

**RCN Telecom Services of Massachusetts,LLC**

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

**Answered on May 19, 2020**

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

**Q. Did RCN sign the FCC's Keep Americans Connected Pledge?**

**YES**

**Q. When did RCN's Pledge period start? When does it end?**

**March 13, 2020 to June 30, 2020**

**Q. Does RCN plan to extend the Pledge, or portions of the Pledge, at all?**

**Extended the Pledge to June 30, 2020**

**Shut Offs**

**Q. What is RCN's shut-off policy during the Pledge time period?**

**Will not disconnect if impacted by Covid-19**

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

**Call 1-800-RING RCN**

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

**Call 1-800-RING RCN**

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

**Yes. Call 1-800-RING RCN**

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

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

**Call 1-800-RING RCN**

**Q. I am unable to pay my bills during RCN's Pledge period.**

**When will I be expected to pay my unpaid bills once the Pledge period is over?**

**Such matters will be handled on a case by case basis.**

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

**Process will be assessed after the Pledge period.**

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

**Process will be assessed after the Pledge period.**

### **Late Fees**

**Q. What is RCN's late-fee policy during the Pledge period?**

**No late fees for those impacted by Covid-19**

**Q. How can I qualify for waived late fees?**

**Call 1-800-RING RCN**

**Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived?**

**Call 1-800-RING RCN**

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

**Yes. Call 1-800-RING RCN**

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

**To be determined**

### **Changes in Broadband/Wireless Service**

**Q. Has RCN made any changes to its data caps or data speeds for my broadband/wireless service?**

**RCN does not have customer data caps**

**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?**

**RCN does not have customer data caps**

**Q. More people are working from home and communicating online.**

**Does RCN have enough bandwidth to accommodate everyone? Will I experience any service issues as a result of this increased demand?**

**Yes, RCN has kept up with demand throughout the current crisis**

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

**RCN does not have customer data caps**

**Q. I am afraid I can no longer afford my current service plan with RCN, but I currently have a contract with RCN.**

**Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan?**

**No**

**Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis.**

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

**To be determined**

### **Cable Television**

**Q. I have cable service with RCN.**

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

**No**

**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. RCN may discuss service options to right size subscriber services in line with their current financial situation but RCN will not force the subscriber to downgrade any video service or data speeds to enter RCN's assistance program. While in RCN's assistance program all of the services for such a subscriber will remain active during RCN's 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 RCN keep me on basic service cable even if I am unable to pay my bills?**

**Customers with bundled services will not be disconnected during the Pledge period**

**Q. I have bundled cable and broadband and/or telephone service with RCN 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?**

**Yes. Customers with bundled services will not incur late fees during the Pledge period**

**Q. I can no longer afford my cable service plan, but I have a contract with RCN for this plan.**

**Will I be charged any fees for canceling my cable service or switching to a less expensive plan?**

**No**

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

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

**To be determined**

**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 RCN have any plans to reimburse me for this fee?**

**RCN is still being charged for programming by providers. Any credits from providers to us will be passed on to our customers.**

### **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?**

**Not Applicable to RCN**

- 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.**

**NA**

**Is [company] offering any payment plans related to cellphone purchase/lease amounts that weren't paid during the Pledge period?**

**NA**

- Q. I can no longer afford the monthly fee for the purchase/lease of my cellphone.**

**NA**

**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?**

**NA**

- 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?**

**NA**

### **Wi-Fi Hotspots**

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

**What does this mean**

**NA**

- 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?**

**NA**

### **Low-Income Programs**

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

### **Internet First program**

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

**Participant in public assistance programs like National School Lunch program, housing assistance, Medicaid, SNAP, SSI and others**

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

**Visit [internetfirst.com](http://internetfirst.com) for more information and to apply**

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

**None specific to cable**

- Q. Does RCN participate as a provider in the FCC's Lifeline Program?**

**No**

- Q. What benefits can I receive as a RCN customer through the Lifeline Program?**

**NA**

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

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

**NA**

### **Contacting [company] During COVID-19**

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

**All means of communication remain open including, e-mail, regular mail, telephone and live chat**

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

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

**Yes**

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

**Q. What precautions is RCN taking to maintain social distancing during service calls and at its stores?**

**Meeting and often exceeding federal, state and local guidelines for maintaining social distancing on service calls and in our customer service offices.**

**Other Assistance Programs**

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

**RCN is contributing to the Feeding America Program.**

**Q. What steps is RCN taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis?**

**Implemented Internet First low-income plan**

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

**Maintaining our robust network**