

Control Number: 50664



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March 20, 2020

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



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

Dear Filing Clerk:

West Texas Rural Telephone Cooperative, Inc. and its subsidiary WT Services provide this response to the Public Utility Commission of Texas ("Commission") request for parties to inform the Commission of initiatives related to the state of disaster for the Coronavirus disease 2019.

We are grateful for the leadership of government officials during this unprecedented health emergency. We also recognize the important role rural communications providers hold in keeping our customers connected during this crisis. As such, following are some of the initiatives that we have taken:

- · Activated our Emergency Operations Plan.
- Supported the Federal Communications Commission Keep Americans
 Connected Pledge. As part of this pledge, we have agreed for the next 60
 days we will not disconnect services and are not charging late payment
 fees for customers who are unable to pay due to the economic impacts of
 the Coronavirus.
- Cancelled the Annual Membership meeting of West Texas Rural Telephone Cooperative.
- Canceled the meeting of the Board of Directors of West Texas Rural Telephone Cooperative.
- Ceased the practice of holding staff meetings until further notice. If a meeting is necessary, we meet via conference call.

- Implemented the recommendations for social distancing and frequent handwashing with our employees. Employees who are ill have been asked to remain home.
- We are in contact with our engineering consultant who has asked key engineers to work from home to avoid contracting the disease. This will allow for them to provide support to our team if needed.
- Requested our Systems and Facilities Team members to avoid our main offices and either work from home or remain in the central office during work hours. In the event of an outage, this team will be integral to restoration.
- Closed the lobby of our most frequented business office and asked customers to use the drive through.

We will continue to monitor this situation and modify our strategy as needed to ensure business continuity and protect our employees and customers.

We appreciate the opportunity to provide this update to the Commission. If you have any questions, please contact me at 806-364-3331 or via my email at amylinzey@wtrt.net.

Sincerely,

Amy Linzey

Chief Executive Officer