



Control Number: 50664



Item Number: 65

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150 S Loop 336 W, Carroll, TX 77304 | consolidated.com | NASDAQ: CNSI



March 24, 2020

Public Utilities Commission of Texas
1701 N. Congress Ave.
Austin, Texas 78701

Re: Project No. 50664, *Issues Related to the State of Disaster for Coronavirus Disease 2019*
Project No. 37277, *Project for Submitting Emergency Operations Plan and Notifications of
Emergency Operations Exercises*

Consolidated Communications, Inc., (CCI) is keenly focused on the safety and wellness of our employees, customers and partners during this unprecedented time. We are following the guidelines of public health agencies and taking action to minimize the impact on our customers and protect our employees.

We understand the critical importance of connectivity at a time like this and have implemented numerous measures to ensure business continuity and to prevent interruptions to services or support.

- Our Business Continuity Team, led by a Steering Committee of executive-level management, meets multiple times a day to refine our contingency and business continuity plans and develop timely, strategic solutions to the ever-changing events associated with this pandemic.
- We are encouraging temporary work from home plans for all positions where job functions allow remote work. In addition, we implemented strategies for the virtualization of call and support centers and critical functions, and the implementation of social distancing and self-quarantining.
- Employees are continuously reminded to follow the personal hygiene recommendations of the CDC. We are encouraging them to practice frequent hand washing and desk and office cleaning to avoid becoming sick, as well as to seek medical attention for any signs of illness. Field employees and those in contact with customers and partners have been trained and instructed to take additional precautions, including practicing social distancing, wearing safety glasses and using gloves when handling customer equipment.
- We are calling ahead of on-site scheduled service appointments to verify the location is safe to enter while adhering to any customer restrictions, limitations or policies. If necessary, out of an abundance of caution, our employees have the option to postpone and reschedule an appointment should there be a safety concern.
- We have increased our cleaning and sanitization of Company offices and buildings in an effort to prevent the spread of germs or bacteria.
- We have suspended all company-sponsored, in-person events, including employee gatherings of 10 or more, to reduce the risk of possible exposure for employees.

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In addition, we have:

- informed Shawn Hazard, Emergency Management Coordinator, of CCI's initial action.
- activated our Emergency Operations Plan, including the Pandemic Events Plan, effective March 6. CCI is currently operating under Phase 3, Pandemic Response, across all regions. There is 1 confirmed case of the virus affecting Consolidated employees at this time. We are closely monitoring all locations and communicating with our employees daily.
- joined the FCC's Keep Americans Connected pledge during this pandemic event.
- suspended visitor access to all Company locations effective March 19.
- suspended all CCI-sponsored events, effective March 16.
- suspended all non-essential business travel, effective March 10.
- offered free Internet to families with no Internet access in our service area, subject to terms outlined in the offer (<https://www.consolidated.com/offer/student>).

A copy of this letter is being filed in Project No. 37277 and reports on the status of its operations, outages or restriction efforts, if any, also will be filed in Project No. 37277 consistent with 16 TAC & 26.51. Any outages also will be reported to outages@puc.texas.gov and in Project No. 37275.

We understand the critical role Consolidated Communications plays in supporting the connectivity needs of its Texas customers and are deeply committed to maintaining services and support to our customers.

We will keep the Commission informed of any additional material commitments regarding COVID-19 in this project and/or through Mr. Hazard as may be directed.

To the extent possible and necessary, CCI respectfully requests 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 CCI customers have questions or concerns, we remain available at 844.YOUR.CCI or prepare@consolidated.com.

Sincerely,

A handwritten signature in black ink that reads "Kevin J. Kastor".

Kevin J. Kastor
Director - Government Affairs

Enclosures



Emergency Response - Log Sheet

Company Name: Consolidated Communications Inc.

Date	Time Started	Person(s)	Action	Description	Time Completed
Information covers 3/01 - 3/21					
3/5/2020	2pm (CST)	CCI Business Continuity/Disaster Recovery Leadership	Initiated BC/DR Meetings	* CCI Senior leadership BC/DR Meetings begin.	ongoing
3/6/2020	N/A	CCI Business Continuity/Disaster Recovery Leadership	Enacted Phase 1 of EOP's Pandemic Plan - "Pandemic Planning"	* Confirmed organization is at Phase 1 of the Pandemic Plan. Limited outbreaks in the U.S., planning is primary activity	03/09/20
3/9/2020	N/A	CCI Business Continuity/Disaster Recovery Leadership	Enacted Phase 2 of EOP's Pandemic Plan - "Pandemic Preparedness"	* Confirmed organization is at Phase 2 of the Pandemic Plan. Human-to-human transmission verified in U. S., increased public awareness. CCI prepares by increasing stocking levels and increasing communication with employees.	03/21/20
3/12/2020	N/A	CCI Business Continuity/Disaster Recovery Leadership	Testing "Work From Home (WFH)"	* CCI began testing employee working from home technology. Mainly focused on front line teams.	03/17/20
3/13/2020	N/A	CCI Executive Team	Keep America Connected	* CCI participating in FCC's Keep America Connected pledge.	ongoing
3/17/2020	N/A	CCI Business Continuity/Disaster Recovery Leadership	Begin WFH migrations for all eligible employees	* We begin controlled migration of employees to WFH environment.	ongoing
3/18/2020	N/A	Product	Launch School Internet Program	* Launched the 2 month free internet for students so they can participate in online school education programs.	ongoing
3/19/2020	N/A	Customer Care	Closed Retail Communication Centers and suspended outside visitation	* Closed public access to customer retail centers and office buildings	ongoing
3/21/2020	N/A	CCI Business Continuity/Disaster Recovery Leadership	Enacted Phase 3 of EOP's Pandemic Plan - "Pandemic Response"	* Confirmed organization is at Phase 3 of the Pandemic Plan. Efficient and sustained human-to-human transmission is verified in our serving areas. Rapid change in business and social activity. CCI implements all aspects of Pandemic Plan.	ongoing