualified internet services. <a href="#">Click Here</a></li></ul>
<b>MIDCO</b>	<ul style="list-style-type: none"><li>• <b>Lifeline Internet Program</b></li><li>• Offers discounted internet to qualifying households</li><li>• <a href="#">Click here</a></li><li>• 1-877-524-1325</li></ul>



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<b>Telephone Assistance Program (TAP)</b>	<ul style="list-style-type: none"><li>• Several landline providers and wireless (or cell phone providers offer telephone services to income qualifying households.</li><li>• <a href="#">Click here</a> for more information</li></ul>
<b>Cellular Phone Companies</b>	<ul style="list-style-type: none"><li>• Many cellular phone companies are offering additional discounts, increased data allowances and waiving late fees. Check with your cellular provider for information<ul style="list-style-type: none"><li>○ <a href="#">T-Mobile</a></li><li>○ <a href="#">AT&amp;T</a></li><li>○ <a href="#">Verizon</a></li></ul></li><li>• <a href="#">Cricket Wireless</a></li></ul>

For up to date, accurate information, visit the [Minnesota Department of Health \(MDH\) COVID-19](#) webpage, the [Centers for Disease Control \(CDC\) Coronavirus](#) webpage, or the [Dakota County COVID-19](#) webpage.



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