

**RESPONSE TO FAQ TO TELECOMMUNICATIONS PROVIDERS  
FOR MASSACHUSETTS RESIDENTS**

**Answered on 6/23/2020**

**The FCC's Keep Americans Connected Pledge**

DISH provides television entertainment options with its satellite DISH and Internet streaming Sling TV services. DISH and Sling are both offering a variety of special offers (including free programming) during the COVID-19 pandemic. Those offers, along with other aspects of DISH's COVID-19 response efforts, can be found at <https://about.dish.com/covid19>.

DISH does not currently directly offer either broadband or telephone services to new customers and therefore was not part of the Keep Americans Connected Pledge (the "Pledge"). DISH does have a small number of existing customers in Massachusetts with broadband or telephone service bundled with their DISH satellite television service from previous bundling relationships with third-party broadband and telephone service providers. DISH is working on an individual basis with these existing customers. Customers can contact DISH at 888-333-DISH(3474) to discuss their bundled service.

**Shut Offs**

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

Customers with broadband or telephone service bundled with their DISH satellite television service who are unable to make payments due to the pandemic can contact DISH at 888-333-DISH(3474).

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

**How do I get my service turned back on?**

Customers with broadband or telephone service bundled with their DISH satellite television service whose service has been disconnected due to the pandemic can contact DISH at 888-333-DISH(3474) and DISH will determine whether the services can be re-started.

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

DISH continues to monitor the evolving situation and has not yet determined how long it will continue its current accommodations for existing customers who have broadband or telephone service bundled with their DISH satellite television service.

## **Late Fees**

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

Customers with broadband or telephone service bundled with their DISH satellite television service who are unable to make payments due to the pandemic can contact DISH at 888-333-DISH(3474).

**Q. When will DISH begin charging late fees again?**

DISH continues to monitor the evolving situation and has not yet determined how long it will continue its current accommodations for existing customers who have broadband or telephone service bundled with their DISH satellite television service.

## **Television**

**Q. I have television service with DISH.**

**Does the Pledge apply to television service as well?**

The Pledge does not apply to the satellite television and streaming video offerings of DISH and Sling TV.

**Q. I have bundled television and broadband and/or telephone service with DISH.**

**If I am unable to pay my bills, will DISH shut off my television 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 DISH keep me on basic television service even if I am unable to pay my bills?**

For customers who are unable to maintain their current level of satellite television service, switching to a more affordable core television package can be done without incurring any change fee. DISH has additional reduced cost offerings. DISH also has an option to temporarily pause satellite television service. Sling TV's streaming service also offers a number of free and low-cost offerings. Customers should contact 800-333-DISH(3474) to discuss their options.

**Q. I have bundled television and broadband and/or telephone service with DISH, 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 television service?**

DISH was not part of the Pledge because DISH does not directly offer either broadband or telephone services to new customers. However, customers with broadband or telephone service bundled with their DISH satellite television service who are unable to make payments due to the pandemic can contact DISH at 888-333-DISH(3474). DISH does not currently waive late fees

for satellite television service, but does have an option to temporarily pause service. Further, for customers who are unable to maintain their current level of satellite television service, DISH has reduced cost offerings. Sling TV's streaming service also offers a number of free and low-cost offerings. Customers should contact 800-333-DISH (3474) to discuss their options.

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

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

DISH does not charge reinstallation or reconnection fees for its satellite television service, and there are no fees to restart Sling TV service.

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

**Why am I still being charged this fee? Does DISH have any plans to reimburse me for this fee?**

DISH and Sling have been communicating with live sports programming content providers to assess the situation as it continues to develop. As of today's date, the major sports leagues have announced that games have only been suspended or postponed and not yet cancelled. In the meantime, DISH and Sling continue to pay live sports programming content providers. However, DISH and Sling both offer packages that do not include any Regional Sports Fees for any customers who are concerned about these charges.

### **Low-Income Programs**

**Q. Does DISH offer any television service packages for low-income households? If so, what are they?**

Sling TV's streaming service is available at low-cost and requires no commitment and no credit check. Please visit [Sling.com](https://www.sling.com) for details on the current offerings.

### **Contacting DISH During COVID-19**

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

Customers can contact DISH via telephone at 800-333-DISH(3474) or using online chat available at [dish.com](https://dish.com) or through the mydish app. Generally speaking for both DISH and Sling, most core packages and optional add-on channels/packages can be changed at any point using the relevant platform's website or mobile app (as well as by using an Internet-connected set top box for DISH), or through calling a DISH agent. Customer service for Sling is also available online at [Sling.com](https://www.sling.com).

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

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

Customers can contact DISH via telephone at 800-333-DISH(3474) or using online chat available at dish.com or through the mydish app. Generally speaking for both DISH and Sling, most core packages and optional add-on channels/packages can be changed at any point using the relevant platform's website or mobile app (as well as an Internet-connected set top box for DISH), or through calling a DISH agent. Customer service for Sling is also available online at Sling.com.

### **Technical Assistance and Social Distancing**

**Q. What precautions is DISH taking to maintain social distancing during service calls?**

DISH's professional technicians have been trained on procedures, including those recommended by the CDC and local ordinances, to promote cleanliness and to help prevent the spread of illness. More information is available at <https://my.dish.com/coronavirus>.

### **Other Assistance Programs**

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

DISH and Sling are both offering a variety of special offers (including alternatives to view certain programming for no charge) during the COVID-19 pandemic. Those offers, along with other aspects of DISH's COVID-19 response efforts can be found at <https://about.dish.com/covid19>.

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

DISH created a healthcare offer which offers healthcare workers free extra pay per movies, free programming, and equipment upgrades. DISH has similar offers for military and first responders. DISH also has worked with its programming partners to provide free access to a number of channels to all customers on both DISH and Sling.

### **Changes in Broadband/Wireless Service – NOT APPLICABLE**

### **Cellphone Leasing/Purchase – NOT APPLICABLE**

### **Wi-Fi Hotspots – NOT APPLICABLE**