

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

Answered on June 4, 2020

The FCC's Keep Americans Connected Pledge

- **Q. Did Cape Ann Communications/CAC sign the FCC's Keep Americans Connected Pledge?**
 - We subscribe to all three pledge requirements.
- **Q. When did CAC's Pledge period start? When does it end?**
 - CAC's policies were in sync with the Pledge prior to March 2020.
- **Q. Does CAC plan to extend the Pledge, or portions of the Pledge, at all?**
 - CAC will honor the Pledge through, at least, July 31, 2020.

Shut Offs

- **Q. What is [company's] shut-off policy during the Pledge time period?**
 - No customers will be turned off
- **Q. How can I qualify to avoid having my service shut off?**
 - All customers qualify
- **Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from shut offs?**
 - No opt-in required; protection is automatic
- **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.**
 - N/A
- **Q. Do I need to contact CAC to prevent shut off, and if so, how can I contact the company?**
 - Shut-off protection is automatic; see above.
- **Q. My broadband and/or telephone service has been shut off. How do I get my service turned back on.**
 - For any questions, please contact customer service at 978-281-4222
- **Q. I am unable to pay my bills during CAC's Pledge period.**
 - **When will I be expected to pay my unpaid bills once the Pledge period is over?**
 - Call customer service to arrange a payment plan.
- **Q. Will CAC offer a payment plan for my unpaid bills beginning now or once**

the Pledge period is over?

- Yes. Call Customer Service 978-281-4222

▪ **Q. When will CAC begin shutting customers' service off again?**

- If no payment plan can be arranged, we would initiate cut-offs after the end of the Pledge period.

▪ **Late Fees**

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

- We have never charged late fees on customer balances. And, we commit to not charging late fees during the Pledge period. We reserve the right to do so at some time in the future.

▪ **Q. How can I qualify for waived late fees?**

- N/A

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

- N/A

▪ **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 CAC to seek waiver of any late fees? If so, how can I contact the company?**
- N/A

▪ **Q. When will CAC begin charging late fees again?**

- CAC has no plans to charge late fees.

▪ **Changes in Broadband/Wireless Service**

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▪ **Q. Has CAC made any changes to its data caps or data speeds for my broadband/wireless service?**

- No

▪ **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?**
- No

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

- **Does CAC have enough bandwidth to accommodate everyone? Will I experience any service issues as a result of this increased demand?**
- CAC has sufficient bandwidth to support current and anticipated customer usage

▪ **Q. If CAC lowers my data caps or data speeds for any reason during this crisis, will CAC notify me?**

- Yes
- **Q. I am afraid I can no longer afford my current service plan with CAC, but I currently have a contract with CAC.**
 - Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan?
 - No
- **Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis.**
 - Will CAC charge me a reinstallation or reconnection fee if I reestablish service in the future?
 - CAC does not have long-term contracts. We require 30 days' notice of service cancelation. We do not charge for typical service installation or reconnection.
- **Cable Television**
 - CAC does not provide Cable Television. CAC does provide broadcast/OTA TV service. This Pledge does apply to CAC OTA services
- **Q. I have cable service with [COMPANY].**
 - Does the Pledge apply to cable service as well?
- **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?
- **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?
- **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?
- **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?
- **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?
- **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?
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- **Cellphone Leasing/Purchase**
 - Cape Ann Communications does not provide any cell phone services

- **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?**
- **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?**
- **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?**
- **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?**
- **Wi-Fi Hotspots**
 - CAC does not have public Wi-Fi hotspots
- **Q. [company] offered to open its Wi-Fi hotspots during the Pledge period.**
 - **What does this mean?**
- **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?**
- **Low-Income Programs**
- **Q. What current programs does CAC offer to low-income customers that need access to broadband and/or telephone services?**
 - CAC services are value services by design; we do not offer special low-income services during the Pledge period. In general, we offer discounted services to residents of multi-unit residential housing developments.
- **Q. Who qualifies for these broadband and/or telephone low-income assistance programs?**
 - Residents in multi-unit housing Gloucester MA, whose housing management has approved CAC offerings.
- **Q. How can I sign up for these broadband and/or telephone low-income assistance programs?**
 - Call CAC Customer Service
- **Q. Does [COMPANY] offer any cable service packages for low-income households? If so, what are they?**
 - CAC does not offer cable services. We do offer broadcast/OTA TV services subject to this Pledge
- **Q. Does CAC participate as a provider in the FCC's Lifeline Program?**
 - No

- **Q. What benefits can I receive as a CAC customer through the Lifeline Program?**
 - N/A
- **Q. I am a current Lifeline customer with [company].**
 - Will I be asked to certify or verify my Lifeline eligibility during the Pledge period?
 - N/A
- **Contacting CAC During COVID-19**
- **Q. What is the best way to contact CAC with any questions or concerns during the COVID-19 crisis?**
 - Please call Cape Ann Communications customer service at 978-281-4222
- **Q. I am worried that customer service phone lines will be overloaded.**
 - Does CAC offer live chat or other Internet-based assistance with live customer service personnel?
 - CAC has adequate personnel to answer phone calls and return voice mail messages. We also respond to email and to text messages. We do not use Internet-based assistance.
- **Technical Assistance and Social Distancing**
- **Q. What precautions is CAC taking to maintain social distancing during service calls and at its stores?**
 - We do not have retail locations. Most of our service is performed remotely. If we need to visit a client location, we require service personnel to wear masks, to carry and use hand sanitizer [for self and offer to client], to maintain social distancing and to minimize time on-site.
- **Other Assistance Programs**
- **Q. Is CAC offering any other programs or assistance to Massachusetts residents during the COVID-19 crisis? If so, what are they?**
 - No
- **Q. What steps is CAC taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?**
 - N/A
- **Q. What steps is CAC taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis?**
 - None