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PUBLIC UTILITY COMMISSION OF TEXAS
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Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

March 24, 2020

RE: Project No. 50664 , *Issues Related to the State of Disaster for Coronavirus Disease 2019*

Cumby Telephone Cooperative Inc., and its affiliates, collectively, (CTC) files this letter to inform the Commission of our company's initiates as it relates to the COVID-19 pandemic. CTC is a small rural telco proving service in the Northeast area of Texas. CTC recognizes the unprecedented nature of this situation and greatly appreciates the State and Commission's efforts to monitor and provide guidance on the many issues that surround this pandemic.

As we are grateful for our health-care providers and the guidance or our federal, state and local leaders at tis time, we are monitoring the situation closely and are providing assistance where possible. As such our company recognizes the importance of communications services during times such as these, and is doing everything we can to make sure Texan's remain "connected" during these trying times.

The communications services provided by CTC and other rural telecommunications providers allow for the social distancing that is being called for to flatten the curve of this Pandemic. We are working diligently to provide the services that allow for remote access for employees, remote learning opportunities, access to telemedicine and access to e-commerce and other vital communications enabled tools.

During this time, CTC, has taken the following steps to assist its customers and community:

- CTC has initiated its Emergency Operations Plan (EOP)
- CTC has signed onto the Federal Communication Commission ("FCC")'s "Keep American's Connected" pledge. As a part of this pledge, for the next 60 days:
  - CTC will 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;
  - CTC will waive any late fees that any residential or small business customers incur because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; and
  - CTC will open its Wi-Fi hotspots to any American who needs them.

- In addition to items in the pledge CTC has taken the following actions specifically within its community:
    - CTC has installed Five (5) free, drive up, Wi-Fi access points at community locations for students and those working from home.
- While CTC is working hard to maintain service, screening will be done before installation or trouble house calls. All technicians will be trained regarding the use of masks, sanitizers and wipes.

CTC will continue to monitor developments in this emergency situation to assist our communities, state and nation. As well as our actions to maintain the critical communications network and services we provide, CTC is contributing to the social distancing initiative by encouraging certain employees to work from home, limiting employee interactions with customers, encouraging online or drive through bill pay, and other recommended actions.

CTC will continue to monitor developments and recommendations from the CDC, WHO, and other Federal and State entities. We are constantly communicating internally to adapt our plan to protect our employees, our customers, and maintain these critical services during this time.

Please contact us at 903-994-2211 or Karen@cumbytel.com should you have any questions or concerns.

Yours Truly,

Karen Julian
GM
Cumby Telephone Coop, Inc.