



# COVID-19 NEXT STEPS – Telecom Workshop Agenda

9 a.m. – 12 p.m. (Pacific Time)

## Information On Joining The Meeting

### Join Microsoft Teams Meeting

[+1 503-446-4951](tel:+15034464951) United States, Portland (Toll)

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#### **1. Introductions**

- a. Name
- b. Organization

#### **2. Telecom Issues and Proposed Solutions (9:00 – 10:30)**

- a. Telecoms (Ziply, OTA, CenturyLink)
  - i. Arrearages
  - ii. Late payment fees
  - iii. Rate mechanisms
  - iv. Time payment arrangements
  - v. Additional flexible payment plans
  - vi. Credit card fees
  - vii. OUSF / Federal USF funding
  - viii. Oregon Lifeline participation and outreach efforts
  - ix. Other options for customers to get up to date on bills; and keeping customers
  - x. Recommendations on disconnects

#### **3. Break (10:30 – 10:45)**

#### **4. Stakeholder Comments / Inputs (10:45 – 11:45)**

#### **5. Going Forward (11:45 – 12:00)**

- a. Recommendations for Staff
- b. Recommendations for Commission