

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

Answered on May 20, 2020

The FCC's Keep Americans Connected Pledge

Q. Did Comcast sign the FCC's Keep Americans Connected Pledge?

A. Yes. Comcast signed the FCC's Keep Americans Connected Pledge (the "Pledge") on March 13, 2020.

Q. When did Comcast's Pledge period start? When does it end?

A. Comcast committed to the FCC's Pledge on March 13, 2020. On April 27, 2020, prior to the FCC extending the Pledge, Comcast committed to extending its pledge not to disconnect Xfinity Internet or Voice service through June 30, 2020.

Q. Does Comcast plan to extend the Pledge, or portions of the Pledge, at all?

A. At this time, there are no plans to extend Comcast's pledge beyond June 30, 2020.

Shut Offs

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

A. Comcast will not disconnect a customer's Xfinity Internet or Xfinity Voice service, and we will waive late fees if they contact us and let us know that they cannot pay their bills during this period.

Massachusetts customers who have not paid their past due balance and would otherwise have had their services suspended will instead be placed into the Xfinity Assistance Plan ("Plan") with a lower price of \$14.95/month that includes broadband Internet speeds of 25/3 Mbps, all equipment, and continuation of their existing Xfinity Voice services. This will keep them connected even if they are unable to make payments during COVID-19, and also help to minimize the total amount they will owe going forward.

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

A. For customers whose payments are overdue and who cannot pay them, we have created the Xfinity Assistance Plan. Under this Plan, customers will continue to receive Xfinity Internet and Voice services as described in the prior answer. Customers do not need to contact us; this will happen automatically.

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

A. No, as stated above, customers do not need to contact us; overdue accounts will transition automatically into the Xfinity Assistance Plan.

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 Comcast to prevent shut off, and if so, how can I contact the company?

Customers with overdue accounts will not be disconnected from Xfinity Internet or Xfinity Voice service and will automatically be transitioned into the Xfinity Assistance Plan through June 30, 2020.

If a customer whose payment is overdue enters into a payment arrangement or pays their past due balance while in the Xfinity Assistance Plan, their prior package service levels will resume promptly.

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

How do I get my service turned back on?

Comcast is not disconnecting any customers' Xfinity Internet or Xfinity Voice services during this period.

Q. I am unable to pay my bills during Comcast's Pledge period.

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

We are finalizing those details and will be sensitive to customers' situations and flexible based on their needs.

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

Yes, we offer payment arrangements for customers now, and are finalizing post-June 30 details, but will be sensitive to customers' situations and flexible based on their needs.

Q. When will Comcast begin shutting customers' service off again?

As of now, we have extended our commitment to keep people connected to Internet and voice services through June 30, 2020.

Late Fees

Q. What is Comcast's late-fee policy during the Pledge period?

A. Comcast will waive any late fees for customers who contact us to let us know they cannot pay their bills during this period.

Q. How can I qualify for waived late fees?

A. Comcast will waive any late fees for customers who contact us to let us know they cannot pay their bills during this period.

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

A. Comcast will waive any late fees for customers who contact us to let us know they cannot pay their bills during this period.

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 Comcast to seek waiver of any late fees. If so, how can I contact the company?

Comcast will waive any late fees for customers who contact us to let us know they cannot pay their bills during this period. Customers can always reach us online through our online Xfinity Assistant (<https://www.xfinity.com/xfinityassistant/>) or by calling us at 1-800-COMCAST. Customers can also schedule payments and manage billing through Xfinity MyAccount online (<https://www.xfinity.com/manage-my-account>) or through the MyAccount app on smartphones and tablets. For more information about managing your account online and Comcast's response to COVID-19, please see <https://www.xfinity.com/prepare>.

Q. When will Comcast begin charging late fees again?

A. We haven't stopped charging late fees; however, we will waive late fees for anyone who contacts us to let us know that they can't pay their bills during this period.

Changes in Broadband/Wireless Service

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

A. Comcast does not have a data plan in Massachusetts. However, where the Company does have a data plan, while the vast majority of our customers do not come close to using 1 terabyte ("TB") of data in a month, we are pausing our 1 TB data plan through June 30, 2020, giving all customers unlimited data for no additional charge. For more information please see <https://dataplan.xfinity.com/faq/>.

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?

A. Customers who have not paid their past due balance and would otherwise have had their Internet and/or Voice services suspended will instead be placed into the Xfinity Assistance Plan with a lower price of \$14.95/month that includes broadband Internet speeds of 25/3 Mbps, all equipment, and continuation of their existing Xfinity Voice services. As noted above, during this period, all customers are receiving unlimited data for no additional charge.

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

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

A. **Our network is performing well for our customers.** We regularly invest in our network and **have engineered it for peak capacity** to handle spikes and shifts in usage patterns. We are micro-monitoring our network, including running 700K+ diagnostic speed tests most days. We continuously test, monitor, and enhance our systems and network to ensure they are ready to support customer usage. Our network engineers across the country are working around the clock to add capacity where it's needed to ensure that our customers continue to experience robust performance. For more details on our network performance during COVID-19, see <https://corporate.comcast.com/covid-19/network>.

Our ongoing, proactive network investment to add fiber and capacity has put us in a good position to manage the increases that we are experiencing today. While the COVID-19 experience is new and unprecedented, the Internet ecosystem is flexible and performing the way it was designed.

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

A. Customers are transitioned into the Xfinity Assistance Plan if their account is past due and would otherwise have had all of their services suspended. Customers with a valid active email address and/or cell phone number on file will see an email and/or text message and will receive a letter notifying them that their account will be placed into the Xfinity Assistance Plan. Customers will also see the Plan reflected on their bills.

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

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

A. Comcast is not charging any early termination fees through June 30, 2020, even if all

services are canceled. Comcast does not charge an early termination fee for downgrading or changing services.

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

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

A. Comcast is not charging reactivation fees through June 30, 2020.

Cable Television

Q. I have cable service with Comcast.

Does the Pledge apply to cable service as well?

A. No, the FCC's Keep Americans Connected Pledge applies to Xfinity Internet and Voice services.

Q. I have bundled cable and broadband and/or telephone service with Comcast.

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

A. If a customer is placed in the Xfinity Assistance Plan, any Xfinity TV service that is part of their package will be suspended until a payment arrangement is made, or the past due balance is paid. All customers with Xfinity TV suspended will continue to have broadband Internet service so they can stay connected to online news, information, and entertainment, including online streaming.

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

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

If a customer is placed in the Xfinity Assistance Plan, any Xfinity TV service that is part of their package will be suspended until a payment arrangement is made, or the past due balance is paid. All customers with Xfinity TV suspended will continue to have broadband Internet service so they can stay connected to online news, information, and entertainment, including online streaming.

Q. I have bundled cable and broadband and/or telephone service with Comcast, 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?

A. Yes, Comcast will waive late fees if a customer contacts us to let us know that they cannot pay their bills during this period.

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

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

A. Comcast is not charging any early termination fees prior to June 30, 2020, even if all services are canceled. Comcast does not charge an early termination fee for downgrading or changing services.

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

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

A. Comcast is not charging reactivation fees through June 30, 2020.

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 Comcast have any plans to reimburse me for this fee?

A. The RSN fee was implemented to provide transparency on the costs associated with Xfinity's carriage of regional sports networks. These costs include the fees that regional sports networks charge us to carry them on our cable systems, fees that are among the fastest growing components of our programming costs. We currently are required to continue to pay these fees to regional sports networks, who are in turn required to make payments to sports leagues and teams. However, if the sports leagues and teams, and then in turn the regional sports networks, adjust those charges, we will pass those adjustments on to our customers. Additionally, we note that the networks continue to deliver an array of content to our customers, and seasons have yet to be canceled.

Cellphone Leasing/Purchase

Q. I currently pay Comcast 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?

A. While you continue to be billed for the service and cell phone installments, your service will continue uninterrupted until June 30, 2020. We are currently working on providing various flexible payment arrangements for customers so they can stay connected while paying off amounts owed.

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

A. We are currently working on providing various flexible payment arrangements for customers so they can stay connected while paying off amounts owed.

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?

A. We are currently working on providing various flexible payment arrangements for customers so they can stay connected. Xfinity Mobile also offers a program that allows customers to trade in their current phone for a new one. Additional information can be found at <https://www.xfinity.com/mobile/support>.

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 Comcast without incurring any termination fee, change fee, or further monthly fees?

A. Customers can cancel their wireless service at any time with no termination fees. Additional information can be found at <https://www.xfinity.com/mobile/support>.

Wi-Fi Hotspots

Q. Comcast offered to open its Wi-Fi hotspots during the Pledge period.

What does this mean?

A. Through June 30, 2020, the 1.5 million Xfinity Wi-Fi hotspots located in businesses and outdoor locations across the country will be available for free to anyone who needs them, including non-Xfinity Internet subscribers.

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

A. A map of such public Xfinity Wi-Fi hotspots near you can be found here: <https://wifi.xfinity.com/>

Low-Income Programs

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

- A.** Since its inception in 2011, Comcast's Internet Essentials program has connected over 54,000¹ households in Massachusetts to high speed Internet. That means that thousands of low-income Massachusetts students, parents, veterans, and seniors have access to low cost Internet at home.

We have actually gone further than the FCC pledge to keep everyone connected during this time by providing all new Internet Essentials customers two free months of Internet service if they apply by June 30, 2020. After the complimentary two months, the service will return to the regular retail rate of \$9.95 per month.

We also increased the program's Internet speed to 25/3 Mbps for new and existing customers.

Internet Essentials customers also have the option to purchase a laptop or desktop computer for \$149.99 plus tax through the program as well as access to free online digital literacy training materials and classes through our network of partners.

As part of our FCC Pledge, Comcast committed to not disconnect voice service through June 30, 2020. Comcast does not offer a low-income voice service.

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

- A.** Massachusetts residents may qualify for Internet Essentials if they:

- Are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI, and other programs;
- Live in an area where Comcast Internet Service is available;
- Are not an existing Xfinity Internet customer and have not subscribed to Comcast Internet within the last 90 days;
- Have no outstanding debt to Comcast that is less than one year old. Families with outstanding debt more than one year old may still be eligible.*

*Due to the Coronavirus emergency, households with outstanding debt owed to Comcast may be eligible for Internet Essentials. We are waiving this requirement if you are approved by June 30, 2020. After June 30, 2020, standard eligibility rules will apply.

More information about Internet Essentials can be found at the following link:

¹ As of the latest public data from June 2019.

<https://www.internetessentials.com/covid19>.

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

A. Signing up is easy and fast from your mobile device. You can also apply online at <https://apply.internetessentials.com/>.

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

A. Comcast does not offer specific video plans for low-income households. We do have flexible packages and pricing and are ready to work with customers to find the plans that work best for their household and budget.

Q. Does Comcast participate as a provider in the FCC's Lifeline Program?

A. Comcast is not an Eligible Telecommunications Carrier and does not participate in the FCC's Lifeline Program.

Q. What benefits can I receive as a Comcast customer through the Lifeline Program?

A. Not Applicable.

Q. I am a current Lifeline customer with Comcast.

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

A. Not Applicable.

Contacting Comcast During COVID-19

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

A. Customers can always reach us online through our online Xfinity Assistant chat option (<https://www.xfinity.com/xfinityassistant/>) or by calling us at 1-800-COMCAST. Customers can also schedule payments and manage billing through Xfinity MyAccount online (<https://www.xfinity.com/manage-my-account>) or through the MyAccount app on smartphones and tablets. For more information about managing your account online and Comcast's response to COVID-19, please see <https://www.xfinity.com/prepare>.

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

Does Comcast offer live chat or other Internet-based assistance with live customer service personnel?

A. Yes. As stated above, customers can interact with Comcast agents through the Xfinity

Assistant Chat option (<https://www.xfinity.com/xfinityassistant/>).

Technical Assistance and Social Distancing

- Q. What precautions are Comcast taking to maintain social distancing during service calls and at its stores?**
- A.** We are following all applicable state and federal public health guidelines and are working to ensure all customer-facing employees take extra precautionary measures for their safety and our customers, such as additional sanitization practices, daily temperature checks, social distancing, and providing masks and cloth facial coverings to wear during customer interactions. We also limited technician interactions within our customers' homes to only when it's necessary to ensure they are connected to critical services.

For more information about Comcast's policies during the Covid-19 crisis, please see the following link: <https://corporate.comcast.com/covid-19>.

Other Assistance Programs

- Q. Is Comcast offering any other programs or assistance to Massachusetts residents during the COVID-19 crisis? If so, what are they?**
- A.** For more information about Comcast's response during the COVID-19 crisis, please visit <https://www.xfinity.com/prepare>.
- Q. What steps is Comcast taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?**
- A.** In addition to the Internet Essentials program described above, Comcast is making access to news and information even easier for all of our customers. Some examples include
- **Support For University Students:** Xfinity is now offering eligible university students who live in our service areas and need Internet service a Visa prepaid card worth about two months of Internet service. No upfront fees, no installation costs. All they have to do is sign up at www.xfinity.com/student for this select offer, and within a few days they'll get an internet self-install kit, and then in just a few weeks later they'll receive a \$150 Visa prepaid card with a value of about two months of internet service. This offer is available to college students who live in households that are not already Xfinity customers, through June 15, 2020.
 - **Xfinity Educational Resources:** Xfinity, in partnership with Common Sense Media, created an education destination for kids K-12 with nearly 2,000 hours of programming and thousands of free titles for Xfinity video customers to give children and parents quick and easy access to educational programming by grade level.
 - **Free Access to NBCUniversal News Networks:** NBCUniversal is making MSNBC and

CNBC available, in partnership with its distribution partners, to all video customers, regardless of the packages to which they subscribe. Additionally, NBC News Now, a 24/7 online streaming service from NBC News, will feature programming drawing upon all the news resources of NBC News, MSNBC, and CNBC, free to viewers.

- **NBCUniversal 'The More You Know' COVID-19 Campaign:** In partnership with the White House, CDC, and Health and Human Services, NBCUniversal created a series of videos and graphics, available in both English and Spanish, to help educate people around the country about how they can reduce their risk and prevent the spread of COVID-19.

For more information and information on additional resources please visit <https://corporate.comcast.com/covid-19>.

- Q. What steps is Comcast taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis?**
- A. We engineer our network for peak capacity** to handle spikes and shifts in usage patterns. Through continuous monitoring of our network and our ongoing **investment to add fiber and capacity**, Comcast's network continues to support a wide variety of uses during this time, including telehealth.