



Control Number: 50664

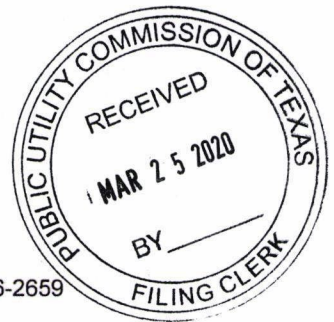


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March 25, 2020

Filing Clerk
Public Utility Commission of Texas
1701 N Congress Ave
P.O. Box 13326
Austin, TX 78711-3326

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

To whom it may concern:

Please be advised that effective immediately, Wes-Tex Telephone Cooperative, Inc. and its subsidiary, Westex Telecom, will discontinue installations and repairs inside customer homes and businesses. We will continue to make repairs within the central office, along distribution cables and up to the customer dmarc. We are aware that this approach will cause our new service deliveries and some repair requests to fall out of compliance with S.R. 26.22 (a) and S.R. 26.54(c)(1).

The following criteria were used in making this escalation:

- a. There was a COVID-19-related death in a county in our service area
- b. There is a confirmed COVID-19 case in the county of our headquarters
- c. We are not able to obtain the proper personal protective equipment required by 29 CFR 1910.132
- d. We believe the customer premise is no longer a safe work environment for our employees

We will continue to have staff available to assist customers over the phone and to make repairs in the field. Customers have access to online or over-the-phone bill payments and after-hours customer service representatives.

If you have any questions, please contact me at (432) 756-3393.

Respectfully submitted,

Darren Patrick
General Manager