

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

Starry, Inc. Responses

Answered on [May 20, 2020]

The FCC's Keep Americans Connected Pledge

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

In early March, Starry was one of the first internet service providers to join the Federal Communications Commission's (FCC) pledge to "Keep Americans Connected" when the nation's response to COVID-19 increased our communities' reliance on broadband access to stay connected and productive. As part of that pledge, we've committed to not discontinue service to customers due to non-payment resulting from impacts of COVID-19 until the end of June.

The pledge also called for providers to suspend other punitive customer practices such as data caps and additional fees. Starry's service has never had additional fees, late fees or data caps as a standard business practice.

In addition, Starry immediately began expanding the availability of Starry Connect (our digital equity program focused on delivering ultra-low-cost broadband access to public and affordable housing) across our markets. We also committed to providing FREE internet service to all our Starry Connect customers across the country through the end of June.

This May, Starry also made its 24/7 Customer Service team - our Starry Experts - available to non-subscribers, free of charge. As people continue to work and school from home, technical issues related to internet-connected devices are on the rise. Our Starry Experts are highly trained customer service professionals who can assist with an array of internet-related issues, from navigating streaming services or video-calling platforms, to setting up and working with a corporate VPN or setting up parental controls on a range of devices.

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

Starry's pledge period began on March 13, 2020, the day that the FCC publicly called on providers to take the "Keep Americans Connected" pledge and will last until June 30, 2020.

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

Starry will re-evaluate its commitments at the end of June.

Shut Offs

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

During the pledge period, Starry will not terminate any subscriber's internet service due to nonpayment related to the COVID-19 health crisis.

We will terminate service only if the request is made by the subscriber to terminate or pause their internet service.

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

Starry's automated system will bill you on your renewal date. If your payment is not successful, you'll receive an email asking you to opt-in to our grace period for COVID-19 relief. Please reply to that email, and we'll make sure your service is not interrupted.

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

Yes, a customer must opt-in to the grace period program for COVID-19 relief. Starry's automated system will attempt to bill the customer on the billing cycle renew date. If the payment is not successful, the customer will receive an email to opt-in to our COVID-19 relief program.

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

It's our goal to work collaboratively with all of our subscribers. If you have a billing concern, please call (888) 231-9403 or reach out to our customer care team at support@starry.com.

Q. My broadband and/or telephone service has been shut off. How do I get my service turned back on?

If you are experiencing a service interruption, please contact our customer care team 24/7 at (888) 231-9403 or support@starry.com to resolve the issue.

Q. I am unable to pay my bills during Starry's Pledge period. When will I be expected to pay my unpaid bills once the Pledge period is over?

Starry recognizes the unprecedented challenges that the COVID-19 health crisis has posed to our communities and for our subscribers who have reached out and verified that their unpaid status relates directly to impacts from COVID-19, we will be forgiving those unpaid months during the pledge period, in full. We will accept partial payments for subscribers who can and would like to pay back any portion of their bills, but we will not require payback as a condition of continued service.

Beyond the pledge period, our standard customer agreement and terms of use continue to apply.

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

See response above.

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

It's our goal to work collaboratively with all of our subscribers. If you continue to have a billing concern related to COVID-19 impacts post pledge period, please call (888) 231-9403 or reach out to our customer care team at support@starry.com.

Late Fees

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

Starry does not currently charge any late fees, or any additional fees on our bill, as a standard business practice.

Q. How can I qualify for waived late fees?

Starry does not currently charge any late fees, or any additional fees on our bill, as a standard business practice.

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

Starry does not currently charge any late fees, or any additional fees on our bill, as a standard business practice.

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.

Starry does not currently charge any late fees, or any additional fees on our bill, as a standard business practice.

If you continue to have a billing concern related to COVID-19 impacts post pledge period, please call (888) 231-9403 or reach out to our customer care team at support@starry.com.

Q. Do I need to contact Starry to seek waiver of any late fees? If so, how can I contact the company?

Starry does not currently charge any late fees, or any additional fees on our bill, as a standard business practice.

If you continue to have a billing concern related to COVID-19 impacts post pledge period, please call (888) 231-9403 or reach out to our customer care team at support@starry.com.

Q. When will Starry begin charging late fees again?

Starry does not currently charge late fees.

Changes in Broadband/Wireless Service

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

Starry does not apply data caps as our standard business practice.

We have not made any changes to our pricing plans or speed offerings at this time.

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

Yes, Starry continues to have sufficient capacity to serve all of its subscribers.

Starry's network self-monitors to accommodate for increased demands. The way we've built our network creates elasticity enabling our network to be responsive in real time to customers' data demands. That's why we do not apply data caps or other punitive customer policies that would impact the experience or affordability of our service.

For context, Starry has about five times the capacity of a typical coaxial network and importantly, our network is designed for symmetrical download and upload capacity, which means we have the bandwidth to easily support increased video conferencing and streaming. Additionally, our base of subscribers is 100% cord-cutters (an individual who has decided to take a broadband only connection in the home) and a significant portion of our subscribers were already working at least 20 hours or more per week from home pre-COVID-19. Starry's network is well-accustomed to supporting high bandwidth applications, such as 4K video streaming, live gaming, file sharing and transfers and video conferencing.

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

Starry does not have any data caps and does not plan to lower speeds in response to the COVID-19 crisis. Starry will always operate within our customer agreement and terms of use, found here: <https://starry.com/legal/internet-terms>.

Q. I am afraid I can no longer afford my current service plan with Starry, but I currently have a contract with Starry. Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan?

No. Starry does not have long-term contracts, and has no cancellation fees. Starry charges the consumer month-to-month, and the customer can cancel their service for the next month at any time before the billing cycle renews.

Q. I need to cancel my broadband/wireless service because I can no longer afford it due to this crisis. Will Starry charge me a reinstallation or reconnection fee if I reestablish service in the future?

No. Starry does not charge any installation or equipment fees, or fees to re-install service.

Please Note: The questions highlighted in yellow below are not applicable to Starry, as we are a broadband-only provider.

Cable Television

Q. I have cable service with [company]. Does the Pledge apply to cable service as well?

N/A. Starry is a broadband only service provider.

Q. I have bundled cable and broadband and/or telephone service with [company].

N/A.

If I am unable to pay my bills, will [company] shut off my cable service during the Pledge period?

N/A.

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?

N/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.

N/A.

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

N/A

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?

N/A

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

Cell Phone Leasing/Purchase

Q. I currently pay [company] a monthly fee for the purchase/lease of my cellphone.

N/A. Starry does not provide mobile cell phone service.

How does the Pledge affect these payments? Am I at risk of losing my cellphone if I cannot pay my bills?

N/A

Q. My monthly cell phone 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 cell phone purchase/lease amounts that weren't paid during the Pledge period?

N/A

Q. I can no longer afford the monthly fee for the purchase/lease of my cell phone. Am I able to trade in my current cell phone for a less expensive cell phone, and if so, will I be charged any type of termination or change fee?

N/A

Q. I can no longer afford the monthly fee for the purchase/lease of my cell phone. Can I cancel my wireless service and return my cellphone to [company] without incurring any termination fee, change fee, or further monthly fees?

N/A

Wi-Fi Hotspots

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

N/A - Starry does not provide 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?

N/A

Low-Income Programs

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

As an internet service provider, Starry is deeply committed to providing affordable broadband access across all of the communities we serve.

In late 2018, we launched our Starry Connect program to provide low-cost internet access solutions for residents of public and affordable housing communities. We partner directly with public and affordable housing communities to offer residents a \$15/month plan for 30mbps symmetrical speeds with no long-term contracts, no data caps, and no complex eligibility requirements such as pre-qualification, credit checks or other cumbersome eligibility requirements to participate.

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

Any resident living in a public or affordable housing community that partners with Starry qualifies to participate in our Starry Connect program.

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

If a resident lives within an affordable or public housing community where our Starry Connect Service is available, the customer can sign up for our Starry Connect program immediately via our website. A subscriber can check availability and sign up for service via the following link - <https://signup.starry.com/>. Same day installation is also an option, depending on available time slots.

Please Note: The questions highlighted in yellow below are not applicable to Starry, as we are a broadband-only provider.

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

N/A

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

No.

Q. What benefits can I receive as a [company] 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 [company] During COVID-19

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

A subscriber, or a consumer interested in subscribing, can direct questions or concerns during the COVID-19 crisis to Starry's Customer Support Team. Starry's Customer Support is available 24/7 and can be reached via the following methods:

- Phone: (888) 231-9403
- Email: support@starry.com
- Message: Subscribers can directly message a representative through the Starry mobile app.

During the COVID-19 crisis, Starry has also made its 24/7 Customer Care team available to non-subscribers to offer technical assistance with internet-connected devices in the home. Whether it's issues with video calling or streaming TV subscriptions, dealing with setting up a corporate VPN, or navigating parental controls on an iPad, our highly trained customer service professionals can help solve a broad range of technical issues. Starry has made this service free of charge to support communities during this unprecedented and challenging time.

Q. I am worried that customer service phone lines will be overloaded. Does Starry offer live chat or other Internet-based assistance with live customer service personnel?

We offer multiple ways for our customers to easily and quickly speak to a human customer care representative. Starry has 24/7 customer support via phone and email and we also offer live chat with a representative through our Starry app. Starry's average response time for inquiries via email and through our mobile app is within five minutes.

Starry also has an automated feature on our website that can help customers easily troubleshoot problems, and if they are not resolved, directs individuals to a customer support agent.

Technical Assistance and Social Distancing

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

Starry is taking all necessary precautions to keep our customers, partners and employees safe during service calls. Starry is following all recommended CDC guidelines and has instituted safety protocols for all our teams that work directly with customers.

Our safety protocols require our installation technicians to practice social distancing and wear personal protective equipment (PPE) such as masks, gloves and shoe booties during all customer interactions. Our safety protocols also require our installation technicians to clean

and disinfect all equipment that enters a customer's home before and after installation. Our technicians are required to follow all CDC guidelines for personal hygiene, including frequent and thorough hand-washing. No employees exhibiting any symptoms related to COVID-19 are allowed to report into work or out to customer sites. We take the health and safety of our employees and customers very seriously and continue to evolve our protocols to ensure the highest levels of safety and prevention possible.

Other Assistance Programs

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

As mentioned above, during the COVID-19 crisis, Starry has made its 24/7 Customer Care team available to non-subscribers to offer assistance with questions or issues with any internet connected device or service. Whether the individual is having issues with video calling or streaming TV subscriptions, dealing with setting up a corporate VPN, or navigating parental controls on an iPad, our highly trained customer service professionals can help solve a broad range of technical issues that our non-subscribers might be facing.

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

Starry is not offering any specialized programs for teachers and students at this time. Starry is continuing to provide all of our subscribers with high-quality, affordable connectivity coupled with world-class, real-human customer support throughout the COVID-19 crisis so they can remain connected and productive.

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

Starry is not offering any specialized programs for health care workers at this time. However, Starry's affordable, high-capacity, symmetrical network is well-situated to provide health care providers and consumers with a high-quality telemedicine experience.