



March 17, 2020

Honorable Robert F. Matzie  
Minority Chair, Consumer Affairs Committee  
Pennsylvania House of Representatives  
121 Irvis Office Building  
P.O. Box 202016  
Harrisburg, PA 17120

Honorable Ed Neilson  
Consumer Affairs Committee  
Pennsylvania House of Representatives  
121 Irvis Office Building  
P.O. Box 202016  
Harrisburg, PA 17120

Dear Chair Matzie and Representative Neilson:

On behalf of CTIA®, the trade association for the wireless communications industry, I write in response to your March 13 letter regarding wireless industry efforts to keep customers connected during this trying time. I appreciate your outreach and your interest to ensure that customers stay connected. CTIA's members, including AT&T, Sprint, T-Mobile, TracFone, Verizon and US Cellular, have agreed to be a part of Federal Communications Commission Chairman Ajit Pai's "Keep Americans Connected Pledge" to assist customers during this time.

As part of the "Keep Americans Connected Pledge" these wireless companies pledge for the next 60 days to: (1) not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic; (2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and (3) open its Wi-Fi hotspots to any American who needs them.<sup>1</sup>

Moreover, each company has taken additional steps to serve their customers. CTIA has compiled information on these steps in addition to the "Keep Americans Connected Pledge" at <https://www.ctia.org/news/blog-wireless-industry-responds-to-covid-19>. The wireless industry stands ready to serve all of our customers. Thank you for reaching out to CTIA, and please let us know if you need more information or have questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Gerard Keegan".

Gerard Keegan  
Vice President, State Legislative Affairs

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<sup>1</sup> <https://www.fcc.gov/document/chairman-pai-launches-keep-americans-connected-pledge>