

**From:** Charles Storrow <[chuck@leoninepublicaffairs.com](mailto:chuck@leoninepublicaffairs.com)>  
**Sent:** Tuesday, March 17, 2020 7:44 AM  
**To:** Ann Cummings <[ACUMMING@leg.state.vt.us](mailto:ACUMMING@leg.state.vt.us)>; Mark MacDonald <[MMacDonald@leg.state.vt.us](mailto:MMacDonald@leg.state.vt.us)>; Christopher Pearson <[CPearson@leg.state.vt.us](mailto:CPearson@leg.state.vt.us)>; Becca Balint <[bbalint@leg.state.vt.us](mailto:bbalint@leg.state.vt.us)>; Brian Campion <[BCampion@leg.state.vt.us](mailto:BCampion@leg.state.vt.us)>; Randy Brock <[RBrock@leg.state.vt.us](mailto:RBrock@leg.state.vt.us)>; Michael Sirotkin <[msirotkin@leg.state.vt.us](mailto:msirotkin@leg.state.vt.us)>  
**Cc:** Faith Brown <[FBrown@leg.state.vt.us](mailto:FBrown@leg.state.vt.us)>  
**Subject:** [External] Fwd: COVID-19: Our Response

[External]

Dear Finance Committee members,

You may be interested in our client AT&T's response to the COVID crisis, as outlined in the email below from Owen Smith, the company's President for VT, NH and ME.

Sincerely-Chuck Storrow

Charles Storrow  
Leonine Public Affairs, LLP  
(802) 371-7863 (mobile)  
[Chuck@leoninepublicaffairs.com](mailto:Chuck@leoninepublicaffairs.com)

Begin forwarded message:

**From:** "SMITH, OWEN" <[os5414@att.com](mailto:os5414@att.com)>  
**Date:** March 16, 2020 at 4:48:58 PM EDT  
**To:** Charles Storrow <[chuck@leoninepublicaffairs.com](mailto:chuck@leoninepublicaffairs.com)>  
**Subject:** FW: COVID-19: Our Response

FYI-

**From:** Owen Smith <[vtatt@connected.att-mail.com](mailto:vtatt@connected.att-mail.com)>  
**Sent:** Monday, March 16, 2020 4:46 PM  
**To:** SMITH, OWEN <[os5414@att.com](mailto:os5414@att.com)>  
**Subject:** COVID-19: Our Response

As our company responds to Coronavirus (COVID-19), the health and safety of our employees and customers remains our top priority.



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# COVID-19: Our Response

Dear Friend,

*As the Coronavirus (COVID-19) situation evolves, AT&T's response to it evolves in real time. For our latest updates, please visit [about.att.com/pages/COVID-19.html](https://about.att.com/pages/COVID-19.html).*

As our company responds to COVID-19, the health and safety of our employees and customers remains our top priority. How we respond is critical to millions of people and companies around the world, and we're committed to being there when our customers, colleagues and communities need us most.

Although this is an especially uncertain time, AT&T devotes enormous resources into planning for the unexpected. We maintain an ongoing continuity plan to ensure that every one of our internal teams – including my team – can continue to operate safely during this time. We also have a world-class Network Disaster Recovery organization designed to ensure the integrity of our physical network remains reliable.

Since the onset of the Coronavirus, AT&T has taken many steps to further ensure the safety of our customers and our employees, including:

- > Working closely with emergency planning organizations in all our communities to ensure **network connectivity** at key sites.
- > Increasing **cleaning and sanitizing** for all company-operated stores with an added focus on locations in affected areas.
- > Instructing employees who are in jobs that can be done from home to **work from home**.
- > Offering **excused, paid leave** for certain individuals in quarantine, experiencing school closures, or who may be at higher risk and cannot work from home.



**Owen Smith**  
President

AT&T Maine, Vermont  
& New Hampshire

> **Curtailing business travel**, especially internationally.

We're also alerting customers about the multiple options we offer to keep them connected if they have concerns about getting out in the community or are unable to make it to a store.

For the next 60 days, we will:

- ① **Not terminate** the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
- ② **Waive** any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
- ③ Keep our public Wi-Fi hotspots **open** for any American who needs them.

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***And to provide further relief and support, AT&T announced:***



### **Unlimited AT&T Home Internet**

All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, we'll continue to offer internet access for qualifying limited income households at \$10 a month through our Access from AT&T program.



## Helping You Work and Learn Remotely

Businesses, universities and schools can keep their teams and classrooms connected through conference calls and video conferencing with Cisco Webex Meetings with AT&T for 90-days, and seamlessly forward calls to both mobile and landline phones with AT&T IP Flexible Reach.



## Distance Learning

AT&T is underwriting expenses for a “one-stop” resource center to support eLearning Days from the State Educational Technology Directors Association (SETDA) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19.

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AT&T continues to work internally and with community partners to find additional ways to keep people connected. That’s what we have done for 145 years.

You can find more information and the latest updates about AT&T’s response to COVID-19 at [about.att.com/pages/COVID-19.html](https://about.att.com/pages/COVID-19.html).

And to help make better sense of the headlines, CNN Chief Medical Correspondent Dr. Sanjay Gupta has been hosting a CNN Podcast: “Coronavirus: Fact vs. Fiction.” Listen here: [www.cnn.com/audio/podcasts/corona-virus](https://www.cnn.com/audio/podcasts/corona-virus).

For more information on how to protect yourself from COVID-19, please keep informed through the CDC website: [www.cdc.gov/coronavirus/2019-ncov/index.html](https://www.cdc.gov/coronavirus/2019-ncov/index.html).

Please stay safe and healthy,

**Owen Smith**

President – AT&T Maine, Vermont & New Hampshire

[vermont.att.com](http://vermont.att.com)

[@ATTNewEngland](https://twitter.com/ATTNewEngland)