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Alenco Communications, Inc.
Est. 1978



Public Utility Commission of Texas
1701 N. Congress Avenue
Austin, Texas 78701

March 20, 2020

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

Alenco Communications, Inc. and its affiliates, collectively, ("*Pathway Com-Tel, Inc.*") files this letter to inform the Commission of our company's initiatives as it relates to the COVID-19 pandemic. Alenco is a small rural telco providing service in several areas across Texas. Alenco 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 of our federal, state and local leaders at this 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 Texans remain "connected" during these trying times.

The communications services provided by Alenco 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, Alenco, has taken the following steps to assist its customers and community:

- Alenco Communications, Inc. has initiated its Emergency Operations Plan (EOP)
- Alenco 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:
 - Alenco 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;
 - Alenco 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
 - Alenco is working with Schools and communities to provide Wi-Fi hotspots for our students.

P. O. Box 1000 • Joshua, Texas 76058-1000
Phone (817) 447-0127 • Fax (817) 447-0169 • www.aciglobal.com

- In addition to items in the pledge Alenco has taken the following actions specifically within its community:
- We have ask customers to not come into our business office, and to conduct business over the phone or email
- We have issued mask, gloves and hand sanitizer to our techs in the field.
- We are screening all our customers with health related questions if they call in for new service or repairs.
- We are setup to work remotely if we have to close our business office and should not see any interruptions of service for our customers.
- We have voluntarily increased bandwidth to customers who are on our fiber networks.
- We are going to quarantine some of our technicians to work from home on a weekly basis and then rotate them with other techs

Alenco and its Pandemic team 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, Alenco 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.

Alenco 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 800-628-5371 or ray@aciglobal.com should you have any questions or concerns.

Thank you,



Ray Bussell

General Manager