



Control Number: 50664



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P H N S C P E TM

Public Utility Commission of Texas
1701 North Congress Avenue
Austin, TX 78701



RE: Project 50664 Issues Related to the State of Disaster for Coronavirus Disease

To the Commissioners,

We thank the Commission for its leadership and guidance during this period of national crisis. Phonoscope Inc. and its affiliates ("Phonoscope") have always been and continue to be committed to health, safety and welfare of our employees, our customers, and of the general community. Given the exigent circumstances in this unfolding and fluid situation, the telecommunication services provided by Phonoscope are more crucial than ever in order to insure that members of the public in our service areas are able to get the connectivity necessary to engage in their work, social and educational routines. In light of the Covid19 pandemic and corresponding national state of emergency, we here at Phonoscope have taken the following affirmative steps to mitigate the devastating effects of Covid19:

1. We have been encouraging all of our employees who are able to work remotely from their homes to do so in an effort to maintain "social distancing" and minimize any "community spread" of the coronavirus.
2. We have closed off public access to our property, and only pre-screened and pre-approved visitors are able to enter our facilities.
3. We are continuing to perform installations and trouble-shooting. We are limiting in-person contact between our technicians and our customers when our technicians are called to customer locations.
4. We will not terminate service to any of our residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic.
5. We will waive any late fees that any of our residential or small business customers may incur because of their economic circumstances related to the coronavirus pandemic.
6. We are making Wi-Fi hotspots available to any member of the public who needs such where we have the ability to provide.

In order to promulgate this message to our customers and to the public, we are placing this message on our company website as well as including this on our customer invoices and mailings.

We again would like to express our sincere thanks to the members of the Commission for their service during this time. Should you have any questions or concerns, please don't hesitate to reach out to us here at Phonoscope.

Best Regards,

Lee Cook

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