



Control Number: 50664



Item Number: 112

Addendum StartPage: 0



Karl Tucker  
Director  
State Government Relations

5055 North Point Parkway  
Alpharetta, GA 30009  
karl.tucker@verizon.com  
(908) 758-0808



March 27, 2020

Central Records Filing Clerk  
Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, TX 78701

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

Filing Clerk:

MCI Communications Services, Inc., MCImetro Access Transmission Services Corp.,  
XO Communications Services, LLC and Verizon Wireless, hereinafter (“Verizon”) are  
responding to the Public Utility Commission of Texas’ request for interested parties to provide  
information regarding initiatives related to COVID-19. Verizon is filing the attached document  
which outlines its COVID-19 response initiatives.

Please contact me with any questions.

Respectfully submitted,

/s/Karl Tucker

Karl Tucker

Attachment

# We're here. And we're ready.



## Verizon is prepared to serve customers during COVID-19 crisis



Our fiber optic and wireless networks are meeting the shifting demands of customers and continue to perform well.



Offering new affordable internet plans for low-income households. Qualified customers can purchase Fios 200/200Mbps home internet service for just \$19.99/month with a free year of Disney+ and no router rental charges for two months.



Waiving wireless data overage charges to support customers who may be financially affected by the COVID-19 crisis.



Signed the FCC's "Keep America Connected" pledge and committed to 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, and to waive any late fees that they incur because of their economic circumstances related to the coronavirus pandemic.



Waiving internet and voice service charges for current Lifeline customers for two billing cycles.



Adding 15GB of data for no charge to the plans of wireless and small business customers on metered plans, 15GB of 4G LTE hotspot data to wireless customers on unlimited plans, and 15GB of data to Jetpack plans.



Continuing our long-standing practice of placing no data caps on Verizon home broadband and home voice services.



Offering free international calling to CDC level 3 countries to keep customers connected.



Waiving activation fees on new lines of service or upgrades.



Offering unlimited domestic calling to wireless customers on limited-minute plans through April 30.



Created a coronavirus hub page, <https://news.yahoo.com/coronavirus/>, across the Yahoo ecosystem that aggregates trusted and reliable news and content.

## Verizon is partnering with first responders, governments, schools, and public health agencies to deliver on critical missions



Partnering with the Los Angeles Unified School District to provide internet connectivity for up to 100,000 students.



Tripled the data allowance for Verizon Innovative Learning schools.



Giving first responders priority access to our networks.



Deploying portable cell sites to add network capacity at Emergency Operations Centers, mobile testing sites and quarantine areas nationwide.



Supporting industry-specific telehealth apps to help healthcare agencies care for patients and enable testing with connected technologies.



Enabled thousands of conference lines for federal, state, local and healthcare organizations to enable new, secure work-from-home strategies.



Launched new interactive voice response services (IVRs) to help both healthcare and public sector agencies prioritize and more effectively route incoming coronavirus-related calls.



Working with government agencies to stand up additional call centers and work-from-home solutions.

## Verizon is investing in the U.S. economy and donating to critical organizations nationally and internationally



Investing more in our economy by increasing our capital guidance range from \$17 - \$18 billion to \$17.5 - \$18.5 billion in 2020.



Supporting our communities through a combined \$13 million donation to nonprofits directed at supporting students and healthcare first responders, including No Kid Hungry, the American Red Cross, the Center for Disaster Philanthropy (CDP) COVID-19 Response Fund, Direct Relief, and the COVID-19 Solidarity Response Fund in support of the World Health Organization (WHO)'s global response.



Donating \$2.5 million to Local Initiatives Support Corporation, a national nonprofit that invests in economic opportunity for people and communities across America, as part of the launch of Verizon's Pay It Forward Live, a weekly streaming entertainment series in support of small businesses affected by COVID-19. Over the course of the series, all viewers will be encouraged to tag their favorite local businesses and make advance purchases for when the businesses reopen. As consumers engage, Verizon will unlock an additional \$2.5 million in funds, bringing the total donation to a potential \$5 million.