

STANDARD COVID-19 RESPONSE FAQ TO TELECOMMUNICATIONS PROVIDERS

FOR MASSACHUSETTS RESIDENTS

Answered on May 15th, 2020.

The FCC's Keep Americans Connected Pledge

- Q. Did netBlazr sign the FCC's Keep Americans Connected Pledge?
 - Yes, see here: <https://www.netblazr.com/netblazr-signs-on-to-fcc-pledge/>
- Q. When did [company's] Pledge period start? When does it end?
 - March 21st, 2020 until May 21st, 2020
- Q. Does [company] plan to extend the Pledge, or portions of the Pledge, at all?
 - We will be extending our pledge until June 21st.

Shut Offs

- Q. What is netBlazr shut-off policy during the Pledge time period?
 - No customers regardless of the amount past due will be turned off.
- Q. How can I qualify to avoid having my service shut off?
 - All customers qualify for shut off protection.
- Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from shut offs?
 - All netBlazr customers are automatically protected from shut off.
- 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 netBlazr to prevent shut off, and if so, how can I contact the company?
 - No, you do not need to contact netBlazr to prevent shut off.
- Q. My broadband and/or telephone service has been shut off. How do I get my service turned back on?
 - To re-activate your previous netBlazr service, please call us at 617.718.5500 x3 or email us at support@netblazr.com
- Q. I am unable to pay my bills during netBlazr Pledge period. When will I be expected to pay my unpaid bills once the Pledge period is over?
 - We understand many people are hurting during this difficult time and will work with customers on a case by case basis.

- Q. Will netBlazr offer a payment plan for my unpaid bills beginning now or once the Pledge period is over?
 - Yes
- Q. When will netBlazr begin shutting customers' service off again?
 - We expect to resume customer shutoffs after June 21st.

Late Fees

- Q. What is [company's] late-fee policy during the Pledge period?
 - We do not apply late fees to customer bills. In our terms of service, we reserve the right to charge late fees. But we have never charged a customer a late fee in our 10 year history.
- Q. How can I qualify for waived late fees?
 - N/A
- Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived?
 - N/A
- 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 netBlazr to seek waiver of any late fees? If so, how can I contact the company?
 - N/A
- Q. When will netBlazr begin charging late fees again?
 - N/A

Changes in Broadband/Wireless Service

- Q. Has netBlazr made any changes to its data caps or data speeds for my broadband/wireless service?
 - No. netBlazr does not have any data caps and has not decreased data speeds for our customers.
- 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 netBlazr have enough bandwidth to accommodate everyone? Will I experience any service issues as a result of this increased demand?

- netBlazr has enough bandwidth to support our customers during increased demand.
- Q. If netBlazr lowers my data caps or data speeds for any reason during this crisis, will netBlazr notify me?
 - Yes
- Q. I am afraid I can no longer afford my current service plan with netBlazr, but I currently have a contract with netBlazr. Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan?
 - Unlike other service providers, netBlazr has no contracts. You are free to upgrade or downgrade service at any time.
- Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis. Will netBlazr charge me a reinstallation or reconnection fee if I reestablish service in the future?
 - netBlazr has no installation costs or activation fees. Just give us a call to reactivate your service

Cable Television - netBlazr does not provide Cables services.

- ~~Q. I have cable service with [company]. Does the Pledge apply to cable service as well?~~
- ~~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?~~
- ~~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?~~
- ~~Q. I have bundled cable and broadband and/or telephone service with [company], 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 [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. Why am I still being charged this fee? Does [company] have any plans to reimburse me for this fee?~~

Cellphone Leasing/Purchase - netBlazr does not provide cell services

- ~~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.~~
- ~~Q. 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 - netBlazr does not provide WiFi Hotspots

- ~~Q. [company] offered to open its Wi-Fi hotspots during the Pledge period. What does this mean?~~
- ~~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?~~

Low-Income Programs

- Q. What current programs does netBlazr offer to low-income customers that need access to broadband and/or telephone services?
 - netBlazr currently provides free broadband services to all residents at the Roxbury Tenants of Harvard (RTH) complex to help bridge the digital divide. We are continuing to support resident's digital needs during these difficult times.
- Q. Who qualifies for these broadband and/or telephone low-income assistance programs?
 - All RTH residents are able to access the internet via an existing ethernet jack in their unit.
- Q. How can I sign up for these broadband and/or telephone low-income assistance programs?
 - N/A
- Q. Does netBlazr offer any cable service packages for low-income households? If so, what are they?
 - netBlazr does not provide cable services.
- Q. Does netBlazr participate as a provider in the FCC's Lifeline Program?

- No
- Q. What benefits can I receive as a netBlazr customer through the Lifeline Program?
 - N/A
- Q. I am a current Lifeline customer with [company]. Will I be asked to certify or verify my Lifeline eligibility during the Pledge period?
 - N/A

Contacting netBlazr During COVID-19

- Q. What is the best way to contact netBlazr with any questions or concerns during the COVID-19 crisis?
 - Please call us at 617.718.5500 x3
- Q. I am worried that customer service phone lines will be overloaded. Does netBlazr offer live chat or other Internet-based assistance with live customer service personnel?
 - No, we have plenty of support staff available to answer your calls.

Technical Assistance and Social Distancing

- Q. What precautions is netBlazr taking to maintain social distancing during service calls and at its stores?
 - Starting in mid March all our field technicians began wearing masks and gloves and observed social distancing during all customer service calls. netBlazr does not have store locations.

Other Assistance Programs

- Q. Is netBlazr offering any other programs or assistance to Massachusetts residents during the COVID-19 crisis? If so, what are they?
 - None
- Q. What steps is netBlazr taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?
 - None
- Q. What steps is netBlazr taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis?
 - None