

Increased Access to Internet

In light of the increased need to work remotely, this document is meant to provide alternative avenues for VCH staff to access the internet and alert staff to actions being taken by local service providers.

Shaw Go WiFi

- Shaw is giving everyone access complimentary and unrestricted access to Shaw Go WiFi network hotspots regardless of whether or not they're a Shaw Customer.
Go to <https://www.shaw.ca/internet/wifi> for more details and once there, scroll down the page to view an interactive map of all the Shaw Go WiFi hotspots that are available.
- Select Shaw Go WiFi from the list of available networks in your phone's settings WiFi settings to get online.
- Shaw is also adding a number of free news channels and children's programming for existing Shaw cable customers.

#TELUS WiFi

- Telus WiFi is a free service offered at select locations to everyone, not just Telus customers.
- Go to <https://www.telus.com/en/bc/support/article/telus-wifi-public-hotspots> on how to connect and where to find #TELUS hotspots.

Home Internet changes

- Shaw / Telus / Bell / TekSavvy: These internet service providers are suspending data limits for their home internet customers to assist with increased telecommuting demands.
- TekSavvy will not be charging for overage fees until April 5th, customers do not need to take any action.
- Bell and Telus are waiving overage fees until April 30th.
- Shaw noting they do not have a hard cap on home internet data usage and will continue to provide their same service.

Home Phone and Mobile Phone Changes

- Rogers / FIDO: <https://www.rogers.com/covid-19/updates?icid=tl-hpmbccon-hrcwrls-080119598>
 - Waiving long distance charges for Wireless and Home Phone customers for calls to anywhere in Canada between March 16th and April 30th.
 - Waiving roaming fees and all pay-per-use roaming fees in all countries where roaming is offered for all postpaid customers travelling outside of Canada between March 16th and April 30th.
- Telus / Koodo: <https://www.telus.com/en/about/covid-19-updates>
 - Waiving roaming fees for our Mobility customers in countries outside of North America, the Caribbean and Central America who are unable to return to Canada.