Statewide Connectivity and Learning Resources to Support Students During the Coronavirus Outbreak
Compiled by the Utah Education and Telehealth Network

Broadband Service (In Alphabetical Order)

- **All West Communications** will not terminate any services because of customer's lack of ability to pay and will waive residential and small business late fees. This company has signed the FCC's Keep America Connected Pledge (see details below).

    ○ Service map found at
    https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=All%20West&extent=-12456019|4806389|4622324

- **AT&T** has said it will not terminate service based on the customer's ability to pay. It will waive late fees to residential and small businesses due to economic hardship. They have launched a link with updates at
  https://about.att.com/pages/COVID-19.html

    ○ Service map found at
    https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=AT%26T&extent=-12481701|4774591|4622324

- **Beehive Broadband** pledges for the next 60 days 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; and waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.

    ○ Service map found at
    https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=Beehive&extent=-12456019|4806389|4622324

- **Centracom** is offering free Internet service for households with K12 or college students that do not have internet. This offer is available until the end of the school year (May 31, 2020). The company is also offering to boost existing

customer's service to the next tier until the same date. This company has signed the FCC's Keep America Connected Pledge (see details below).
- Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=CentraCom&extent=-12456019|4806389|4622324
- **CenturyLink** is actively working with UETN to create a solution to connect students. Details to come.
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=CenturyLink
- **Comcast** has committed to allowing free access to all its Wi-Fi hotspots. Comcast announced yesterday that new internet essential customers who sign up will receive 60 days of free service, and that they are increasing the speed of their service for all current and new customers. All our public hot spots are open to anyone. All data caps for residential customers have been temporarily removed. will not terminate overdue customers or charging late fees or disconnect charges. Comcast has also received permission to let school districts pay the 9.95 per month for families who need Internet Access.
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=Comcast&extent=-12426667|4928688|4622324
- **Emery Telecom** is providing free Internet and phone service to households with K12 or college students that do not have the internet until the end of the school year (May 31, 2020). They are also waiving late fees, waiving overage fees, and suspending disconnection of services during this time. This company has signed the FCC's Keep America Connected Pledge (see details below).
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=Emery%20Telcom
- **Google Fiber** has taken the Keep Americans Connected pledge, granting a 60-day grace period and waiving reconnection fees for customers unable to pay bills due to COVID. They do not charge late fees and do not have data caps. They are working with Salt Lake and Provo school districts.
  - Service footprint is limited to Provo and Salt Lake City, where residents can find service eligibility at https://fiber.google.com/
  - Google Inc has also created a helpful website around COVID - https://www.google.com/covid19/ This website has resources for educators, parents, small businesses, as well as general updates concerning COVID. In particular, I would highlight the resources put

together for [educators and at-home parents](#) like the [Teach from Home hub](#) and [YouTube Learn@Home](#) site.

- **Gunnison Telephone Company** and Lightburst Broadband have signed the FCC's Keep America Connected Pledge (see details below).
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=Gtelco&extent=-12431253|4755940|1155581
- **Manti Telephone Company (Manti and Ephriam)** is providing free WiFi service in areas of the communities where they serve. They are also working with the School District and College to provide free or reduced services for those that are in need. This company has signed the FCC's Keep America Connected Pledge (see details below).
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=Manti%20Telephone&extent=-12481701|4774591|4622324
- **South Central Communications** is offering free service to enrolled school kids that do not have service for as long as school is out.
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=South%20Central&extent=-12467026|4592365|4622324
- **Strata Networks (Uintah Basin)** is offering free internet to homes who do not already have service and who have a student or educator living there. Service is free until June 15, 2020. They are also upgrading services free of charge for 90 days, waiving late fees and halting disconnections for residential and small business customers who have economic hardships. They are also opening up their hotspots to the public for free. Info at **https://www.stratanetworks.com/free-hotspots.** This company has signed the FCC's Keep America Connected Pledge (see details below).
  - Strata has been sharing information on the COVID 19 efforts via a podcast that can be found at https://stratanetworks.com/about/about-us/behind-the-connection
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=Strata&extent=-12481701|4774591|4622324
- **T-Mobile** is discounting their school hotspot program for the next 12 months. The pricing will be $10 for a 2GB plan and $20 for an unlimited plan.
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=T-Mobile&extent=-12481701|4774591|4622324

- **Union Telephone Company** has signed the FCC's Keep America Connected Pledge (see details below).
  - Service Map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=Union&extent=-12271653|4906369|2311162
- **UTOPIA Fiber** is keeping connections active and waiving late fees during the Coronavirus Pandemic. Some of their ISP's are offering promotions during the time period to help get ppl connected – you can find their promotions on UTOPIA's website at www.utopiafiber.com/isp-promos/
  - Service Map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=UTOPIA&extent=-12458465|4984946|2311162
- **Verizon** announced March 13, for the next 60 days, it will waive late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus. In addition, the company will not terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus. They have launched a site with FAQs at https://www.verizonwireless.com/support/covid-19-faqs/.
  - Service map found at https://broadband.utah.gov/map/#/route/minDownSpeed=7&minUpSpeed=9&providers=Verizon&extent=-12456019|4806389|4622324
- Federal Communications Commission (FCC) Chairman Ajit Pai has launched the Keep America Connected Plan. He has asked all providers to:
  1. 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;
  2. waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
  3. open its Wi-Fi hotspots to any American who needs them.
- The FCC has also issued a waiver to allow health care providers, schools, and libraries to accept improved capacity, Wi-Fi hotspots, networking gear, or other equipment or services to support doctors and patients, teachers and students, and librarians and patrons during the coronavirus outbreak. For example, some providers have expressed interest in providing free network upgrades for hospitals that need more robust connections to treat patients via telemedicine and free connected devices and hotspots for students who will be taking classes at home. This waiver is in effect until September 30, 2020.

- Senators Edward J. Markey (D-Mass.), Michael Bennet (D-Colo.), and Brian Schatz (D-Hawaii) today led thirteen of their colleagues in calling on the Federal Communications Commission (FCC) to temporarily allow schools to utilize E-Rate program funding to provide Wi-Fi hotspots or devices with Wi-Fi capability to students who lack internet access at home. **No official decision has been made.**

Devices
- PCs for people (https://www.pcsforpeople.org/low-cost-internet/) and Human-IT (https://www.human-i-t.org) are national non-profits whose mission is to help low income individuals get devices and connectivity.
- Human-IT and PCs for People are two of the few that the low-income individuals can directly contact for eligibility and purchasing. I'll add it to the list.
  - https://www.human-i-t.org/request-internet-mailer
  - https://www.pcsforpeople.org/low-cost-internet/

Learning Resources

- UETN resources can be found at https://www.uen.org/learnathome/
- Public Media Resources from the US https://www.netaonline.org/Education-Service
- KUEN's educational television schedule can be found at https://www.uen.org/tv/whatson/

- United Way of Utah County is utilizing community partners to prepare 30+ refurbished computers for placement in Utah county homes. We hope to have them ready by late this week or early next week. We will be coordinating with schools to identify those in need of a computer.
- The State Educational Technology Directors association is maintaining a site to support E-Learning for teachers and students. It is found at https://www.setda.org.
- The State Board of education is housing a site with resources at https://schools.utah.gov/coronavirus.

Software/Web Conferencing
Free options for Collaboration tools to use in the event of stay at home requirements

- **Webex** Cisco Networks has lifted the license cap on UETN's WebEx contract is available to all UETN stakeholders for the next 180 days for the full version. UETN will work directly with administrative-level personnel at Higher Ed and K12 institutions rather than individual users. Adminstrators should provide a spreadsheet to logistics@uen.org with:

- ○ Institution training and support contacts names and emails
- ○ Full name and email addresses for each account holder

UETN will be providing a "Train-the-trainer" model for end-user training needs. We can work with each district or Higher Ed institution to identify the appropriate person at that institution to be the primary contact to fill that role.

The UETN Operations Center is available to answer questions and provide support for institution support staff from 6:00 a.m. - 11:00 p.m. You can contact them at 800-863-3496 opt 1, opt 1 again.
Webex training is also available 24 hours a day at http://help.webex.com
For any questions on this process, please call UETN Logistics at 800-863-3496 option 2.

Capabilities	Video conferencing features	Features
- Up to 100 participants in each meeting - Meet as long as you want - Unlimited number of meetings 1 GB of cloud storage	- High-definition (HD) video - Call-in for audio - Active speaker and thumbnail view - Grid view - Floating view - Screen sharing - Webex Personal Room - Webex Meetings web app - Calendar integrations - Instant meetings and scheduled meetings - Share web-based multimedia content - MP4 meeting recordings - Meeting controls for host - Q & A, polling, and Raise Hand features - Join from a video system or application	- Interactive whiteboards - Unlimited messaging and file sharing - Search messages, users, and files - Message threads and quoting messages - Share emojis, GIFs, and animated GIFs in messages - Availability status - Threeway audio/video calling

- **Zoom** CEO has offered to make Zoom available to schools for free.

Features
■ Up to 100 participants in each meeting ■ Host up to 100 participants ■ Unlimited 1 to 1 meeting or P2P calls ■ 40 minute group meetings ■ Unlimited number of meeting ■ Online support ■ Join by telephone call-in ■ Whiteboard

- **UberConference**

Features	System Requirements
■ Call in Phone and VoIP audio ■ 10 participants ■ Meeting length 45 minutes ■ Screen Share ■ Recording ■ Mobile Apps	■ Webcam ■ Microphone/Speakers Headphones prefered ■ Windows PC or Mac ■ Access to a browser ■ CPU multi-core recommended ■ 4 GB RAM ■ Internet Access Broadband ■ Smartphone for Mobile App access

- **Lifesize**

Features	System Requirements
■ 90 minute Meetings ■ 25 Participants ■ Mobile Apps ■ Online support	■ Webcam ■ Microphone/Speakers Headphones prefered ■ Windows PC or Mac ■ Access to a browser ■ CPU multi-core recommended ■ 4 GB RAM ■ Internet Access Broadband ■ Smartphone for Mobile App access

- **AnyMeeting**

Features	System Requirements
■ 4 participants ■ Video, Audio ■ Screen Sharing	■ Webcam ■ Microphone/Speakers Headphones prefered ■ Windows PC or Mac ■ Access to a browser ■ CPU multi-core recommended ■ 4 GB RAM ■ Internet Access Broadband ■ Smartphone for Mobile App access

- **Google Hangouts**

Features	System Requirements
■ Need only to have a gmail account to host ■ Messaging ■ iOS and Android Mobile Apps available ■ Can be used to make and receive phone calls ■ Screen sharing	■ Webcam ■ Microphone/Speakers Headphones prefered ■ Windows PC or Mac ■ Access to a browser ■ CPU multi-core recommended ■ 4 GB RAM ■ Internet Access Broadband ■ Smartphone for Mobile App access