



Control Number: 50664



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## North Texas Telephone Company



March 19, 2020

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*

Totelcom Communications, LLC ("Totelcom") and North Texas Telephone Company ("NTT") are separately owned telecommunications providers serving different areas of rural north Texas. Because they are under common management, we are providing a joint update regarding their and their affiliates' COVID-19-related efforts.

Totelcom and NTT are grateful for the leadership of government officials and health care workers from across the state while we all work diligently to help our fellow Texans during this ongoing public health emergency. We recognize the important responsibilities that we and other rural telecommunications providers have to our customers during this emergency, and we are taking our service responsibilities very seriously because it is so important that Texans stay connected in the face of this crisis. Such connectivity is crucial to helping slow the spread of the virus.

Totelcom and NTT are both actively working to assist those impacted by the COVID-19. We are grateful to have deployed reliable networks throughout our service territories that can be utilized to help keep our customers connected during this disaster. Our services are allowing our customers to practice the recommended social distancing by working from home, using remote or distance learning, keeping in touch with loved ones remotely, engaging in online commerce to obtain the supplies they need, and/or accessing telemedicine resources. Specifically, Totelcom and NTT have implemented the following voluntary measures to assist customers:

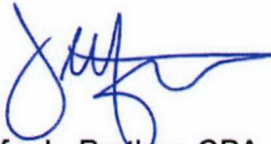
- We support the Federal Communications Commission ("FCC") [Keep Americans Connected Pledge](#), meaning we are not disconnecting services and are not charging late payment fees for customers who are unable to pay due to the economic impacts of COVID-19.
- We are providing free installations to connect service for households with students.
- We are also providing public WiFi access points for students and other members of the public.
- We are serving a county emergency operations center.

- Our customer-facing employees have gloves, masks as available, cleaning supplies, and handwashing supplies to ensure their health and safety in the field.
- The situation is fluid, so we will continue to carefully monitor the Commission, the FCC, the Centers for Disease Control and Prevention, the World Health Organization, the Federal Emergency Management Agency, and other relevant agencies for guidelines and best practices to keep our employees and customers safe. We are also keeping in touch with local officials and leaders in relevant communities.
- We will keep the Commission informed of any additional material commitments regarding COVID-19 in this project and/or through Shawn Hazard as may be directed.

To the extent it may be necessary, Totelcom and NTT respectfully request Commission action related to the suspension of rules requiring tariff pre-approval to waive installation charges or offer promotions to assist customers during this outbreak.

Should the Commission or any customers have questions or concerns, Totelcom can be reached at (254) 893-1000 or [customerservice@totelcom.net](mailto:customerservice@totelcom.net) and NTT can be reached at (940) 529-6123

Sincerely,

A handwritten signature in blue ink, appearing to read 'J. Prather', with a stylized flourish extending to the right.

Jennifer L. Prather, CPA  
Vice-President and General Manager, Totelcom Communications, LLC  
Vice President – Finance, North Texas Telephone Company