

March 14, 2020

Dear EMS ISD Families,

EMS ISD leaders continue working diligently to finalize plans for continuation of services during the extended closure period. We will share details with you once decisions are made next week. Meanwhile, we have an update on student meals and technology resources for families.

Student Meals

EMS ISD will be serving “grab and go” meals for students throughout the closure. Beginning Tuesday, March 17, EMS ISD Child Nutrition will be providing breakfast and lunch meals for students ages 18 or younger. Meal bags will be served as a curbside pickup at the following locations:

- Northbrook Elementary
- Gililand Elementary
- Saginaw Elementary
- Dozier Elementary
- Highland Middle School

Breakfast bags will be available from 8-9 am and lunch bags will be served from 11 am-1 pm weekdays. Due to federal program requirements, a student must be in the vehicle to receive a meal. Additionally, the health department requires school-based meals to be prepared and served by certified child nutrition personnel, and our EMS ISD Child Nutrition staff is fully prepared to make sure the children in our community are well fed during this school closure.

We know that families may have additional needs and we are grateful for other community organizations such as Community Link Mission and local churches and faith-based agencies that are providing meals, food, and other necessities. If you have questions or recommendations for support, please contact any of these organizations or the EMS ISD Child Nutrition Department, 817-232-0880.

Technology Resources

Several technology companies are offering free/reduced internet service to support families during school closure periods. The purpose is to ease burdens of connectivity costs and reduce barriers to online learning. EMS ISD is finalizing a plan for ongoing instructional support for home-based learning and we will be sharing details with you next week. Meanwhile, we wanted to pass along these offers for internet service and savings to our families:

Charter/Spectrum:

Beginning Monday, March 16, Charter Communications commits to the following for 60 days:

- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll, call 1-844-488-8395. Installation fees will be waived for new student households.
 - <https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>
- Charter will continue to offer the Spectrum Internet Assist high-speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
 - <https://www.spectrum.com/browse/content/spectrum-internet-assist.html>
- Charter will open its Wi-Fi hotspots across our footprint for public use.
 - <https://www.spectrum.com/wifi-hotspots.html>
- Spectrum does not have data caps or hidden fees.

AT&T:

- Late fees are deactivated and AT&T commits to not terminate any of its services if customers are unable to pay immediately.
- Low-income households can still sign up for "Access from AT&T" to obtain wireless service for \$10 per month.
 - <https://www.att.com/shop/internet/access/index.html#!/>
- AT&T also lifted data caps for customers with broadband internet, letting them get online without limitations.
- Hotspots operated by AT&T are now open to the general public as well.
- AT&T supporting resources: <https://about.att.com/pages/COVID-19.html>

T-Mobile:

- ALL current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).
- Providing T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot / tethering service for the next 60 days – coming soon.
- Working with Lifeline partners to provide customers extra free data up to 5GB per month over the next two months.
 - <https://www.t-mobile.com/business/education/empowered2>
- Offering free international calling for ALL current T-Mobile and Metro by T-Mobile customers to Level 3 impacted countries.
- Supporting the FCC's Keep Americans Connected Pledge focused on ensuring residential and small business customers with financial impacts do not lose service.

Sprint:

- Sprint signed FCC Chairman Ajit Pai's [Keep Americans Connected Pledge](#). For the next 60 days, they will support residential and small business customers by:

- Not terminating service if they are unable to pay their Sprint bill because of the coronavirus, and
 - Waiving late fees incurred because of economic circumstances related to the pandemic.
- Starting on Tuesday, customers with international long distance calling plans will receive complimentary international calling rates from the U.S. to countries defined by the CDC as Level 3.
- By next Thursday:
 - Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost.
 - Customers will be provided with an additional 20GB of mobile hotspot data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Coming soon:
 - Customers with mobile hotspot-capable handsets who don't have mobile hotspot today will now get 20GB as well per month for 60 days (a minimum of two bill cycles) at no extra cost.
 - *Sprint's Support of 1Million Project Foundation* - <http://www.1millionproject.org/parents>

Additionally, many education companies are offering free subscriptions to their products to help support student learning at home. You can access those resources at the website: amazingeducationalresources.com.

Thank you for your patience and cooperation during this unprecedented situation. Please continue to check email, the district website, and social media for updates.

Sincerely,
The EMS ISD Leadership Team