PA Modem Swap and Speed Upgrade Project-9175

Introduction

Consent Decree – Bill Message for Washington

Important News About Your Account

Our company recently entered into a Consent Decree with the Washington state Attorney General. We expressly denied the State's allegations and any liability or wrongdoing, and agreed to enter into the negotiated Consent Decree to settle the disputed claims, and to avoid further inconvenience and costs.

Following an investigation by the Washington State Attorney General and the entry of a court order by the parties, we must provide credits to certain customers who purchased services online. A credit in the amount of $XX.XX will be applied to your account and reflected on the next billing statement. Visit https://www.atg.wa.gov/pressrelease.aspx for more information.

Consent Decree – Bill Message for California and Oregon

The Washington state Attorney General and our company (operating in WA, OR, CA) recently entered into a Consent Decree. We expressly denies the State's allegations and any liability or wrongdoing, and agreed to enter into the negotiated Consent Decree to settle the disputed claims, to avoid further inconvenience and costs.

Following an investigation by the Washington State Attorney General and the entry of a court order by the parties, we must provide credits to certain customers who purchased services online. A credit in

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Resolution Steps

What is the “Washington State Credit” and what does this bill message mean?

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Who does this impact?

A small number of customers in a very specific time frame that signed up for our services online are eligible under this agreement for small, one-time bill credit. We are contacting eligible customers via bill message with the details. Bill messages will begin to circulate on or about 4/22/21, and the credit will be applied on about 5/21/21.

Why is this happening?

The Washington state Attorney General has taken similar actions against many of the major cable and Internet service operators in the area during the past few years. We are essentially the latest in line.

How can I find out if I am eligible? Do I need to do anything to get a credit?

We will notify eligible customers via bill message, and those eligible customers will automatically see a credit on their bill. Eligible customers won't need to do anything in order to receive the credit.

How much of credit and when should an eligible customer expect it?

We are is working through those details and will notify eligible customers shortly. The amount of the adjustment will vary depending upon the services subscribed to and the relevant adjustment period. We estimate that eligible customers will see the credit applied to their accounts, and noted on an upcoming bill statement as Online Purchase Credit.

Online URL: https://agentx-astound-kb-qa.hgsdigital.com/article.php?id=212