

# COVID-19 Relief Program for Community Wireless Members

**Effective March 16, 2020**

In response to the drastic measures being taken to slow the spread of COVID-19, Community Wireless is taking some drastic measures of our own to help our members during these challenging times. We want to make sure our members can work from home, take eLearning classes, and stay better connected to their friends and family members (while needing to be kept apart for health and safety reasons). Therefore, effective March 16, 2020, for a limited time (to be determined by the severity and overall impact of COVID-19), we have made the following changes to our services and billing:

- 1) Extended FREE USAGE Period: As most members know, our FREE USAGE period allows members to use the Internet between 2am to 7am every day without counting towards their Monthly Priority Data. However, we have decided to extend the FREE USAGE period to 2pm (12 hours of FREE USAGE Every Day) to help those who are now being forced to work from home, do eLearning, and more. Additionally, although our service plans will continue to provide UNLIMITED DATA, members who exceed their priority data will see speeds up to five times greater than their previous non-priority data speeds, depending on their service plan.
- 2) No Service Terminations: We are not going to terminate service to any residential or small business members because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic.
- 3) No Late Fees: We are waiving late fees that any residential or small business members incur because of their economic circumstances related to the coronavirus pandemic.
- 4) FREE Wi-Fi Hotspots: We will continue providing our Wi-Fi hotspots throughout our coverage area to everyone for FREE and continue to add new Wi-Fi hotspots, as well.
- 5) Keep Americans Connected Pledge: We have joined almost 200 broadband and telephone service providers in taking the pledge to Keep Americans Connected for the next 60 days. “As the coronavirus outbreak spreads and causes a series of disruptions to the economic, educational, medical, and civic life of our country, it is imperative that Americans stay connected,” FCC Chairman Ajit Pai said in a statement. “Broadband will enable them to communicate with their loved ones and doctors, telework, ensure their children can engage in remote learning, and — importantly — take part in the ‘social distancing’ that will be so critical to limiting the spread of this novel coronavirus.”

Furthermore, any member needing further assistance with their bill or service should contact us at 812-256-3701 (option 4) to see how we may be able to assist them. Also, anyone who needs Internet service and is on a limited income should contact us to find out how we can provide them with Internet service that will fit their budget.

As always, Community Wireless appreciates its members and local communities for their continued support and hope everyone stays healthy and connected through these challenging times.