

Overview of FCC and Broadband Provider Web Pages with COVID-19 Information

Note: This document focuses on the main COVID-19 pages that a person can find using a simple internet search of a provider’s name and COVID-19 or coronavirus. This document is not comprehensive of all of the COVID-19-related materials on providers’ websites. The selected providers are the four national facilities-based wireless providers and the wireline providers in the FCC’s most recent Measuring Broadband America report.

Entity	Brief Overview of Web Page(s) with COVID-19 Information for Consumers
Federal Communications Commission	<p>The FCC’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Links to information about COVID-19. • Links to information about “what the FCC is doing,” including the Keep Americans Connected pledge. • Links to news releases and public notices.
AT&T	<p>AT&T’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information regarding latest updates, network insights, FirstNet & first responders, consumers, businesses, education and communities, employees, and network preparedness. • Links to press releases and videos.
CenturyLink	<p>CenturyLink’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information about CenturyLink’s approach to COVID-19 and provides links to resources regarding keeping Americans connected, network strength, employee and customer safety, and a message from CenturyLink’s CEO.
Cincinnati Bell	<p>Cincinnati Bell’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information categorized under “what we’ve done so far,” business resiliency, customer support, “stay connected,” and business customers.
Comcast	<p>Comcast’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information about policies and initiatives including “Xfinity WiFi free for everyone,” “pausing our data plan,” “Internet Essentials free to new customers,” “news information, and educational content on X1,” and “24x7 network monitoring.”
Cox	<p>Cox’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Links to Cox’s statements about actions it’s taking to address COVID-19 and information categorized under “how we’re responding,” “browse support options,” FAQs, and “find inspiration.”
Frontier	<p>Frontier’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information regarding Frontier’s response, commitment, customer and employee safety, and resources and self-service tools.
Hawaiian Telecom	<p>Hawaiian Telecom’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information categorized under “what we’ve done so far,” business resiliency, customer support, and “keep your business running smoothly.”

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Mediacom	Mediacom’s website has an article dated 3/16 announcing “company initiatives to combat spread of coronavirus.”
Optimum (Altice)	<p>Optimum’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information categorized under “keeping you safe and supported,” “connecting our communities,” “keeping mobile customers connected,” “keeping businesses connected,” “entertaining our customers,” and “priming your services.”
Spectrum (Charter)	<p>Spectrum has a “COVID-19 Update” page with:</p> <ul style="list-style-type: none"> • Information categorized under: “promoting safety during a technician visit,” “keeping stores safe,” self-service options, and community assistance.
Sprint	Sprint’s main COVID-19 page has information regarding customers, stores, networks, and FAQs.
T-Mobile	<p>T-Mobile’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information regarding customers, network, and stores. • Links to press releases and videos.
Verizon	<p>Verizon’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • COVID-19 FAQs for customers, business, network, public safety and education, employees, and a message from the CEO.
Windstream	<p>Windstream’s main COVID-19 page has:</p> <ul style="list-style-type: none"> • Information categorized under COVID-19 response, network preparedness, continuity of operations, and customer assistance.



Contact WISPA (https://www.wispa.org/contact_wispa.php)

Member Login



Survey - WISPs Responding to COVID-19

WISPA surveyed its WISP members during the week of March 23rd on how they are responding to the COVID-19 pandemic. The answers were based on up to 155 responses concerning such topics as network capacity, new business, field safety, and community service, among others.

On the whole, WISPs appear to be weathering the storm relatively well, with the overwhelming majority of them growing business even in light of new use dynamics, workforce bandwidth issues, potential equipment supply chain shortfalls and the practical safety concerns that the pandemic poses to keeping everyday operations running safely for all.

The following are the results, which also include illustrative quotes from individual respondents, lending further nuance to each topic area.

WISPs Responding to the COVID-19 Emergency - Survey published 4.3.20

WISPs are seeing about 36% increase on average in traffic during peak hours. Many have planned for this, but others are working to add capacity, too.

“I have planned for increased usage in my system design and can accommodate the needed capacity for this emergency.”

“We're looking at adding additional capacity and network overbuilds to handle the increased usage.”

83% of WISPs are adding new subscribers, with this business being **33% above normal**. **22% are hiring new staff** to meet the new growth and / or service issues.

“Many people are in desperate need for Internet now and we are struggling to keep up.”

“Extraordinarily busy, the calls are ringing off the hook for people looking to get service or upgrade their packages. We are working extra hours to do everything we can to keep up.”

87% of WISPs are doing in-home and / or in-office service calls, with these calls at **18% above normal**.

“We are remaining open, to connect as many as possible due to the shelter in place order for non-essential workers.”

87% have the equipment to manage new subscribers, yet some are concerned about eventual equipment shortfalls.

"We are working on infrastructure upgrade to accommodate speeds [but] inventories are low nationwide."

"If we are not able to get equipment, we'll have to stop all new installs and reserve equipment for service restoration only."

48% of WISPs are offering free Wi-Fi or other connectivity to customers or public institutions, and **40% of WISPs are working with other communications providers** to serve their local communities.

"We are providing free services to families with school age children and no current internet service to ensure children can access public school resources from home during school facility closures."

"We set up a free Wi-Fi location at our local public school so kids in rural area with limited or no internet can get assignments. Drive up Wi-Fi!!"

"We are providing equipment to our local school district so that families without internet can park outside the school and get online to do school assignments online."

12% of service calls have been canceled due to the health concerns of the service call.

"We have implemented a pre-appointment call to confirm and make sure everything is ok."

"We are still doing home installs and service calls but with caution. We call the appointments prior to going to the house to be sure no one is ill. We also have our installers wear masks and gloves."

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