

**From:** [TPUC DocketRoom](#)  
**To:** [Sharla Dillon](#); [Ectory R. Lawless](#); [Dori Simpson](#)  
**Subject:** FW: Submit Questions (Emergency Petition to Suspend Service Disconnections )  
**Date:** Friday, March 27, 2020 11:43:43 AM

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**From:** Terry Metze  
**Sent:** Friday, March 27, 2020 11:43:07 AM (UTC-06:00) Central Time (US & Canada)  
**To:** TPUC DocketRoom  
**Cc:** Terry Metze; Sheryl Kilgore; Steve Brownworth  
**Subject:** [EXTERNAL] Re: Submit Questions (Emergency Petition to Suspend Service Disconnections )

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To Whom It May Concern:

I would offer these questions for consideration during today's planned TPUC Webex as related to any Emergency Petition to Suspend Service Disconnections, or a follow up email to clarify these matters.

1. Will suspending disconnection for nonpayment of services to include carrier to carrier compensation (wholesale) business between providers or just end-users (consumer)?
2. Is TPUC allowing the suspending of any SLAs on networks, and performance and provisioning metrics, basically making all utility services "best effort"?
3. Will carriers and broadband still be allowed to charge or accrue late fees to consumers, end-users during these emergency periods allowing slow or no pay?
4. Will carriers and broadband providers be allowed to charge or accrue late fees to other carriers or utilities during this emergency period allowing slow or no pay?

Thank for in advance for your attention to these requested clarifications of current or future policy.

Regards,

Terry

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