

## Resources: Phone, Computer, Internet Access during COVID-19

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This document was created to share where in Lane County community members can access a **phone, computer, and/or internet**. Please email related resources and/or updates to [kwatford@unitedwaylane.org](mailto:kwatford@unitedwaylane.org).

Thank you for your collaboration!

### PHONE ACCESS

- **White Bird:** Front Rooms Resource Center; New hours: 8am to 8pm; 541-342-4357
  - People will only be allowed in the building for limited services
- **Assurance Wireless: Lifeline Cell Phone Service Provider:** free phone and data to qualifying low income families. Unlimited Domestic Calling & Texting plus an extra 6GB\* Data through 5/20/2020

### COMPUTER ACCESS

- Parents can utilize computers sent home with students during distance learning.
- **Department of Human Services, Self Sufficiency Program:** Keeping local Offices open during pandemic to serve people who do not have access to the Internet; only a few computers available at a time to maintain required 6 ft distance; lobbies open M-F 8 a.m. - 5 p.m. unless otherwise noted.
  - **LOCATIONS:**
    - 2885 Chad Drive, Eugene, (541) 686-7878
    - 2101 West 11th, Eugene, (541) 686-7722
    - 101 30th, Springfield, (541) 726-3525
    - 48310 E 1st St, Oakridge (open M,W 9-4), (541) 782-4217
    - 3180 Hwy 101 N, Florence, (541) 997-8251
    - 305 Coop Court, Cottage Grove, (541) 942-9186
- **Hosea Youth Services, Resource Service Center:** open for essential needs for youth; 834 Monroe St, Eugene, OR 97402; M - R, 1 to 6:30pm, (541) 344-5583
- **Cottage Grove Community Sharing:** providing one computer so clients can access websites of agencies that provide other related services that help with financial wellbeing. Access to other sites must be requested. Computer access is limited to 15 minutes unless permission to extend time is granted by staff. 1440 Birch Ave, Cottage Grove, OR 97424, (541) 942-2176.

### INTERNET ACCESS

- **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; installation fees will be waived for new student households; 1-844-488-8395
- **Siuslaw Public Library (Florence and Mapleton parking lots):** WIFI Networks: Library 1A, 2 or 3A (Florence); mapletonlibrary (Mapleton); 541-997-3132 (Florence); 541-268-4033 (Mapleton)
- **Eugene Public Library (downtown and satellite sites):** public WIFI on; people can access the internet in their vehicles
- **First Place Family Center:** 1995 Amazon Pkwy, Eugene, OR 97405; Parking Lot; Access to WIFI; (541) 342-7728
- **City of Eugene WIFI Hotspots:** wireless internet available in select locations (see website)
- **AT&T** WIFI Hotspots open to the public

## Resources continued:

- [Springfield Public Library](#): phones answered M-Sat 10am-5pm; WIFI is open and can be accessed under the building and in the parking lot/street spaces nearest the building; 225 5th Street, Springfield, OR 97477
- [CenturyLink](#): committed to waive late fees and to not terminate a residential or small business customer's service due to financial circumstances associated with COVID-19; also suspending data usage limits for consumer customers during this time period.
- [Comcast](#): will provide two months of internet service to new customers for \$9.95 if they apply before April 30; 800-266-2278; also check the hotspot location map at [wifi.xfinity.com](http://wifi.xfinity.com)
- [Cottage Grove Health Hub](#): WIFI information posted in window and available for use in the parking lot; 1133 E Main St, Cottage Grove, OR 97424; (541) 915-6349; Samantha Duncan