

Submission Date	Impacted Service	Carrier(s)	Description	Impacted Countries	Status	Workaround
4/2/2020	Invoice payments	Telefonica	Due to the current situation derived from COVID-19, Telefonica will only receive ACH or Wire transfer for payments. They cannot accept checks.	To date, US only. We'll validate this disruption across all non-US Telefonica receipt centers.	As of 4/2, Telefonica is refusing to accept check payments.	Assess ability to convert payments from check to wire or ACH
4/2/2020	Invoice payments	LiquidWeb	LiquidWeb advised us that they are unable to take credit card payments due to the COVID-19. They are also unable to take credit card payments over the phone for the near future. The credit card token had to be blocked on 3/27 and returned to the Tangoe funding account.	US based receipt centers. Will confirm this does or does not apply to non-US locations	Waiting for funds to clear the account so we can attempt to pay via an alternate method.	Assess ability to convert payments from check to wire or ACH
4/2/2020	LPCs / Service Disconnections	US telecom carriers	US telecom carriers across the country have signed on to the FCC's Keep Americans Connected Pledge. The language of the pledge indicates that service terminations and late payment charges will be waived for at least 60 days for consumers and small businesses. While this does not explicitly call out large organizations, our conversations with US carrier account managers seems to indicate that terminations and late payment charges will apply across their customer base during this time.	US only	FCC's "Keep America Connected Pledge" has been executed	Monitor late payment and early termination charges when and if they are applied to US-based customer billing
4/2/2020	General service inquiries	Verizon	Verizon is experiencing higher-than-normal request volume and their customer support representatives are primarily focused on service interruptions. We have been informed that billing inquiries, contract inquiries, and credit requests will be temporarily delayed.	US only	General service inquiries may be delayed for the foreseeable future.	Work directly with the customer's account rep/team for critical needs. We will need the customer to provide those contacts on our behalf.
4/2/2020	General service inquiries	AT&T	AT&T is experiencing higher-than-normal request volume and their customer support representatives are primarily focused on service interruptions. We have been informed that billing inquiries, contract inquiries, and credit requests will be temporarily delayed.	US only	General service inquiries may be delayed for the foreseeable future.	Work directly with the customer's account rep/team for critical needs. We will need the customer to provide those contacts on our behalf.
4/2/2020	Billing accounts	Verizon ILEC	Verizon ILEC Accounts (NY, CT, MD, DC, VA, and MA) have been going through an account number transition over the past year, and Verizon has agreed to continue to provide both their old and new account numbers on their bills until at least November 17th, 2020, as a way to help reduce potential issues with bill payment or reconciliation during this time.	US - NY, CT, MD, VA, MD, and DC	Old and new account IDs will be recognized through 11/17/20	Verify that payments are being correctly applied to the old billing account IDs
4/2/2020	Billing accounts	ExteNet Systems / Hudson Fiber	ExteNet Systems/Hudson Fiber has noted that they will be ceasing all paper billing until the Covid-19 pandemic passes. They will be emailing all invoices to the email address on file with the account.	US	Carrier will cease mailing paper invoices. Instead, they'll email scanned copies to designated URLs.	Step one is to validate they have the correct email address on file. Step two is to use the DNR process to ensure we miss none of the emailed accounts. If they are not received, verify the correct email address with ExteNet Systems/Hudson Fiber. This may actually expedite invoice loading. We'll track days to receive as this unfolds.
4/2/2020	General service inquiries	British Telecom	British Telecom is currently non-response to email billing inquiry requests. Online portals for invoice downloading are still operational.	180 countries worldwide	General service inquiries may be delayed for the foreseeable future.	Work directly with the customer's account rep/team for critical needs. We will need the customer to provide those contacts on our behalf.
4/2/2020	General service inquiries	Telecom Italia	Telecom Italia has temporarily shut down their customer service hotlines and are non-responsive to email billing inquiry requests. Online portals for invoice downloading are still operational.	Italy	General service inquiries cannot be made through their general hotline. Invoice portals are still working however	As long as invoices are posted on portal in a timely manner, there should be minimal service impact. When they are not however, we'll need to find a way to contact Telecom Italia. Workaround is still TBD.
4/2/2020	General service inquiries	Telefonica Movistar (Spain)	Telefonica Movistar (Spain) has temporarily shut down their customer service hotlines and are non-responsive to email billing inquiry requests. Online portals for invoice downloading are still operational.	Spain	General service inquiries cannot be made through their general hotline. Invoice portals are still working however	As long as invoices are posted on portal in a timely manner, there should be minimal service impact. When they are not however, we'll need to find a way to contact Telecom Movistar. Workaround is still TBD.
4/2/2020	Invoice receipt	EMEA carriers	European vendors generally are continuing to provide billing via their online portals and EDIFACT feeds, however a small subset of our customers receive EU paper invoices directly via courier, and then scan and provide to Tangoe via email. The current regional lockdowns are making it very difficult for customers to get into their offices to complete these scans.	EMEA	Paper invoices are arriving very late or not at all across a wide number of EMEA carriers	See if the accounts can be supplied electronically, even if it is only summary level. Is there also any potential to get a scanned copy of the invoice emailed to us. If those two fail, the carriers will need to suspend LPC and possible service disconnection. Tangoe should get the latter in writing.
4/3/2020	General service inquiries	AT&T	With AT&T corporate stores closed/unavailable because of local lockdowns we are unable to complete certain request in a store.	US	For areas that are locked down, in-store service may be unavailable.	AT&T's National Business Solutions Center recommends using their self-service portal at: https://nam02.safelinks.protection.outlook.com/?url=http%3A%2F%2Fcarecentral.att.com%2FAOPS&data=01%7C01%7CJohn.Nelson%40tangoe.com%7C1b9ba5935fb4445d1608d7d7ca230%7C3ba137049b66408a9fb9db51aba579e4%7C08&sd=oe3VPDcWQH1EScpUVGBCg1FTBuJ7X8FyrTNlYjFps%3D&reserved=0
4/3/2020	LPCs / Service Disconnections	Cox Communications	We heard from our executive sponsor that their CEO announced that Cox Communications will not be disconnecting any services or applying any Late Payment Fees for their customers.	US	Ongoing	Tangoe delivery team will ensure LPCs and line disconnections do not occur for Cox provided services
4/3/2020	LPCs / Service Disconnections	Windstream	Will not terminate service to customers over next 60 days due to inability to pay bills due to disruptions by the coronavirus. All late fees will also be waived.	US	Ongoing	Tangoe delivery team will ensure LPCs are not applied and services are not disconnected on Windstream accounts.
4/3/2020	LPCs / Service Disconnections	AT&T Small Business	Small business accounts will get the following courtesy measures: 1) Waiving data caps, 2) no charge for wireless data usage, and 3) no late payment charges or service disconnections	US	Ongoing	Tangoe delivery team will ensure AT&T small business accounts receive the aforementioned waivers
4/3/2020	LPCs / Service Disconnections	Verizon	Verizon will waive late fees for 60 days from March 16, 2020 to May 13, 2020, and will not terminate service to a customer who's been impacted by the events involving the Coronavirus.	US	Ongoing	Tangoe delivery team will ensure LPCs are not applied and services are not disconnected on Verizon accounts.

4/3/2020	LPCs / Service Disconnections	CenturyLink	For the next 60 days, Centurylink will waive late fees and to not terminate a residential or small business customer's service due to financial circumstances associated with COVID-19. They are also suspending data usage limits for consumer customers during this time period due to COVID-19.	US	Ongoing	Tangoe delivery team will ensure LPCs and line disconnections do not occur for CenturyLink provided services
4/3/2020	LPCs / Service Disconnections	Sprint	Sprint signed FCC Chairman Ajit Pai's Keep Americans Connected Pledge. For the next 60 days, they will support residential and small business customers by: 1) Not terminating service if they are unable to pay their Sprint bill because of the coronavirus, and 2) Waiving late fees incurred because of economic circumstances related to the pandemic.	US	Ongoing	Tangoe delivery team will ensure LPCs are not applied and services are not disconnected on Sprint accounts.
4/3/2020	Invoice payments	Bullseye Telecom	For customer convenience, Bullseye is accepting check and credit card payments via the phone free of charge.	US	Ongoing	NA
4/3/2020	Invoice receipt	CSX	Noted that invoice delivery delays are occurring on the CX side that scans and delivers invoices to Tangoe	US	Observed by Tangoe Ops team	DNR team will contact CX to request expedited invoice submission and/or alternate means to get the bill
4/3/2020	Storefront locations	Apple Stores	Apple will keep their brick and motor locations closed until May.	US	Store closures until May	Apple wants custoemrs to use online service portals for device related inquires.
4/3/2020	Online services	SAP	For the next 90 days, SAP is opening access to SAP Ariba Discovery, so any buyer can post their immediate sourcing needs, and any supplier can respond to show they can deliver. Free to post. Free to respond. Open to everyone. Access to SAP Ariba Discovery will help buyers and suppliers connect quickly and effectively, and minimize disruption caused by shipment delays, capacity issues and increased consumer demand in times of crisis.	Worldwide	Ongoing	NA
4/3/2020	Service invoicing	STT Global Data	As per the Govt of India Initiative, STT GDC is already enabled Digital Invoice System and invoices are generated with Digitally signed, for the services availed by your valued organization. Taking into consideration, the current LockDown situation imposed in India, the Physical Invoice printing and delivery has been stopped therefore only option of delivering the invoices Digitally signed via e-mail till further update. We do understand that there might be a requirement of invoices physical copy for record and/or audit purpose, which can be fulfilled as per your request, once the Lock down situation back to normal or removed as per the Govt of India Notification	India	Carrier will cease mailing paper invoices. Instead, they'll email scanned copies to designated URLs.	Step one is to validate STT has the correct email address on file. Step two is to use the DNR process to ensure we miss none of the emailed accounts. If they are not received, verify the correct email address with STT. This may actually expedite invoice loading. We'll track days to receive as this unfolds.
4/6/2020	Billing accounts	Wave Business	"Supporting those financially disadvantaged by the COVID-19 Outbreak: Wave is committed to keeping service connected to those disadvantaged by the impacts of this pandemic. For those experiencing financial hardship as a result of recent events pertaining to COVID-19, special arrangements can be made available to keep your services active during this time. Please reach out to us, we are here and ready to help by deferring payments and waiving late fees during this economic situations caused by COVID-19 coronavirus.	US	Ongoing	NA
4/6/2020	General service inquiries	Singtel	Billing inquiries, contract and audit request are delayed due to carriers COVID-19 priorities	US	General service inquiries may be delayed for the foreseeable future.	Work directly with the customer's account rep/team for critical needs. We will need the customer to provide those contacts on our behalf.
4/6/2020	Billing accounts	Hudson Fiber	We are only sending invoices electronically instead of both electronically and physically through the US mail. If you are receiving this email, then you will be the recipient of the electronic invoice. If the invoice should be sent to a different contact, please notify us at billing@extenetsystems.com	US	Carrier will cease mailing paper invoices. Instead, they'll email scanned copies to designated URLs.	Step one is to validate Hudson has the correct email address on file. Step two is to use the DNR process to ensure we miss none of the emailed accounts. If they are not received, verify the correct email address with Hudson. This may actually expedite invoice loading. We'll track days to receive as this unfolds.
4/6/2020	LPCs / Service Disconnections	Cimarron	Cimarron will waive disconnections for small businesses during the pandemic	US	Ongoing	Tangoe delivery team will ensure LPCs are not applied and services are not disconnected on Cimarron accounts.
4/7/2020	General service inquiries	Allstream	1) Allstream offices remain open but only to essential personnel. 2) the vast majority of operations are performed remotely and have been working this way since March 16th, 3) Field Technicians follow Allstream's Business Continuity Customer Site Visit Instructions to protect customers and themselves during on-site visits. We also want to reiterate, there is currently no foreseen impact to the operation of our services.	US	Ongoing	NA
4/14/2020	Billing accounts	Verizon	Due to logistical issues from COVID-19 in India, Verizon will not be processing India invoices until further notice.	India	Ongoing	Verizon will not be able to upload impacted accounts to portal. Verizon will dispatch tax compliant invoices once the lock down is relaxed in India
4/17/2020	General service inquiries	Mediacom	To help facilitate governmental directives, Mediacom is currently prioritizing requests related to installation and loss of essential services only. If you call to make a service appointment that pertains to a non-essential issue, we may not be able to accommodate your service request at this time.e the facility (at the direction of the technician)	US	Ongoing	NA

