



ALJ/CF1/smt 2/26/2021

FILED

02/26/21
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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to
Consider Regulating
Telecommunications Services Used by
Incarcerated People.

Rulemaking 20-10-002

**ADMINISTRATIVE LAW JUDGE'S RULING SETTING
PUBLIC PARTICIPATION HEARINGS AND REQUIREMENTS
TO PROVIDE ADVANCE NOTIFICATION**

Summary

This ruling sets two public participation hearings for April 28, 2021 at 1:30 p.m. and April 29, 2021 at 6:30 p.m. This ruling also requires Securus Technologies, LLC, Global Tel*Link Corporation, Inmate Calling Solutions, LLC, Legacy Inmate Communications, Network Communications International Corporation, and Pay Tel Communications, Inc. to provide advance notification of the hearings via several communication channels.

**1. Public Participation Hearing
Dates and Participation Information**

The proceeding schedule included in the Assigned Commissioner's Scoping Memorandum issued on January 12, 2021 included public participation hearings. This ruling provides notice for two public participation hearings as follows:

Public participation hearing #1, April 28, 2021 at 1:30 pm

<http://www.adminmonitor.com/ca/cpuc/hearing/2021042/>

Toll-Free phone number: 1-800-857-1917; code: 7218384#

Spanish language Toll-Free phone number: 800-857-1917;

code: 8147204#

Public participation hearing #2, April 29, 2021 at 6:30 pm

<http://www.adminmonitor.com/ca/cpuc/hearing/2021042/>

Toll-Free phone number: 1-800-857-1917; code: 7218384#

Spanish language Toll-Free phone number: 800-857-1917;
code: 8147204#

2. Requirements for Advance Notification of Public Participation Hearings Using Several Communication Channels

The California Public Utilities Commission's (CPUC) Communication Division has identified the following service providers as providing communications services to adults and juveniles held in California correctional and detention centers: Securus Technologies, LLC, Global Tel*Link Corporation, Inmate Calling Solutions, LLC, Legacy Inmate Communications, Network Communications International Corporation, and Pay Tel Communications, Inc. (collectively "Service Providers").

The following are the types of communication channels that the Service Providers use to provide notifications to incarcerated persons and/or to the family or friends of such persons:

- a. The Service Provider's website or webportal;
- b. Recorded voice messages recorded by the Service Provider that the detained or incarcerated person, and/or their family and friends, hears prior to making or receiving calls;
- c. E-mails, and/or texts sent by the Service Provider to the detained or incarcerated person and/or their family or friends; and,
- d. Online bills.

This ruling directs the Service Providers to use each of the four communication channels that they utilize to provide advance notification of the two public participation hearings to all incarcerated persons using the Service Provider's services in California, and their family and friends as registered for

billing or similar purposes with the Service Provider. The Service Providers shall provide this advance notification at least 30 days prior to the first public participation hearing and shall provide the advance notification throughout the 30-day period. For example, for website, webportal and/or online bills, the Service Providers shall prominently place the advance notice information on these channels 30 days prior to and continuously throughout the entire 30-day period. For e-mails, texts and/or recorded messages, the Service Providers shall initially send the advance notification information at least 30 days prior to the first public hearing and shall send the information an additional three times at regular intervals prior to the date of the first hearing. The Service Providers are free to use other means in addition to these four methods to provide advance notification of the public hearings.

The Service Providers shall include all information included in Attachment A in all written advance notifications (websites, webportals, e-mails, online bills). The Service Providers shall provide all information in Attachment B in all texts and recorded messages serving as notices of the public participation hearings. The Service Providers shall promptly prepare draft advance notifications for each of the four communication channels that they utilize and shall submit them to the CPUC's Public Advisor's Office for review at least 40 days prior to the first public hearing. The Public Advisor's Office may alter or require changes to the bill insert.

IT IS RULED that:

1. Public participation hearings are scheduled for:
 - a. April 28, 2021 at 1:30; and,
 - b. April 29, 2021 at 6:30 pm.

2. Securus Technologies, LLC, Global Tel*Link Corporation, Inmate Calling Solutions, LLC, Legacy Inmate Communications, Network Communications International Corporation, and Pay Tel Communications, Inc. shall provide advance notification of the public participation hearings as set forth in this ruling.

Dated February 26, 2021 , at San Francisco, California.

/s/ CATHLEEN A FOGEL

Cathleen A. Fogel
Administrative Law Judge

Attachment A

Notification requirements for websites, webportals, emails and online bills

Notice of public hearings in Rulemaking 20-10-002 regarding the costs of calling from prisons and jails in California.

Dates:

Public hearing #1, April 28, 2021, at 1:30 p.m.

<http://www.adminmonitor.com/ca/cpuc/hearing/20210428/>

Toll-Free phone number: 1-800-857-1917; code: 7218384#

Spanish language Toll-Free phone number: 800-857-1917; code: 8147204#

Public hearing #2, April 29, 2021, at 6:30 p.m.

<http://www.adminmonitor.com/ca/cpuc/hearing/20210429/>

Toll-Free phone number: 1-800-857-1917; code: 7218384#

Spanish language Toll-Free phone number: 800-857-1917; code: 8147204#

Why am I receiving this notice?

The California Public Utilities Commission (CPUC) wants to hear from you. Virtual public hearings have been scheduled to hear your comments, concerns and opinions regarding the costs of calling from prisons and jails in California. Your participation by providing comments can help to inform the CPUC on these issues.

You can watch a livestream of the hearings or participate via telephone. Incarcerated persons wishing to participate in the public hearing must typically obtain advance approval to do so by providing the hearing call-in number to the facility where they reside. You can also submit comments by mail or post them on the CPUC's public comment portal at any time before May 1, 2021.

How does this process work?

This rulemaking is considering regulating rates and fees for calling from prisons or jails. The rulemaking is assigned to a CPUC Administrative Law Judge who will consider proposals and evidence presented during formal processes. The Administrative Law Judge will issue a proposed decision. Any CPUC Commissioner may sponsor an alternate decision with a different outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties involved in the rulemaking include the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to help them obtain the lowest possible rates consistent with reliable and safe service levels. Find out more here: **1-415-703-1584**, email PublicAdvocatesOffice@cpuc.ca.gov or visit PublicAdvocates.cpuc.ca.gov.

Contact the CPUC:

Please visit cpuc.ca.gov/R2010002Comments to submit a public comment about this rulemaking to the CPUC. You may also mail written comments to the CPUC's Public Advisor's address below. For more information on participating in the public hearing, submitting comments, to request special assistance, or to request a non-English or Spanish language interpreter, please contact the CPUC's Public Advisor's Office at least five days prior to the hearings.

CPUC Public Advisor's Office

505 Van Ness Avenue

San Francisco, CA 94102

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**

Email: Public.Advisor@cpuc.ca.gov

Please reference **Rulemaking R.20-10-002** in any communications you have with the CPUC regarding this matter.

(END OF ATTACHMENT A)

Attachment B

Notification requirements for texts and voice recordings:

Texts:

California will hold hearings April 28 & 29 on the cost of calling from prisons and jails. Share your thoughts: www.cpuc.ca.gov/PrisonCalls

Voice recording:

California CPUC is holding public hearings on the cost of calling from prisons and jails. Share your thoughts by phone on April 28 and 29 or send your comments by mail. Visit www.cpuc.ca.gov/PrisonCalls for more information. To repeat this message [prompt].

(END OF ATTACHMENT B)