

Help During Uncertain Times - Service Disconnections and Late Fees
3/19/2020

In times like these, it's important we come together. Earlier this week KwiKom suspended late fees and service disconnections through May 15th for anyone experiencing financial difficulty as a result of the COVID-19 pandemic. In addition KwiKom is among other companies that took the "Keep Americans Connected Pledge" launched by FCC Chairman Ajit Pai.

Please contact our billing department at 1 (800) 379-7292 and pay what you can. We will continue looking for ways to help as we work through this together.

Please Note: Although there will be no service disconnections in the coming weeks, you will continue to receive statements and payment reminders. We also encourage you to make payments on your account to help avoid a higher balance later.

Keep Americans Connected Pledge

Given the coronavirus pandemic and its impact on American society, KwiKom Communications pledges for the next 60 days to:

- (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;
- (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and
- (3) open its Wi-Fi hotspots to any American who needs them.