



sponsored by California Public Utilities Commission

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

FOR IMMEDIATE RELEASE

Media Advisory

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**CPUC HOLDS NORTHERN AND SOUTHERN CALIFORNIA PRESS
EVENTS TO UNVEIL LATEST EFFORTS TO ASSIST CONSUMERS
WITH TELECOMMUNICATIONS ISSUES**

SAN FRANCISCO, August 20, 2008 - The California Public Utilities Commission (CPUC) today announced it is holding two press conferences to launch its latest efforts to help consumers who are limited-English proficient to learn about telecommunications services.

WHAT:

Two press conferences to unveil the CPUC's new program under the Consumer Education Initiative called Telecommunications Educations and Assistance in Multiple-languages (TEAM). The purpose of the program is for consumers who are limited-English proficient to learn about telecommunications services and receive assistance with resolving telecommunications complaints in the language of their choice and at a place they trust, a community-based organization (CBO). The TEAM program has a statewide network of CBOs who are experienced in handling telecommunications issues and are eager to help. Collectively, they provide assistance in 22 languages.

WHEN/WHERE:

Thursday, August 28, 2008, 11 a.m. - noon

CPUC Hearing Room, 320 W. 4th St., Ste 500, Los Angeles

Friday, August 29, 2008, 11 a.m.-noon

CPUC Golden Gate Room, 505 Van Ness Ave., San Francisco

Please join us to learn about TEAM and meet the CBOs that will provide direct assistance to limited-English proficiency consumers with telecom issues. Come hear the latest about slamming/cramming, LifeLine, prepaid phone cards, and other useful information.

For more information about the Consumer Protection Initiative, please visit CalPhoneInfo at www.calphoneinfo.com. For more information on the CPUC, please visit www.cpuc.ca.gov.

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