

Many Americans have been or will be affected either directly or indirectly by COVID-19. We know Americans rely on high speed broadband in nearly every aspect of their life. To ease the strain in this challenging time, Charter commits to a *Student Remote Educational Offer* for 60 days effective Friday, March 13, 2020:

- Charter will offer free Internet and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already subscribe to our Internet and at any service level up to 100 Mbps
- Installation fees will be waived for new student households.

Charter has also taken steps to ensure that Americans do not lose Internet or Landline Phone services as a result of hardships caused by coronavirus. In these exceptional circumstances, Charter commits to a *Keep America Connected Pledge* for 60 days effective Friday, March 13, 2020:

- To not terminate services for 60 days because of inability to pay bills due to disruptions caused by the coronavirus pandemic
- To waive any late fees that are incurred because of economic circumstances related to the coronavirus pandemic
- Charter will open Wi-Fi hotspots across our footprint for public use

As the country works collaboratively to contain this pandemic, broadband internet access will be increasingly essential to ensuring that people across the country are able to learn and work remotely, that businesses can continue to serve customers, and that Americans stay connected and engaged with family and friends.

To enroll in the *Student Remote Educational Offer* or the *Keep America Connected Pledge* **please call 1-844-488-8395.**