May 14, 2020

Mr. Randall Stephenson
Chairman and CEO
AT&T
Dallas, Texas 75202

Mr. Thomas M. Rutledge
Chairman and CEO
Charter Communications, Inc.
Stamford, CT 06901

Mr. Brian L. Roberts
Chairman and CEO
Comcast NBCUniversal
Philadelphia, Pennsylvania 19103

Mr. Patrick J. Esser
President and CEO
Cox Communications, Inc.
Atlanta, GA 30328

Mr. Bernard L. Han
President and CEO
Frontier Communications
Norwalk, CT 06851

Mr. Mike Sievert
President and CEO
T-Mobile USA
Bellevue, Washington 98006

Dear Mr. Stephenson, Mr. Rutledge, Mr. Roberts, Mr. Esser, Mr. Han and Mr. Sievert,

On behalf of 11 of the largest cities in America's largest state—representing nearly 10 million residents—thank you for stepping up to respond to the COVID-19 crisis by expanding the availability of Internet access. We write to request that you adjust your offerings to ensure that the most digitally-disadvantaged households in California are able to continue their education through distance learning, to sustain remote work, and to receive essential medical care from home.

COVID-19 has exposed and amplified the impact of the Digital Divide on our communities. In California, prior to the onset of the pandemic, 22 percent of the population was unconnected or under-connected to the Internet at home.[1] Since the closure of schools throughout the state, students in 900,000 households are expected to participate in distance learning without Internet connectivity. With unemployment at unprecedented levels, this number is likely even higher today.

[1] This statistic encompasses the 12% of the population not online at all, and the 10% with cellular connection only. Source: California Emerging Technology Fund

We greatly appreciate that you offer affordable Internet options for low-income households and have provided an interim free Internet service. However, our residents are facing continued economic dislocations and hardships. Thus, we are respectfully requesting that you:

- **Extend the interim free service at least through July 31, 2020** given that remote schooling will continue for many students through the summer, if not longer.
- **Expand program eligibility** by allowing existing customers to take advantage of interim free Internet service, qualifying all families with students at schools with a high percentage of National School Lunch Program-eligible students for affordable Internet offers, and permitting multiple households with the same address to enroll.
- **Remove barriers to enrollment** by screening all prospective customers for affordable Internet program eligibility, increasing staff and language options in call centers, and prohibiting upselling prospective low-income customers.

We are grateful to those of you who have already made some of these changes. Attached are the full recommendations from the California Emerging Technology Fund filed with the California Public Utilities Commission for all ISPs to consider.

Thank you for taking the time to consider our requests. We look forward to continuing the conversation on how to close the Digital Divide together.

Sincerely,

The California Big City Mayors Coalition

Sam Liccardo
Mayor
City of San José

Eric Garcetti
Mayor
City of Los Angeles

London Breed
Mayor
City of San Francisco

Lee Brand
Mayor
City of Fresno

Darrell Steinberg
Mayor
City of Sacramento

Robert Garcia
Mayor
City of Long Beach

Libby Schaaf
Mayor
City of Oakland

Harry Sidhu
Mayor
City of Anaheim

Miguel Pulido
Mayor
City of Santa Ana

Rusty Bailey
Mayor
City of Riverside

Michael Tubbs
Mayor
City of Stockton

cc: Governor Gavin Newsom
Senate President pro Tempore Toni G. Atkins
Assembly Speaker Anthony Rendon
Sunne Wright McPeak, CEO, California Emerging Technology Fund