



California Public Utilities Commission (CPUC)

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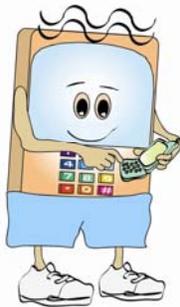
This newsletter is intended to inform you about recent actions and issues before the CPUC that may affect your community. If you have questions about anything in this newsletter, please contact Kyle DeVine. Below is information on how to subscribe or unsubscribe, or you can email us at cpucnl@cpuc.ca.gov



If you or your constituents have questions about telecommunications services, check out:

www.calphoneinfo.com

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The CPUC has launched the first phase of its Consumer Education Initiative. This innovative new program is designed to give consumers a variety of information about telecommunications services and to help them avoid consumer fraud.

The Education Initiative includes a new consumer website, CalPhoneInfo (www.calphoneinfo.com), which features brochures that explain phone bills and other telecommunications services, gives tips on selecting services including wireless service, and how to avoid or resolve telephone fraud such as slamming and cramming. The website also features a Tip of the Day, Hot Topics, Frequently Asked Questions, links to other helpful resources in government and the community, audio files and information on how to file a complaint with the Commission.

To assist non-English-speaking or limited-English-speaking consumers, many items are translated into Spanish and Chinese and the brochures will be available for download in 13 languages:

Arabic, Armenian, Cambodian, Chinese, English, Farsi, Hmong, Korean, Russian, Spanish, Tagalog, Thai, and Vietnamese.

Elected officials and community leaders who would like more information or brochures to hand out to their constituents should e-mail request to Kyle DeVine at kyl@cpuc.ca.gov



