

Utility and Phone Companies Providing Assistance During Coronavirus Pandemic

ComEd

ComEd is voluntarily suspending service disconnections for customers who cannot pay, and waiving new late payment charges, through at least May 1, 2020. They are also offering flexible payment arrangements and energy financial assistance. Please visit [ComEd.com](https://www.comed.com) or call [800-334-7661](tel:800-334-7661) from 7 AM to 7 PM, Monday through Friday.

NICOR

Nicor Gas voluntarily has suspended service disconnections for non-payment, effective immediately for both residential and commercial customers through May 1. To learn more, call 888-642-6748 or go to <https://www.nicorgas.com/company/press-room/nicor-gas-provides-energy-assistance-resources.html>.

Comcast / Xfinity

Comcast / Xfinity is offering no disconnects or late fees if customers contact if customers contact the company to tell them they can't pay their bills during this period. The company is offering flexible payment options and can help find other solutions.

Xfinity is offering free WiFi hotspots, including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots, and then launch a browser.

Verizon

Verizon will waive late fees for 60 days from March 16, 2020 to May 16, 2020, and will not terminate service to a customer who's been impacted by the events involving the Coronavirus. If our customers are experiencing a hardship, they should call our customer service team to discuss their situation and available options. Customer support contact numbers, an online chat feature and support can be found on the following pages:

Wireless: <https://www.verizonwireless.com/support/>

Business: <https://www.verizon.com/business/gateway/>

In Home: <https://www.verizon.com/support/residential/home>

AT&T

AT&T is suspending the termination of wireless, home phone or broadband service when customers can't pay their bills because of coronavirus disruptions. The company is also waiving related late fees. AT&T is also providing free access to its public WiFi hotspots. Go to <https://about.att.com/pages/COVID-19.html>. In addition, they will continue to offer internet access for qualifying limited income households at \$10 a month through the Access from AT&T program.