



Control Number: 50664



Item Number: 110

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March 26, 2018

Public Utility Commission of Texas ("Commission")
1701 N. Congress Ave.
Austin, Texas 78701

RE: Project No. 50664, *Issues Related to the State of Disaster for Coronavirus Disease 2019*; Project No. 37277, *Project for Submitting Emergency Operations Plan and Notifications of Emergency Operations Exercises*

Commissioners,

As Texas and the rest of the United States rise to meet the challenges created by the global COVID-19 pandemic, XIT Rural Telephone Cooperative, Inc. ("XIT") recognizes the critical role that rural telecommunications providers must play during this rapidly-developing public health emergency. Accordingly, XIT continues to increase its efforts to safeguard the strength of its networks and the health and wellbeing of its workforce, customers, and local communities.

Because XIT serves rural communities located in the Texas panhandle, XIT's employees and customers remain its primary focus and top priority in this unfolding crisis. XIT is working with community leaders and federal, state, and local government officials to understand the impact of the COVID-19 virus and stay apprised of current developments. Below are some of the specific steps XIT has taken so far in response to the COVID-19 pandemic:

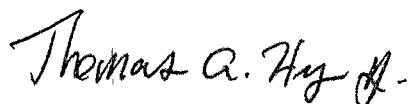
- ❖ Activating XIT's Emergency Operations Plan to facilitate emergency response and management;
- ❖ Joining the Federal Communications Commission [Keep Americans Connected Pledge](#);
- ❖ Working with area schools to provide internet for students who do not have access at home;
- ❖ Converting wi-fi hotspots in XIT's serving area into publicly-available internet access points;
- ❖ Working to deploy additional wi-fi hotspots in towns located in XIT's service territory;
- ❖ Prioritizing and dedicating personnel to serving XIT customers with trouble tickets to ensure maximum continuity of service during this crisis; and
- ❖ Implementing, conducting training for, and providing resources to allow XIT employees with the ability to work remotely from their homes to the greatest extent possible.

XIT plans to provide further updates on its COVID-19-related activities in this Project No. 50664 and to Shawn Hazard, Emergency Management Coordinator, as directed. XIT is simultaneously filing a copy of this letter as its first Emergency Operations Plan report in Project No. 37277 consistent with 16 TAC § 26.51, and will report any outages (if any) to outages@puc.texas.gov and in Project No. 37275.

If XIT can further assist the Commission or the Texas telecommunications industry during this time, please advise.

Sincerely,

XIT Rural Telephone Cooperative, Inc.

A handwritten signature in black ink that reads "Thomas A. Hyer". The signature is written in a cursive style with a horizontal line at the end.

Allen Hyer, General Manager