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Sent: Thursday, March 19, 2020 12:52:49 PM
To: Ann Cummings <ACUMMINGS@leg.state.vt.us>
Subject: Impact of COVID-19 on Telecommunications

Ann –

I've spoken with Clay Purvis as well as communicated with several carrier representatives. Here's what I've learned:

- There are no major issues with any of our wired or wireless carriers. There is some slower internet connectivity from time to time with more usage of VPN's, Netflix and similar uses. People are recognizing issues of lower than needed broadband plans and some are upgrading speeds.
- Carriers are advising workers of personal safety issues based upon Health Department guidelines applicable generally. Carriers are having more administrative work done remotely as with other industries.
- Disconnections have been limited under the PUC's order through April 30.
- All major Vermont carriers have signed on to the FCC's pledge that includes:
 - Moratorium on disconnections
 - Waiver of late fees
 - Open all wi-fi hot spots to anyone, subscriber or not
- PSD is in the process of preparing a state-wide public wi-fi map for distribution.

Clay or someone else will be available to testify tomorrow if we desire. I can brief the committee today on this if you would like.

Regards,

Randy