



Louisiana Public Service Commission

Foster L. Campbell
Commissioner

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16 August 2016

Hon. Tom Wheeler, Chairman
Federal Communications Commission
445 12th Street SW
Washington, DC 20554
By Email and U.S. Mail

Dear Chairman Wheeler:

I am writing to request the assistance of the FCC in helping the people of South Louisiana devastated by historic flooding over the past several days. After Hurricane Katrina in 2005, I worked with your predecessor, Kevin Martin, on an initiative that provided \$39 million in donated cellular telephone equipment and 300 minutes for evacuees of that storm. I ask that you work with the Louisiana Public Service Commission and industry to determine possible remedies for telephone customers facing outages and excessive bills due to emergency voice and data consumption caused by these unprecedented floods.

The attached news release provides additional information. I anticipate at the August 31 LPSC meeting to broaden my focus and include a review of landline telephone service as well, including flood-related impacts on service and repair intervals. In the release I have listed multiple possible areas of assistance:

- Credits for exceeding data limits during period of intense flooding;
- General credit for extraordinary use of minutes by customers in affected areas;
- Credit to customers who experienced prolonged wireless outages after storms; and
- Discounted devices for customers who can demonstrate loss or destruction due to flooding.

Flooding in the Baton Rouge area and surrounding parishes has reached record levels. As of this writing, 20 of our 64 parishes are under federal disaster declaration; 40,000 of our citizens have registered for federal disaster assistance, and an estimated 30,000 people have been rescued from flooding and other emergencies.

I know that the telecommunications industry has been affected by these floods and is working diligently to maintain and restore service. I believe their customers' attempts to stay in contact with the world and rebuild their lives should not cost them dearly down the road.

Thank you for your attention to this critical issue. Please contact me if I can answer any questions

Sincerely,

FOSTER CAMPBELL
Public Service Commissioner

FC/br

Attachment

C: FCC Commissioners

LPSC Commissioners and Executive Secretary Eve Gonzalez