



California Public Utilities Commission
505 Van Ness Ave., San Francisco

FOR IMMEDIATE RELEASE

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MEDIA ADVISORY

Docket #: D.15-12-005;
A.15-03-005;
I.14-05-012

**CPUC TO HOLD WORKSHOP AND PUBLIC HEARING
ON FRONTIER TRANSITION ISSUES**

SAN FRANCISCO, May 24, 2016 - The California Public Utilities Commission (CPUC) will hold a Call Completion and Access Workshop and Public Hearing in Long Beach regarding the transition of telecommunications services from Verizon California to Frontier Communications.

When: June 1, 2016, 4-6 p.m.

Where: Long Beach City Hall, 333 W. Ocean Blvd., Long Beach, CA 90802

Format:

- 4 p.m. - 5:15 p.m.: A panel discussion of parties to the CPUC's Call Completion and Access Proceeding and the Verizon/Frontier Proceeding regarding telephone outage and transition issues following the closing of the transfer of Verizon California to Frontier. Issues to be discussed include Verizon data and network issues that Frontier has identified as a major cause of loss of dial tone service, identification of those data and network issues in the CPUC Verizon/Frontier proceeding and data transfer per the CPUC's Order, and Frontier service issues since the transition. Representatives will be available to assist with Frontier customer service concerns.
- 5:15 p.m.-6 p.m.: Public comment

For those unable to attend, written comments may be submitted to: CPUC Public Advisor, 505 Van Ness Ave., San Francisco, CA 94102, or via email to public.advisor@cpuc.ca.gov. Please refer to the Docket numbers above on any written or email correspondence.

If specialized accommodations are needed to attend, such as non-English language interpreters, please contact the CPUC's Public Advisor's Office at public.advisor@cpuc.ca.gov or toll free at 866-849-8390.

While a quorum of Commissioners and/or their staff may attend, no official action will be taken.

At 6 p.m., immediately following the Workshop and Public Hearing, the CPUC is holding a community forum, also at Long Beach City Hall, to discuss and answer questions about the CPUC's July 2015 decision to significantly change residential electricity rates, including the requirement that starting in 2019 all residential customers will be offered time of use rates as a default. More information is available at www.cpuc.ca.gov/ratedesignforums.

For more information about the CPUC, please visit www.cpuc.ca.gov.

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