



Control Number: 50664



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

March 25, 2020



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

Brazos Telephone Cooperative, Inc. (Brazos) files this letter to inform the Commission of our company's initiatives as it relates to the COVID-19 pandemic. Brazos is a small rural telco providing service in north central Texas. Brazos 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 Texans remain "connected" during these trying times.

The communications services provided by Brazos 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, Brazos has taken the following steps to assist its customers and communities:

- Brazos has initiated its Emergency Operations Plan (EOP).
- Brazos has signed onto the Federal Communication Commission's "Keep Americans Connected" pledge. As a part of this pledge, for the next 60 days:
  - Brazos 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;
  - Brazos 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
  - Brazos will open its Wi-Fi hotspots to any American who needs them.
- In addition to items in the pledge, Brazos will waive the installation fee for new service activations in the months of April and May.

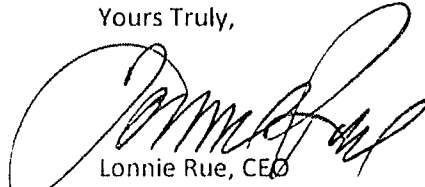
- While Brazos is working hard to maintain service, customer screening will be done prior to service calls or new installations at customer locations. All technicians will be trained regarding the use of masks, sanitizers and wipes.

Brazos 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, Brazos is contributing to the social distancing initiative by limiting employee interactions with customers, encouraging online or drive through bill pay, and other recommended actions.

Brazos 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 940-564-5659 or lrue@brazostel.com should you have any questions or concerns.

Yours Truly,

A handwritten signature in black ink, appearing to read 'Lonnie Rue', is written over the typed name and title.

Lonnie Rue, CEO  
Brazos Telephone Cooperative, Inc.