



April 24, 2020

The Honorable Roger Wicker
United States Senate
555 Dirksen Senate Office Building
Washington, DC 20510

The Honorable Frank Pallone
U.S. House of Representatives
2107 Rayburn HOB
Washington, DC 20515

The Honorable Maria Cantwell
United States Senate
511 Hart Senate Office Building
Washington, DC 20510

The Honorable Greg Walden
U.S. House of Representatives
2185 Rayburn HOB
Washington, DC 20515

Dear Chairman Wicker, Chairman Pallone, Ranking Member Cantwell, and Ranking Member Walden:

America's broadband providers are proud of our role in delivering the connectivity that is keeping our nation together, even while we may be physically apart. We are also proud and appreciative of the hundreds of thousands of courageous women and men in our workforce who serve on the front lines of our national health emergency to keep Americans connected wherever they may be, in the face of personal risk to themselves.

We write today on behalf of the hundreds of service providers that we collectively represent to update you on our efforts to provide a sense of economic stability for broadband customers and to urge Congress to join us in taking additional steps to ensure Americans can stay connected. Recognizing the pandemic's real impact on consumers and businesses, broadband providers have taken numerous steps to lend a helping hand, including suspending service termination and waiving late fees for those impacted by the pandemic, as well as adding and opening up access to Wi-Fi hotspots. Many providers are working with families with school-aged children to specifically address their needs and coordinating directly with schools to do the same. Others continue to support and expand connectivity for health care providers and patients to bolster telehealth services. We invite you to visit our association websites to see all the amazing ways broadband service providers have stood tall for their customers and employees during this crisis.

In the midst of the economic challenges caused by the pandemic, communications providers, like other companies, are doing everything in their power to keep their employees working and safe under unprecedented conditions. We will continue to innovate to meet our communities' needs as we all strive to get back on our feet. Unfortunately, with 26 million unemployment filings over five weeks' time, and millions of businesses disrupted by the pandemic, we anticipate many of our customers will need to seek relief in paying for their broadband services in the days and weeks ahead. As financial

uncertainties continue to mount, it is clear that Congress can play a critical role in helping consumers and businesses in need by providing significant funding to assist those impacted by the pandemic. Doing so will ensure that all Americans will have access to the life-changing benefits of broadband throughout the duration of the crisis and ensure the sustainability of our nation's critical communications infrastructure.

We stand ready to work with you, FCC Chairman Pai and any other appropriate parties to develop the right mechanisms to fund and distribute support, but we must not wait any longer to let Americans know that help is on the way.

At the beginning of this crisis, many asked if our networks would be up to the challenge of surging demand as we transferred our lives online. We are pleased to report the answer is a resounding yes. Despite the flood of new traffic on residential networks at all hours of the day, we have continued to deliver our customers the high-quality broadband experience they know and expect. The trillions of dollars we have collectively invested in our networks prepared us for this exact moment. But this resiliency benefits only consumers who are able to access those networks.

We look forward to working with you to further our joint commitment to connectivity.

Sincerely,



Matthew M. Polka
President & CEO
ACA Connects – America's Communications
Association



Steven K. Berry
President & CEO
Competitive Carriers Association



Meredith Attwell Baker
President and CEO
CTIA



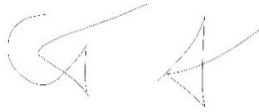
Chip Pickering
CEO
INCOMPAS



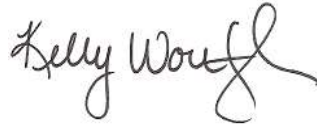
Shirley Bloomfield
CEO
NTCA – The Rural Broadband Association



Jonathan Spalter
President & CEO
USTelecom – The Broadband Association



Claude Aiken
President & CEO
Wireless Internet Service Providers Association



Kelly Worthington
Executive Vice President
WTA – Advocates for Rural Broadband

cc: The Honorable Ajit Pai