

STANDARD COVID-19 RESPONSE FAQ TO TELECOMMUNICATIONS PROVIDERS FOR MASSACHUSETTS RESIDENTS¹

Answered on May 29, 2020

The FCC's Keep Americans Connected Pledge

Q. Did [company] sign the FCC's Keep Americans Connected Pledge?

Yes.

Q. When did [company's] Pledge period start? When does it end?

It started March 13, 2020, as a 60-day pledge. AT&T updated and extended its pledge commitments to June 30, 2020.

Q. Does [company] plan to extend the Pledge, or portions of the Pledge, at all?

AT&T will continue to monitor the situation.

Shut Offs

Q. What is [company's] shut-off policy during the Pledge time period?

We will not terminate any postpaid wireless, home phone or broadband residential or small business account through June 30, 2020 of residential or small business customers who notify us that they are unable to pay their bills due to disruptions caused by the coronavirus pandemic. For more information, please see <https://about.att.com/pages/COVID-19.html>

Q. How can I qualify to avoid having my service shut off?

Customers who notify us of economic hardship due to COVID-19 have 90 days from their initial past due date or until June 30, whichever comes first, to pay their past due balance. If a customer receives a suspension notice or knows that a bill is past due, the customer should inform us as soon as possible to set up a payment arrangement. AT&T is also waiving late payment fees and overage charges for customers who notify us that they are impacted by COVID-19. We have extended this offer from the original end date of May 13 through June 30. For more information, please see <https://about.att.com/pages/COVID-19.html>

Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from shut offs?

Please see answer above.

¹ To reduce confusion, AT&T has only included information in this document relative to the products and services offered to Massachusetts residents.

Q. I am behind on my bills, or I know I will not be able to pay my current or upcoming bill by the due date listed on my bill. I am worried my service will be shut off.

Do I need to contact [company] to prevent shut off, and if so, how can I contact the company?

Please see answer above.

Q. My broadband and/or telephone service has been shut off.

How do I get my service turned back on?

Please see answer above.

Q. I am unable to pay my bills during [company's] Pledge period.

When will I be expected to pay my unpaid bills once the Pledge period is over?

Please see answer above.

Q. Will [company] offer a payment plan for my unpaid bills beginning now or once the Pledge period is over?

Please see answer above.

Q. When will [company] begin shutting customers' service off again?

Please see answer above.

Late Fees

Q. What is [company's] late-fee policy during the Pledge period?

AT&T is also waiving late payment fees and overage charges for customers who notify us that they are impacted by COVID-19 and request to have late payment fees or overages waived. We have extended this offer from the original end date of May 13 through June 30. For more information, please see <https://about.att.com/pages/COVID-19.html>

Q. How can I qualify for waived late fees?

Please see answer above.

Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived?

Please see answer above.

- Q. I am behind on my bills, or I know I will not be able to pay my current or upcoming bill by the due date listed on my bill. I am worried about late fees.**

Do I need to contact [company] to seek waiver of any late fees. If so, how can I contact the company?

Please see answer above.

- Q. When will [company] begin charging late fees again?**

Please see answer above.

Changes in Broadband/Wireless Service

- Q. Has [company] made any changes to its data caps or data speeds for my broadband/wireless service?**

AT&T is waiving overage charges for customers who notify us that they are impacted by COVID-19 and request to have overage charges waived. We have extended this offer from the original end date of May 13 through June 30. For more information, please see <https://about.att.com/pages/COVID-19.html>

- Q. I'm worried that I can't pay my broadband/wireless bill by the due date.**

Will I experience any change in my data caps or data speeds as a result?

Please see answer above.

- Q. More people are working from home and communicating online.**

Does [company] have enough bandwidth to accommodate everyone? Will I experience any service issues as a result of this increased demand?

AT&T's network continues to perform well. In cities where the coronavirus has had the biggest impact, we are seeing fewer spikes in wireless usage around particular cell towers or particular times of day because more people are working from home rather than commuting to work and fewer people are gathering in large crowds at specific locations.

We continuously monitor bandwidth usage with tools that analyze and correlate network statistics, which reveal network trends, and provide us with performance and capacity reports that help us manage our network. This is standard practice for AT&T.

AT&T uses self-healing architectures and restoration technologies to maintain a reliable network.

AT&T maintains mobility network capacity in the U.S. by closely monitoring traffic in service areas.

Wireless voice and data traffic changes daily, so we have an extensive program to keep our network's capacity flexible to deal with normal bandwidth projections.

We continuously monitor our networks 24x7 for faults and address most of them via redundant systems. Continuous analysis of network statistics helps us ensure that we meet our operating and engineering standards.

Q. If [company] lowers my data caps or data speeds for any reason during this crisis, will [company] notify me?

Wireless- AT&T will notify customers of any changes to their plan in advance.

Broadband- During the COVID impact period, we waived Internet data overage charges, which essentially is the same as removing the data cap. We did not individually notify customers, but the information was made public in press releases and on the AT&T website. It became effective March 14, 2020 and expires on June 30, 2020.

Q. I am afraid I can no longer afford my current service plan with [company], but I currently have a contract with [company].

Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan?

Wireless- If the customer has a service contract and that contract contains early termination fees, the customer should contact AT&T for available options.

Broadband- There is no "fee" for downgrading the speed of your Internet service, but your monthly price may be different depending upon the speed selected. There is an Early Termination Fee (that is pro-rated) for customers who are under a Broadband 1-year contract.

Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis.

Will [company] charge me a reinstallation or reconnection fee if I reestablish service in the future?

Wireless- If line is cancelled, it cannot be reconnected. The customer will need to re-subscribe to wireless service.

Broadband- There is a \$35 Restoral Fee to restore service if service has been suspended (e.g., for non-payment). If more than 30 days has elapsed since service has been suspended and the customer wishes to re-subscribe, it is considered a new customer activation.

Here is the link to the AT&T Internet Consumer Fee Schedule:
<https://www.att.com/legal/terms.ATTInternetConsumerFeeSchedule.html>

Cable Television

Q. I have cable service with [company].

Does the Pledge apply to cable service as well?

As part of our Pledge, AT&T will waive late fees for DIRECTV customers affected by COVID-19. For more information, please see <https://about.att.com/pages/COVID-19.html>

Q. I have bundled cable and broadband and/or telephone service with [company].

If I am unable to pay my bills, will [company] shut off my cable service during the Pledge period?

Not applicable to AT&T television service offerings in Massachusetts

Q. I live in an area where I cannot get access to digital channels over the airwaves, even with a digital antenna.

Will [company] keep me on basic service cable even if I am unable to pay my bills?

Not applicable to AT&T television service offerings in Massachusetts

Q. I have bundled cable and broadband and/or telephone service with [company], and I am worried about incurring late fees during this time.

Does the late-fee waiver in the Pledge apply to my bills, even though those include charges for cable service?

Not applicable to AT&T television service offerings in Massachusetts

Q. I can no longer afford my cable service plan, but I have a contract with [company] for this plan.

Will I be charged any fees for canceling my cable service or switching to a less expensive plan?

Early Termination Fees may apply to canceling or switching of a broadband service. There is also a Non-Return Equipment Fee if the residential gateway is not returned to AT&T.

Q. I can no longer afford my cable service plan due to this crisis.

Will [company] charge me a reinstallation or reconnection fee if I reestablish service in the future?

For Broadband service, an installation fee may apply. Whether such fees apply depends upon the timing, facts and circumstances, such as whether self installation is available (self installation is free).

Q. I am still being charged a Regional Sports Fee as part of my cable bill, but no new sports are being broadcast.

Why am I still being charged this fee? Does [company] have any plans to reimburse me for this fee?

Since the beginning of baseball season has been delayed, we're crediting charges for our customers' MLB Extra Innings subscriptions. We're also postponing payments for MLS Direct Kick subscriptions. We will notify customers and restart charges once a decision is made about both seasons.

Cellphone Leasing/Purchase

Q. I currently pay [company] a monthly fee for the purchase/lease of my cellphone.

How does the Pledge affect these payments? Am I at risk of losing my cellphone if I cannot pay my bills?

We will not terminate any postpaid wireless, home phone or broadband residential or small business account through June 30, 2020 for residential or small business customers who notify us that they are unable to pay their bills due to disruptions caused by the coronavirus pandemic. For more information, please see <https://about.att.com/pages/COVID-19.html>

Q. My monthly cellphone purchase/lease payment is significant, and I am worried I will not be able to pay after the Pledge period is over.

Is [company] offering any payment plans related to cellphone purchase/lease amounts that weren't paid during the Pledge period?

If you receive a suspension notice or know that your bill is past due, please contact us as soon as possible to set up a payment arrangement. For more information, please see <https://about.att.com/pages/COVID-19.html>

Q. I can no longer afford the monthly fee for the purchase/lease of my cellphone.

Am I able to trade in my current cellphone for a less expensive cellphone, and if so, will I be charged any type of termination or change fee?

AT&T offers a variety of trade-in options. Any fees will be dependent on the option the customer selects.

Q. I can no longer afford the monthly fee for the purchase/lease of my cellphone.

Can I cancel my wireless service and return my cellphone to [company] without incurring any termination fee, change fee, or further monthly fees?

There is no termination fee or change fee for the service. If the customer cancels its wireless service, the balance due on its device will appear on its next bill. Any monthly rate plan charges cease at the time the customer cancels its service.

Wi-Fi Hotspots

Q. [company] offered to open its Wi-Fi hotspots during the Pledge period.

What does this mean?

It means you can connect to AT&T Wi-Fi hotspots that might previously not have been open for use by the public.

Q. How can I locate the Wi-Fi hotspots that [company] is making publicly accessible during the Pledge period? Does [company] have a map available of all Wi-Fi hotspots?

Connect to AT&T Wi-Fi Hot Spots

While we don't have an AT&T Wi-Fi Hot Spot map right now, you can search your device app store for a hotspot locator.

From your AT&T smartphone or wearable, your device automatically connects to our Wi-Fi® network when you're at an AT&T Wi-Fi Hot Spot location. From a tablet or laptop, make sure your Wi-Fi is enabled. Select att-wifi or attwifi from your list of available wireless networks.

What to know:

Your Wi-Fi usage doesn't count against your plan data.

You don't need a network key or password to use an AT&T Wi-Fi Hot Spot location.

Find out how we keep your data secure.

Have VPN software? Connect to your VPN as you normally would after you connect to an AT&T Wi-Fi Hot Spot. Be sure to follow these standard security practices. For more information, please see <https://www.att.com/support/article/wireless/KM1103818/>

Through a combination of our retail stores and the open Wi-Fi networks of our enterprise business customers, we provide more than [#] of public Wi-Fi hotspots in [STATE]. External Affairs can pull this number from the Community Investment Report Tool in CORE Campaigns. Please only use the rounded number as provided or instructed.

Low-Income Programs

- Q. What current programs does [company] offer to low-income customers that need access to broadband and/or telephone services?**

Here is the link to the Access from Internet program:

<https://www.att.com/internet/access/>

- Q. Who qualifies for these broadband and/or telephone low-income assistance programs?**

See link above.

- Q. How can I sign up for these broadband and/or telephone low-income assistance programs?**

See link above

- Q. Does [company] offer any cable service packages for low-income households? If so, what are they?**

Not applicable to AT&T television service offerings in Massachusetts

- Q. Does [company] participate as a provider in the FCC's Lifeline Program?**

AT&T does not participate in the FCC's Lifeline Program in Massachusetts.

- Q. What benefits can I receive as a [company] customer through the Lifeline Program?**

AT&T does not participate in the FCC's Lifeline Program in Massachusetts.

- Q. I am a current Lifeline customer with [company].**

Will I be asked to certify or verify my Lifeline eligibility during the Pledge period?

AT&T does not participate in the FCC's Lifeline Program in Massachusetts.

Contacting [company] During COVID-19

- Q. What is the best way to contact [company] with any questions or concerns during the COVID-19 crisis?**

We're working to keep millions of people and companies around the world connected during this critical time. We continue to balance providing the services you rely on while maintaining the health and safety of all our employees and customers.

As a result, we encourage customers to manage their services online at att.com or on the myAT&T app with 24/7 access allowing customers to resolve almost all issues that could be resolved in a retail store or through our customer service team. These online tools

allow customers to handle bill payments, device or Wi-Fi troubleshooting, upgrading or activating your device or service and many other consumer inquiries and needs.

Additionally, to further ensure AT&T is taking the proper steps for our customers and employees, we've adjusted our retail store presence to focus on handling first responder and critical customer needs. We've also reduced hours and taken extra cleaning and social distancing precautions. Customers can use our store locator to find information about the status of stores near them.

Q. I am worried that customer service phone lines will be overloaded.

Does [company] offer live chat or other Internet-based assistance with live customer service personnel?

AT&T does offer live Chat service. myATT is available for self-service. An IVR self service option is also available.

Technical Assistance and Social Distancing

Q. What precautions is [company] taking to maintain social distancing during service calls and at its stores?

Due to coronavirus, AT&T had closed certain retail stores across the nation, significantly reducing our retail footprint to a minimum number of locations required to serve first responders, health care workers, government users and our customers. AT&T continues to evaluate the situation and is reopening many stores. To locate a retail store that is open, please visit our store tracker at www.att.com/stores.

Also, to limit the number of people in our stores, we're asking customers to first go online to handle bill payments, troubleshooting, device upgrades, activations or service requests for wireless, internet and video. That will allow our store employees to best serve critical customer needs including essential new lines of service and upgrades, equipment and accessory replacements, as well as essential troubleshooting. To also help stores, we are limiting the number of customers allowed in our stores at the same time to ensure proper social distancing. Stores will continue operating with reduced hours from 11 a.m. to 7 p.m. local time and all stores will be closed on Sundays.

The health and well-being of our employees is our top priority. We're ensuring that all of our front-line employees have the necessary supplies to keep their hands and work areas clean throughout the day.

We're asking our employees in customer-facing roles or those that require onsite presence to take appropriate preventive measures – whether they are in our stores, call centers, our customers' homes or businesses. This includes stocking up on hand sanitizer and disinfecting spray and wipes, increased cleaning and sanitizing for all company-operated stores with an added focus on locations in affected areas. We're also

encouraging employees who may not feel well to avoid coming to work or interacting with customers. Common areas are being configured to ensure proper social distancing. Face coverings are provided where available and their use is permitted at all locations, regardless of whether state or local regulations require them.

Our front-line employees across the nation – including retail employees, Ready to Go, Cricket Wireless, field technicians and others – continue to take your health seriously, which is why we ask them to:

- Disinfect their workspace after every customer interaction
- Wipe down all displays and hard surfaces multiple times a day
- Pay extra attention to sanitizing common areas
- Take care of themselves by eating well, washing their hands frequently, staying hydrated and well-rested, and quickly reporting if they are not feeling well

And while the mission of our field technicians is essential to keeping our customers connected during this time, we also recognize that there is a balance between providing service and keeping our technicians safe.

We thank our customers for their patience as we work hard to provide them with the wireless service they rely on, while keeping safety and health top of mind. We will continue to monitor and act as needed.

Additionally, AT&T offers multiple options to keep you connected if you have concerns about getting out in the community or are unable to make it to a store.

- In select markets, AT&T Ready to Go will continue to bring the retail experience to you. Consumers and small business customers can get personal delivery with eligible device orders.
- Curbside pickup - When your order is ready, we will deliver it to your car. Existing customers can get curbside pickup for online orders at an open AT&T store.
- Doorstep delivery with virtual setup – In select markets, AT&T Ready to Go will continue to bring the retail experience to you. Consumer and small business customers can get fast doorstep delivery with no-contact virtual expert setup with eligible device orders.
- Express shipping – Wireless customers can get free express shipping for a limited time for online orders.

AT&T is redirecting more resources to provide communication services and tools for first responders, health care professionals, educators and other essential customers. This additional support will help ensure these customers can continue providing critical support to the country and their communities, particularly to first responders using FirstNet - the nationwide wireless broadband communications platform dedicated to America's first responders and public safety community. FirstNet is the first and only network built with first responders, for first responders.

Other Assistance Programs

Q. Is [company] offering any other programs or assistance to Massachusetts residents during the COVID-19 crisis? If so, what are they?

In addition to the significant financial value of the support we have offered our customers through our commitment to the Keep Americans Connected Pledge, AT&T has taken several other actions to support those most affected by the COVID-19 crisis:

AT&T has committed \$5.5 million to provide much needed support – in the form of nourishing meals – for first responders, medical personnel and others in need impacted by COVID-19. The effort begins with a \$1.5 million contribution to World Central Kitchen.

In addition to World Central Kitchen, we're supporting Feeding America, the Salvation Army and Team Rubicon. We'll also be collaborating with a host of additional local organizations in communities most impacted by the pandemic.

Consumers can donate \$10 via text to World Central Kitchen, Feeding America or Team Rubicon to help increase the impact we can have from coast to coast.

Connecting Service Men and Women – AT&T is helping keep our military and their families connected during this difficult time. AT&T has worked out an agreement with the Navy Exchange Command that allows military personnel stationed on selected Navy ships to make calls to their loved ones through June 30 at no cost to the Navy or its sailors. Additionally, to assist military personnel in Guam, AT&T is waiving Guam-based international roaming charges for AT&T Mobility accounts through May 31 and retroactively to April 1.

AT&T joined the ['Stand for Small'](#) coalition to help support small businesses affected by COVID-19. American Express established the coalition, which includes over 40 companies, that will provide millions of U.S. small businesses access to support through valuable services, offers, tools and expertise, among other benefits.

For many of our TV packages, offering over 50 free news, entertainment and kids' channels, including more than 30 Spanish-language channels.

- Also offering our video subscribers complimentary previews of premium channels including HBO, Starz, Epix and Cinemax at no cost during April and May.

New Premium Video Customers Enjoy a Year of HBO on us: we're excited to give new AT&T TV and DIRECTV customers [a year of HBO on us](#). This will have you watching all the HBO classics right when you sign up.

We're offering a 30-day free preview of the streaming service Hallmark Movies beginning April 19 for DTV customers who don't already subscribe to this

service. You'll be able to binge more than 800 Hallmark movie titles, including all your favorite Christmas classics and popular movies like *Love at First Dance* and *Love Struck Café*.

Providing free express shipping for our customers with the purchase or upgrade of a device online, as well as waiving or crediting the activation, upgrade and restocking fees. We're also giving wireless customers 20% off accessories when you order through att.com/accessories.

Offering help to Cricket customers by introducing a new limited time phone plan and adding data to certain phone plans for a limited time.

Q. What steps is [company] taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?

AT&T has been investing through our charitable foundation and in our community around education for years, and now that is even more critical as we face this new challenge. To that end, we have made the following contributions to support distance learning during the COVID-19 crisis:

AT&T has committed \$10M contribution to support distance learning

- First \$1M went to Khan Academy to support this online learning platform.
- As of March 24, AT&T is also underwriting 60 days of free access and unlimited usage of Caribu, a video-calling application that allows family members to read, draw, and play games with one another while in distant locations.

As education shifts during this COVID-19 pandemic, distance education and the businesses which support it are more critical than ever. To support that work, we're providing \$1.2 million in contributions from our [Distance Learning and Family Connections](#) fund to 7 [AT&T Aspire Accelerator](#) alumni companies from across the country.

- Companies are all female or minority-led and founded and focus on reaching underserved communities.

AT&T is helping to make learning fun. As part of [our Distance Learning and Family Connections](#) fund, we teamed up with Learn Fresh and donated \$250K to their flagship program, NBA Math Hoops, which uses basketball to teach math skills through a mobile app.

To help children and their caregivers stay healthy, build resilience, and adjust to a “for-now normal,” we donated \$500,000 to Sesame Workshop to expand its Caring for Each Other initiative.

A mentor's impact on a young person's life can be immeasurable. AT&T is committing more than \$500,000 to organizations focused on connecting young people with

meaningful mentor relationships – online, including CareerVillage.org, MENTOR, iCouldBe, and Technovation.

Through May 23, AT&T is offering 60 days of unlimited data at no cost to qualified schools activating new eligible data-only lines nationwide to promote e-learning during the COVID-19 crisis.

- The unlimited data offer can be used over school-issued 4G LTE-enabled laptops, tablets or hotspots.
- We're supporting eLearning by offering AT&T Office@Hand to activate video meetings and always-on chat groups where students and teachers can collaborate on assignments.
- And, we're helping keep students safe with AccessMyLAN, which allows school administrators to manage the internet sites students can access to help protect them from unsafe content.

Q. What steps is [company] taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis?

One key initiative we have taken is to support the Commonwealth's Contact Tracing program by providing Caller ID on our wireless customers' phones so that when the Contact Tracers call people who have been diagnosed with COVID 19, they see "MA Contact Tracing Team" and pick up the call. The success of the Contact Tracing program in Massachusetts will be directly related to the response rate, and having this Caller ID functionality is critical to maximizing the response rate.

AT&T also provided devices to support Boston Hope (the temporary COVID hospital) that has been set up at the convention center.

Devices provided for no charge:

- Provided FirstNet emergency response kit including 20 ruggedized smartphones and two hotspots for healthcare case workers supporting Boston Hope Field Hospital which dedicated 500 beds to COVID-19 patients who were homeless.
- Provided 100 phones with two months of prepaid service to Boston Hope Field Hospital to provide to homeless patients so they could be tracked and followed during their COVID-19 treatment.
- Provided 40 iPhone and 40 android chargers to Boston Hope Field Hospital for COVID-19 patients to be able to recharge their phones.

Devices provided on a customer basis:

- FirstNet Smartphones, tablets, hotspots, modems and routers for communication during the COVID-19 pandemic were provided to Carney Hospital, South Shore Hospital, CVS COVID-19 testing sites, Cherish Health telemedicine wearable

COVID-19 alarm patches and Fresenius Healthcare COVID-19 dialysis isolation centers.

Supporting Our Employees

Given Attorney General Healey's strong support for workers during her tenure, we felt it would also be beneficial to highlight for Attorney General Healey and Massachusetts residents the efforts we have made across the country to support and financially recognize the AT&T employees who are on the front lines providing an essential service to first responders, medical professionals and our customers. Our society is one where connectivity has become essential for our daily lives and has become a vital link to crucial news in an ever changing environment, entertainment that serves as a necessary and valuable escape, and connections to our family and friends in these difficult times. The strength of our network and the excellent customer experience that we pride ourselves on are all owed to the men and women of AT&T who are dedicated to our company's purpose by placing our customers first at all times. To that end:

- We will continue to pay our retail store employees who are available to work their full base pay, including those who do not have available work due to store closures. Additionally, those who are reporting to work at a retail store will also continue to be paid their commissions at 100% of target or actual performance for May.
- From March 25 to May 9, we paid a 20% bonus above the regular hourly base rate of pay to bargained-for employees for all time worked in the field, office or at home.
- For the same period (March 25 – May 9), we were able to recognize first-level managers who supervise our non-management employees and first-level managers who are required to leave their homes to complete their work with a monthly bonus of up to \$1,000 for time worked.
- AT&T is providing up to 80 hours of paid, excused time off to employees who have tested positive for COVID-19 or have been asked to quarantine under certain circumstances.