



March 25, 2020

Ajit Pai  
Chairman  
U.S. Federal Communications Commission  
445 12th St SW  
Washington, DC 20554

Dear Chairman Pai,

As a bipartisan network of state and district education chiefs who oversee systems that collectively serve more than 7 million students, we appreciate the steps the Federal Communications Commission is taking to support individuals and families during the COVID-19 pandemic.

The commission's Keep Americans Connected Pledge contains important provisions that will help students and families stay connected to their school communities during widespread closures so families can get critical health information and children can continue to learn. There is, however, an important issue not currently covered in the pledge: Companies often require individuals to pay off an outstanding balance on their account in order to reconnect to the internet.

**Considering the economic upheaval caused by this national emergency, and the financial strain that an increasing number of families will face, we ask that you please amend the pledge to include the language in italics below and urge companies to make this additional commitment:**

Given the coronavirus pandemic and its impact on American society, *[[COMPANY NAME]]* pledges for the next 60 days to...

*4. Waive policies that require people to pay off any outstanding balance in order to restore their internet service.*

America's schools are a trusted lifeline for millions of families, providing essential updates on public health and emergency measures; connections to crucial social services and local resources; and, now, the distance learning that students need to stay on track. It is unclear how long schools will remain closed, but they must continue to be a stabilizing force until this crisis is over.

Again, we appreciate the commission's efforts and would welcome the opportunity to speak with you about how we can work together to remove barriers that prevent students from learning while they are away from school.

Sincerely,

A handwritten signature in black ink, appearing to read 'Mike Magee', written over a white background.

Mike Magee