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Lipan Telephone Company, Inc.

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

March 23, 2020



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

Lipan Telephone Company and its affiliates, collectively, files this letter to inform the Commission of our company's initiates as it relates to the COVID-19 pandemic. Lipan Telephone is a small rural telco proving service in the North Central area of Texas. Lipan Telephone 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 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 Texan's remain "connected" during these trying times.

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

- Lipan Telephone has initiated its Emergency Operations Plan (EOP)
- Lipan Telephone 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:
 - Lipan Telephone 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;
 - Lipan Telephone 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
 - Lipan Telephone will open its Wi-Fi hotspots to any American who needs them.

- While Lipan Telephone 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.

Lipan Telephone 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, Lipan Telephone 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.

Lipan Telephone 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 254-646-2211 or jmhoward@lipan.net should you have any questions or concerns.

Yours Truly,



CEO/GM

John Howard

Lipan Telephone Company