

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

Answered on [05/21/22]

The FCC's Keep Americans Connected Pledge

Q. Did [company] sign the FCC's Keep Americans Connected Pledge?

No

Q. When did [company's] Pledge period start? When does it end?

N/A

Q. Does [company] plan to extend the Pledge, or portions of the Pledge, at all?

N/A

Shut Offs

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

We will not shut off any subscriber that has been impacted by Covid 19.

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

Visit our website (mvwifi.com) and use our secure Contact Us to request assistance.

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

Opt-in - Visit our website (mvwifi.com) and use our secure Contact Us to request assistance.

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?

Visit our website (mvwifi.com) and use our secure Contact Us to request assistance.

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

How do I get my service turned back on?

Call MVWIFI (508-939-3099)

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?

We treat each case individually and will work out a payment plan.

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

Yes

Q. When will [company] begin shutting customers' service off again?

Six months after the Pandemic is over.

Late Fees

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

No late fees

Q. How can I qualify for waived late fees?

No 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?

no

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?

Visit our website (mvwifi.com) and use our secure Contact Us to request assistance.

Q. When will [company] begin charging late fees again?

We do not do late fees

Changes in Broadband/Wireless Service

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

Plans have no data caps - EVER

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

We have ample bandwidth with dedicated bandwidth allotments

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

N/A

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?

No fees

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?

No

Cable Television

Q. I have cable service with [company].

Does the Pledge apply to cable service as well?

N/A

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?

no

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?

M/A

Q. I have bundled cable and broadband and/or telephone service with [company], and I am worried about incurring late fees during this time.

N/A

Does the late-fee waiver in the Pledge apply to my bills, even though those include charges for cable service?

N/A

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.

N/A

Why am I still being charged this fee? Does [company] have any plans to reimburse me for this fee?

N/A

Cellphone Leasing/Purchase

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

Q. [company] offered to open its Wi-Fi hotspots during the Pledge period.

What does this mean?

We have open Access Points in our service area. Please visit mvwifi.com for locations.

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?

Please visit mvwifi.com for locations.

Low-Income Programs

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

Our basic service is geared towards low income families. Families with school age children may qualify for free service.

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

Visit our website (mvwifi.com) and use our secure Contact Us to request assistance.

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

Visit our website (mvwifi.com) and use our secure Contact Us to request assistance.

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

no

Q. Does [company] participate as a provider in the FCC's Lifeline Program?

Q. What benefits can I receive as a [company] customer through the Lifeline Program?

Q. I am a current Lifeline customer with [company].

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

Contacting [MVWIFI, LLC] During COVID-19

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

Visit our website (mvwifi.com) and use our secure Contact Us to request assistance.

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

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

Techs where masks and gloves. We wipe any indoor equipment with disinfectant. We try to schedule for when the customer is not home.

Other Assistance Programs

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?