



## PRESS RELEASE

### KIT CARSON INTERNET PLEDGES TO KEEP ITS MEMBERS CONNECTED DURING THE CORONAVIRUS EMERGENCY

March 17, 2020

KIT CARSON INTERNET announces it is taking the FCC's *The Keep Americans Connected Pledge* to ensure its customers, both residential and commercial, remain connected during this national emergency. This pledge will remain in effect until further notice during the coronavirus / COVID-19 emergency.

#### The **Keep Americans Connected Pledge**:

Given the coronavirus pandemic and its impact on American society, Kit Carson Internet pledges, at a minimum, 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.

"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. 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. I don't want any American consumers experiencing hardships because of the pandemic to lose connectivity," said Chairman Pai.

Kit Carson Internet is also going beyond the *Keep Americans Connected Pledge* and also committing to:

- (4) keep this policy in place until the governor ends the health emergency and the schools reopen;
- (5) ensure that all students in our service area have broadband connections through the fourteen currently activated public "hot spots", as well as, surveying students and families to connect high school seniors and our local college students so they can graduate on time;

(6) offer new customers with high school senior(s) or college students internet “drops or hook-ups” at reduced costs by waiving the installation and activation fees and to pay for the monthly service during the crisis; and

(7) offer a bandwidth package of 25/25 at \$29.95 plus tax.

"The Cooperative is committed to assisting every member through these difficult times. We know there will be many challenges associated with this pandemic in our rural community," said Luis A. Reyes, Jr., C.E.O. of KCEC. "We are taking this pledge because we are committed to service and our community. We recognize that this situation is changing rapidly. It is an uncertain time for many of our members and KCEC is committed to ease the stress many are experiencing."

"As Kit Carson Internet learns more about the situation, KCI is adjusting to the needs of our community and customers. This pledge is only one step we have taken," said Mark Poche, Manager of Kit Carson Internet.

KCI is proud to serve its members in this way at this time. For all members who have outstanding bills, who are laid off or furloughed from work, or who have a difficult time paying bills, please contact KCI so we can make note on your billing information.

Stay safe and healthy.

For general information and updates please see:

<https://kitcarson.com/internet>

<https://www.governor.state.nm.us/press-releases/>

For more information, please contact:

Kit Carson Internet  
(575) 758-4838

For media inquiries, contact:

Michael Santistevan  
Public Relations Coordinator  
(575) 758-2258 ext. 154