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 Centers\(^1\):

- 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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Sincerely,

Ajit V. Pai
Chairman
Federal Communications Commission

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

Chairman Ajit Pai
Federal Communications Commission

Director Chris Krebs
Cybersecurity and Infrastructure Security Agency
Department of Homeland Security
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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers¹;

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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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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 Gavin Newsom
   Governor
   State Capitol
   Suite 1173
   Sacramento, CA 95814

Dear Governor Newsom,

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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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 Jared Polis  
Governor  
136 State Capitol  
Denver, CO 80203-1792

Dear Governor Polis,

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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Sincerely,

Chairman Ajit Pai
Federal Communications Commission

Director Chris Krebs
Cybersecurity and Infrastructure Security Agency
Department of Homeland Security
To: The Honorable Ned Lamont  
Governor  
210 Capitol Avenue  
Hartford, CT 06106

Dear Governor Lamont,

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- 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 Centers\(^1\);  
- 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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\(^1\) 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
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.

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 Centers\(^1\);

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- 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.

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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 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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\);

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
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- 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.

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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 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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\):

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- 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.

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**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,

Ajit V. Pai
Chairman

Director Chris Krebs
Cybersecurity and Infrastructure Security Agency
dDepartment 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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\);

- 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.

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

Dear Governor Leon Guerrero,

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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\):

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
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- 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.

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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 David Ige  
Governor  
Executive Chambers  
State Capitol  
Honolulu, HI 96813

Dear Governor Ige,

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

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Sincerely,

Chairman Ajit Pai
Federal Communications Commission

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

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- 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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\(^1\) 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 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.

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 Centers\(^1\); 
- 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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*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 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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers⁴;

- 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.

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*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 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.

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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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                     Director Chris Krebs
Federal Communications Commission     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.

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 Centers\(^1\);

- 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 Andy Beshear  
    Governor  
    700 Capitol Avenue  
    Suite 100  
    Frankfort, KY 40601

Dear Governor Beshear,

    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.

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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
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.

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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:

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- 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 Centers\(^1\);

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
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- 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.

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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
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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers:\footnote{Emergency Communications Centers may be known by other names, including Public SafetyAnswering 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).}

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, underwater cable operators, content delivery network operators, service integrators, and equipment vendors;
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- 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 onboard 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.
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 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.

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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*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
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.

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
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.

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 Centers;¹
- 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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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 Tim Walz  
Governor  
130 State Capitol  
75 Rev. Dr. Martin Luther King Jr. Blvd.  
St. Paul, MN 55155

Dear Governor Walz,

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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- 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,

Ajit V. Pai
Chairman
Federal Communications Commission

Director Chris Krebs
Cybersecurity and Infrastructure Security Agency
Department of Homeland Security
To: The Honorable Tate Reeves  
Governor  
P.O. Box 139  
Jackson, MS 39205

Dear Governor Reeves,

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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- 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, underwater 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 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.

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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:

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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\);

- 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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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 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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\);  
- 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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\(^1\) 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 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.

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 Centers;¹

- 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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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
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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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;
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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.

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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 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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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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- 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.

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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.

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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,

Ajit V. Pai
Chairman Ajit Pai
Federal Communications Commission

Director Chris Krebs
Cybersecurity and Infrastructure Security Agency
Department of Homeland Security
To: The Honorable Phil Murphy  
Governor  
The State House  
P.O. Box 001  
Trenton, NJ 08625

Dear Governor Murphy,

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.


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

Dear Governor Lujan Grisham,

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.

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- 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 Centers:\footnote{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).};

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
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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.
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
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.

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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;
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- 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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**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@cisadhs.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
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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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 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.

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 Centers; 
- 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.

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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
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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- 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.

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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
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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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.

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

Dear Governor Stitt,

   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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   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:

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   - 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.

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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@cisadhs.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 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.

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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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*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@cia.dhs.gov or call 703-235-5028.

Sincerely,

Chairman Ajit Pai
Federal Communications Commission

[Signature]

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,

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

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Sincerely,

Chairman Ajit Pai
Federal Communications Commission

Director Chris Krebs
Cybersecurity and Infrastructure Security Agency
Department of Homeland Security
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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\); 

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
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*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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\(^1\) 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 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.

    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 Centers\(^1\);

- 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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Sincerely,

Chairman Ajit Pai
Federal Communications Commission

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


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 Centers\textsuperscript{1};

- 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.

\textit{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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\textit{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.

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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 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.

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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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\);

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
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- 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.

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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.

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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@cisadhs.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 Bill Lee  
Governor  
State Capitol  
Nashville, TN 37243-0001

Dear Governor Lee,

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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- 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 Centers;  
- 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
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.

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

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- 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.

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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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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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Sincerely,

Ajit V. Pai
Chairman
Federal Communications Commission

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

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 Centers;\footnote{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).}

- 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.
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
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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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.

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*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 Jay Inslee
Governor
P.O. Box 40002
Olympia, WA 98504-0002

Dear Governor Inslee,

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 Centers\(^1\):

- 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.

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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.

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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
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.

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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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.

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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
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.

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operated or maintained by commercial service providers in support of public safety and infrastructure in support of Emergency Communications Centers\(^1\);

- Internet access service providers, telephone carriers, interconnected VoIP providers, mobile wireless providers, undersea cable operators, content delivery network operators, service integrators, and equipment vendors;
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- 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.

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

Dear Governor Gordon,

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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Sincerely,

Chairman Ajit Pai
Federal Communications Commission

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