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

March 23, 2020

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

Poka Lambro Telephone Cooperative, and its affiliates, collectively, ("*Poka Lambro*") files this letter to inform the Commission of our company's initiatives as it relates to the COVID-19 pandemic. Poka Lambro is a small rural telco providing service in a rural area of Texas between Lubbock and Midland. We recognize the unprecedented nature of this situation and greatly appreciate 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 Texans in our service area remain connected during these trying times.

The communications services provided by Poka Lambro 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 Poka Lambro has taken the following steps to assist our customers and community:

- Poka Lambro has initiated our Emergency Operations Plan (EOP)
- We have signed onto the Federal Communication Commission ("FCC")'s "Keep American's Connected" pledge. As a part of this pledge, for the next 60 days:
  - We 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;
  - Poka Lambro 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


- The company will open our WiFi hotspots to any American who needs them.
- In addition to items in the pledge Poka Lambro has taken the following actions specifically within our community:
  - We are working with school officials to see that, as much as possible, students have access to Internet services at home.
  - The company is also taking steps to activate new WiFi hotspots for student and public use.
- While Poka Lambro is working hard to maintain service, screening will be done before installation or trouble house calls. All technicians will be trained regarding the use of masks, sanitizers and wipes.

Poka Lambro 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, Poka Lambro is contributing to the social distancing initiative by limiting employee interactions with customers, encouraging online bill pay, and other recommended actions.

Poka Lambro 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 806-924-7234 or [psherrill@teampoka.com](mailto:psherrill@teampoka.com) should you have any questions or concerns.

Sincerely,



Patrick Sherrill  
CEO and General Manager