



COVID-19 State Actions

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Updated 3/26/2020

State	Suspend Disconnections	Disconnections - Carrier Types if Known/Applicable	Inteserra Briefing*	Action Taken	Action(s) Required	Other	Delayed Deadlines	Filing Type	Statewide Stay at Home	State of Emergency
FCC						Restrictions on visitors Employees to telework March 13, 2020 Keep America Connected Pledge (we can assist signing up for this) USAC offices closed - working remotely Temporarily waived the Lifeline program's recertification and reverification requirements for 60 days. In addition, it waived, until 5/25/20	471 app. - 4/29/20			
FED				H.R.6201 [116th] Families First Coronavirus Response Act		https://www.congress.gov/bill/116th-congress/house-bill/6201				
				- H.R.6074 [116th] Coronavirus Preparedness and Response Supplemental Appropriations Act, 2020		-- https://www.congress.gov/bill/116th-congress/house-bill/6074				<u>Y</u>
AL				PSC Email		PSC offices closed until 4/6/2020 (staff avail. by telephone or email)		Efile + paper copies		<u>Y</u>
AK										<u>Y</u>
AZ					Has requested responses from telecom companies					<u>Y</u>
AR				PSC Email		PSC will be accepting annual reports in pdf format attached to an email addressed to nateshia.bush@arkansas.gov — no physical copy will be required. However, the reports need to be searchable (OCR) and Notarized. Office is open Employees teleworking				<u>Y</u>

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CA	Y	LEC/VOIP/CMRS For these purposes a customer is a separate account number for voice service, or bundle of services, including voice, and includes small business (5 lines or less) and residential customers.	3/18/2020	PUC Press Release Governor Executive Order		Applied previous disaster protections to COVID-19 PUC suspends Lifeline renewal requirements for low income telco programs			<u>Y</u> (communications allowed)	<u>Y</u>
CO						Employees to telecommute and meetings to be held via teleconference				<u>Y</u>
CT				PURA Website Governor Order	Suspended filing hard copies until 3/31/20			Efile	<u>Y</u> (communications allowed)	<u>Y</u>
DE						Meetings to be conducted via teleconference as well as video livestreaming			<u>Y</u> (communications allowed)	<u>Y</u>
DC						Continuity of Operations Plan (COOP) is activated Offices closed to the public Employees to telework				<u>Y</u>
FL				PSC Website and Notice		All public participation must be telephonic or by written comment including the PSC's March Meeting				<u>Y</u>
GA				PUC Email	Hard copy of filings will need to be submitted at a date TBD	Meetings to be held via teleconference		Efile (paper at later date)		<u>Y</u>
HI				PUC Order Mayoral Orders	Suspended filing of hard copies	Online submission of fees Effective 3/26/2020 all individuals, residents, and visitors arriving or returning to the State of Hawaii will be required to self-quarantine for 14 days.		Efile only	<u>Y</u> (communications allowed)	<u>Y</u>

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ID				PUC Order Governor Executive Order		PUC remains open Open Meetings and Hearings to be held telephonically/virtually Efiling of pleadings Electronic service PUC notices and orders Requires non-essential businesses and operations to cease (except for operations individuals may perform at home) and encourages essential businesses and operations to remain open. (includes internet, video, and telecommunications systems (including the provision of essential global, national, and local infrastructure for computing services, business infrastructure, communications, and web-based services))				<u>Y</u>
IL				ICC Press Release		No walk-in access to ICC			<u>Y (telecom allowed)</u>	<u>Y</u>
IN									<u>Y (communications allowed)</u>	<u>Y</u>
IA						IUB encourages virtual options for meetings, workshops, or proceedings				<u>Y</u>
KS	Y	PUC: IXC/LEC (required) VOIP/CMRS (requested) Governor: VOIP/CMRS/ISP	3/16/2020 & 3/20/2020	PUC Orders/Governor Executive Order		State government shut down from 3/23/20 through 4/6/20 All open dockets stayed and all deadlines suspended in all open PUC dockets PUC will not accept any new filings or applications from utilities or affecting utilities during the government closure				<u>Y</u>
KY		IXC/LEC		PSC Order PSC Website PSC Email		Waived rule 807 KAR 5:006, Section 14(1)(a) ,(b) re: telecom PSC closed to public Employees to telework 2019 Gross Report (due 3/31/20) submit via email if possible				<u>Y</u>

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LA	Y	IXC/LEC/CMRS	3/16/2020	PSC Order PSC Emergency Notice		PSC suspended all legal deadlines in matters currently pending before the LPSC until April 13, 2020. This suspension also covers any reporting requirements mandated by Commission Orders. Effective immediately, all filings to be made and any correspondence delivered to the PSC will be through the LPSC Filings Drop Box. The filings drop box will be located on the first floor in the lobby.	See Other	Dropbox	<u>Y</u> (communications allowed)	<u>Y</u>
ME	Y	POLR		PUC Order		Effective through and including March 31, 2020, the PUC will only be open to its staff and contractors	Audit Report now due 10/1/20			<u>Y</u>
MD	Y	IXC/LEC/VOIP/CMRS /ISP	3/17/2020	Governor Executive Order		Ordered the closure of all non-essential businesses (Cable, Telephone (cellular and landline) companies, and ISPs exempted)				<u>Y</u>
MA									<u>Y</u> (communications allowed)	<u>Y</u>
MI				PSC News Releases		PSC building in Lansing and remote satellite offices are closed. PSC's operations will continue with employees teleworking. PSC can continue to accept and process filings through its e-dockets system, and plans to hold future Commission meetings via teleconference with opportunities for the public to participate remotely until further notice.		Efile	<u>Y</u> (communications allowed)	<u>Y</u>
MN				PUC Press Release / Letter to Providers		Commission meetings have been suspended through March 27, 2020 (i.e.: Agenda Meetings, Planning Meetings, Public Hearings, and Public Meetings) PUC has asked providers to take FCC's Keep America Connected Pledge and added two other voluntary actions.				<u>Y</u>
MS				PSC Order	Hard copy of filings will need to be submitted at a date TBD			Efile (paper at later date)		<u>Y</u>

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MO						<p>Due to the closure of all state office buildings in response to COVID-19, the agenda meeting will be conducted via livestream through the Commission's website</p> <p>PSC allowing an affidavit in any matter before the PSC without being notarized so long as the affidavit contains a specific declaration</p>				<u>Y</u>
MT						<p>All filings must be made electronically through the Department's case management system, EDDI. Hard copies are not required. CDs containing supporting materials, such as electronic work papers and data, must still be provided if those files are not uploaded to the EDDI system.</p> <p>In addition, meetings cancelled this week, office closed to the public; employees being transitioned to work at home.</p>		Efile		<u>Y</u>
NE				PSC Letter DOR Email		<p>PSC not accepting appointments or walk-in business; guidance on meetings available at http://tiny.cc/PSCVirtualMeetings</p> <p>Asked carriers to take the Nebraska PSC Pledge http://tiny.cc/KeepNebraskansConnected</p> <p>For most forms and filings, for which there is no separate DOR taxpayer filing system, DOR will accept as a taxpayer signature, any mark, handwritten or digitally rendered that is applied with actual or apparent intention to authenticate the filing.</p>				<u>Y</u>
NV				Governor Order		PUC closed to the public per governor's order				<u>Y</u>
NH				PUC Website		Waived paper filing requirements		Email		<u>Y</u>
NJ				PUC Notice PUC Order		<p>All public utilities and regulated entities must cease any in-home or business visits unless there is an immediate risk to health and safety; and</p> <p>BIAS providers may continue to connect new customers or repair existing service for homes with school age children, those who need internet access to meet job requirements, or other priority customers, as defined by each company, provided that such visits should only be done as a last resort after utilizing hotspots, self-install kits, and like measures to minimize in-home visits</p>		Email	<u>Y (telecom allowed)</u>	<u>Y</u>

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NM				PRC Memo		Meetings to be held via teleconference (PRC closed to public) Issued alternative electronic filing procedures (For the duration of the Emergency, the requirement for submission of paper copies of filings to the PRC Records Management Bureau is suspended)		Email	<u>Y</u> (telecommunications systems allowed)	<u>Y</u>
NY				PSC Website Governor Executive Order		Webcast meetings only PUC has requested that filers temporarily suspend mail and hand-delivery of paper filings to its Albany			<u>Y</u> (telecom allowed)	<u>Y</u>
NC						Suspends hearings until 4/13/20				<u>Y</u>
ND										<u>Y</u>
OH		IXC/LEC (residential and non-residential)	3/13/2020	PUC Orders	Suspended filing of hard copies and via fax	Utilities to: (1) review service disconnection and reconnection policies, practices, and tariff provisions and; (2) seek any necessary approval to suspend otherwise applicable requirements that may impose a service continuity hardship on residential and non-residential customers or create unnecessary COVID-19 risks associated with social contact Confidential filings must be mailed to the PUC			<u>Y</u> (telecommunications systems allowed)	<u>Y</u>
OK				OCC Website		All OCC offices and facilities statewide are closed to the public until further notice. All OCC services will be conducted online, via telephone, email and regular mail until further notice. (many employees working remotely)				<u>Y</u>
OR				PUC Order	Suspend submission of all paper filings	Online submission of fees Confidential filings will be submitted electronically - directions TBD Office is closed (most employees remote) to the public and meetings held remotely		Email	<u>Y</u> (telecom not a closed business)	<u>Y</u>

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PA	Y	IXC/LEC	3/17/2020	PUC Order Governor Order PUC Emergency Order (ratified by PUC)		Encourages utilities to restore service where possible 3/26/2020 meeting to be held telephonically 3/19/20 Governor issued an Order requiring that all non-life sustaining businesses close their physical locations by 8:00 p.m. that evening (All telecom can stay open EXCEPT telecom resellers) 3/20/20 emergency order permitting the modification of regulatory and statutory deadlines and procedural rules affecting filing and service requirements with the PUC as well as time periods established for the Commission to take final action on matters before it.				<u>Y</u>
RI										<u>Y</u>
SC	Y	Disconnections and late fees: IXC/LEC Lifeline: IXC/LEC/CMRS	3/20/2020	Letter to PSC/PSC Directive (Order)	Governor Requested PSC Action re: late payment charges and termination of service (Action Pending)	Prohibits Disconnections and Collection Of Late Fees Suspended the requirement that Lifeline providers drop customer for non-usage or failed recertification for 9 months or until the national emergency is lifted, whichever is earlier.				<u>Y</u>
SD						PUC closed until 5/1/20 Employees to telework				Y (no link avail.)
TN				PUC Public Notice		"Encouraged all our regulated utilities to do all that they can to help, and expect them to stay in frequent contact and keep the Commission informed of measures that they are taking to assist their employees, customers, and communities, while ensuring to meet their duty of providing continuous safe and reliable service."				<u>Y</u>
TX				PUC Memo		PUC employees teleworking Still accepting overnight filings via mail, UPS, and FedEx Documents describing steps your organization is taking to mitigate the situation's negative impacts were requested (not required) The PUC has waived the rule requiring that filings be made in a certain amount of time or that the presiding office act by a certain date, unless that requirement is	See Other	Efile		<u>Y</u>
UT										<u>Y</u>

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VT				PUC Memo		Public hearings/info sessions scheduled through 4/30 are postponed Conferences, oral arguments, and workshops to be held via teleconference Electronic filings are considered filed on date of email (during business hours, if after then next bus. day)		Email + paper copies	Y (telecom allowed)	Y
VA				SCC Email		All business is to be handled through electronic filing systems, email, or by telephone (document drop offs are permitted, but processing may be delayed) Employees to telework Office closed to public		Paper Copies		Y
WA				Governor Executive Order		Encourages use of online services			Y (communications allowed)	Y
WV				PSC Order	For all active cases not subject to statutory deadlines, the ALJ decision due dates are hereby extended by two months				Y (communications allowed)	Y
WI									Y (telecom systems allowed)	Y
WY				PSC Orders		Temporary suspension of requirement to file paper original and copies Issued order authorizing suspension of certain tariffs, rules, regulations, and similar terms of service		Efile		Y