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Cap Rock Telephone Cooperative, Inc.

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Cap Rock Telephone Cooperative, Inc.

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*

Cap Rock Telephone Cooperative, Inc. and its affiliates, collectively, Cap Rock Telephone Cooperative, Inc. files this letter to inform the Commission of our company’s initiative as it relates to the COVID-19 pandemic. Cap Rock Telephone Cooperative, Inc. is a small rural telco providing service in the Northwest area of Texas. Cap Rock Telephone 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”.

The communications services provided by Cap Rock Telephone Cooperative, Inc. 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, Cap Rock Telephone Cooperative, Inc., has taken the following steps to assist its customers and community:

- Cap Rock Telephone 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:
 - Cap Rock Telephone 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;
 - Cap Rock Telephone 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

- Cap Rock Telephone will open its Wi-Fi hotspots to any American who needs them.
- In addition to items in the pledge Cap Rock Telephone Cooperative, Inc. has taken the following actions specifically within its community:
 - Provided Mandatory Training on COVID-19 (Resources from CDC: What to know about COVID-19 factsheet; What to do if sick with coronavirus factsheet; COVID-19 Risk Assessment; and other additional information.
 - COVID-19 Preparation Plan implemented on 03/04/2020
 - Personal Protective Equipment order & delivered (some on back order)
 - Conference calls regarding COVID-19 to stay abreast of current information with TTA (03/17/2020) and TSTCI (03/18/2020)
 - Closed the front lobby of its business to foot traffic and is asking customers to transact business through the Cooperative's online services and via telephone effective date: 03/23/2020

Cap Rock Telephone Cooperative, Inc. 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, Cap Rock Telephone Cooperative, Inc. is contributing to the social distancing initiative by encouraging certain employees to work from home, limiting employee interactions with customers, encouraging online, US mail, drop box, or via telephone for bill pay, and other recommended actions.

Cap Rock Telephone Cooperative, Inc. 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 the critical services during this time.

Please contact us at 806-271-3336 or advisory@caprock-spur.com should you have any questions or concerns.

Yours Truly,



Jim Whitefield

Executive Vice-President & General Manager
Cap Rock Telephone Cooperative, Inc.