

ATMC Cable Update

Effective May 12, 2020

On March 13, 2020, ATMC volunteered to take part in the Federal Communications Commission's (FCC) *Keep Americans Connected Pledge*. This pledge asked communications providers not to impose late fees or disconnect telephone or internet services for a limited time due to a customer's inability to pay their bill because of financial hardship brought on by the COVID-19 pandemic. The pledge was set to expire on May 12th but has been extended to June 30th. Because we understand the importance of connectivity during the COVID-19 pandemic, ATMC is extending its commitment to the pledge and will not disconnect telephone or internet service through June 30, 2020. We are not, however, able to extend this courtesy to cable TV service.

The *Keep Americans Connected Pledge* did not include cable TV services, but ATMC allowed customers with cable TV service to maintain their service without interruption in March and April if they did not pay. Though service was not disconnected due to non-payment, cable TV subscribers are responsible for all current and past due cable TV charges incurred over the past two months. Because ATMC is responsible for paying monthly programming charges for each customer who receives cable TV service, we can no longer allow customers who have a past due cable TV balance to continue to receive cable TV service unless payment for all cable TV charges incurred are paid in full. **ATMC will begin disconnecting customers with a past due cable TV balance beginning the week of May 18th.**

For customers who receive cable TV service as part of a bundle, if cable TV service is disconnected for non-payment, any applicable bundle or promotional discounts received for telephone or broadband will be discontinued and those services will revert to their non-bundled rates.

We recognize this may be a hardship during these difficult times. Please understand that this is now a necessary step because ATMC can no longer continue to pay programming fees to cable TV networks for customers who do not pay their cable TV bill. We strongly encourage anyone subscribing to cable TV service who is experiencing financial difficulties to contact ATMC Customer Care at 910-754-4311 as soon as possible.

Cooperatively,

ATMC

Direct questions to ATMC Customer Service:

910-754-4311 or 888-367-2862

Email: contact@atmc.com

PO Box 3198, Shallotte, NC 28459