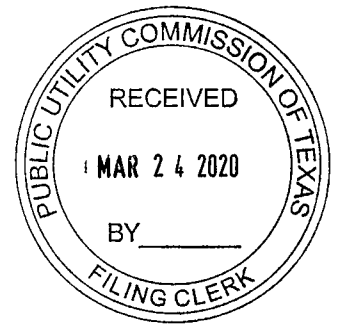


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March 24, 2020

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

Re: Response from Access One
Project No. 50664, Issues Related to the State of Disaster for
Coronavirus Disease 2019

Dear Commissioners:

Pursuant to Access One's proactive business continuity efforts, 100% of Access One's employees set up and fully functioning remotely, including (without limitation) the Network Operations Center (NOC), the Help Desk, and Customer Care.

To assist customers impacted by COVID-19, Access One has implemented the following voluntary measures:

- 1) We are honoring the Federal Communications Commission ("FCC") Keep Americans Connected Pledge.
- 2) We are not collecting deposits for new or upgrading customers who let us know their incomes are impacted by COVID-19.
- 3) We are not disconnecting the services of any customers who let us know they are unable to pay because of COVID-19.
- 4) We are not assessing late payment charges nor are we reporting late payments to credit reporting agencies while the state disaster declaration is in place.
- 5) We are anticipating deferred payment plans and flexible payment arrangements to accommodate customers who let us know they are impacted by COVID-19.

Access One will continue monitoring the Commission, the FCC, the Centers for Disease Control and Prevention, the World Health Organization, and other relevant agencies for guidelines and best practices to keep our employees and customers safe.

Thank you for your attention to this matter.

Best regards,

[Joel S. Miller]

JOEL S. MILLER
General Counsel
ACCESS ONE, INC.

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