

CONNECTIVITY AT HOME

The following internet service providers offer the following options for access to the internet at home:

Comcast

(<https://internetessentials.com>)

In response to the Coronavirus (COVID-19) emergency, Internet Essentials has increased speeds to 25/3 Mbps for all customers - no action is required. In addition, new customers will receive two months of free service. Click here for more details.

Verizon

(<https://www.verizonwireless.com/support/covid-19-faqs/>)

Is Verizon offering additional Mobile Hotspot data for customers to use during this time?

Yes, we are adding 15 GB of data across nearly all of our plans, to be used between 03/25/2020 and 04/30/2020. To be eligible, you must be on a qualifying postpaid (unlimited or shared), Jetpack or prepaid plan:

For Unlimited Data Plans

15 GB of 4G LTE data will be added to your plan's existing Mobile Hotspot allotment

Eligible plans include: The Verizon Plan Unlimited, Go/Beyond/Above Unlimited Plans, Start/Play More/Do More/Get More Unlimited Plans

For Shared Data Plans

15 GB of 4G LTE shared data will be added (can be used for Mobile Hotspot, or any other connected device using the shared data plan)

Eligible plans include: More Everything Plans, Verizon Plans 1.0 and 2.0 (e.g., S, M, L, XL, XXL), Just Kids

For Jetpack - Unlimited or Metered Plans

15 GB of 4G LTE data will be added

For Prepaid

All monthly plans with a data allowance: 15 GB of 4G LTE data will be added to monthly metered Smartphone (can be used for Mobile Hotspot), Jetpack and Tablet device plans

Note: If you're on a shared or account level plan, all lines on the account will share the data. If each line on your account has its own plan, each will receive its own data.

Service Electric

<https://www.sectv.com/web/asphome.aspx?strSystem=LV>

While you have received official notifications of our action plan and procedures put in place to help combat the COVID-19 pandemic, I wanted to personally let you know that our management team is doing everything we can to closely monitor and adjust to the situation. As many of our regular projects and responsibilities have been put on hold, we will continue to work around the clock to ensure that we are making the best decisions for our employees and customers.

The Lehigh Valley's surrounding emergency infrastructures, including local hospitals and major health networks, are depending on us to provide continued, reliable service and connectivity. Work-from-home personnel and small businesses need SECTV to be able to serve their customers, while families are counting on us to help entertain and educate their youth during this ongoing self-quarantine period.

Service Electric has also made a commitment to join the "Keep America Connected" pledge to: Not terminate service to any residential or small business due to the inability to pay their bill. Waive late fees that residential or small business customers incur because of their economic circumstance related to the coronavirus pandemic.

Open its Wi-Fi hotspots to everyone.

Additionally, SECTV will offer free 10x5 Internet service for 90 days for new customers during this ongoing national emergency.

For more information on modem access and the 60-day financial grace period, please contact a SECTV Customer Service representative at:

Toll Free in PA (800) 232-9100

Toll Free in NJ (800) 225-9102

We will continue to assess the situation and adjust accordingly, doing our best to keep our employees safe and our customers connected.

Blue Ridge Cable

<https://www.brctv.com/blog>

Like you, we are monitoring the latest news about the coronavirus, and we know that keeping you connected is more important than ever. Our number one priority is the safety and well-being of our customers, employees and communities we serve.

We will remove our data caps for all speed levels until June 1st 2020.

For customers that contact us and let us know they can't pay their bills because of the coronavirus pandemic, our customer care specialists will be able to provide flexible payment options and we will not disconnect services or assess late fees for 60 days.