

DOUGLAS COUNTY CORONAVIRUS (COVID-19) ASSISTANCE AND INFORMATION

CELL PHONES

Here's What Cell Phone Carriers Are Doing to Help People Stay Connected

So what are cell phone companies doing? Let's look at the details of what some carriers are offering:

AT&T

AT&T says it will support customers for the next 60 days by waiving fees on late payments and not terminating service for those who can't pay their bill due to the coronavirus pandemic.

Here are the details of AT&T's measures:

- The company will keep services on for the following delinquent customers: wireless, home phone or broadband residential or small business
- AT&T will waive late payment fees for the following customers: wireless, home phone or broadband residential or small business
- The company will also keep its public Wi-Fi hotspots open for all

SPRINT

Sprint joins its rivals by offering two months of free unlimited data plans along with other goodies.

Here's what's in store:

- For the next 60 days, Sprint says it is waiving late fees for those affected by the COVID-19 pandemic
- Keep services on for those who are late paying their bill
- Give free international calling rates to U.S. customers calling countries defined by the CDC as Level 3.
- Customers without unlimited plans will get 60 days of unlimited data (a minimum of two bill cycles) for free
- Customers will also get an extra 20GB of mobile hotspot data per month for 60 days (a minimum of two bill cycles) for free

T-MOBILE

T-Mobile announced that it is giving more data to its customers. Since many of T-Mobile's customers already have unlimited data plans, here's more of what the company is offering:

- An expanded network capacity boosted by 600 MHz of spectrum (frequency capacity) for the next 60 days
- More roaming access for Sprint customers on T-Mobile's network
- An extra 20GB of hotspot for all T-Mobile and Metro by T-Mobile customers for the next two months. The company says this is "coming soon"
- An additional 5GB of free data per month over the next 60 days for its Lifeline partners
- More data for schools using its EmpowerED digital learning programs. The goal is for each user to have at least 20GB of data per month for the next 60 days
- Giving away \$500,000 to Feeding America through its T-Mobile Tuesdays app

VERIZON

Verizon is helping customers impacted by the pandemic by rolling out several goodwill initiatives, including:

- Waiving late fees for those affected by COVID-19, including residential and small business accounts
- Tripling its monthly data allowance for its Verizon Innovative Learning schools



DOUGLAS COUNTY CORONAVIRUS (COVID-19) ASSISTANCE AND INFORMATION

- Committing \$10 million to nonprofits directed at supporting students and first responders

CELL PHONES

Information can be found at the Nebraska Supreme Court Website regarding COVID-19 response:

<https://supremecourt.nebraska.gov/>

DOMESTIC VIOLENCE

Women's Center for Advancement – WCA: 3801 Harney St Omaha 68131 402-345-6555

DOUGLAS COUNTY COVID-19 HOTLINES

Boys Town Family Help Line – 1-888-866-8660

Douglas County Health Department – (402) 444-3400 Mon.-Fri. 8:30am – 4 pm

Health and Human Services – (402) 552-6645 7 days a week – 8am to 8 pm

AFTER 8 PM – call 2-1-1

Methodist Health System – (402) 815-SICK (7425)

Nebraska Medicine – 1-800-922-0000

Ortho Nebraska – (402) 609-2600

INTERNET CONNECTIVITY

Connectivity for Students who do not have it:

FCC agreement stating that providers will waive late fees, not cut of service for lack of payment and open hot-spots.

- AT&T COVID-19 response offers open hot-spots with unlimited data to existing customers. Also offer plans for \$10 per month for low income families.
- Charter has a free 2 month Internet offer.
- Comcast COVID 19 response offers free WiFi for 2 months to low income families.
- COX: for the next sixty days Cox is extending the following (03/13/2020):

Updating internet speeds, not terminating service to any residential or small business customer because of an inability to pay their bills due to disruptions caused by the coronavirus pandemic. They will waive any late fees that residential or small business customers incur because of their economic circumstances related to the coronavirus epidemic. Cox Wifi hotspots will be open to help keep the public connected in this time of need.



DOUGLAS COUNTY CORONAVIRUS (COVID-19) ASSISTANCE AND INFORMATION

Locations of Cox Hotspots:

<https://www.cox.com/aboutus/wifi-hotspot-map.html>

- Connect 2 Compete – will fast track qualification process so student can continue learning from home. (will still cost \$9.95 per month).
- Sprint COVID-19 response follow FCC agreement, provides unlimited data to existing customers, and will soon allow all handsets to enable hot-spots for 60 days at no extra cost.
- VERIZON COVID-10 response to special offers, but they are following the FCC agreement.
- All Xfinity hot-spots are free to the public during this time

LEGAL ASSISTANCE

Legal Aid – FREE legal help hotline available for Nebraskans affected by Covid 19 : 1-844-268-5627

MENTAL HEALTH AND SUBSTANCE ABUSE

- Online AA meetings:
<http://aa-intergroup.org/directory.php>
- Project Harmony Connections Program:
<https://projectharmony.com/services/early-intervention-and-training/connections/>
- SAMHSA website
<https://www.samhsa.gov/>

NEBRASKA CHILDREN'S COVID-19 RESOURCE PAGE

https://www.nebraskachildren.org/covid-19-information-and-resources.html?blm_aid=7536642

PEER SUPPORT

SAMHSA website offer many things to assist with supporting peers
<https://www.samhsa.gov/>

TELEHEALTH SERVICES

[Boys Town Family Helpline](#) – Crisis counselors available 1-800-448-3000

[Lutheran Family Services RSAFE program](#) –
<https://www.lfsneb.org/new-clients-childrens-behavioral-health-childrens-rsafe/>

[Nebraska Family Support Network](#) – family peer support services available 402-345-0791

[Region 6 Behavioral Health](#) – call Jason Levering for screening and intake 402-996-8377



DOUGLAS COUNTY CORONAVIRUS (COVID-19) ASSISTANCE AND INFORMATION

TIPS FOR WORKING FROM HOME

<https://www.governing.com/now/Working-from-Home-Ten-Tips-for-Staying-Productive.html>

TRANSPORTATION

Metro Area Transit (MAT) is offering FREE bus rides. Clients are asked to enter through the door at the rear of the bus. This will continue until further notice.

<http://www.ometro.com/index.php/alert/covid-19/>

BUS SCHEDULE

<http://www.ometro.com/index.php/alert/covid-19/>

RESOURCE LISTS

[Doane University](#) has a searchable website for goods/services around the State:

<https://www.doane.edu/covid-19-community-resources>

[Nebraska Total Care](#) has a searchable resource website for clients to search for goods/services in their zip code:

<https://nebraskatotalcare.auntbertha.com/>

[Region 6 website](#): Click on Community Resources 2019 at bottom of the page

<https://www.regionsix.com/>

FOOD

<https://foodbankheartland.org/>