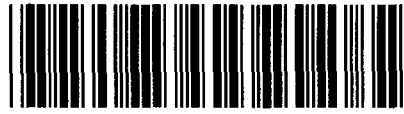


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Mid-Plains Rural Telephone Cooperative, Inc.

Public Utility Commission of Texas  
1701 N. Congress Avenue  
Austin, Texas 78701



March 31, 2020

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

Mid-Plains Rural Telephone Cooperative, Inc. files this letter to inform the Commission of our company's initiatives as it relates to the COVID-19 pandemic. Mid-Plains Rural Telephone Cooperative is a small rural telco proving service in the middle panhandle area of Texas. Mid-Plains Rural Telephone Cooperative recognizes the unprecedented nature of this situation and greatly appreciates the State and Commission's efforts to monitor and provide guidance on the many issues that surround this pandemic.

As we are grateful for our health-care providers and the guidance of our federal, state and local leaders at this time, we are monitoring the situation closely and are providing assistance where possible. As such our company recognizes the importance of communications services during times such as these, and is doing everything we can to make sure Texan's remain "connected" during these trying times.

The communications services provided by Mid-Plains Rural Telephone Cooperative and other rural telecommunications providers allow for the social distancing that is being called for to flatten the curve of this Pandemic. We are working diligently to provide the services that allow for remote access for employees, remote learning opportunities, access to telemedicine and access to e-commerce and other vital communications enabled tools.

During this time, Mid-Plains Rural Telephone Cooperative, has taken the following steps to assist its customers and community:

- Mid-Plains Rural Telephone Cooperative has initiated its Emergency Operations Plan (EOP)
- Mid-Plains Rural Telephone Cooperative has signed onto the Federal Communication Commission ("FCC")'s "Keep American's Connected" pledge. As a part of this pledge, for the next 60 days:
  - Mid-Plains Rural Telephone Cooperative will 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;
  - Mid-Plains Rural Telephone Cooperative will waive any late fees that any residential or small business customers incur because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; and
- In addition to items in the pledge Mid-Plains Rural Telephone Cooperative has taken the following actions specifically within its community:

- Mid-Plains Rural Telephone Cooperative has limited access to our public office, but will still be working onsite and our drive-up window will be available for assistance;
- Mid-Plains Rural Telephone Cooperative will limit the interaction and personnel within its office and in the field to help minimize possible exposure as we know our employees may require other essential services within the community;
- While Mid-Plains Rural Telephone Cooperative is working hard to maintain service, screening will be done before installation or in-house trouble calls. All technicians will be trained regarding the use of masks, sanitizers and wipes. We may not be able in instances to go inside a home, but we will do our best to provide essential services to our customers.

Mid-Plains Rural Telephone Cooperative will continue to monitor developments in this emergency situation to assist our communities, state and nation. As well as our actions to maintain the critical communications network and services we provide, Mid-Plains Rural Telephone is contributing to the social distancing initiative by encouraging certain employees to work from home, limiting employee interactions with customers, encouraging online or drive through bill pay, and other recommended actions.

Mid-Plains Rural Telephone Cooperative will continue to monitor developments and recommendations from the CDC, WHO, and other Federal and State entities. We are constantly communicating internally to adapt our plan to protect our employees, our customers, and maintain these critical services during this time.

Please contact us at 806-668-4420 or [midplains@midplains.coop](mailto:midplains@midplains.coop) should you have any questions or concerns.

Yours Truly,

Andrew Vargas  
CEO/GM  
Mid-Plains Rural Telephone Cooperative, Inc.