

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

Answered on May 20, 2020

The FCC's Keep Americans Connected Pledge

- Q. Did [company] sign the FCC's Keep Americans Connected Pledge?**
- A. Yes.**
- Q. When did [company's] Pledge period start? When does it end?**
- A. Global Connections Inc. d/b/a StandUp Wireless signed the pledge on April 8, 2020. StandUp plans to continue to support the pledge until it ends on June 30, 2020.**
- Q. Does [company] plan to extend the Pledge, or portions of the Pledge, at all?**
- A. StandUp plans to continue to support the pledge until it ends on June 30, 2020. StandUp will review and act accordingly if the FCC requests the pledge to be extended.**

Shut Offs

- Q. What is [company's] shut-off policy during the Pledge time period?**
- A. StandUp follows the guidelines set forth in the Keep Americans Connected Pledge.**
- Q. How can I qualify to avoid having my service shut off?**
- A. StandUp follows the guidelines set forth in the Keep Americans Connected Pledge.**
- Q. Do I need to opt-in to the shut-off part of the Pledge or will I automatically be protected from shut offs?**
- A. StandUp customers do not need to opt-in to be protected.**
- 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?**
- A. This does not apply as StandUp follows the guidelines set forth in the pledge.**
- Q. My broadband and/or telephone service has been shut off.**
- How do I get my service turned back on?**

- A. This does not apply as StandUp follows the guidelines set forth in the pledge.
- 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?
- A. StandUp does not charge Lifeline subscribers a monthly fee; therefore, this does not apply.
- Q. Will [company] offer a payment plan for my unpaid bills beginning now or once the Pledge period is over?
- A. StandUp customers will not accrue any balances. This does not apply.
- Q. When will [company] begin shutting customers' service off again?
- A. We will follow the guidelines set forth by the FCC in decisions DA 20-285, DA 20-354, and DA 20-462.

Late Fees

- Q. What is [company's] late-fee policy during the Pledge period?
- A. StandUp does not currently charge subscribers a late fee; therefore, this does not apply.
- Q. How can I qualify for waived late fees?
- A. StandUp does not currently charge subscribers a late fee; therefore, this does not apply.
- Q. Do I need to opt-in to the late-fee waiver part of the Pledge or will my late fees automatically be waived?
- A. StandUp does not currently charge subscribers a late fee; therefore, this does not apply.
- 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?
- A. StandUp does not currently charge subscribers a late fee; therefore, this does not apply.
- Q. When will [company] begin charging late fees again?

- A. StandUp does not currently charge subscribers a late fee; therefore, this does not apply.

Changes in Broadband/Wireless Service

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

- A. On March 25, 2020, StandUp Wireless began providing an additional 5 GB of data to all customers. This will expire on June 17, 2020.

- Q. I'm worried that I can't pay my broadband/wireless bill by the due date.

- A. StandUp Wireless does not currently bill customers for service.

- Q. Will I experience any change in my data caps or data speeds as a result?

- A. StandUp Wireless subscribers will continue to receive the same service.

- 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?

- A. The company's underlying provider has increased overall capacity and is not anticipating any service-related issues.

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

- A. StandUp Wireless notified customers of the increase in data and the expiration date.

- 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?

- A. StandUp Wireless consumers are not under contract and can switch companies at any time.

- 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?

- A. StandUp Wireless does not currently charge reinstallation or reconnection fees.

Cable Television

Q. I have cable service with [company].

Does the Pledge apply to cable service as well?

A. This is not applicable. StandUp Wireless does not provide cable television service.

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?

A. This is not applicable. StandUp Wireless does not provide cable television service.

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?

A. This is not applicable. StandUp Wireless does not provide cable television service.

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?

A. This is not applicable. StandUp Wireless does not provide cable television 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?

A. This is not applicable. StandUp Wireless does not provide cable television service.

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?

A. This is not applicable. StandUp Wireless does not provide cable television service.

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?

- A. This is not applicable. StandUp Wireless does not provide cable television service.**

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?

- A. This is not applicable. StandUp Wireless does not currently have any cellphone lease or monthly installment plans for the purchase a cellphone.**

- 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?

- A. This is not applicable. StandUp Wireless does not currently have any cellphone lease or monthly installment plans for the purchase a cellphone.**

- 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?

- A. This is not applicable. StandUp Wireless does not currently have any cellphone lease or monthly installment plans for the purchase a cellphone.**

- 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?

- A. This is not applicable. StandUp Wireless does not currently have any cellphone lease or monthly installment plans for the purchase a cellphone.**

Wi-Fi Hotspots

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

What does this mean?

- A. This is not applicable. StandUp Wireless does not currently have any Wi-Fi hotspots.
- 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?

- A. This is not applicable. StandUp Wireless does not currently have any Wi-Fi hotspots.

Low-Income Programs

- Q. What current programs does [company] offer to low-income customers that need access to broadband and/or telephone services?
- A. Our Lifeline offers include 3GB of data plus a temporary 5GB of additional data until June 17. Customers who require additional service can purchase data and/or minutes for as low as \$5 at <https://standupwireless.com/lifeline/top-up/>
- Q. Who qualifies for these broadband and/or telephone low-income assistance programs?
- A. To see if you qualify for the Lifeline program visit <https://www.lifelinesupport.org/do-i-qualify/> for full program rules.
- Q. How can I sign up for these broadband and/or telephone low-income assistance programs?
- A. To sign up for Lifeline service, you can visit www.standupwireless.com. All consumers must be approved through the National Verifier before receiving free service.
- Q. Does [company] offer any cable service packages for low-income households? If so, what are they?
- A. This is not applicable. StandUp Wireless does not provide cable television service.
- Q. Does [company] participate as a provider in the FCC's Lifeline Program?
- A. Yes.
- Q. What benefits can I receive as a [company] customer through the Lifeline Program?
- A. StandUp Wireless provides qualified customers 300 minutes of talk, unlimited text and 3GB of data every month.
- Q. I am a current Lifeline customer with [company].

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

- A. The FCC has directed USAC and service providers to waive reverification and recertification requirements through the end of the pledge period for existing customers.

Contacting [company] During COVID-19

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

A. Consumers can call our customer service department at 1-888-544-4441, chat with us at standupwireless.com, or email us at support@standupwireless.com

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?

A. StandUp Wireless offers chat through our website and email options as well.

Technical Assistance and Social Distancing

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

A. StandUp Wireless does not have in person service call or retail locations in Massachusetts.

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?

A. No other programs are being offered at this time.

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

A. StandUp Wireless increased the data allotment for all consumers during the crisis which allows all consumers to stay connected to all online learning platforms.

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?

A. StandUp Wireless increased the data allotment for all consumers during the crisis which allows consumers great access to using telemedicine.