



C O N N E C T S

ACA Connects Member Advisory

FCC Calls on Broadband and Telephony Providers to Take the “Keep Americans Connected” Pledge in Response to COVID-19

ACA Connects and 16 Members Have Signed on to the Pledge

We Ask Members to Keep Us Informed About What You’re Doing to Protect Your Employees and Accommodate Your Customers

In response to the [COVID-19](#) (i.e., Coronavirus) outbreak, FCC Chairman Pai has called on broadband and telephony providers to take measures to help Americans stay connected. In particular, he has asked providers and industry associations to take the [Keep Americans Connected Pledge](#), which is discussed below. **ACA Connects and 16 members have signed on to the pledge, and we encourage other members to either follow suit – and to please let us know – or take comparable actions.**

In addition, please tell us what else you are doing to prepare for and to mitigate the impacts of COVID-19 on your business and to protect your customers. Your input is critical to helping us inform policymakers about measures ACA Connects members are taking to be in the forefront in responding to COVID-19 and its impacts.

Finally, we remind members that ACA Connects will hold a [Special Webinar](#) on March 20, where experts will discuss legal and regulatory issues facing ACA Connects members in preparing for and responding to COVID-19. We welcome and encourage all members to attend.

The “Keep Americans Connected” Pledge

Government officials and policymakers have expressed concern over the ability of Americans to stay connected during the COVID-19 epidemic. On March 12, FCC Chairman Pai called on broadband providers and industry associations to embrace the [Keep Americans Connected Pledge](#). The pledge consists of the following:

Given the coronavirus pandemic and its impact on American society, [[Company Name]] pledges for the next 60 days to:

- (1) 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;
- (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic;
- and
- (3) open its Wi-Fi hotspots to any American who needs them.

ACA Connects and 16 members have signed on to the pledge. Please review [ACA Connects' Press Release](#) for more details.

If you are willing to take the pledge, please let Brian Hurley know as soon as possible by email at bhurley@acaconnects.org.

What Steps are You Taking to Deal With COVID-19?

The COVID-19 epidemic will no doubt affect ACA Connects' members businesses in many ways. As "social distancing" becomes the norm, Americans will rely increasingly on residential broadband networks for telework and distance learning—and, as always, our members' networks will be critical lifelines to reach 9-1-1 and stay connected with their families and neighbors. Members will also need to ensure they are taking steps to keep employees safe, while maintaining business operations and keeping the network up and running.

ACA Connects wants to hear from members what you have done or are doing to meet these and other challenges. We are also interested in learning about any special policies members have implemented for the benefit of their customers or the public, such as waiving certain fees or expanding access to basic service for low-income residents. We welcome feedback by email and are also available to discuss these matters by telephone. Knowing about your actions will greatly benefit ACA Connects' advocacy in Washington, so we appreciate you taking the time to share them.

We are also eager to know how we can help. Please let us know what problems you are facing as a result of COVID-19, and we will do everything we can to assist you and to help find solutions.

ACA Connects Special Webinar – Preparing for and Responding to COVID-19

On Friday, March 20, ACA Connects will hold a webinar that will discuss legal and regulatory issues that COVID-19 raises for ACA Connects members. For this webinar, we have convened experts on employment and labor law, consumer protection law, and contract and insurance law to begin to address issues you face in operating your business during this emergency. To help us tailor this webinar to your own interests, we urge you to send us your questions prior to the webinar.

You can register for the webinar [here](#). A recording of the webinar will be posted in the [Member Lounge](#) of the ACA Connects website.

COVID-19 Resources

We have gathered the following list of resources to inform you about COVID-19, which we intend to update as more resources become available.

- Center for Disease Control and Prevention – [Interim Guidance for Businesses and Employers](#)
- World Health Organization – [Rolling updates on coronavirus disease \(COVID-19\)](#)
- Johns Hopkins University & Medicine -- [Coronavirus Resource Center](#)
- Cybersecurity and Infrastructure Security Agency (CISA) – [Risk Management for Novel Coronavirus \(COVID-19\)](#)
- Alliance for Telecommunications Industry Solutions (ATIS) – [Network Reliability Steering Committee \(NRSC\) Pandemic Checklist](#)

ACA Connects Contact Information

Please direct any responses to this Member Advisory to Brian Hurley, ACA Connects' Vice President of Regulatory Affairs, at bhurley@acaconnects.org. You may also feel free to contact John Higginbotham, Executive Vice President of Member Services and Finance/Chief of Staff, at jhigginbotham@acaconnects.org.

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