

JOSH STEIN  
ATTORNEY GENERAL



JASMINE S. MCGHEE  
CONSUMER PROTECTION  
DIVISION DIRECTOR

October 18, 2024

Re: Facilitating Communication and Coordination During Hurricane Helene Recovery Efforts

Dear [Recipient]:

I am writing to ask for your help in ensuring that North Carolina residents affected by Hurricane Helene have access to affordable, reliable communication tools to coordinate relief efforts, find safety, and stay informed after the hurricane. I know that your company has been working hard to restore service, and I am grateful for those efforts. I write to ask you to do more in this time of dire need.

Many North Carolinians were or have been without power and internet access, complicating an already difficult situation. This is particularly true for residents with limited data plans who have been unable to use Wi-Fi to make calls or access the internet. My office has heard from North Carolinians whose ability to communicate was significantly hampered without cell service and who were forced to pay higher prices to access high-speed internet – both necessities during and after a devastating hurricane like Helene.

Please support our residents by offering unlimited high-speed data and internet to those affected by the hurricane. By providing unlimited high-speed data and internet, you will help people connect with vital emergency and support services, access critical information as roads, power lines, and water systems are restored, and coordinate relief efforts. The recovery from this hurricane will last for months longer, and I'm asking you to enable these services at no cost to the people of western North Carolina for at least two billing cycles. This measure would alleviate stress and anxiety and help contribute to a more efficient and effective recovery process.

Further, please take steps to reimburse people for coverage they paid for that they could not use when cell and internet service went down during the storm, as well as any additional fees for roaming, overage, or any other irregular charges. While your company may offer this credit if people call and request it, we're asking that you do so proactively to all affected customers in western North Carolina within the next 15 days.

We appreciate your consideration of these requests. Your generosity and support during this challenging time would be greatly appreciated. Please let us know of your willingness to cooperate with our office at your earliest opportunity. Thank you for your attention to this urgent matter.

Sincerely,

Jasmine S. McGhee  
Senior Attorney General, Consumer Protection Division Director  
North Carolina Department of Justice  
[jmcghee@ncdoj.gov](mailto:jmcghee@ncdoj.gov)