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Provider/Entity	Response
<p>FCC KAC Participation 03-19-20</p>	<p>March 19, 2020 (WA: Neubean (DNG), St John Cable, Toledo Tel)</p> <div style="text-align: center; margin: 20px 0;">  </div> <p>Media Contact: Will Wiquist, (202) 418-0509 will.wiquist@fcc.gov</p> <p>For Immediate Release</p> <p style="text-align: center;">205 MORE BROADBAND AND TELEPHONE SERVICE PROVIDERS TAKE THE KEEP AMERICANS CONNECTED PLEDGE</p> <p style="text-align: center;"><i>Chairman Pai Welcomes the Widespread Adoption of Key Steps Toward Keeping American Consumers Connected During the Coronavirus Pandemic</i></p> <p>WASHINGTON, March 19, 2020—Federal Communications Commission Chairman Ajit Pai today announced that 205 additional broadband and phone service providers have taken the Keep Americans Connected Pledge, bringing the total number of companies to 390. By taking the Pledge, each of these companies has committed 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.</p> <p>“I’m gratified by the overwhelming response by American broadband and telephone service providers to my call for them to ensure consumers stay connected during the coronavirus pandemic,” said Chairman Pai. “It is important during this crisis that Americans can keep in touch with family and friends while practicing social distancing, telework, and take part in remote learning and telehealth. I thank all those who are working to Keep Americans Connected and continue to find ways to help consumers meet their needs in light of the pandemic.”</p> <p>New pledge-takers include: AcenTek, Alenco Communications, All West Communications, Alliance Communications, ALLO Communications, Amery Telecom, Amherst Telephone Company, Arlington Telephone Company, Armstrong, ATC Communications, Aristotle Unified Communications, Bandwidth, Baraga Telephone Company, Beaver Creek Cooperative Telephone Company, Beehive Broadband, BEK Communications, Benkelman Telephone Company, Bergen Telephone Company, Beulahland Communications, The Blair Telephone Company, Bracken Cable, Btel Fiber, Bijou Telephone Co-Op, Bloomingdale Home Telephone Company, Bolt Internet, Bresco Broadband, Broadband VI, BWTelecom, Cambio Broadband, Casco Communications, Cass Telephone Company, CentraCom, Central Texas Telecommunications, Central Texas Telephone Cooperative, Chickasaw Telephone Company, Choice Wireless, ClearWave Communications, Colfax Cable, Common Networks, Community Wireless, Comporium, Consolidated Companies, Consolidated Telecommunications, Cordova Telephone Company, Cozad Telephone Company, Craigville Telephone Company, Dakota Carrier Network, Dakota Central, DayStarr Communications, DC Access, Dickey Rural Networks, Diller Telephone Company, DirectLink, Eagle Telephone System, Eastern Nebraska Telephone Company, EMPOWER Broadband, Endeavor Communications, Enhanced Telecommunications Corporation, EPLUS Broadband, Etex Telephone Cooperative, F&B Communications, Fidelity Communications, GeoLinks, Gila River Telecommunications, Golden Belt Telephone Association, Grantsburg Telecom, Griggs County Telephone Company, Gunnison Telephone</p>

Company, GVTC Communications, Hamilton Communications, Hartman Telephone Exchanges, Henderson Cooperative Telephone Company, Holway Telephone Company, Horry Telephone Cooperative, HTC, Hudson Valley Wireless, IAMO Communications, Jade Communications, James Valley Telecommunications, James Valley Wireless, Kalida Telephone Company, Kennebec Telephone Company, Kit Carson Internet, KLM Telephone Company, Kloud Konnect, Kuhn Communications, Kwikom Communications, LaValle Telephone Cooperative, Liberty Cablevision of Puerto Rico, LICT Corporation, Lightburst Broadband, Lightstream, Ligonier Telephone, LigTel Communications, Limestone Cable, LISCO, Loop Internet, Manti Tele Communications Company, Manti Telephone Company, Masergy Communications, Michigan Broadband Services, Middleburgh Telephone Company, MLGC, Mobile Beacon, Monkeybrains, Monon Telephone Company, Monroe Telephone Company, Moundridge Telephone Company, MTE Communications, NATCO Communications, NCC, Nebraska Central Telephone Company, Neptuno, NeuBeam, New Lisbon Broadband and Communications, New Lisbon Telephone Company, New Paris Telephone, NewWave Communications, NiTCO, North Dakota Telephone Company, Northeast Louisiana Telephone Company, Northern Valley Communications, Northland Communications, NorthState, Nortex Communications, Northwest Communications, Paul Bunyan Communications, Pennsylvania Telephone Company, Pierce Telecommunications, Pine Drive Telephone Company, Pioneer Telephone Cooperative, Plainview Telephone Company, Plateau Telecommunications, Poka Lambro Telephone Cooperative, Puerto Rico Telephone Company/Claro, PVT Networks, Red Spectrum, RG Fiber, Rise Broadband, Riviera Telephone Company, Rochester Telephone Company, Rock County Telephone Company, RTC (North Dakota), RTC Communications, RTI, S&T Telecom, St. John Cable, San Carlos Apache Telecommunications, Sand Creek Communications, Santel Communications Cooperative, SCI/Savage Communications, SCTelecom, Service Electric Cablevision, Sharon Telephone Company, Smith Bagley, Smithville Communications, Somerset Telephone Company, SOS Communications, South Plains Telephone Cooperative, Southern Kansas Telephone Company, Springcom, Springport Telephone Company, Stanton Telecom, Strata Networks, StratusIQ, STT Rural Net, TCC Networks, TCC Skywire NW, Tele-Media Solutions, Three Rivers Digital, Three Rivers Telco, Ting Internet, ToledoTel, Totah Communications, TruVista Communications, Tularosa Basin Telephone, Turtle Mountain Communications, Twin Valley Telephone, Union Telephone Company, United Communications, United Communications Association and United Telephone Association, USConnect, US Internet, Valley Connections, Valley FiberCom, Valley Telephone Cooperative, Venture Communications, Verona Networks, Viya, VTX1, Watch Communications, Wauneta Telephone Company, Westphalia Broadband, Westphalia Telephone Company, West River Cooperative Telephone Company, Wilson Communications, Winn Telecom, Winn Telephone Company, Wisper Internet, WispWest, Wittenberg Telephone Company, XIT Rural Telephone, Yadkin Valley Telephone Company, YK Communications, and ZIRKEL Wireless.

Additionally, the associations SIA—Satellite Industry Association and WTA—Advocates for Rural Broadband have endorsed the Pledge.

For more information on the Keep Americans Connected Pledge, including the full list of signers, visit: <https://www.fcc.gov/keep-americans-connected>. For updates on the FCC's wide array of actions during the coronavirus pandemic, visit: <https://www.fcc.gov/coronavirus>.

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*This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).*

March 13, 2020

AT&T Offers Added Relief for Customers

AT&T is planning on being here to help you stay connected throughout the COVID-19 pandemic.

We recognize that staying in touch with your family, friends, school and work has never been more important.

Below are a few ways we're helping consumers, small businesses, and enterprises across the country.

Consistent with FCC Chairman Pai's "Keep Americans Connected Pledge" announced today and concerns raised by members of Congress, which we share, AT&T is proud to support our customers by pledging that, for the next 60 days, we will:

- Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
- Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
- Keep our public Wi-Fi hotspots open for any American who needs them.

To provide further relief and support, AT&T announced:

Unlimited AT&T Home Internet – All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, we'll continue to offer internet access for qualifying limited income households at \$10 a month through our Access from AT&T program.

Helping You Work and Learn Remotely – Businesses, universities and schools can keep their teams and classrooms connected through conference calls and video conferencing with Cisco Webex Meetings with AT&T for 90-days, and seamlessly forward calls to both mobile and landline phones with AT&T IP Flexible Reach.

Distance Learning – AT&T is underwriting expenses for a "one-stop" resource center to support eLearning Days from the [State Educational Technology Directors Association \(SETDA\)](#) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19.

AT&T has a [website](#) dedicated to COVID-19. Additional details about these commitments will be available soon.

* * *

AT&T is suspending broadband data caps for home internet customers due to coronavirus

To alleviate new work-from-home policies taking effect

By [Nick Statt@nickstatt](mailto:Nick.Statt@nickstatt) Mar 12, 2020, 6:04pm EDT

AT&T is suspending data caps for broadband internet customers on Thursday, as waves of employees face new work-from-home policies from US companies trying to mitigate the spread of the coronavirus, [according to Motherboard](#).

As it stands, some AT&T home internet customers, not to be confused with those who subscribe to an AT&T mobile data plan, have plans that [cap the amount of monthly data they can use](#) with devices like laptops, game consoles, smart TVs, and other devices. Those caps can range from 150GB to 1TB, *Motherboard* says. And going over the cap can result in fees as high as \$10 for every 50GB over the limit.

AT&T SAYS ITS BROADBAND DATA CAPS WILL BE SUSPENDED TO HELP WITH WORK-FROM-HOME POLICIES

"Many of our AT&T Internet customers already have unlimited home internet access, and we are waiving internet data overage for the remaining customers," a company spokesperson tells *Motherboard*. The decision came in response to inquiries from *Motherboard* regarding the telecom's plans for dealing with surges in at-home internet use throughout the country, as offices close and people are being advised to avoid large gatherings and densely populated public spaces.

Earlier today, a [group of 17 US Senators sent a letter](#) to the chief executives of eight internet service providers — including AT&T, Comcast, T-Mobile, and Verizon — demanding they suspend broadband data caps (or the fees associated with going over the limit) and throttling due to the coronavirus crisis.

"As organizations around the country formulate their responses to the recent outbreak and spread of the novel coronavirus, or COVID-19, we write to discuss the steps that your company is taking to accommodate the unprecedented reliance we will likely see on telepresence services, including telework, online education, telehealth, and remote support services," reads the letter. "Specifically, we ask that you temporarily suspend broadband caps and associated fees or throttling for all communities affected by COVID-19 and work with public school districts, colleges, and universities to provide free, or at-cost, broadband options for students whose schools close due to COVID-19 who don't have access at home."

The spread of COVID-19, the illness caused by the novel coronavirus, has led to a wave of event cancellations and, in just the past week, a more drastic series of responses from the federal government and municipalities throughout the country. Major sporting leagues, including the NBA and NHL, have [canceled their remaining seasons](#), while New York City announced today it would be declaring a state of emergency and [shutting down Broadway](#), its largest tourism hub. The Trump administration [announced yesterday](#) it would ban foreign nationals from Europe from entering the country for the next month.

<https://www.theverge.com/2020/3/12/21177538/att-broadband-internet-data-cap-coronavirus-suspend>

March 13, 2020

At CenturyLink, we know our customers are counting on us to keep our network running so our children can continue to learn and the world’s businesses can continue to run efficiently.

We stand ready, willing and able to meet our customers’ near-term and long-term needs and are prepared to ensure traffic flows smoothly across our network, regardless of increased demand.

We will waive late fees and will not terminate a residential or small business customer’s service for the next 60 days due to financial circumstances associated with COVID-19.

Today, we committed to the FCC’s ‘Keep Americans Connected Pledge’ outlining these actions. We are also suspending data usage limits due to COVID-19.

* * *

March 17, 2020 (LETTER via email)

1600 7th Avenue, Room 1506
Seattle, Washington 98191
(206) 345-6224
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Email: phil.grate@centurylink.com

Philip E. Grate
Government Affairs Director

March 17, 2020

Dave Danner, Chairman
Washington Utilities and Transportation Commission
PO Box 47250
Olympia, WA 98504-7250

Re: CenturyLink Business Continuity and COVID-19

Dear Chairman Danner,

I am sending the enclosed information to reassure you that CenturyLink is prepared to meet this challenge wherever it provides service. We recognize how important the services we provide are in the communities we serve and our contingency planning includes preparation for health emergencies like this one. In addition, CenturyLink has signed on to the FCC’s Keep Americans Connected Pledge:

“At CenturyLink, we know our customers are counting on us to keep our network running so our children can continue to learn and the world’s businesses can continue to run efficiently. We stand ready, willing and able to meet our customers’ near-term and long-term needs and are prepared to ensure traffic flows smoothly across our network, regardless of increased demand. We will waive late fees and will not terminate a residential or small business customer’s service for the next 60 days due to financial circumstances associated with COVID-19. Today, we committed to the FCC’s ‘Keep Americans Connected Pledge’ outlining these actions. We are also suspending data usage limits due to COVID-19.”

Please also feel free to visit CenturyLink’s online media room, which includes a letter from our Chief Technology Officer:
<http://news.centurylink.com/index.php?s=34146&item=30584>.

I wish you well in your efforts to address the COVID-19 pandemic and thank you for your leadership in this difficult time. If you have any questions or if there is anything I can do to help, please do not hesitate to contact me.

Sincerely,
Philip E. Grate

* * *

March 6, 2020

CenturyLink Customer Update

Our Wellbeing-Focused Approach to Instances of Infectious Disease Outbreaks

In the event of an outbreak of an infectious disease, our approach is simple. We focus on two things – the safety and wellbeing of our employees and maintaining service to our global customers.

We are actively monitoring the spread of the coronavirus outbreak and are maintaining a continuous state of readiness with strong incident management and business continuity protocols. We have well-established partnerships with governments around the world and as such have been designated as a critical infrastructure partner, which prioritizes our network and services.

This document explains how we are responding to the current coronavirus outbreak.

Our Infectious Disease and Pandemic Strategy

Our strategy is to plan globally and act locally – to act quickly and with care. If a region of the world is

experiencing a pandemic and there are very few cases locally (and the impact/severity is minimal), we will likely follow our minimal severity action plan. Once the impact/severity begins to increase, we’ll move through our severity levels as necessary. When the disease peaks and declines, the reverse will occur.

Currently, the risk to network and service continuity to our customers is minimal. CenturyLink's network and services are monitored, managed, and maintained virtually by technicians across the globe. Our Network Operations Center is constantly monitoring usage across our network. Additionally, these teams can quickly add capacity, modify paths, and shape traffic based on customer utilization.

The very nature of a pandemic outbreak is unpredictable. As such, we are constantly reviewing, refining and updating our approach to the coronavirus to ensure business continuity and ultimately service to you, our customer.

Our Response to the Coronavirus (COVID-19)

Currently, our global plan is in effect. We have briefed CenturyLink's board of directors and have taken precautionary measures (varied by location and the severity in the region) that include: identification of critical functions and employees, emphasizing the need for enhanced personal hygiene (hand washing, cough/ sneeze etiquette) practicing social distancing by staying home if ill and encouraging virtual meetings; requiring our employee visitors to sign in to facilities so we can responsibly track contact; suspending business travel to business critical only and instituting a self-quarantine policy for 14 days minimum for employees that have traveled to countries significantly impacted by coronavirus. We have established a risk register for our employees to track both travel and sickness. We have increased the cleaning of our facilities. Visitor records are being maintained for contact tracing, and we are asking customers to minimize visits where possible.

Throughout this entire process, we are monitoring trusted information sources and communicating with the proper government agencies and contacts. To ensure our supply chain continues, we are working with suppliers around the world to ensure a coordinated response surrounding potential coronavirus impacts on our business.

Our approach balances the safety of our employees with our need to maintain critical business processes for our customers. In the event CenturyLink is affected by the coronavirus and your services are impacted, we will communicate with you directly through your account representatives and enterprise sales account managers.

Disclaimer - the information contained in this document is:

- To provide an overview of CenturyLink's current pandemic contingency plans and activities and for no other purpose.
- To reflect the information available to us and our knowledge at the time it was provided.
- Our pandemic contingency plans are constantly evolving and developing and are subject to change.
- This brief is not intended to form part of any contract, nor should it be implied into any existing contract or contracts between CenturyLink and other organizations.

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BUSINESS CONTINUITY MANAGEMENT

PROGRAM OVERVIEW

EXECUTIVE SUMMARY

CenturyLink is committed to ensuring business resiliency and survivability during an incident or business disruption. Our Corporate Business Continuity Management program ("Program") supports an environment of prevention, collaboration, communication, response, and recovery, ultimately ensuring our ability to serve customers, shareholders and employees in the face of disruptive events.

As one of four core members of the Communication Sector Coordinating Council partnering with the Department of Homeland Security National Coordinating Center (NCC), it is of paramount importance for CenturyLink to protect the operation of our company and our customers' business.

This document summarizes CenturyLink's BCM program and its resiliency and preparedness capabilities.

(8 PAGE PDF SUPPLIED)

April 3, 2020

Spectrum expanded its free 60-day broadband Internet and WiFi offer to include educators, teachers, college and university professors who do not currently have Spectrum Internet!

Also, this is in addition to our emergency community support policies we initiated over a week ago.

- Charter is offering free Spectrum Internet and WiFi access for 60 days to households with K-12 and/or college students, and now educators, who do not already have a Spectrum Internet subscription
- Charter continues to offer Spectrum Internet Assist, a high speed broadband program available to eligible low-income households that delivers speeds of 30 Mbps
- Charter has opened its WiFi hotspots across our footprint for public use
- Spectrum does not have data caps or hidden fees
- Spectrum will not terminate service for residential or small business customers who face difficult economic circumstances related to the COVID-19 pandemic
- Similarly, Charter will not charge late fees for those customers facing difficult economic circumstances related to the pandemic
- Spectrum News 1 has opened its websites to ensure people have access to news and information
- Charter has also donated airtime to run 1,000 COVID-19 public service announcement (PSA) spots per week, including on all Spectrum News Networks, for four weeks to our full footprint of 16 million video subscribers and on our digital video and streaming apps. Additionally, Charter will run PSAs for the American Red Cross and other relief organizations.

March 13, 2020

Louisville Urban League (@LouisvilleUL) Tweeted:

Due to the impacts COVID19 is likely to have across the country, Charter will offer free Spectrum broadband/Wi-Fi access for 60 days to homes w/ K-12 and/or college students who do not already have a broadband subscription. To enroll call 1-844-488-8395.

<https://t.co/YIDRYx7xi4> <https://t.co/n0mDn8iqCw><https://twitter.com/LouisvilleUL/status/1238599495916703744?s=20>

Charter to Offer Free Access to Spectrum Broadband and Wi-Fi For 60 Days For New K-12 and College Student Households and More

STAMFORD, Conn. – In the coming weeks, many Americans will be affected either directly or indirectly by COVID-19 and Charter is focused on serving and supporting our 29 million customers. Americans rely on high speed broadband in nearly every aspect of their lives and Charter is committed to ensuring our customers maintain reliable access to the online resources and information they want and need. To ease the strain in this challenging time, beginning Monday, March 16, Charter commits to the following for 60 days:

- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call **1-844-488-8395**. Installation fees will be waived for new student households.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across our footprint for public use.
- Spectrum does not have data caps or hidden fees.

As the country works collaboratively to contain this pandemic, broadband internet access will be increasingly essential to ensuring that people across the country are able to learn and work remotely, that businesses can continue to serve customers, and that Americans stay connected and engaged with family and friends.

Charter’s advanced communications network will ensure our more than 29 million customers – including government offices, first responders, health care facilities, and businesses – across 41 states maintain the connectivity they rely on. The network is built to sustain maximum capacity during peak usage which is typically in the evenings, so a surge during the day would be well within the network’s capabilities to manage. Charter will continue to closely monitor this dynamic situation, and is well-prepared to continue delivering reliable connectivity. Charter has extensive business and workforce continuity plans in place that will be adjusted as needed to best serve all our customers and employees.

<p>Comcast</p>	<p>March 13, 2020</p> <p>COMCAST ANNOUNCES COMPREHENSIVE COVID-19 RESPONSE TO HELP KEEP AMERICANS CONNECTED TO THE INTERNET</p> <p>Company Opens Xfinity WiFi Network Nationally for Free, Offers Unlimited Data for Free, Confirms Its Commitment to Connecting Low-Income Families</p> <p>PHILADELPHIA – March 13, 2020 – On the heels of offering new, low-income Internet Essentials customers two months of free internet and raising the speed of that program’s service to 25/3 Mbps, Comcast today announced additional steps to help ensure people stay connected to the internet as more schools suspend classes and companies encourage employees to work from home due to the Coronavirus.</p> <p>“During this extraordinary time, it is vital that as many Americans as possible stay connected to the internet – for education, work, and personal health reasons,” said Dave Watson, Comcast Cable Chief Executive Officer. “Our employees also live and work in virtually every community we serve, and we all share the same belief that it’s our Company’s responsibility to step up and help out.”</p> <p>Comcast is taking steps to implement the following new policies for the next 60 days, and other important initiatives:</p> <ul style="list-style-type: none"> • Xfinity WiFi Free For Everyone: Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots, and then launch a browser. • Pausing Our Data Plan: With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge. • No Disconnects or Late Fees: We will not disconnect a customer’s internet service or assess late fees if they contact us and let us know that they can’t pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions. • Internet Essentials Free to New Customers: As announced yesterday, it’s even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation’s largest and most comprehensive broadband adoption program. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program’s Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward. • News, Information and Educational Content on X1 and Flex: For those with school-age students at home, we’ve created new educational collections for all grade levels in partnership with Common Sense Media. Just say “education” into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say “Coronavirus” into your X1 or Flex voice remote. • 24x7 Network Monitoring: Underpinning all of these efforts, Comcast’s technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well. <p>For more information and updates from Comcast related to Coronavirus, visit: http://www.comcastcorporation.com/COVID-19/</p>
<p>Frontier Communications</p>	<p>Frontier signed the FCC’s Keep American Connected Pledge.</p> <p>Frontier’s customers do not have data caps, so there is no concern for overage fees by our customers.</p> <p>In terms of what data services we may be able to offer at a free and/or reduced rate, Frontier does not have anything to offer at this time.</p> <p>Frontier’s sale of its properties in Washington to Northwest Fiber, LLC is scheduled to close on April 30. However, Frontier does offer competitive services in a variety of locations throughout Washington.</p>

<p>Hood Canal Communications</p>	<p>March 25, 2020</p> <p>Dear HCC Customers,</p> <p>I am reaching out to give you insight into how we are responding to the COVID-19 crisis. Your well-being and that of our employees are our number one priority. Like you, I am aware of the importance of the critical connections we provide that you use for work, school, communicating, safety and entertainment. We are committed to keeping our community connected through broadband internet, both cable and streaming video services, as well as business and home phone service. It's our job to make sure we keep those connections strong and reliable.</p> <p>Monitoring Your Needs and Upping our Speeds</p> <p>In response to the number of Mason County residents who are staying safely at home during this pandemic, we have increased our minimum broadband speeds from 10 Mbps to 25 Mbps at no charge to you. Using the FCC's guidelines, we estimate that families of up to four people will be able to use email, browse the web, video conference and stream simultaneously.</p> <p>Safe Home and Business Service</p> <p>New installation and service appointments have been limited to broadband only. For those interested in new or upgraded service, we can schedule our expert technicians who can help you in your home or business. Any HCC representative visiting your premises will adhere to heightened standards of cleanliness and hygiene before and after any visit. However, I'd like to reinforce the importance of safety and ask you to reschedule your appointment should someone at your home or business not be feeling well.</p> <p>Customer Service</p> <p>Our offices are closed to the public to minimize unnecessary contact between customers and employees. However, our customer service department is fully staffed to assist you by phone or online with any technical troubleshooting or other service needs. If it is absolutely necessary to exchange your equipment, you still have the option to do so at the office. We have taken additional precautions with all our teams to ensure a safe environment that will allow them to continue to provide excellent service.</p> <p>Employee Safety</p> <p>Our employees' safety is important to us. Many employees are working remotely. However, some employees cannot perform their duties outside the office. For the safety of the employees still in the office, or who come to your home, we have taken steps to increase the level of cleaning and sanitization at our facilities and within our vehicle fleets. We have also requested that all HCC employees cancel business travel, hold internal meetings via phone or web conference and follow strict guidelines regarding health, safety and reporting any symptoms of illness immediately.</p> <p>Tools to Help You</p> <p>We have a number of services available for self-help with your HCC services should you need them. And of course, we are always available to help. As an additional customer relief effort, we have waived pay-by-phone fees and will credit late fees for the month of March.</p> <ul style="list-style-type: none"> - To make a payment online, please visit billpay.hcc.net. - To view our collection of manuals and tutorials online, please visit hcc.net/tutorials. - For help over the phone, please call 360-898-HELP (4357). <p>As neighbors and members of your local community, we are proud to provide services that enable you to connect to the world, and we remain dedicated to your needs. We appreciate your understanding as we make every effort to serve you while following the guidance of health and government officials. You can stay informed and updated regarding our procedures during the COVID-19 crisis by visiting hcc.net/covid19.</p> <p>Sincerely,</p> <p>Rick Buechel, President Hood Canal Communications</p>
<p>Microsoft Airband Initiative</p>	<p>March 19, 2020</p> <p>Microsoft's COVID-19 response company-wide</p> <p>http://aka.ms/airbandisp is where any ISP can go to sign up for the Airband ISP Program, a free program offering benefits to Internet Service Providers serving rural areas, such as special pricing on TV White Spaces equipment, telecom infrastructure, software solutions and more. I have pasted an example of our recent e-newsletter to this group, which includes a call to sign on to the Keep Americans Connected pledge, below.</p>

<p>Noanet</p>	<p>March 16, 2020</p> <p>Hi Russ,</p> <p>We'll help in any way we can. We are reaching out to our Members, network providers, and customers (e.g. ISP's) to convey our willingness to assist as necessary. And of course we're working with emergency management to ensure critical telecom infrastructure continues to be available for use by citizens in WA State.</p> <p>Thanks for thinking of us as part of the solution.</p> <p>Dave</p>
<p>Pend Oreille PUD</p>	<p>March 29, 2020</p> <p>https://www.facebook.com/PendOreilleCo.PUD/videos/299197967715849/</p> <p>The PUD recently installed several free community Wi-Fi hotspots. In response to the COVID-19 crisis, the PUD launched this effort to help those in the community gain internet access. With businesses, restaurants, and public facilities closed, the options for customers to connect are currently limited. The PUD hopes to help bring connectivity to students and those community members that otherwise don't have access.</p> <p>The following locations currently have free Wi-Fi available using the Wi-Fi name: "POPUD_FREE WIFI INTERNET ACCESS".</p> <ul style="list-style-type: none"> • Newport at the park across from the Post Office at 100 N. Washington • Ione across from the PUD Warehouse at the corner of Central St. & Millyard Rd. • Metaline Falls outside the Cutter Theater at 302 Park Street • Cusick at the park near City Hall at 1st Ave & Monumental Way <p>"Our doors may be closed, but we are still finding creative ways to serve our communities during this uncertain and difficult time," said Colin Willenbrock, the PUD's General Manager. "We hope these free hotspots help everyone stay connected, stay positive, and stay safe."</p> <p>If you have questions regarding the Wi-Fi hotspots, please call PUD Customer Service at 509-447-3137. Speeds are dependent on the number of users utilizing the service per site, each site is dedicated and will not disrupt regular broadband customers. This service will remain in place temporarily and will be removed when it becomes no longer necessary.</p>
<p>T-Mobile</p>	<p>March 13, 2020</p> <p>As COVID-19 continues to effect communities across the country, I wanted to take the time to provide an update on what T-Mobile is doing to ensure the continuity of our network and to protect the health and safety of our customers and employees.</p> <p>T-Mobile is aware that customers depend on our network to connect with family, loved ones and service providers, which is why we have taken several steps, outlined below, to keep our customers connected.</p> <ul style="list-style-type: none"> • Beginning today, all current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming). • Soon T-Mobile will provide T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot/tethering service for the next 60 days. • T-Mobile is working with our Lifeline partners to provide customers free extra data up to 5GB of data per month for the next 60 days. • T-Mobile is also increasing the data allowance, free of charge, to schools and students using our EmpowerED digital learning programs to ensure each participant has access to at least 20GB of data per month for the next 60 days. • Additionally, T-Mobile is offering free international calling for all current T-Mobile and Metro by T-Mobile customers to Level 3 impacted countries. <p>In addition to these efforts, earlier today T-Mobile signed on to FCC Chairman Ajit Pai's Keep Americans Connected Pledge, in which companies pledge:</p> <ul style="list-style-type: none"> • Not to terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus pandemic; • Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and • Open its Wi-Fi hotspots to any American who needs them. <p>As for efforts to further serve our customers and employees, please note that our T-Mobile and Metro by T-Mobile retail locations have increased cleaning and sanitization efforts and added more disinfecting wipes, soap and hand sanitizer.</p> <p>T-Mobile is also encouraging employees who have the ability to work from home to do so through the end of the month. For those who are not able to work from home, we are providing flexible work schedules, among other forms of support.</p> <p>Rest assured, T-Mobile will continue to closely monitor the situation and is committed to keeping our customers, employees and other entities informed as it unfolds. In the meantime, we encourage you to visit T-Mobile's newsroom where you can find additional details on our response to COVID-19.</p> <p>***</p>

	<p>March 23, 2020</p> <p>T-Mobile is launching their lower cost services tomorrow. Lowest cost cell plan is \$15/month with 2 GB of data, they're upping Lifeline customers to 5GB through mid-May, and taking data caps off existing customers for 60 days.</p> <p>Here is content from the press release, https://www.t-mobile.com/news/tmobile-connect-launch</p> <p>And to help even more people stay connected, Metro by T-Mobile is launching lower-priced plans and offers on March 25:</p> <ul style="list-style-type: none"> • For the next two months, Metro is offering a \$15 plan – that's half the price of the current most affordable plan. For 60 days after customers activate, it's just \$15 per month for unlimited talk and text plus 2GB of high-speed smartphone data. • New and current Metro customers with any voice line can also get a free 8" tablet (via rebate redemption) with a \$15 unlimited tablet data plan.* • MetroSmart Hotspot devices will be half off, and the \$35 per month data plan will include 20GB — double the normal monthly data — for the next 60 days. <p>"Right now, having a reliable, low-cost connection is absolutely crucial for Americans, and with many facing financial strain, time is of the essence. We knew we couldn't wait for the merger to finalize to launch T-Mobile Connect, our lowest priced smartphone plan, so we're rolling out ahead of schedule," said John Legere, CEO of T-Mobile. "With T-Mobile Connect, we're giving those hardest hit an even more affordable way to stay in touch. Half the price of our lowest-ever priced smartphone plan. So everyone can stay connected."</p> <p>The launch of T-Mobile Connect comes on the heels of additional moves T-Mobile recently made to ensure customers stay connected. T-Mobile is also:</p> <ul style="list-style-type: none"> • Giving all current T-Mobile and Metro by T-Mobile customers as of March 13, 2020 who have legacy plans without unlimited high-speed data, unlimited smartphone data for the next 60 days (excluding roaming). • Starting March 20, 2020, providing eligible T-Mobile and Metro by T-Mobile customers on smartphone plans with hotspot data an additional 20GB of smartphone mobile hotspot (10GB per bill cycle for the next 60 days) for each voice line. • Working with our Lifeline partners to provide customers extra free data up to 5GB of data per month through May 13, 2020. • Increasing the data allowance for free to schools and students using our EmpowerED digital learning programs to ensure each participant has access to at least 20GB of data per month through May 13, 2020.
<p>ToledoTel</p>	<p>March 13, 2020</p> <p>Students in Toledo, WA will receive an increase in Internet speeds, free of charge for six weeks, at their homes thanks to ToledoTel, their local landline telephone and Internet service provider.</p> <p>Toledo was the first official "Gigabit City" in Washington thanks to a fiber-to-the-home build completed by ToledoTel in 2016.</p> <p>In response to today's school closures ToledoTel Vice President and Chief Operating Officer Dale Merten reached out to the Toledo School Superintendent to see how their company could help. In response the school will be providing ToledoTel with a list of addresses for attendees. All school attendees currently have access to ToledoTel fiber and will be offered increased Internet speeds of 100/100 for the next six weeks.</p> <p>It is unfortunate that state contracting rules work against small local providers making it impossible for us to replicate arrangements like this on a broader scale. However, our members are looking for other ways to help our customers and those who live near our service areas as quickly as possible.</p>
<p>Verizon</p>	<p>March 13, 2020</p> <p>Verizon will help customers and small businesses disrupted by impact of coronavirus</p> <ul style="list-style-type: none"> • Company will waive late fees and keep residential and small business customers connected if negatively impacted by global crisis • Networks continue to perform strongly as Verizon accelerates investments for the future <p>BASKING RIDGE, N.J. – During this unprecedented period challenging the world's health and economy, Verizon announced today, for the next 60 days, it will waive late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus. In addition, the company will not terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus.</p> <p>Verizon today signed onto the FCC's new "Keep Americans Connected" pledge. Verizon's new customer commitment will help ensure connectivity and offer assistance to customers and small businesses facing challenges from the global crisis.</p> <p>"Now more than ever, we need to ensure that our customers, their families and businesses have the ability to connect to the internet even if they're facing financial hardship from the impact of the coronavirus pandemic," said Hans Vestberg, Verizon Chairman and CEO. "We want to ensure that our customers can continue to use the internet to work, learn, and carry on with their lives as we all address this collective challenge. We're confident this joint effort will help make that happen."</p> <p>The company is pledging to use the power of connectivity now to help keep the nation's economy moving forward. Equally important, it's focused on the future, beyond this current crisis, as reflected in Verizon's announcement yesterday that the company is increasing its capital investment guidance from \$17 to \$18 billion to \$17.5 to \$18.5 billion in 2020.</p> <p>"Both of these measures are indicative of our company's confidence that the nation and the world will emerge from this current health issue stronger than ever," said Vestberg. "I'm asking each of our business units and all of our dedicated employees to ensure we're doing everything we can to make</p>

sure our customers stay connected. I also want our company to look beyond this period, ramp up our network investment, and build and focus on using the power of 5G to make the nation's best and most reliable networks even better."

Verizon offers its customers a variety of wireless and home broadband plans, as well as a suite of global IP-network services. Verizon does not have data caps on its Fios home, 5G Home and DSL home broadband services, or on its wireline business broadband services. Most of the company's wireless customers are on unlimited wireless plans. Customers who are not are encouraged to connect to Wi-Fi hotspots whenever available. Wi-Fi connections do not count against a customer's data usage.

To date, Verizon has not seen any measurable increase in data usage on any of its networks.

* * *

March 16, 2020

I've included a link for Verizon updates on our response to the CORVID-19. Its from a national perspective.

In Washington State we have increased coverage at your EOC with a small cell deployment and are **turning up a new cell tower on Camp Murray ahead of schedule** to increase coverage and capacity in the area. Should be on air today. We have also deployed other assets in King Co where needed.

<https://www.verizon.com/about/news/our-response-coronavirus>

Pls reach out when needed.

Thank You

Bob

3/18 Update: Verizon is prepared to serve customers during COVID-19 crisis

- Verizon's fiber optic and wireless networks have been able to meet the shifting demands of customers and continue to perform well.
- Due to economic circumstances related to the coronavirus and to keep customers connected during this economic and global crisis; Verizon waives late fees for residential and small business customers impacted by COVID-19, offers free international calling to CDC level 3 countries.
- Investing in our economy by increasing our capital guidance range from \$17 - \$18 billion to \$17.5 - \$18.5 billion in 2020.
- Expanding work-from-home policy to include reduction of retail locations and hours across the country; fewer employees working at stores; limiting the number of customers in our stores at one time.
- Created a coronavirus hub page, [covid19.yahoo.com](https://www.verizon.com/about/news/covid19-yahoo-com), across the Yahoo ecosystem that aggregates trusted and reliable news and content about the pandemic in the U.S. and across the globe.
- Partnering with those on the front lines of the Covid-19 emergency response, first responders, federal agencies, state and local governments, and public health agencies, to deliver on critical missions during crisis.

BASKING RIDGE, N.J. – During this unprecedented period challenging the world's health and economy, Verizon stands ready to support our employees and serve our customers and public safety.

Verizon's networks have been engineered to perform during moments of crisis and disaster such as hurricanes, snow storms and flooding. During this time of heightened worry and concern, our primary goal is to keep our customers, employees and society connected to the things that matter most to them: their family, friends and business customers.

Verizon is closely monitoring network usage in the most impacted areas. We will work with and prioritize network demand in assisting many U.S. hospitals, first responders and government agencies, as needed.

We are providing daily updates to our employees and our consumer and business customers on our network performance, offering help and support for their connectivity needs, tips on how to work in this new environment and more. We encourage you to [check here](#) every day at noon ET, for the latest updates.

Update: Effective March 18:

Verizon's fiber optic and wireless networks have been able to meet the shifting demands of customers and continue to perform well. In small pockets where there has been a significant increase in usage, our engineers have quickly added capacity to meet customers' demand.

As more and more customers move to working and studying from home, we are seeing a change in data usage habits, according to the [latest Verizon network report](#).

First responders, governments and public health agencies

We are partnering with first responders, federal agencies, state and local governments, public health agencies and others around the world at the forefront of Covid-19 emergency response to deliver on critical missions for their constituents and all of the communities that we serve.

- We're giving first responders priority access to our networks so that they can perform their essential duties, including saving lives, while maintaining dedicated communications with their departments, hospitals and others who are battling this crisis on the front line
- We're coordinating with law enforcement and emergency response teams, deploying portable cell sites to add network capacity at Emergency Operations Centers, mobile testing sites and quarantine areas nationwide.
- In an effort to reduce the stress on hospitals and the healthcare system, we are supporting industry-specific apps to enable telehealth solutions and helping healthcare agencies care for patients and enable coronavirus testing through the use of connected technologies -- smartphones and tablets.
- We have enabled thousands of conference lines for federal, state, local and healthcare organizations to enable new, secure work-from-home strategies, and launched new interactive voice response services (IVRs) to help both healthcare and public sector agencies prioritize and more effectively route incoming coronavirus-related calls.

- The Verizon Response Team, which supports governments and nonprofits 24/7/365, is responding to local public sector and government customer needs for additional connectivity, assets and equipment as needed. Teams are also working with government agencies to stand up additional call centers and work-from-home solutions that help serve citizens.

Our retail stores

Out of an abundance of caution and to balance the safety of our employees with that of our customers, all Verizon owned and operated stores will be closed on Sundays beginning March 15 through Sunday, April 12. In addition, from March 15 - 31, stores that are open will operate on reduced hours Monday thru Saturday, 10 AM-5 PM. Customers can find an up to date listing of store hours/locations by visiting: <https://www.verizonwireless.com/stores>.

Beginning Tuesday, March 17, in order to increase social distancing and allow more employees to take advantage of work from home, we're reducing by 50 percent, the number of employees working shifts in our retail locations and paying employees for any shifts they may miss due to these scheduling changes. In addition, the number of customers in a store may not exceed the number of employees working at any given time.

Customer relief

Verizon will offer free international calling to countries identified by the Center for Disease Control as [level 3 impacted](#) by the coronavirus effective 3/18 through the end of April. This is available to [wireless postpaid consumer and small/medium business customers, and landline home phone customers](#). Unlimited calls will be included to mobile and landline termination. Effective 3/19, wireless [prepaid customers](#) will also receive a total of 300 additional minutes to call level 3 countries.

Verizon will also waive activation fees on new lines of service and upgrade fees starting March 18. This applies to all purchases and service-only activations made through Verizon digital channels, such as [verizonwireless.com](#) and the My Verizon app.

Update: Effective March 14:

In order to help flatten the curve of the pandemic, Verizon will be temporarily closing a number of its stores across the country in order to expand its work from home policy to include some of its retail employees.

As noted in [a letter from Hans Vestberg](#), in order to help flatten the curve of the pandemic, Verizon will be temporarily closing a number of its stores across the country in order to expand its work from home policy to include some of its retail employees. Our teams are able to serve customers 24/7 by visiting [verizonwireless.com/support/](#), calling 800.922.0204 or through the MyVerizon app.

In addition, Verizon announced support for relief efforts across communities impacted by the ongoing coronavirus (COVID-19) pandemic by tripling its monthly data allowance for its [Verizon Innovative Learning](#) schools and committing \$10 million to nonprofits directed at supporting students and first responders.

As the list of nationwide K-12 schools shifting to remote learning heightens, Verizon is supporting the students and teachers in its Verizon Innovative Learning program, the company's education initiative targeting Title 1 middle schools, by tripling their data allowances.

Update: [Effective March 13](#)

Verizon will waive late fees and keep residential and small business customers connected if negatively impacted by the global crisis.

Update: [Effective March 12](#)

Verizon will accelerate network investment and increase capital guidance.

Verizon networks continue to perform strongly

Since the emergence of the coronavirus (COVID-19), the company has not seen a measurable increase in data usage - despite some businesses, schools and other organizations encouraging employees to work remotely and students to take classes online. Verizon's networks are designed and built to meet future demand and are ready should demand increase or usage patterns change significantly.

Customers rely on Verizon networks

With years of steady month-over-month wireless data usage growth, as a standard practice, the company's engineers are constantly adding capacity on the wireless and fiber networks to better serve customers. The network improvements are often recognized by independent third party reviews including recent research by [RootMetrics](#), which has ranked Verizon first in overall performance and reliability in each of their last 13 consecutive drive test reports.

Recent technological advancements including the addition of small cells, deployment of [carrier aggregation](#), [MIMO antenna technology](#) advancement, use of shared spectrum such as License Assisted Access (LAA) and [Citizens Band Radio Spectrum](#) (CBRS), 256 QAM, and [fiber advancements](#) have [increased efficiency](#) in the wireless and fiber networks resulting in greater capacity and speed for customers.

"Verizon operates its networks every day as though it's a snow day -- events when millions of Americans work from home while family members go online to watch videos, play games and talk and text to their friends and families," said Kyle Malady, Verizon's chief technology officer. "Delivering reliable networks is what we do. While this is an unprecedented situation, we know things are changing, and we are ready to adjust network resources as we better understand any shifts in demand. We have the best engineers in the world monitoring the situation closely."

"We continually evaluate peak data usage times and build our networks to stay ahead of that demand," said Malady. "While we may see the hours where peak data usage shifts from evening to daytime, our network is built to manage evolving demands. While it is not clear yet how having millions of additional people working from home will impact usage patterns, we are ready to address changes in demand, if needed."

Like any crisis or significant event in which additional network resources may be needed, the company is able to deploy additional resources to add capacity and has a fleet of mobile assets including portable COLTs (cells on light trucks) and COWs (cells on wheels/trucks), mobile charging stations, and more to support first responders and their mission critical needs.

In addition to its wireless and fiber networks, Verizon also operates a global IP backbone network spanning six continents. It is built with resiliency in mind; it is one of the most connected Internet backbones in the world, offers speeds of up to 100 GB, and deploys mesh technology to enable multiple diverse paths for network traffic as required. Performance is constantly monitored by Verizon's five global Network Operations Centers, 24 x 7, 365.

Investing today, for the future

The company is pledging to use the power of connectivity now to help keep the nation's economy moving forward. Equally important, it's focused on the future, beyond this current crisis, as reflected in Verizon's announcement on [March 12](#), that the company is increasing its capital investment guidance from \$17 to \$18 billion to \$17.5 to \$18.5 billion in 2020.

"We're looking towards the future and increasing our investments so that we're poised to offer even more robust networks, to meet future demands, in the years to come," said Hans Vestberg, Verizon Chairman and CEO. "We are very confident in our company's ability to meet current demands in providing a great network experience."

Vestberg added: "Our customers -- including critical government and public safety agencies -- rely on us for proven reliability. I want to thank our dedicated Verizon employees who continue to work tirelessly, day in and day out, to ensure our essential communications services are available to our customers so they can stay connected where and when they need it most."

Keeping America connected

Verizon announced ([March 13](#)), for the next 60 days, it will waive late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus. In addition, the company will not terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus.

Verizon signed onto the FCC's new "Keep Americans Connected" pledge. Verizon's new customer commitment will help ensure connectivity and offer assistance to customers and small businesses facing challenges from the global crisis.

For first responders

We offer priority access to our network for first responders and public safety officials, and our Fios broadband customers always have unlimited access to home broadband service for their work from home or remote learning needs.

For consumers

Our consumer customers have access to competitively priced unlimited wireless plans and can use online tools to make changes to accounts or device upgrades 24 x 7, which includes access to virtual tech coaches and assistance.

Residential and wireless customer inquiries can be answered by using the following links:

- Wireless: <https://www.verizonwireless.com/support/>
- In Home: <https://www.verizon.com/support/residential/home>

For business customers

Verizon is encouraging business and government customers, in particular, to review their continuity plans. Proper planning can help mitigate impact and help minimize potential business disruptions.

Here are [five strategies](#) businesses should consider:

- Prepare your networks for a remote workforce
- Implement technology that enables remote collaboration
- Prioritize and develop a critical infrastructure plan
- Use tools to give customers confidence and access
- Secure both physical and network access points

Our business customers have access to competitively priced unlimited wireless plans and can use online tools to make changes to accounts or device upgrades 24 x 7, which includes access to virtual tech coaches and assistance. Business customer inquiries can be answered by using the following links: <https://www.verizon.com/business/gateway/>

We're all in this together

The health and well-being of our employees is very important and we are taking steps to mitigate risks for Verizon employees. We have increased our cleaning levels. Cleaning solutions approved by the EPA and recommended by the CDC are being used to provide a clean and safe work environment for employees. Surfaces and touchpoints are being wiped down daily as part of the effort to clean and sanitize the retail stores, office workspaces, garages and other people spaces. We are following recommendations of the WHO, CDC and other national health authorities, and are continuously monitoring the situation.

Following the guidance and direction of the U.S. Government, the Centers for Disease Control and Prevention and the World Health Organization, we've implemented best practices, travel restrictions and alternative working arrangements where possible to protect the health and welfare of our employees.

March 23, 2020

Verizon helps eliminate worry for customers during time of great need

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Reinforces pledge to Keep Americans Connected and goes further to protect most vulnerable

- Will waive overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis

- Announces two months waived internet and voice service charges for current Lifeline customers and new affordable internet option for low-income households
- Adds 15GB of high speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary
- Verizon provides first responders with priority and preemption abilities for voice and data
- Consumer and small business Fios and DSL broadband internet plans have no data caps

NEW YORK – Verizon continues to support customers who may find themselves needing additional data in order to learn, work or keep connected during this challenging time. That’s why today, for those residential and small business wireless customers whose economic circumstances have been impacted due to the coronavirus, Verizon is waiving overage charges in addition to our Keep Americans Connected pledge to not terminate service and waive late fees. We’re also offering new internet options for low-income households and adding 15GB of 4G LTE data to consumer and small business plans automatically.

Verizon continues to support those at the forefront of response efforts to provide them with the connectivity and resources needed to complete their critical missions and protect the public. Verizon’s fiber optic and wireless networks have been able to meet the shifting demands of customers and remain ready to address changes in demand, if needed.

New internet option for low-income households

To help families during this time of need, today Verizon announced plans for a discount program on Fios broadband plans for qualified new low-income customers and two months waived service charges for current Verizon customers that are part of the Lifeline discount program.

“We understand the hardships that many of our customers are facing, and we’re doing our part to ensure they have broadband internet connectivity during this unprecedented time,” said Ronan Dunne, CEO Verizon Consumer Group. “With so many Americans working and learning remotely from home, having access to reliable and affordable internet is more important than ever before.”

To help existing Lifeline customers, Verizon will waive the next two billing cycles of Lifeline-qualified home service charges across both home broadband and home voice. To be eligible, you must have a Lifeline discount on a broadband or home voice line of service as of March 20, 2020.

In addition, on April 3, we’re making a new broadband discount program available to new Fios Internet customers who qualify through the Lifeline program. Customers may select any Verizon Fios speed in our Mix & Match plans and receive a \$20 discount per month. That means new customers can get Fios Home Internet 200/200Mbps service for just \$19.99/mo, with Disney+ on us for one year and the first two months of their router rental charge waived. Customers will also qualify for any additional promotions available for new Fios Home Internet subscribers.

As part of this new program, eligible new customers can receive:

- \$20 off any Fios Home Internet Mix & Match plan, as reflected below with discounts applied:
 - 200/200 Mbps for \$19.99/mo
 - 400/400 Mbps for \$39.99/mo
 - Gigabit Connection for \$59.99/mo (includes Fios router)
- Router rental charge waived for 60 days as part of the Verizon COVID-19 response (customers may also choose to buy or bring their own router).
- One year of Disney+ on us.
- Any additional in-market offers for new Fios customers at time of purchase, including gift cards, content or equipment.
- Mobile + Home Rewards benefits: customers with Verizon postpaid mobile service can enroll through Verizon Up for additional benefits and discounts.

To learn more about Verizon’s Lifeline program or apply, visit our Lifeline page [here](#).

15GB of high speed data for wireless consumer and small business customers

From March 25 through April 30, wireless consumer and small business customers will see an additional 15GB of data added to their plan for no additional charge. New consumer and business customers can also take advantage of this additional data. Specifically:

- For Verizon consumer and small business postpaid unlimited customers, 15GB of 4G LTE hotspot data will be added to your current plan.
- For Verizon consumer prepaid and consumer and small business postpaid metered customers, 15GB will be added to your current standalone or shared data plan, which can be used for smartphone, hotspot or other connected device use.
- Standalone metered and unlimited Jetpack plans will also be provided an additional 15GB of 4G LTE data.
- There is no action needed as the data will automatically be added to your plan.

“While more than half of our wireless customer base is on an unlimited data plan, including all of our Fios and DSL broadband internet customers, we recognize there are many who may need additional connectivity during these trying times,” Ronan added. “We’re here for you and we’ll make sure you have what you need to stay connected.”

All consumer wireless plans available since 2015 are eligible for this data boost, including More Everything, Verizon Plan 1.0, Verizon Plan 2.0, the Verizon Unlimited Plan and all Mix & Match Unlimited plans.

For small business customers of 50 lines or less, plans eligible for the data boost include, More Everything, Verizon Plan 1.0, Verizon Plan 2.0, New Verizon Plan for Business, Flexible Business, the Verizon Unlimited Plan and all Business Unlimited plans.

Keeping our customers connected

Verizon’s relief efforts to help customers stay connected include the following: waived late fees and overage charges for residential and small business customers impacted by COVID-19, free international calling for consumer wireless and home voice customers to CDC level 3 countries, unlimited domestic calling for wireless consumers on limited-minute plans, waived activation fees on new wireless lines of service and upgrades, additional 15GB of high speed data automatically added for wireless consumer and small business customers, and a new affordable Fios Home Internet option for low-income households.

None of Verizon's consumer or small business Fios or DSL broadband internet plans have data caps, ensuring that our customers can work from home, learn and game without worrying about running out of broadband data.

Verizon
- LA School
District
Partnership

March 23, 2020

Verizon also announced that it is increasing its spending on network capital in 2020 by \$500 million — from \$17b - \$18b to \$17.5b - \$18.5b.

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News Release

FOR IMMEDIATE RELEASE

March 23, 2020

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LOS ANGELES UNIFIED AND VERIZON REACH AGREEMENT TO PROVIDE UNLIMITED INTERNET TO ALL STUDENTS CURRENTLY LACKING ACCESS

LOS ANGELES – MARCH 23, 2020 – Los Angeles Unified School District and Verizon announced today that they have reached an agreement to provide Internet connectivity for all students who have no Internet connectivity at home. This agreement is a critical component in the district's plan for students to continue learning as campuses remain closed in response to COVID-19. Terms of the agreement were not disclosed.

"The digital divide is very real, as many as 100,000 of our students lack access to the internet at home," Superintendent Austin Beutner said. "We must find a way for all students to continue to learn while schools are closed and this partnership with Verizon will help to do that."

"Access to distance learning and reliable connectivity is a critical component to the success of the LAUSD's mission," said Andrés Irlando, Senior Vice President & President Public Sector and Verizon Connect at Verizon. "Verizon is proud to partner with LAUSD to help bridge the digital divide and keep students connected to their teachers, schools and each other during this unprecedented time."

ABOUT LOS ANGELES UNIFIED SCHOOL DISTRICT

Second largest in the nation, Los Angeles Unified serves over 700,000 students in kindergarten through 12th grade, early education and adult education at close to 1,400 schools. The District has authorized over 200 independently-operated public charter schools. Additional details are available on [the Fingertip Facts page](#). Los Angeles Unified's boundaries stretch across 720 square miles and include the City of Los Angeles as well as all or parts of 31 municipalities and several unincorporated regions of Southern California.

ABOUT VERIZON

Verizon Communications Inc. (NYSE, Nasdaq: VZ) was formed on June 30, 2000 and is celebrating its 20th year as one of the world's leading providers of technology, communications, information and entertainment products and services. Headquartered in New York City and with a presence around the world, Verizon generated revenues of \$131.9 billion in 2019. The company offers voice, data and video services and solutions on its award winning networks and platforms, delivering on customers' demand for mobility, reliable network connectivity, security and control.

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<p>WITA</p>	<p>March 13, 2020</p> <p>I'm reaching out to the Department of Health with the following question: how do we protect our installers? This will apply to far more than just our members and it would be great if you'd help us get an answer. We can't hook up unserved customers, free or otherwise, if we're putting our installers at risk. I understand the PUDs are having the same challenge.</p>
<p>FCC Related</p>	<p>March 18, 2020 - News Release <u>FCC Acts to Support Telehealth & Remote Learning During Coronavirus</u></p> <p>Full Title: FCC Waives Rural Health Care And E-Rate Program Gift Rules To Promote Connectivity For Hospitals And Students During Coronavirus Pandemic</p> <p>Document Type(s): News Release</p> <p>Bureau(s): Office of Chairman Pai, Wireline Competition</p> <p>Description: Waiver Will Enable RHC and E-Rate Program Participants to Obtain Free Broadband Connections and Devices for Telehealth and Remote Learning During COVID-19 Outbreak</p> <p>***</p> <p>March 18, 2020 - Order <u>FCC Waives RHC and E-Rate Gift Rules Due to COVID-19</u></p> <p>Full Title: Rural Health Care Universal Service Support Mechanism; Schools and Libraries Universal Service Support Mechanism</p> <p>Document Type(s): Order</p> <p>Bureau(s): Wireline Competition</p> <p>Description: FCC waives the gift rules applicable to the RHC and E-Rate programs to assist rural health care providers and schools and libraries affected by COVID-19</p> <p>DA/FCC #: DA-20-290</p> <p>Docket/RM: 02-6, 02-60</p> <p>Related Document(s): News Release - <u>FCC Acts to Support Telehealth & Remote Learning During Coronavirus</u></p> <p>***</p> <p><i>Provider information related to Keep Americans Connected</i></p> <p>March 18, 2020 - News Release <u>FCC Chairman Thanks Companies Going Above and Beyond Pledge</u></p> <p>Full Title: FCC Chairman Thanks Companies That Have Gone Above And Beyond The Keep Americans Connected Pledge</p> <p>Document Type(s): News Release</p> <p>Bureau(s): Office of Chairman Pai</p> <p>Description: Broadband & Telephone Service Providers Roll Out Additional Ways to Help Consumers During the Coronavirus Pandemic</p> <p>***</p>



March 17, 2020

Chairman Ajit Pai
Commissioner Mike O'Rielly
Commissioner Brendan Carr
Commissioner Jessica Rosenworcel
Commissioner Geoffrey Starks
Federal Communications Commission
445 12th St. SW
Washington, DC 20554

Dear Mr. Chairman and Commissioners:

The coronavirus is threatening education and health care delivery across the U.S. According to Education Week, 38 states and several large school districts have already announced plans to close K-12 schools, affecting over 2/3 of the nation's students.¹ State officials often encourage the use of online instruction, but approximately 7 million students are unable to take online classes because they do not have broadband at home.² If schools, libraries, universities and other aggregation centers remain closed for a significant period of time, extending low-cost broadband to the home becomes a paramount national concern. In addition, the accelerating spread of the virus is threatening to overwhelm health care resources and, while current social distancing initiatives may "flatten the curve" of infection numbers, doing so will also prolong the crisis. The need to expedite solutions to bring affordable broadband to everyone in the United States is urgent.

We applaud the Federal Communications Commission (FCC) for obtaining commitments from the private sector companies not to disconnect broadband consumers.³ This action is enormously helpful to preserve connectivity for those who already have it. But the FCC can and should do more.

The FCC has an essential role to play in promoting "educational equity" – ensuring that **all** students can access online instruction over affordable broadband connections at home. But this is more than just a challenge for education and students. Under the

¹<https://www.edweek.org/ew/section/multimedia/map-coronavirus-and-school-closures.html>. In the same report, Education Week cites data from the National Center for Education Statistics that there are 98,277 public schools in the U.S. and almost 50.8 million public school students nationwide.

² <https://www.ntia.doc.gov/blog/2018/digital-divide-among-school-age-children-narrows-millions-still-lack-internet-connections>.

³ <https://www.fcc.gov/document/chairman-pai-launches-keep-americans-connected-pledge>.

Communications Act, the FCC is responsible for ensuring all Americans have access to affordable communications. Section 254 of the Communications Act grants the FCC plenary authority over the Universal Service Fund (USF) to accomplish this goal. We thus urge the Commission to use its existing authority to leverage the broadband services and networks available to community anchor institutions to speed the availability and lower the costs of broadband Internet access to the home for all Americans.

Here are some specific ideas that we believe can help – we look forward to working with all of you to move forward on these solutions.

Immediate Actions: The Commission should take the following actions in the next week:

1. Extend the Filing Window for Rural Health Care Applicants and Reduce Administrative Burdens for FY2020: SHLB has already asked for the Rural Health Care (RHC) application window to be extended to June 30.⁴ The spread of the virus has made such an extension even more critical. Many of the people trying to extend medical care to those in need are the same people responsible for filling out RHC applications – they do not have the time to do both. The FCC has already extended the filing window for E-rate applicants (for which we are grateful) and we urge the Commission to extend the RHC filing window to June 30 as well. This will free up health care providers to focus their energies on providing telemedicine solutions and to assist patients. In addition, we ask the Commission to postpone the effective date of the new definition of “similar services” until FY 2021 so that rural healthcare providers do not have to identify new urban rates for only FY 2020.⁵
2. Clarify that schools and libraries can allow their Wi-Fi networks to be shared with the community without losing E-rate funding: Some schools and libraries do not allow their Wi-Fi signals to be used outside of the school or library buildings because they fear that they will be required to cost-allocate out a portion of their capacity. Other schools and libraries are reluctant to allow their networks to be used for backhaul for the same reason. The FCC should clarify that schools and libraries will not lose their E-rate funding by opening their networks for supplemental use by others around the school or library buildings, whether for Wi-Fi or for backhaul. The Sixth Report and Order⁶ in the E-rate proceeding adopted in 2010 already permits schools and libraries to allow non-educational use after school hours. This idea does not require any additional funding, and it also does not require the FCC to issue a waiver because the existing broadband at the school or library already meets the “primarily for educational use” requirement. The FCC simply needs to issue a statement that such

⁴ <https://ecfsapi.fcc.gov/file/1022786033750/FY2020%20Filing%20Window%20Extension%20Request%20-%20Final.pdf>.

⁵ USAC will perform this function for FY 2021.

⁶ Sixth Report and Order, FCC 10-175, para. 22, available at <https://www.fcc.gov/general/universal-service-schools-libraries>.

supplemental uses of the school or library's existing bandwidth is allowed.⁷ This one simple clarification of existing law could significantly help people obtain broadband at home.

3. Allow schools, libraries and healthcare providers to increase their broadband capacity immediately: As schools implement online learning solutions for their students and teachers, the increased traffic may put a strain on schools' broadband networks. They may need to increase bandwidth until this crisis is resolved. This is equally true for healthcare providers that may need to ramp up capacity immediately to handle the surge in patients suffering from the illness. Healthcare providers could not have anticipated the bandwidth demands of a global coronavirus pandemic when ordering service during the Funding Year 2019 window, but they are now seeing sharp increases in demand for their services nevertheless. They require bandwidth increases immediately, not at the start of Funding Year 2020. The FCC should allow schools, libraries and healthcare providers to increase their existing Internet capacity to meet demand without requesting a service substitution.
4. Waive the E-rate and RHC Gift Rules: The FCC should temporarily waive the E-rate and RHC gift rules to allow schools, libraries and healthcare providers to accept increased Internet bandwidth from their ISPs, and donations of hot spots and software applications from commercial and non-commercial service providers. Schools and libraries could then distribute these hot spots to students so that they could access wireless Internet access at home and in other community areas. The current gift rules have exceptions for charitable donations, and we request the Commission clarify that such donations are considered "charitable contributions" during the pandemic emergency even if they increase demand for the donor's services.⁸
5. Extend E-Rate Deadlines for FY2019 and FY2020: SHLB commends the FCC for extending the Form 471 filing deadline in the E-rate program and asks the FCC to extend additional deadlines for both applicants and service providers for the 2019 and 2020 Funding Years (FY).
 - a. The most immediate deadline is the installation of fiber networks for FY 2019, which is June 30, 2020. With widespread school and city offices closing for lengthy periods of time (often to disinfect the premises), service providers may not be allowed on the premises and may experience significant challenges in meeting this deadline. In addition, with the closure of offices, service providers will likely experience significant delays in obtaining pole and right of way permits which will, in turn, delay network installation. The FCC

⁷ Opening school and library WiFi to public use is especially important with Starbucks, McDonald's and Chick-Fil-A eliminating dine-in options, which makes it more difficult for students to sit and do homework using the store's Wi-Fi. <https://www.cnn.com/2020/03/12/business/starbucks-limit-seating-coronavirus/index.html> and <https://losangeles.cbslocal.com/2020/03/16/coronavirus-mcdonalds-chick-fil-a-drive-thru/>.

⁸ <https://docs.fcc.gov/public/attachments/DA-10-2355A1.pdf> at paras. 10-11.

should either direct USAC to extend these deadlines without requiring the showing of a reason for the extension in order to speed the grant of the requests, or the FCC should issue a blanket one-year waiver of the July 1st installation deadline for new installations this year.⁹

- b. Because of this delay in transitioning to the new service provider, E-rate applicants will be forced to extend existing agreements with their current providers. The impact is likely two-fold: 1) applicants may not realize they need to include funding for their current provider in their FY 2020 Forms 471; and 2) existing providers may try to require applicants to pay inflated month-to-month pricing after their contracts expire. The Commission should allow E-rate applicants to extend service under their existing contracts with their service providers at the same rate, and service providers should continue to receive the same amount of support for providing such service, until the new service is installed.
 - c. For FY 2020, the FCC should allow for automatic extensions of State Master Agreements that applicants participate in for purposes of receiving E-rate funding.
 - d. If Program Integrity Assurance (PIA) personnel cannot get in contact with an applicant because the library/school is closed, PIA should then defer any further action on the application until the library/school is open again. This is similar to the current summer contact deferral program used mainly by schools. PIA staff should not deny any application because the applicant has not responded to a PIA inquiry in a timely fashion during this crisis.
6. Encourage ISPs to Expand Affordable Broadband Offerings to Low-income People: The FCC should call upon **all** Internet Service Providers to develop and/or augment their offerings of low-cost broadband service to the consumers at home. While some broadband providers have such programs, others do not. The FCC could, for instance, obtain commitments from commercial and non-commercial ISPs to promote awareness of these programs, to extend the availability of existing programs for a longer period of time, and to open eligibility to more users.
7. Encourage broadband providers to open their Wi-Fi routers for use by any residential users. Charter/Spectrum¹⁰ and Comcast/Xfinity¹¹ have already agreed to open their public facing Wi-Fi hot spots for community use at no charge during this crisis. The Commission should encourage all providers to do the same, so that consumers who do not have broadband at home can access these public Wi-Fi services.

⁹ While E-rate participants are allowed to ask for an extension from USAC, then a waiver of the installation deadline, these waivers are considered on a case-by-case basis and often take time and resources to pursue. The FCC can remove this obstacle by granting a one-year extension for all June 30, 2020 deadlines.

¹⁰ <https://www.multichannel.com/news/charter-opening-wi-fi-hotspots-in-face-of-covid-19>.

¹¹ <https://www.xfinity.com/mobile/support/article/xfinity-mobile-wifi-hotspots>.

Intermediate Actions: The Commission could take these steps in the next month:

8. Hot Spot Lending Programs: The FCC could make emergency funding available from the Universal Service Fund for hot spot lending programs operated by schools, libraries and other community organizations in areas where schools and libraries close. Several urban and rural libraries have already implemented such programs and they can be set up quickly. The technology is widely available, there are several providers that offer such services, and guidelines are widely available with advice about how to set up such programs. The Commission can make such funding available from the greater Universal Service Fund and does not have to attribute this funding to any of the existing programs. In fact, it is best for the Commission to establish this program separate and apart from the E-rate rules and regulations to speed service to market. For instance, the Commission could allow schools, libraries and other community organizations to purchase and distribute these hot spots right away according to certain FCC guidelines and allow these organizations to seek reimbursement from the Commission afterwards.¹²
9. Extension of E-rate Networks: The FCC could grant the Petitions of the Boulder Valley School District and Microsoft/Virginia schools to allow broadband extensions to the home from schools and libraries. E-rate would not pay for these extensions, but schools would be permitted to allow these extensions without losing E-rate money (no cost allocation would be required). The comments filed in support of these Petitions (including SHLB Coalition's comments¹³) show that permitting such extensions does not violate the statutory language as long as the broadband capacity provided to the school or library is necessary for educational purposes.¹⁴
10. Connected Care: The FCC could expedite the adoption of a final Order funding the Connected Care proceeding to fund telemedicine solutions to the home. The FCC could authorize more funding than initially proposed, such as \$200M per year for three years.
11. Raise the RHC funding cap: The demand for RHC funding has already grown substantially over the past four years, and this demand is likely to increase even more due to the current crisis. The FCC should triple the funding cap – raising it from approximately \$600 M per year to \$1.8 B per year, to help America handle the need for rural health care as soon as possible.¹⁵ Over the past few years, some health care providers have dropped out of the RHC program or chosen not

¹² Several Senators have already asked for E-rate funding to be used for this purpose. See

¹³ <https://ecfsapi.fcc.gov/file/110350558670/SHLB%20et%20al%20Comments%20-%20Boulder-Msoft%20Petitions%20-%20Final.pdf>

¹⁴ This is also consistent with the Sixth Report and Order's directive to fully utilize government-supported services with no additional costs to the E-rate program. Para. 23.

¹⁵ The Commission should simultaneously triple the sub-cap currently in place for multi-year contracts and upfront expenditures.

to upgrade their bandwidth because they were not certain whether funding would be available. Raising the cap would remove this uncertainty. Health providers would be encouraged to increase their broadband capacity to meet the needs of their patients because they know there will be sufficient funding available.

12. Funding to expand WISP Service: The FCC could also consider providing supplemental funding for Wireless Internet Service Providers (WISPs) to deploy wireless broadband in unserved areas where schools are closed, if the WISP can demonstrate that it can do so within a few days' or weeks' time and more quickly than any other provider. The WISP service should meet the minimum broadband speed requirements of 25 Mbps (down) and 10 Mbps (up).

Extended Actions: The following steps may take longer to establish but may have the benefit of providing long-lasting solutions:

13. School Broadband Voucher Program: The FCC could work with the U.S. Department of Education and the Institute of Museum and Library Services (IMLS) to implement a trial voucher program to provide a subsidy to any service providers to make broadband at home affordable (with minimum data/bandwidth requirements). To qualify for the program, each family of a school-aged student would self-certify that they attend a Title I school that has been closed and that they do not currently have broadband service at home (with penalties for false certifications). The service provider would submit this authorization to a special department of the FCC that will reimburse the service providers for a certain dollar amount (perhaps \$50 per month per residential connection) to defray the cost of providing this service. The FCC would fund this subsidy from the Universal Service Fund only for as long as the school is closed. The broadband service eligible for such subsidy should be at the minimum broadband capacity of 25 Mbps(down) and 10 Mbps(up). The FCC could evaluate the trial quickly to determine whether it should be expanded.

- a. This idea could be coupled with a device subsidy program established by the State. Many students need tablets or laptops to be able to access the Internet at home. The FCC could subsidize the broadband connection if the State funds the purchase and distribution of devices.

14. EBS Window for Educational Organizations: The Commission could open a window for rural schools and education organizations to obtain rural EBS licenses, as requested by the SHLB Coalition and other parties in a Petition for Reconsideration filed in November of 2019.¹⁶ SHLB has demonstrated through our prior filings that educational organizations are likely to deploy EBS service

¹⁶

<https://ecfsapi.fcc.gov/file/1125806013891/Join%20Educational%20EBS%20Petition%20for%20Reconsideration.pdf>.

more quickly than the traditional commercial providers who already have unused spectrum in these rural markets.

15. TV White Spaces: The FCC could expedite approval of new technical rules to promote TV White Spaces use and availability. The FCC recently adopted a new Notice of Proposed Rulemaking on this topic.¹⁷ Allowing greater power levels for TV White Spaces, for instance, could encourage more schools, libraries and other anchor institutions to deploy antennas extending wireless broadband service to their communities (parks and residential areas).

Finally, the Commission may wish to establish a Covid-19 Working Group, which would include anchor institutions, public interest groups and industry, to work through these ideas. The SHLB Coalition would be pleased to assist in facilitating this work.

We look forward to working with you on these ideas.

Sincerely,



John Windhausen, Jr.

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¹⁷ <https://www.fcc.gov/document/fcc-proposes-updating-white-spaces-rules-expand-rural-connectivity-0>.

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United States Senate

COMMITTEE ON COMMERCE, SCIENCE,
AND TRANSPORTATION

WASHINGTON, DC 20510-6125

WEBSITE: <http://commerce.senate.gov>

March 5, 2020

The Honorable Ajit Pai
Chairman
Federal Communications Commission
445 12th St., SW
Washington, D.C. 20554

Dear Chairman Pai:

Since COVID-19 was first identified in Wuhan, China, last year, the virus has spread to over 50 countries, including the United States, and infected over 90,000 people. Here in the U.S., the outbreak has infected several of my constituents in Washington state with unfortunate loss of life. Tireless workers in Washington and across the country are treating patients and working to contain the spread of COVID-19, including through quarantines and by closing certain facilities like schools.

I believe that the Federal Communications Commission ("FCC") is uniquely positioned to respond to some of the challenges posed by COVID-19 just as it has in the past with disaster response. To that end, I urge you to consider how the FCC's existing authority and programs, as well as temporary policies or rule waivers, may be used to secure the nation's safety and continued well-being.

In the wake of Hurricane Katrina, for example, the FCC adopted temporary rules to allow rural and non-rural health care providers, including Red Cross shelters providing health care services, to apply for support for advanced telecommunications and information services for telemedicine. Taking similar actions with respect to COVID-19 may allow new or temporary health care facilities tasked with responding to this disease to take advantage of FCC program resources to secure access to connectivity, if and where necessary.

In addition, to facilitate remote monitoring of isolated and quarantined patients (especially low-income patients), I urge you to consider what temporary measures the FCC can take to pave the way for connected care between these patients and health care professionals. To this end, the FCC has a pilot proposal outstanding that is designed to help address the cost of connected care for low-income consumers. I urge you to consider how this effort or other temporary policies can be part of a nationwide response to COVID-19.

The Honorable Ajit Pai
March 5, 2020
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Finally, there already have been weeks-long school closures in Washington state and it is likely that other school closures of uncertain duration will occur around the country. I request that the FCC consider whether temporary measures using its authority under section 254 of the Communications Act of 1934 could be used to facilitate at-home connectivity for students to keep up in class should remote schoolwork become necessary due to COVID-19 closures.

Thank you for your attention to this important situation. Please provide a response to this letter as soon as possible and in no event later than March 15, 2020.

Sincerely,



MARIA CANTWELL
Ranking Member

cc: The Honorable Jessica Rosenworcel, The Honorable Michael O'Rielly, The Honorable Geoffrey Starks, The Honorable Brendan Carr

United States Senate

WASHINGTON, DC 20510

March 12, 2020

Jeff McElfresh
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Thomas Rutledge
Chairman and Chief Executive Officer
Charter Communications, Inc.
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Michel Combes
President and Chief Executive Officer
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John Legere
Chief Executive Officer
T-Mobile
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Bellevue, WA 98006

Hans Vestberg
Chairman and Chief Executive Officer
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Basking Ridge, NJ 07920

Dear Messrs. McElfresh, Esser, Rutledge, Combes, Storey, Legere, Watson, Vestberg:

As organizations around the country formulate their responses to the recent outbreak and spread of the novel coronavirus, or COVID-19, we write to discuss the steps that your company is taking to accommodate the unprecedented reliance we will likely see on telepresence services, including telework, online education, telehealth, and remote support services. Specifically, we ask that you temporarily suspend broadband caps and associated fees or throttling for all communities affected by COVID-19 and work with public school districts, colleges, and universities to provide free, or at-cost, broadband options for students whose schools close due to COVID-19 who don't have access at home.

The novel coronavirus has sickened more than 113,000 people around the world, and killed more than 4,000 people to date. While this situation is rapidly evolving, including in the United States and Europe, the U.S. Centers for Disease Control and Prevention has said the potential public health threat posed by COVID-19 is very high and the spread of the disease in other countries shines a light on the need for a whole-of-society response.

On March 3, 2020, the CDC issued an interim guidance recommending that specific community actions be taken to limit exposure to the virus,¹ on top of previously recommended community-based interventions in the event of a COVID-19 outbreak such as school dismissals, event cancellations, social distancing, and creating employee plans to work remotely.² While the spread of COVID-19 is likely to affect different individuals, families, and communities differently, it is increasingly likely that a significant number of Americans will need to practice social distancing in some way.

During this period, it's likely that we'll see historic numbers of American students and their teachers relying on data-intensive services such as video teleconferencing, remote learning courses, and virtual mental health services. According to UNESCO, a "record number of school children are not attending school or university because of temporary or indefinite closures mandated by governments."³ Selected schools have closed in at least 21 states and that number seems likely to rise as the number of new confirmed cases of COVID-19 increases. According to *Education Week*, over 1,300,000 students have been impacted thus far.⁴ Millions of workers have already begun teleworking in an effort to mitigate the spread of COVID-19; as evidence of the unprecedented demand for telework that we can expect to continue, videoconferencing software company Zoom has already added more active users this year than it did in all of 2019.⁵ To effectively contain the disruptive impact that social distancing measures will have on our economy and on American students, it will be essential that these students, teachers, and workers - including patients and providers using telehealth in place of in-person care - have access to affordable broadband.

No one should be penalized or suffer financial duress for following guidance from the CDC, their employer, local public health officials, or school leaders. Unfortunately, many Americans are subject to restrictive data caps for their home broadband service - caps that could be particularly onerous given the more intensive broadband usage of households practicing social distancing measures and the economic uncertainty for which too many people without paid sick leave are already bracing. While it's likely that your networks will experience significantly greater traffic as a consequence of social distancing measures, we encourage you to forebear

¹ "Interim US Guidance for Risk Assessment and Public Health Management of Persons with Potential Coronavirus Disease 2019 (COVID-19) Exposures," Centers for Disease Control and Prevention (March 7, 2020), available at: <https://www.cdc.gov/coronavirus/2019-ncov/php/risk-assessment.html>

² "Preventing COVID-19 Spread in Communities," Centers for Disease Control and Prevention (March 20, 2020), available at: https://www.cdc.gov/coronavirus/2019-ncov/community/index.html#CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2F/coronavirus%2F2019-ncov%2Fpreparing-individuals-communities.html

³ "COVID-19 Educational Disruption and Response," United Nations Educational, Scientific, and Cultural Organization (UNESCO) (March 11, 2020), available at: <https://en.unesco.org/themes/education-emergencies/coronavirus-school-closures>

⁴ "Map: Coronavirus and School Closures," *Education Week* (March 11, 2020), available at: <https://www.edweek.org/ew/section/multimedia/map-coronavirus-and-school-closures.html>

⁵ Jordan Novet, "Zoom Has Added More Videoconferencing Users This Year Than in All of 2019 Thanks to Coronavirus, Bernstein Says," *CNBC* (February 26, 2020), available at: <https://www.cnbc.com/2020/02/26/zoom-has-added-more-users-so-far-this-year-than-in-2019-bernstein.html>

from application of broadband caps and associated fees or throttling as workers and families cope with the effects of this health emergency.

These disruptions are also likely to acutely highlight the broadband gap that too many American households still face. According to some estimates, nearly one-third of American households lack meaningful broadband access, either because their homes are unserved or because they cannot afford broadband service.⁶ Nearly 12 million children, for instance, live in homes lacking a broadband connection—a gap that highlights wider inequities facing rural Americans, American communities of color, and economically disadvantaged communities.⁷ Without meaningful broadband access, students from these communities could be set back months in their learning – further exacerbating the socio-economic disparities these communities face. To that end, we encourage you to make efforts to work with local school districts, community colleges, and universities to provide under- and unserved households with free, or at-cost, broadband options, including through the provision of mobile hotspots.

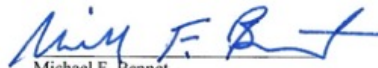
We look forward to hearing swiftly from you about what steps you will take to help limit the economic and social disruption that COVID-19 is posing at this challenging time. Containing the health impact of COVID-19 will depend on observance of social distancing measures outlined by CDC and public health authorities. But containing the *economic and social* impact of COVID-19 requires a whole-of-society effort. At this time of great strain on our economic and education systems, we encourage you to do everything you can to cushion the impacts on American workers and students.

Thank you in advance for your prompt attention to this matter. We are anxious to hear your response.

Sincerely,



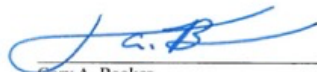
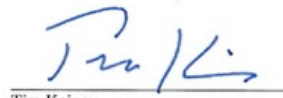


Mark R. Warner
United States Senator



Michael F. Bennet
United States Senator

⁶ Brian Heater, "Nearly A Third of US Households Don't Have A Broadband Connection," *TechCrunch* (July 25, 2019), available at: <https://techcrunch.com/2019/07/25/nearly-a-third-of-u-s-households-dont-have-a-broadband-connection/>.

⁷ "America's Digital Divide," Democratic Staff of the U.S. Congress Joint Economic Committee (September 2017), available at: https://www.jec.senate.gov/public/_cache/files/f7b3d0b-bc00-4498-919d-3c56e195088f/the-digital-divide-.pdf


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Ron Wyden
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United States Senator
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United States Senator

Generations On Line

March 24, 2020

**National Nonprofit Launches Easy Census Help For Seniors
Coronavirus isolation makes new, critically needed 2020 Census help site even more timely**

PHILADELPHIA, March 24, 2020 /PRNewswire/ -- Millions of seniors who had planned to get help at their local library or senior center filling out their 2020 Census online are now stuck, says Tobey Dichter, the founder of Generations on Line, a national nonprofit that simplifies the Internet for techno-timid seniors. "Certainly not the first of our worries during the pandemic, but we will all suffer the effects of undercounting older adults for a decade to come."

Generations on Line, which has trained more than 100,000 older people, is helping seniors get unstuck, providing free help through its new [EasyCensusHelp.org](https://www.easycensushelp.org). The site gives seniors a safe place to practice and hone the skills they need to enter their Census information with confidence. It includes a three-minute government-sponsored video on privacy, quick training on filling in forms, previews of some of the actual questions, and tips for Internet safety -- all in a cheerful, age-respectful digital package that adapts to whatever device is being used, from tablet to desk to smartphone.

Getting more older adults to fill out the Census is critical, as many senior services are funded through the Older Americans Act, and Congress uses Census statistics to apportion resources. For Pennsylvania, it means tens of billions of dollars a year.

"Right now, even going outside to the mailbox to return a form, if they receive one in the mail, or answering a call from a government worker, as some seniors will, is problematic," said Dichter. "Even before Covid-19, our studies showed that older people are rightly suspicious of scams and inclined not to share their information with strangers. It also revealed that many were unknowing or timid about entering their information on their computer or smartphone. More than half of people over 65 have smartphones," she said, "but we have found most use them for very limited purposes--calls and texting."

	<p>Generations on Line also provides basic digital literacy for seniors through its free app "Easy Tablet Help For Seniors" suitable for families or caregivers to download in the Apple App Store or Google Play Store for older friends and relatives. Based in Philadelphia, PA, Generations on Line, established in 1999, is an award-winning pioneer in reducing the digital divide.</p> <p>Contact: Tobey Dichter, Founder & CEO 215 922 3244 tobeydichter@gmail.com www.generationsonline.org</p> <p>SOURCE Generations on Line</p>
<p>Congresswoman Kim Schrier, M.D. (WA-08) COVID- 19 Resource Guide</p>	<p>March 25, 2020</p> <p>COVID-19 resource guide</p>