

# Financial Resources

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**AT&T:** Waiving late payment fees for post-paid wireless, home phone or broadband residential, U-verse TV or DIRECTV customers. Waiver applies to the fees or charges incurred between March 13 and May 13, 2020, due to economic hardship related to the COVID-19 pandemic. Have user ID and password ready and go to <https://www.att.com/help/covid-19/waive-overage-fee/> to submit a waiver request. Customer service every day, 7:00 a.m.-10:00 p.m. local time at 1-800-331-0500.

**Centurylink:** Waiving late fees and not terminating a residential or small business customer's service due to financial circumstances associated with COVID-19. Suspending data usage limits for consumer customers during this time period due to COVID-19.

<https://news.centurylink.com/covid-19>

**Comcast Wireless Internet Essentials:** Free 2 months internet for new customers and free increased speeds at <https://www.internetessentials.com/covid19>

**EWEB:** Call EWEB Customer Service at 541-685-7000 for help in paying utility bills or setting up payment plans. Temporarily suspending service disconnections and late fees for customer non-payment during the COVID-19 pandemic. Customers behind on payments will still owe EWEB for service, but they will not lose power or water at this time.

**NW Natural:** Will not disconnect customers who cannot make a payment due to impacts caused by the COVID-19 pandemic. Customers will continue to receive bills and past-due notices, but NW Natural will not send a final shut-off notice or disconnect service. 1-800-422-4012, Monday- Friday, 7:00 a.m. to 6:00 p.m.  
<https://www.nwnatural.com/customerservice/coronavirus>

**Sprint:** Providing unlimited data for 60 days (effective 3/18) to customers with metered data plans, giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18), and waiving per-minute toll charges for international long-distance calls from the U.S. to CDC-defined Level 3 countries (effective 3/17).

**T-Mobile:** All T-Mobile customers (effective 3/13) who have plans with data will have unlimited smartphone data for 60 days (excluding roaming). T-Mobile customers on plans with smartphone mobile hotspot can add 20GB of smartphone mobile hotspot (10GB per bill cycle for 60 days) via myT-Mobile.com or the myT-Mobile app by adding the COVID-19 Response High Speed Smartphone Mobile HotSpot feature for each voice line. (T-Mobile Connect excluded.)

**Verizon:** Those experiencing hardship because of the COVID-19 pandemic and cannot pay their bill in full, Verizon will not charge a late fee or terminate service during this difficult period. (Effective through 5/13.) To qualify, customers must notify Verizon of the hardship by completing a short form at <https://www.verizon.com/support/consumer/announcements/covid-19>. Once the hardship form is submitted, the account will be protected from late fees and service termination through May 13, 2020. There is no need to contact Verizon to confirm receipt of the form; the account will be updated accordingly.

**Unemployment:** The CARES Act was signed into law on March 27 and will expand unemployment insurance benefits. Those who have not already filed an initial claim application for unemployment insurance benefits, and believe they might be eligible for regular unemployment insurance benefits, should file a claim online at [https://govstatus.egov.com/ORUnemployment\\_COVID19](https://govstatus.egov.com/ORUnemployment_COVID19)