



May 26, 2020

To: The Honorable Kay Ivey
Governor
State Capitol
600 Dexter Avenue
Montgomery, AL 36130-2751

Dear Governor Ivey,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
- Radio and television broadcasters, cable operators, and Internet Protocol television (IPTV) providers;
- Telecommunications relay services providers and closed captioning providers;
- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

Fourth, we ask you to understand that communications retail customer service personnel at service center locations are critical for onboarding customers, distributing and repairing equipment, and addressing customer issues to support individuals' remote emergency communications needs. This is especially true for low-income families and veterans as well as those without access to commercial banks. We also note this need extends to those supply chain and logistics personnel who ensure goods and products are available to these front-line employees.

Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

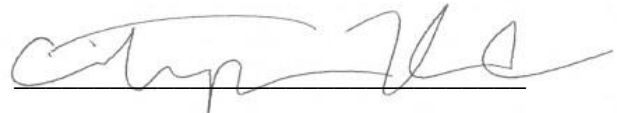
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Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Mike Dunleavy
Governor
State Capitol
P.O. Box 110001
Juneau, AK 99811-0001

Dear Governor Dunleavy,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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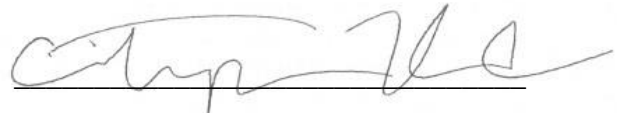
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Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Lolo Matalasi Moliga
Governor
Executive Office Building
Third Floor
Pago Pago, AS 96799

Dear Governor Moliga,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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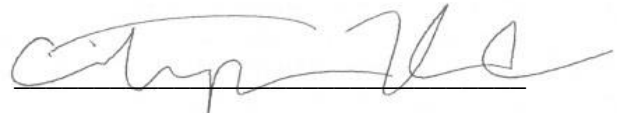
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Doug Ducey
Governor
State Capitol
1700 West Washington St.
Phoenix, AZ 85007

Dear Governor Ducey,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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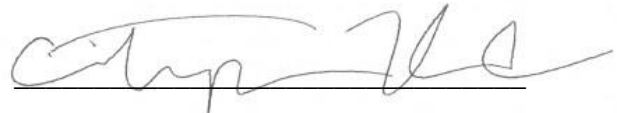
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Asa Hutchinson
Governor
State Capitol
500 Woodlane Street, Room 250
Little Rock, AR 72201

Dear Governor Hutchinson,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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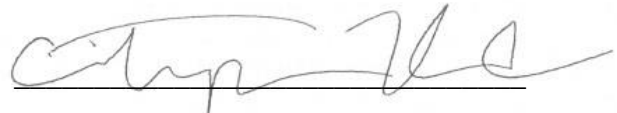
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Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Gavin Newsom
Governor
State Capitol
Suite 1173
Sacramento, CA 95814

Dear Governor Newsom,

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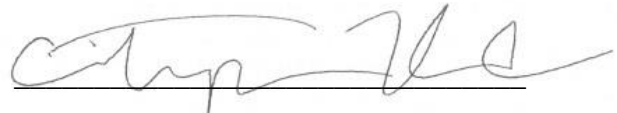
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May 26, 2020

To: The Honorable Jared Polis
Governor
136 State Capitol
Denver, CO 80203-1792

Dear Governor Polis,

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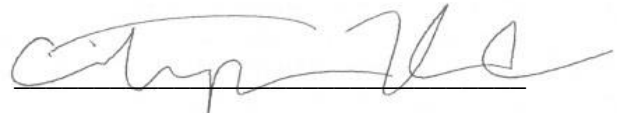
Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

¹ Emergency Communications Centers may be known by other names, including Public Safety Answering Point, Public Safety Communications Center, Security Operations Center, or Emergency Operations Center. These centers answer 911 calls and other calls placed by landline or wireless callers (either directly or indirectly).

Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Ned Lamont
Governor
210 Capitol Avenue
Hartford, CT 06106

Dear Governor Lamont,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
- Radio and television broadcasters, cable operators, and Internet Protocol television (IPTV) providers;
- Telecommunications relay services providers and closed captioning providers;
- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

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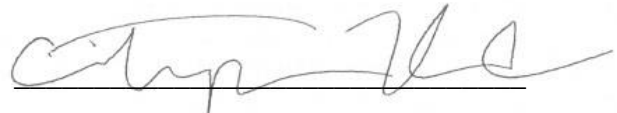
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable John Carney
Governor
Legislative Hall
Dover, DE 19901

Dear Governor Carney,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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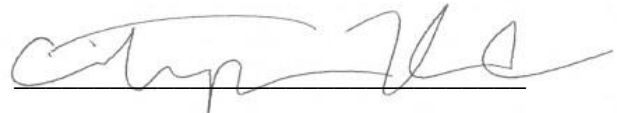
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Muriel Bowser
Mayor
1350 Pennsylvania Avenue, NW
Washington, DC 20004

Dear Mayor Bowser,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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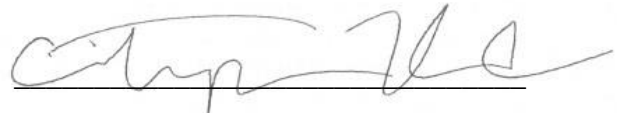
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Ron DeSantis
Governor
The Capitol
400 South Monroe Street
Tallahassee, FL 32399-0001

Dear Governor DeSantis,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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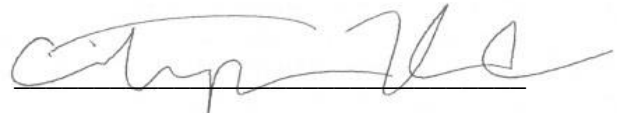
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Brian Kemp
Governor
203 State Capitol
Atlanta, GA 30334

Dear Governor Kemp,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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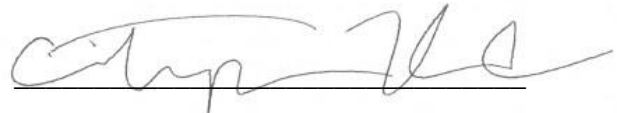
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Lou Leon Guerrero
Governor
Executive Chamber
P.O. Box 2950
Agana, Guam 96932

Dear Governor Leon Guerrero,

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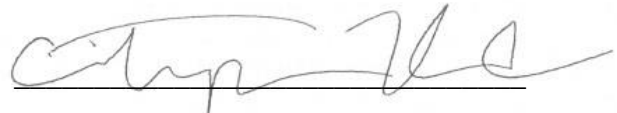
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable David Ige
Governor
Executive Chambers
State Capitol
Honolulu, HI 96813

Dear Governor Ige,

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- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

Fourth, we ask you to understand that communications retail customer service personnel at service center locations are critical for onboarding customers, distributing and repairing equipment, and addressing customer issues to support individuals' remote emergency communications needs. This is especially true for low-income families and veterans as well as those without access to commercial banks. We also note this need extends to those supply chain and logistics personnel who ensure goods and products are available to these front-line employees.

Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

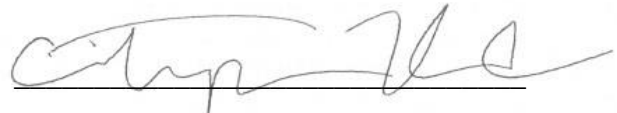
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Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Brad Little
Governor
700 West Jefferson Street
2nd Floor
Boise, ID 83702

Dear Governor Little,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
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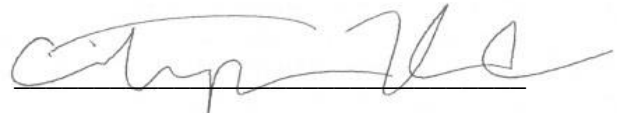
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable JB Pritzker
Governor
State Capital
207 Statehouse
Springfield, IL 62706

Dear Governor Pritzker,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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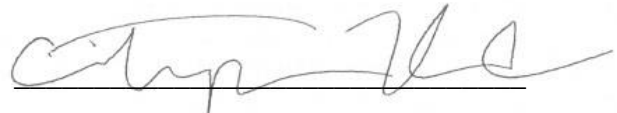
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Eric Holcomb
Governor
State House
Room 206
Indianapolis, IN 46204-2797

Dear Governor Holcomb,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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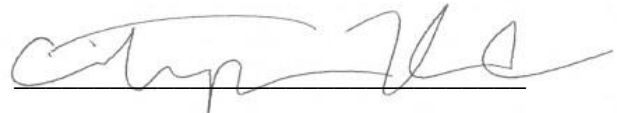
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Kim Reynolds
Governor
State Capitol
Des Moines, IA 50319-0001

Dear Governor Reynolds,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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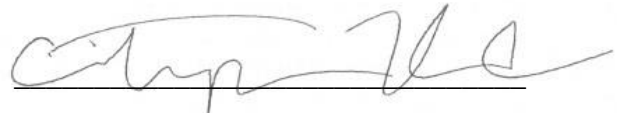
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Laura Kelly
Governor
Capitol, 300 SW 10th Avenue
Suite 212S
Topeka, KS 66612-1590

Dear Governor Kelly,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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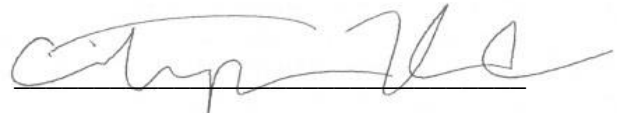
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Andy Beshear
Governor
700 Capitol Avenue
Suite 100
Frankfort, KY 40601

Dear Governor Beshear,

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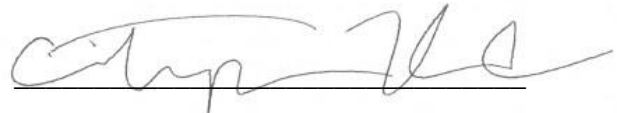
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Chairman Ajit Pai
Federal Communications Commission
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Cybersecurity and Infrastructure Security
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Department of Homeland Security



May 26, 2020

To: The Honorable John Bel Edwards
Governor
P.O. Box 94004
Baton Rouge, LA 70804-9004

Dear Governor Edwards,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
- Radio and television broadcasters, cable operators, and Internet Protocol television (IPTV) providers;
- Telecommunications relay services providers and closed captioning providers;
- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

Fourth, we ask you to understand that communications retail customer service personnel at service center locations are critical for onboarding customers, distributing and repairing equipment, and addressing customer issues to support individuals' remote emergency communications needs. This is especially true for low-income families and veterans as well as those without access to commercial banks. We also note this need extends to those supply chain and logistics personnel who ensure goods and products are available to these front-line employees.

Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

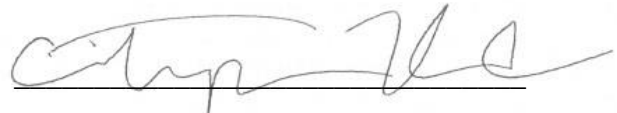
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Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Janet Mills
Governor
1 State House Station
Augusta, ME 04333

Dear Governor Mills,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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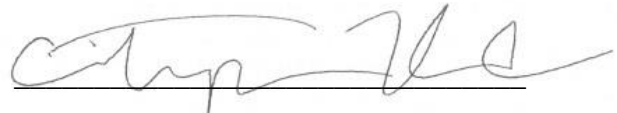
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Larry Hogan
Governor
State House
100 State Circle
Annapolis, MD 21401

Dear Governor Hogan,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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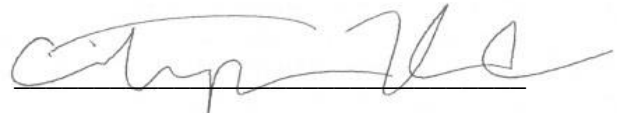
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Charlie Baker
Governor
State House
Room 360
Boston, MA 02133

Dear Governor Baker,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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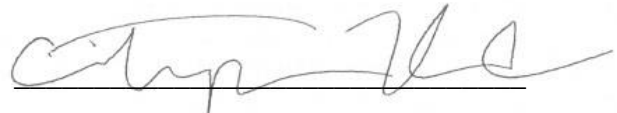
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Gretchen Whitmer
Governor
P.O. Box 30013
Lansing, MI 48909

Dear Governor Whitmer,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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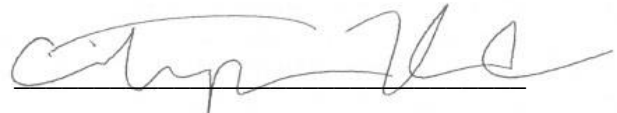
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Tim Walz
Governor
130 State Capitol
75 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, MN 55155

Dear Governor Walz,

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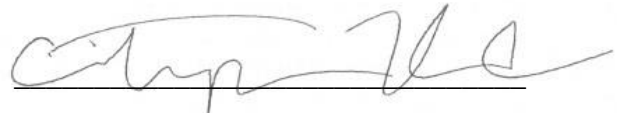
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Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Tate Reeves
Governor
P.O. Box 139
Jackson, MS 39205

Dear Governor Reeves,

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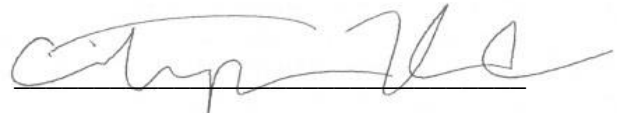
Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

¹ Emergency Communications Centers may be known by other names, including Public Safety Answering Point, Public Safety Communications Center, Security Operations Center, or Emergency Operations Center. These centers answer 911 calls and other calls placed by landline or wireless callers (either directly or indirectly).

Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Mike Parson
Governor
Capitol Building
Room 216, P.O. Box 720
Jefferson City, MO 65102

Dear Governor Parson,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
- Radio and television broadcasters, cable operators, and Internet Protocol television (IPTV) providers;
- Telecommunications relay services providers and closed captioning providers;
- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

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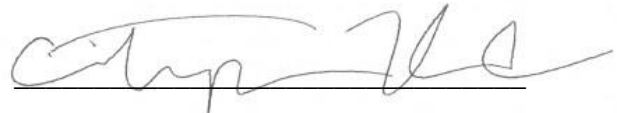
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Steve Bullock
Governor
State Capitol
Helena, MT 59620-0801

Dear Governor Bullock,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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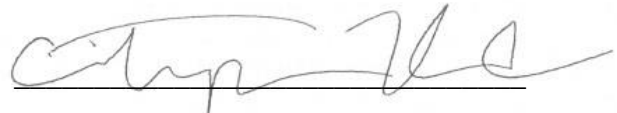
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Pete Ricketts
Governor
P.O. Box 94848
Lincoln, NE 68509-4848

Dear Governor Ricketts,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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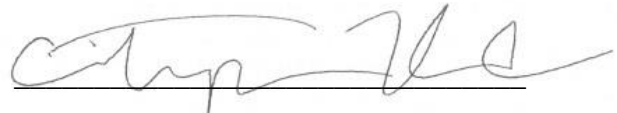
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Steve Sisolak
Governor
Capitol Building
101 North Carson Street
Carson City, NV 89701

Dear Governor Sisolak,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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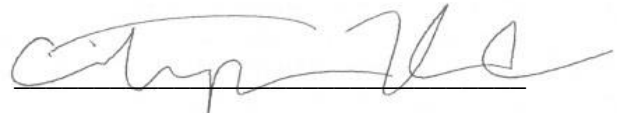
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Chris Sununu
Governor
107 North Main Street
Room 208
Concord, NH 03301

Dear Governor Sununu,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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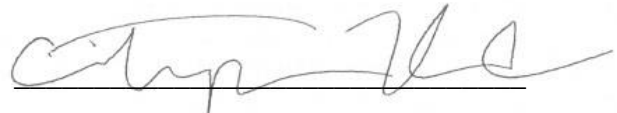
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Phil Murphy
Governor
The State House
P.O. Box 001
Trenton, NJ 08625

Dear Governor Murphy,

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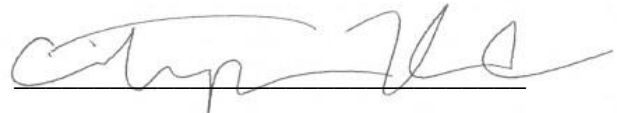
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Michelle Lujan Grisham
Governor
State Capitol
Fourth Floor
Santa Fe, NM 87501

Dear Governor Lujan Grisham,

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- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

Fourth, we ask you to understand that communications retail customer service personnel at service center locations are critical for onboarding customers, distributing and repairing equipment, and addressing customer issues to support individuals' remote emergency communications needs. This is especially true for low-income families and veterans as well as those without access to commercial banks. We also note this need extends to those supply chain and logistics personnel who ensure goods and products are available to these front-line employees.

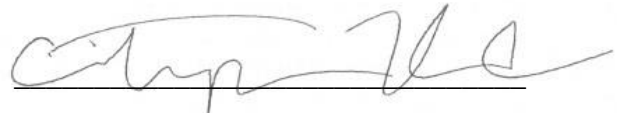
Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

¹ Emergency Communications Centers may be known by other names, including Public Safety Answering Point, Public Safety Communications Center, Security Operations Center, or Emergency Operations Center. These centers answer 911 calls and other calls placed by landline or wireless callers (either directly or indirectly).

Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Andrew Cuomo
Governor
State Capitol
Albany, NY 12224

Dear Governor Cuomo,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
- Radio and television broadcasters, cable operators, and Internet Protocol television (IPTV) providers;
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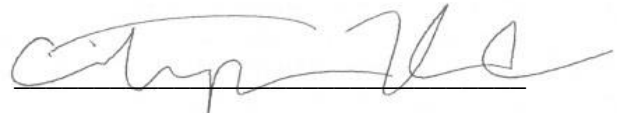
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Roy Cooper
Governor
20301 Mail Service Center
Raleigh, NC 27699-0301

Dear Governor Cooper,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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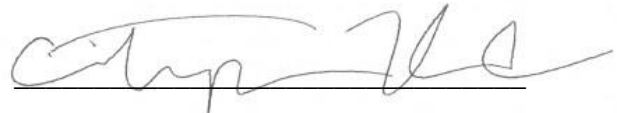
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Doug Burgum
Governor
State Capitol
600 East Boulevard Ave., Dept. 101
Bismarck, ND 58505-0001

Dear Governor Burgum,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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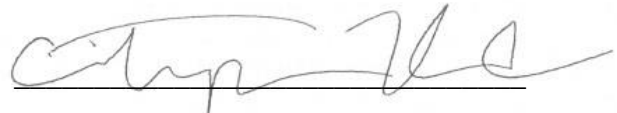
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Ralph Deleon Guerrero Torres
Governor
Caller Box 10007
Saipan, MP 96950

Dear Governor Torres,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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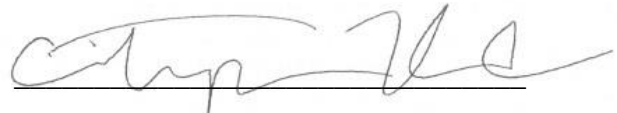
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Mike DeWine
Governor
77 South High Street
30th Floor
Columbus, OH 43215

Dear Governor DeWine,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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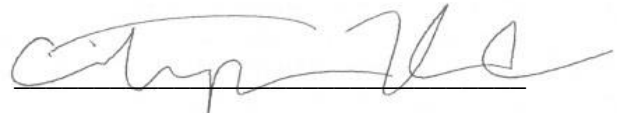
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Kevin Stitt
Governor
State Capitol Building
2300 Lincoln Blvd., Room 212
Oklahoma City, OK 73105

Dear Governor Stitt,

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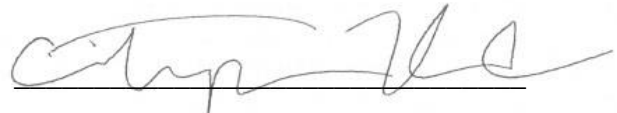
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Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Kate Brown
Governor
State Capitol Building
900 Court Street NE, Suite 254
Salem, OR 97301-4047

Dear Governor Brown,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
- Radio and television broadcasters, cable operators, and Internet Protocol television (IPTV) providers;
- Telecommunications relay services providers and closed captioning providers;
- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

Fourth, we ask you to understand that communications retail customer service personnel at service center locations are critical for onboarding customers, distributing and repairing equipment, and addressing customer issues to support individuals' remote emergency communications needs. This is especially true for low-income families and veterans as well as those without access to commercial banks. We also note this need extends to those supply chain and logistics personnel who ensure goods and products are available to these front-line employees.

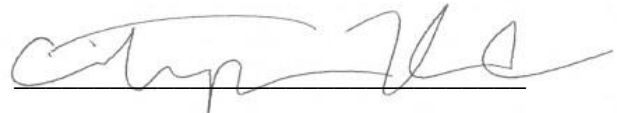
Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

¹ Emergency Communications Centers may be known by other names, including Public Safety Answering Point, Public Safety Communications Center, Security Operations Center, or Emergency Operations Center. These centers answer 911 calls and other calls placed by landline or wireless callers (either directly or indirectly).

Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Tom Wolf
Governor
Main Capitol Building
Room 225
Harrisburg, PA 17120

Dear Governor Wolf,

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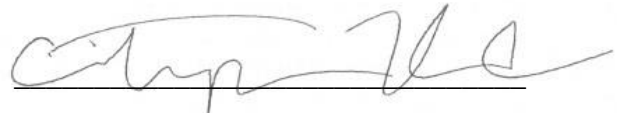
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Wanda Vazquez Garced
Governor
La Fortaleza
P.O. Box 9020082
San Juan, PR 00902-0082

Dear Governor Vazquez Garced,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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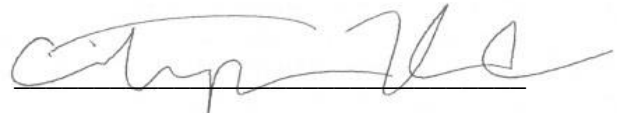
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Gina Raimondo
Governor
State House
82 Smith Street
Providence, RI 02903

Dear Governor Raimondo,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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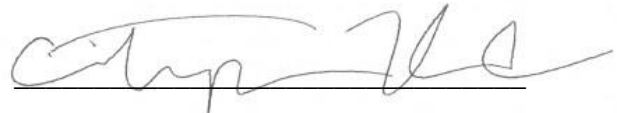
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Henry McMaster
Governor
1205 Pendleton Street
Columbia, SC 29201

Dear Governor McMaster,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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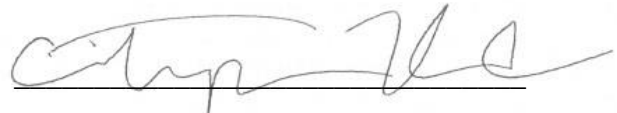
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Kristi Noem
Governor
500 East Capitol Avenue
Pierre, SD 57501

Dear Governor Noem,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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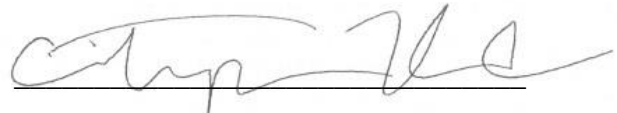
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Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Bill Lee
Governor
State Capitol
Nashville, TN 37243-0001

Dear Governor Lee,

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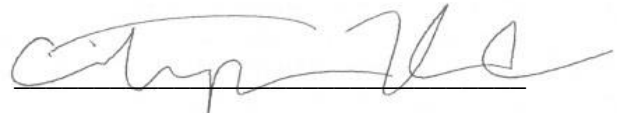
Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

¹ Emergency Communications Centers may be known by other names, including Public Safety Answering Point, Public Safety Communications Center, Security Operations Center, or Emergency Operations Center. These centers answer 911 calls and other calls placed by landline or wireless callers (either directly or indirectly).

Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Greg Abbott
Governor
P.O. Box 12428
Austin, TX 78711-2428

Dear Governor Abbott,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
- Radio and television broadcasters, cable operators, and Internet Protocol television (IPTV) providers;
- Telecommunications relay services providers and closed captioning providers;
- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

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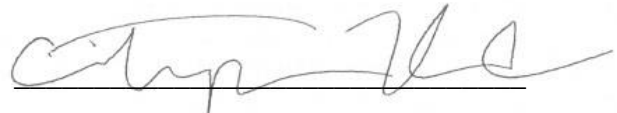
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Gary Herbert
Governor
State Capitol
Suite 200
Salt Lake City, UT 84114

Dear Governor Herbert,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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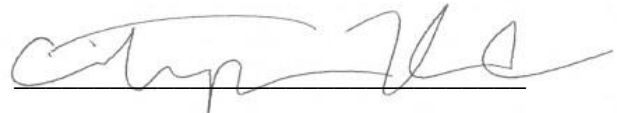
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Phil Scott
Governor
109 State Street
Pavilion Office Building
Montpelier, VT 05609

Dear Governor Scott,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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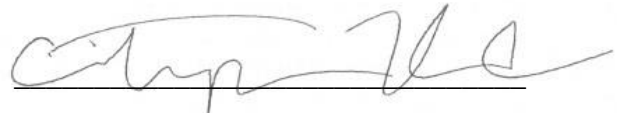
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Ralph Northam
Governor
State Capitol
3rd Floor
Richmond, VA 23219

Dear Governor Northam,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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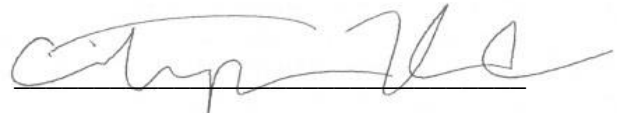
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Albert Bryan
Governor
Government House, 21-22 Kongens Gade
Charlotte Amalie
St. Thomas, VI 00802

Dear Governor Bryan,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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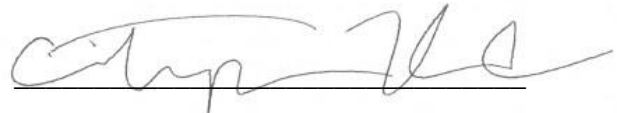
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Jay Inslee
Governor
P.O. Box 40002
Olympia, WA 98504-0002

Dear Governor Inslee,

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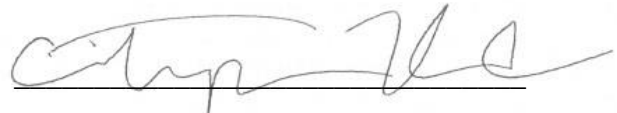
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Sincerely,



Chairman Ajit Pai
Federal Communications Commission



Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Jim Justice
Governor
1900 Kanawha St.
Charleston, WV 25305

Dear Governor Justice,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

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- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
- Satellite operators; and
- Companies and individuals involved in the construction of new communications facilities and deployment of new and existing technology to address unprecedented levels of customer usage and close the digital divide for Americans who are sheltering at home.

Third, we ask you to keep in mind that many communications facilities and communities rely on consumer equipment on the premises, such as modems, routers, and broadband extenders, to transmit or receive health status information, security and fire alarms, automated 911 calling capabilities, and emergency alerts, warnings, and notifications. Communications support for these facilities includes distribution, installation, repair, and maintenance services for commercial and residential systems and networks; the provision, repair, and maintenance of closed-captioning services and telecommunications relay services for individuals with disabilities; and the basic repair, maintenance, and troubleshooting of communications equipment for customers with special needs. As such, consider prioritizing the distribution of personal protective equipment to communications personnel when availability permits.

Fourth, we ask you to understand that communications retail customer service personnel at service center locations are critical for onboarding customers, distributing and repairing equipment, and addressing customer issues to support individuals' remote emergency communications needs. This is especially true for low-income families and veterans as well as those without access to commercial banks. We also note this need extends to those supply chain and logistics personnel who ensure goods and products are available to these front-line employees.

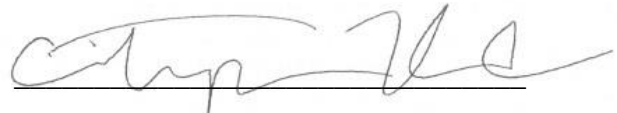
Fifth, we encourage wireless service providers, wireline service providers, and all levels of government to work together in the processing of communications network infrastructure and next generation 911 projects. These are critical to meeting health and safety objectives related to our nation's response to the pandemic. It is imperative that all government leaders take the necessary measures to ensure that the communications industry has the appropriate access and resources needed to keep Americans safe and connected during this pandemic. We have encouraged wireless service providers to identify those infrastructure projects that are most urgent to meeting the nation's health and safety needs so that governments can focus their resources on review and approval of these projects. We remain available to work with both government and service providers to meet critical communications needs during these challenging times.

Sixth and finally, we ask you to facilitate the maintenance, repair, and provisioning of communications infrastructure and services by providing online access to relevant government functions, such as the permitting process, where not already available electronically.

¹ Emergency Communications Centers may be known by other names, including Public Safety Answering Point, Public Safety Communications Center, Security Operations Center, or Emergency Operations Center. These centers answer 911 calls and other calls placed by landline or wireless callers (either directly or indirectly).

Thank you for considering these recommendations as you work to protect the health and well-being of your communities during this crisis. For further information or questions, please contact Justin Cain at Justin.Cain@fcc.gov or call 202-418-2924 or John O'Connor at John.OConnor@cisa.dhs.gov or call 703-235-5028.

Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Tony Evers
Governor
115 East State Capitol
Madison, WI 53707

Dear Governor Evers,

Government officials play a vital role in serving and protecting their communities. This is especially true in times of crisis such as the novel coronavirus 2019 (COVID-19) pandemic. Reliable communications service is an essential lifeline during emergencies—from enabling Americans to call 911 for help to keeping communities connected by making possible services such as telehealth, telework, and distance learning. We ask that you consider the following recommendations, which will help protect the health and safety of their citizens by ensuring that the communications industry has the requisite access and resources needed to keep Americans connected during this challenging time.

First, to ensure that communications networks and services remain available to the public as well as to first responders, we ask you to review the guidance the Department of Homeland Security's Cybersecurity and Infrastructure Security Agency updated earlier this month: [Guidance on the Essential Critical Infrastructure Workforce](#) and [Guidelines for Executives: 911 Center Pandemic Recommendations](#).

Second, we ask you to declare the following infrastructure and entities as essential to COVID-19 response efforts and afford them all appropriate resources and access:

- Businesses and personnel that provide communications support to medical and healthcare facilities, assisted care and living facilities, and people with disabilities;
- Radio and television broadcasters, cable operators, and Internet Protocol television (IPTV) providers;
- Telecommunications relay services providers and closed captioning providers;
- Public safety communications infrastructure (e.g., land mobile radio, broadband, Wi-Fi, high frequency radio, microwave, wireline, satellite voice, video, Radio over Internet Protocol, paging, data communications systems), including infrastructure that is owned,

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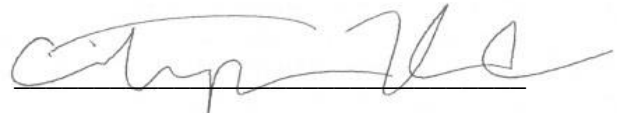
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Sincerely,


Chairman Ajit Pai
Federal Communications Commission
Director Chris Krebs
Cybersecurity and Infrastructure Security
Agency
Department of Homeland Security



May 26, 2020

To: The Honorable Mark Gordon
Governor
State Capitol Building
Room 124
Cheyenne, WY 82002

Dear Governor Gordon,

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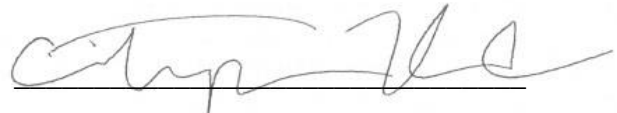
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