

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

Answered on 2020-05-26

The FCC's Keep Americans Connected Pledge

- Q. Did Fiber Connect, LLC. sign the FCC's Keep Americans Connected Pledge? **No, could not figure out how. We are following the program.**
- Q. When did Fiber Connect, LLC Pledge period start? When does it end?
- Q. Does Fiber Connect, LLC. plan to extend the Pledge, or portions of the Pledge, at all? **Yes**

Shut Offs

- Q. What is Fiber Connect, LLC shut-off policy during the Pledge time period? **Not shutting anyone off at this time.**
- Q. How can I qualify to avoid having my service shut off? **Deferral has no qualification at this time.**
- Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from shut offs? **Automatic at this time.**
- 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 Fiber Connect, LLC. to prevent shut off, and if so, how can I contact the company? **Contact is preferred and always best.**
- Q. My broadband and/or telephone service has been shut off.
- How do I get my service turned back on? **Email support@bfcma.com**
- Q. I am unable to pay my bills during Fiber Connect, LLC. Pledge period.
- When will I be expected to pay my unpaid bills once the Pledge period is over? **Undetermined at this time, however, we would like to see the account caught up in 6-12 months.**
- Q. Will Fiber Connect, LLC. offer a payment plan for my unpaid bills beginning now or once the Pledge period is over? **Yes**
- Q. When will Fiber Connect, LLC. begin shutting customers' service off again? **Currently Unknown.**

Late Fees

- Q. What is Fiber Connect LLC late-fee policy during the Pledge period? **No late fees**
- Q. How can I qualify for waived late fees? **Automatic at this time**
- Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived? **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 about late fees.
- Do I need to contact Fiber Connect, LLC. to seek waiver of any late fees. If so, how can I contact the company? **Automatic, however, always beneficial to contact us**
- Q. When will Fiber Connect, LLC. begin charging late fees again? **Unknown at this time**

Changes in Broadband/Wireless Service

- Q. Has Fiber Connect, LLC. made any changes to its data caps or data speeds for my broadband/wireless service? **No changes**
- 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 Change**
- Q. More people are working from home and communicating online.
- Does Fiber Connect, LLC. have enough bandwidth to accommodate everyone? Will I experience any service issues as a result of this increased demand? **We are constantly monitoring this and will make upgrades as deemed necessary**
- Q. If Fiber Connect, LLC. lowers my data caps or data speeds for any reason during this crisis, will Fiber Connect, LLC. notify me? **We always try via email**
- Q. I am afraid I can no longer afford my current service plan with Fiber Connect, LLC., but I currently have a contract with Fiber Connect, LLC..
- Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan? **We will handle this on a case by case basis**
- Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis.
- Will Fiber Connect, LLC. charge me a reinstallation or reconnection fee if I reestablish service in the future? **We can manage this on a case by case basis, however, our normal activation fee for premises with existing facilities is \$99**

Cable Television **WE DO NOT OFFER CABLE TV**

Q. I have cable service with Fiber Connect, LLC..

Does the Pledge apply to cable service as well?

Q. I have bundled cable and broadband and/or telephone service with Fiber Connect, LLC..

If I am unable to pay my bills, will Fiber Connect, LLC. 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 Fiber Connect, LLC. 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 Fiber Connect, LLC., 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 Fiber Connect, LLC. 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 Fiber Connect, LLC. 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 Fiber Connect, LLC. have any plans to reimburse me for this fee?

Cellphone Leasing/Purchase **WE DO NOT OFFER CELLULAR**

Q. I currently pay Fiber Connect, LLC. 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 Fiber Connect, LLC. 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 Fiber Connect, LLC. without incurring any termination fee, change fee, or further monthly fees?

Wi-Fi Hotspots

Q. Fiber Connect, LLC. offered to open its Wi-Fi hotspots during the Pledge period.

What does this mean? We have setup Hotspots in several towns for free use. We have not current plans to remove this access

Q. How can I locate the Wi-Fi hotspots that Fiber Connect, LLC. is making publicly accessible during the Pledge period? Does Fiber Connect, LLC. have a map available of all Wi-Fi hotspots? www.bfcma.com

Low-Income Programs

Q. What current programs does Fiber Connect, LLC. offer to low-income customers that need access to broadband and/or telephone services? None at this time

Q. Who qualifies for these broadband and/or telephone low-income assistance programs? This is a program we are developing

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

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

Q. Does Fiber Connect, LLC. participate as a provider in the FCC's Lifeline Program?

Q. What benefits can I receive as a Fiber Connect, LLC. customer through the Lifeline Program?

Q. I am a current Lifeline customer with Fiber Connect, LLC..

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

Contacting Fiber Connect, LLC. During COVID-19

Q. What is the best way to contact Fiber Connect, LLC. with any questions or concerns during the COVID-19 crisis? sales@bfcma.com 413.429.4109

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

Does Fiber Connect, LLC. offer live chat or other Internet-based assistance with live customer service personnel? Being a small rural provider we are not having any issues with call load

Technical Assistance and Social Distancing

Q. What precautions is Fiber Connect, LLC. taking to maintain social distancing during service calls and at its stores? These policies are published on our website.

Other Assistance Programs

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

Q. What steps is Fiber Connect, LLC. taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis? We are doing our best to connect those people the need and want service in as safe a manner as possible.

Q. What steps is Fiber Connect, LLC. taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis? We are doing our best to connect those people the need and want service in as safe a manner as possible.