



## Frequently Asked Questions

VC Co-op is working hard to keep you connected to work, school, and family during these challenging and unprecedented times. We continue to balance the needs of our membership, communities, and health and safety of our employees. Below are answers to a few commonly asked questions, but if we can help you, our members, please reach out and let us know. Thank you for your patience and understanding as we work together to get through this difficult time.

We are community and stronger together!

### How can I pay my bill?

***The top 2 are the safest and preferred payment options to eliminate the potential spread of COVID-19.***

- **Pay online** at <https://vernoncom.smarthub.coop>. If you setup recurring automatic payments, you will also receive a \$5 bill credit off your next bill.
- **Pay over the phone** by calling (844) 827-4766. Please be prepared with your account number.

### Mail your payment:

***Vernon Communications Cooperative  
P.O. Box 20  
Westby, WI 54667***

- There is a drop-box by the front door at both the Viroqua and Westby office.

### I am unable to pay my bill by the 10th this month, what are my options?

First, we understand this is a challenging time for many members, and we are here to help. Call VC Co-op and speak to one of our member support technicians about your options:

#### ***Here are a few suggestions:***

- **Promise-to-Pay** – Let us know a future date that you can pay, and we will make a note on your account. VC Co-op does not charge any penalties or late fees, but we do ask that you communicate directly and make arrangements with us over the phone.
- **Service “Vacation”** – Due to the COVID-19 pandemic, we have eliminated charges associated with putting any/all services on “vacation”. Vacation is a pause in service with the intention to resume the service within the next 8 months.
- **Reduce/Eliminate Services** – Evaluate your bill and decide if there are services or features that you could eliminate, even temporarily. VC Co-op allows changes to services every 30 days. So, if you would like to temporarily reduce your television package, eliminate HD channels, cancel DVR service, etc. If you have television service, consider reducing your package. For example, the difference between our Expanded package and our Local package is \$58 per month.

### I am unable to pay my bill this month, will my services be disconnected?

VC Co-op has signed the FCC “Keep Americans Connected” (KAC) Pledge. This is a promise to our members that we will not disconnect internet or phone service (essential services) for the next 2 months. This pledge does not include television service, which is not included in the KAC Pledge, and may be disconnected for non-payment.

## **Are technicians still working in member homes?**

VC Co-op is trying to minimize the health risk to our employees and members during this time. As of Monday, March 30th we will no longer do any new installations. This applies to new members and current members requesting new service that would involve our technicians to go inside a residence or business. Our technicians will still do “essential” troubleshooting that will be evaluated on an individual basis.

Keep in mind that our network technicians can resolve many issues over the phone without sending a service technician into the home. Examples include troubleshooting modem or Gigacenter router issues, upgrading/downgrading television packages and features, and changing internet speeds.

## **How do I drop off equipment that I need to return?**

Please call our office and inform us when and at which office you will be dropping off the equipment. Put the equipment in a clear storage bag with your name and address written on the bag. Place the bag in the designated tote outside either the Viroqua or Westby office.

## **I need a new router. Can I still purchase or lease one from your office?**

VC Co-op sells a few select routers that are available for purchase and lease the Calix Gigacenter router. Both options would require you to perform an easy self-installation at home. Please call our office and speak with a support technician to begin the process. The router will be placed in a tote outside either the Viroqua or Westby office for you to pick up.

## **I have a computer that needs repair. Can drop it off at the Viroqua Technology Center?**

VC Co-op is no longer accepting computers for repair at this time, due to the health risk it poses to our employees and members. There is also a shortage of computers, parts, and accessories from our suppliers because of increased demand from people working from their home. We are sorry for the inconvenience and will resume service at a future time.