

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

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From Hughes Network Systems, LLC

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The FCC's Keep Americans Connected Pledge

- Q. Did [company] sign the FCC's Keep Americans Connected Pledge?** Yes, Hughes Network Systems, LLC (HUGHES) signed the initial and extended pledge.
- Q. When did [company's] Pledge period start? When does it end?** We signed on March 15, 2020, and extended our commitment through June 30, 2020.
- Q. Does [company] plan to extend the Pledge, or portions of the Pledge, at all?** Not at this time, but we will review requests by customers for relief on a case-by-case basis, as we normally do, taking into account current circumstances.

Shut Offs

As part of the Hughes commitment to Pledge, we will not shut-off a customer's service or impose penalties or late fees if they are unable to pay their bill during the period of the Pledge (until June 30). Customers do not need to do anything to participate in this program. During this time, as always, if a customer's account falls into arrears, we communicate with them regularly, encouraging them to contact us to discuss options for payment and urging them to make partial payments to avoid building a larger balance that will be more difficult to pay in the future.

At the end of the Pledge period, during the next billing cycle after June 30, 2020, customers will be billed the full amount owed. Any customer unable to pay their accumulated bill is encouraged to contact Customer Care to discuss payment options.

- Q. What is [company's] shut-off policy during the Pledge time period?**
- Q. How can I qualify to avoid having my service shut off?**
- Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from 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 [company] to prevent shut off, and if so, how can I contact the company?

- Q. My broadband and/or telephone service has been shut off.
How do I get my service turned back on?**
- 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?**
- Q. Will [company] offer a payment plan for my unpaid bills beginning now or once the Pledge period is over?**
- Q. When will [company] begin shutting customers' service off again?**

Late Fees

Hughes does not charge late fees on HughesNet service.

- Q. What is [company's] late-fee policy during the Pledge period?**
- Q. How can I qualify for waived late fees?**
- Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived?**
- 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?**
- Q. When will [company] begin charging late fees again?**

Changes in Broadband/Wireless Service

Due to the coronavirus pandemic, HughesNet traffic has increased dramatically, and much of our network is operating at full capacity. To maintain performance during this time of extremely high demand, we adjusted our network to improve performance for customers – and we continue to optimize it to support this extraordinary demand.

As always, if/when a customer uses all their high-speed plan data before the end of the billing cycle, we keep them connected (at a lower speed). We do not have hard data caps.

We also have optimized Cloud based business applications and online educational websites to help our customers working and studying at home.

Any customer unable to pay their HughesNet bill is encouraged to contact Customer Care to discuss payment options.

Any customer unable to continue their HughesNet contract is encouraged to contact Customer Care to discuss options.

Because satellite Internet is a fixed capacity service, every service plan comes with a set amount of high-speed data. This helps ensure customers have a consistent user experience with a set amount of data at predictable speeds. HughesNet does not cut-off service if our subscribers exceed their plan data limits for the month. HughesNet customers always have continuous access to the Internet. Those who exceed their plan data in a billing cycle/month stay connected, but at slower speeds.

Slowing speeds for those who have exceeded their plan data helps ensure that everyone on the network is still able to send and receive data. Ordinarily, speeds for those who have exceeded plan data are 1-3 Mbps down. Because the COVID-19 pandemic created a larger than normal demand for data in individual households, HughesNet proactively adjusted the network to make speeds for subscribers in excess of their plan data faster than the speeds they would normally experience in that circumstance.

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

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?

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?

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

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?

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?

Contacting [company] During COVID-19

HughesNet Customer Care is available 24 hours a day, 7 days a week, 365 days a year. Customers are encouraged to visit <https://my.hughesnet.com/myaccount> to email, chat or call Customer Care.

- [Email](#) us. We'll respond within 24 hours.
- [Live Chat](#) (available for residential customers.)
- Call us at 866-347-3292 -- Available 24/7. Business customers call 800-347-3272

Another helpful resource for customers is <https://community.hughesnet.com/> where HughesNet subscribers share best practices and exchange ideas for making the most of their service. We also offer a HughesNet app for customers.

At the time of this writing, wait times for HughesNet Customer Care are normal. At the start of the pandemic, to address long wait times for customer service due to fewer agents (either ill from COVID-19 or unable to go to work due to government regulations), HughesNet regularly communicated with customers via recorded hold messages and via other means. We posted immediate answers to frequently asked questions on my.hughesnet.com, community.hughesnet.com and the HughesNet app. And we posted regular updates on our HughesNet social media channels.

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

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?

Technical Assistance and Social Distancing

Because telecommunications services are essential at this time, HughesNet technicians are authorized by Homeland Security to install and repair service. To install new service or repair to a customer's service, our technicians are taking special precautions to protect everyone by following the CDC guidelines for social distancing, wearing masks and gloves, handwashing and disinfecting equipment before and after each interaction. (HughesNet does not have stores.)

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

Other Assistance Programs

HughesNet is proud to support Massachusetts residents during this difficult time. To help customers working from home, we have optimized Cloud-based business applications. We have also optimized online educational apps, and are working with teachers to identify the websites and learning tools on which they depend. If a customer has trouble

accessing an online educational site, they are encouraged to share the details with us at the following link so we can help: <https://bit.ly/HughesNetStudyFromHome>

As for helping healthcare workers stay connected to patients and incorporate telemedicine, Hughes offers several solutions to support healthcare workers and patients from their homes, wherever they live, and their offices. Additionally, Hughes is helping healthcare providers apply for telehealth program funding through the FCC. More information can be found here: <https://business.hughes.com/resources/blog/connecting-our-healthcare-providers-telehealth-services>

- Q. Is [company] offering any other programs or assistance to Massachusetts residents during the COVID-19 crisis? If so, what are they?**
- Q. What steps is [company] taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?**
- 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?**

The following topics are not applicable to Hughes and HughesNet:

Cable Television

Cellphone Leasing/Purchase

Wi-Fi Hotspots

Low-Income Programs