COVID-19 and Broadband

Broadband telecommunications ("tele" means at-a-distance) is a critical tool for social distancing and Oregon's efforts to employ telework, distance education, and telehealth applications to keep Oregonians safe during the COVID-19 pandemic.

What is Happening

The Federal Communications Commission (FCC) has asked carriers to take **a [Keep Americans Connected Pledge](#)** during the pandemic, and more than 700 carriers are pledging to

- 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.
- Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic.
- Open Wi-Fi hotspots to any American who needs them.

The telecommunications industry has been responsive to the crisis nationally and in Oregon.

- Some cable companies are offering free broadband access for 60 days to households with K-12 and/or college students and waiving installation fees, and providing free Wi-Fi hotspot access to the public.
- Some telephone companies are waiving fees and adjusting terms of service to support their customers.
- Some mobile wireless carriers are suspending internet data caps and/or raising data limits to allow customers to use their mobile phones as high-speed data hotspots.
- Some Satellite broadband companies are raising data caps and are sharing unused spectrum with other wireless carriers to increase capacity during the pandemic.

Service providers should be contacted directly to see what is locally available in your area. Service providers in your local area may be found on the [Oregon Broadband Map](#). The map is searchable by city, county, tribal lands, and by individual address to find available service providers and links to their websites for information about services and any special COVID-19 offers.

- Open the [Oregon Broadband Map](#)
- Click on the magnifying glass icon in the upper left corner
- Select search by city, county, or tribal lands
- Select a city, a county, or a tribal land
- Click on "Apply" for a list of service providers

Send comments and questions to broadband.oregon@oregon.gov