

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

Answered on 5/15/2020

The FCC's Keep Americans Connected Pledge

- Q. Did WiValley's sign the FCC's Keep Americans Connected Pledge? A: Yes**
- Q. When did WiValley's Pledge period start? When does it end? A: Start - 5/15/2020**
- Q. Does WiValley plan to extend the Pledge, or portions of the Pledge, at all? A: Yes**

Shut Offs

- Q. What is WiValley's shut-off policy during the Pledge time period?**
- A. WiValley will not shut off any customer for any reason during this time**
- Q. How can I qualify to avoid having my service shut off?**
- A. Phone Call / email outreach to WiValley / Account Login**
- 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. Even outside of this pandemic customers receive a series of 3 warnings of non payment of bill. These warnings state that if they do not pay their bill or notify us that their service will be slowed down to a minimum level. During this pandemic, we automatically reduce the service down to our lowest service level, but we will never shut off the customer's service**
- 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 WiValley to prevent shut off, and if so, how can I contact the company?**
- A. email support@wivalley.net or call 603-546-7200**
- Q. My broadband and/or telephone service has been shut off.**
- How do I get my service turned back on?**
- A. email support@wivalley.net or call 603-546-7200**
- Q. I am unable to pay my bills during WiValley's Pledge period.**
- When will I be expected to pay my unpaid bills once the Pledge period is over?**

A. Unpaid bills will remain in the account. At the end of this pledge period we will review the unpaid balance

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

A: Once the period is over

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

A. At the end of the pledge period.

Late Fees

Q. What is WiValley late-fee policy during the Pledge period?

A: WiValley will not apply any late fees during this period

Q. How can I qualify for waived late fees?

A. All customers during this period will qualify for waived 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?

A. Automatically

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

A. Yes, email support@wivalley.net or call 603-546-7200

Q. When will WiValley begin charging late fees again? A. At the end of the pledge period

Changes in Broadband/Wireless Service

Q. Has WiValley made any changes to its data caps or data speeds for my broadband/wireless service? A. No

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? A. No

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

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

A. WiValley operates a few separate networks. We are experiencing capacity issues on only one of these networks that is causing performance issues. While we have made a number of improvements, there are some technical reasons where it is cost prohibitive to make the needed improvements. All services are working, but during heavy periods, customers experience intermittent periods of increased latency, slower performance as the was not originally designed to handle the capacity that has been placed on it during this period

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

Q. I am afraid I can no longer afford my current service plan with WiValley but I currently have a contract with WiValley. A. email support@wivalley.net or call 603-546-7200. We will work out a solution

Will I be charged any fees for canceling my broadband/wireless service or switching to a less expensive plan? A. No

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

Will WiValley charge me a reinstallation or reconnection fee if I reestablish service in the future? A. WiValley will work with you to keep your service and avoid cancelling your service

Cable Television. (Not Applicable for WiValley)

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. Not Applicable for WiValley

- 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. WiValley offered to open its Wi-Fi hotspots during the Pledge period.**

What does this mean?

A. WiValley is offering wifi service at a number of locations throughout its network. There is no cost to connect to the internet at these locations.

- Q. How can I locate the Wi-Fi hotspots that WiValley is making publicly accessible during the Pledge period? Does [company] have a map available of all Wi-Fi hotspots? WiValley has made broadband available at the town halls in its service areas in MA. There are additional locations we have installed Wi-Fi Hotspots that we have communicated to the town selectboard(s).

Low-Income Programs. ~~Not Applicable for WiValley~~

- Q. What current programs does [company] offer to low-income customers that need access to broadband and/or telephone services?
- Q. Who qualifies for these broadband and/or telephone low-income assistance programs?
- Q. How can I sign up for these broadband and/or telephone low-income assistance programs?
- Q. Does [company] offer any cable service packages for low-income households? If so, what are they?
- 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 [company] During COVID-19

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

A. email support@wivalley.net or call 603-546-7200

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

Does WiValley offer live chat or other Internet-based assistance with live customer service personnel? No, if your call goes to voicemail, please leave a message and we will respond

Technical Assistance and Social Distancing

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

A. WiValley screens any customers about COVID-19 prior to a service call. Our technicians are instructed not to enter a home if there is any concern of possible exposure, and we maintain safe working distances and utilize our PPE as directed by company policy

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**
- Q. What steps is WiValley taking to help educators and students stay connected and to keep students learning during the COVID-19 crisis? A. We are trying to add more infrastructure in the communities we serve that will allow us to connect more homes in those communities**
- Q. What steps is WiValley taking to help health care workers stay connected to patients and incorporate telemedicine into their practice during the COVID-19 crisis? A. WiValley is grateful for our health care workers and is making every effort to provide the best possible service to both patients and health care workers during this time.**