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2203016

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking
Proceeding to Consider Amendments to
General Order 133.

Rulemaking 22-03-016

**ADMINISTRATIVE LAW JUDGE’S RULING SETTING PUBLIC
PARTICIPATION HEARINGS**

This ruling schedules two remote/virtual public participation hearings (PPHs) on December 6, 2022 and December 8, 2022 in this proceeding. The PPHs are an opportunity for the public, especially customers of various telephone, mobile voice and Voice over the Internet Protocol (VoIP) service providers to communicate directly with the Commission regarding their voice services, in particular as it relates to the issues raised in this proceeding.

1. PPHs

The schedule for the PPHs is as follows:

DATE	TIME
December 6, 2022	Starting at 6:00 p.m.
December 8, 2022	Starting at 1:00 p.m.

The following is the information to access the PPHs:

Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917 English Passcode: 1767567# Spanish Passcode: 3799627# Press *1 to inform the operator that you want to comment	Website to view the PPHs and to access the video recording after the PPHs: www.adminmonitor.com/ca/cpuc
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Public officials wishing to speak at the PPHs should provide the telephone operator with their name, title, and governmental entity. Based on the number of participants waiting to comment, the Administrative Law Judge (ALJ) may limit an individual's comment time.

Updates and further information regarding the PPHs are available at www.cpuc.ca.gov/pph. Documents filed in this proceeding are available and the court reporters' transcripts of statements made during the PPHs will be made available through the Docket Card on the Commission's website at apps.cpuc.ca.gov/p/R2203016. Written public comments may be provided at any time during this proceeding through the Add Public Comment tab on the Commission's website at apps.cpuc.ca.gov/c/R2203016.

2. Directives

This ruling directs the following companies to assist in the outreach and promotion of these PPHs:

- Anza Electric
- Arrival Communications, Inc.
- Astound
- AT&T
- Cal.net
- Calaveras
- Calaveras
- California Broadband Cooperative
- Cal-Ore
- Cebridge Telecom
- Century Link (Lumen)
- Charter
- Comcast
- Cox
- Crown Castle
- DigitalPath, Inc.
- Ducor
- Foresthill
- Frontier
- Geolinks
- Giggle Fiber, LLC
- Great America Networks, Inc.
- Happy Valley
- Hornitos
- IsoFusion

- MCI Communications (Verizon)
- Mediacom Communications
- Mobilitie, LLC
- Mpower Communications Corp.
- Mpower Networks Services, Inc.
- Nevada County Fiber
- Northland Cable
- NTT America, Inc.
- Pacific Lightwave
- Pinnacles
- Plumas-Sierra Telecommunications
- Ponderosa
- Race Telecommunications
- Rural Broadband Now! LLC
- Sierra Nevada Communications LLC
- Sierra Telephone Co.
- Sierra Telephone Long Distance
- Siskiyou
- Snowcrest Telephone
- Sonic
- Southern California Telephone
- Sprint Communications
- Tekify
- T-Mobile
- U.S. Telepacific Corp.
- Ultimate internet access
- Ultimate Internet Access, Inc.
- Ultimate Internet Access, Inc.
- US Cellular
- Verizon
- Viasat
- Volcano
- Windstream New Edge, LLC
- Zayo Group, LLC

By no later than five business days prior to each PPH, each of the companies listed above shall provide to the Public Advisor's Office the name, title, and telephone number of at least one senior customer service representative who can be reached by customers during the PPHs for individual service, including billing issues. The representative information provided to the Public Advisor's Office may be publicly posted or announced during the PPHs.

The companies listed are directed to:

- Include notice of the PPHs as a written insert with a mailed bill to customers that currently receive bills via the United States Postal Service. The notice shall state the dates and times of the PPHs, and other information contained in Attachment A. The companies listed above shall provide a draft notice to the Public Advisor's Office within 10 days of the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;
- Send an e-mail message to all customers that elect to receive their bills via e-mail. The subject line of the e-mail must clearly notify the recipient that the PPHs will be held in this proceeding and include other information contained in Attachment A.
- Send a text message to all customers that elect to receive their bills via text. The text message must include the information in Attachment B.
- Publicize the PPHs on all social media platforms used by the companies listed above; and
- Post notice of the PPHs on the companies' website in a prominent location so that customers can easily access the notice.

Each form of notice described above shall state that the PPHs are remote and are not in-person or in a physical location.

By no later than November 21, 2022 each company listed above shall file a letter with the Public Advisor's Office verifying that it has complied with all directives set forth above and attaching a copy of the notice for each communication method. For each communication method described above, the letter shall state the dates the company sent the notice to customers, the approximate number of customers notified, and the geographic location covered.

If a company listed above does not offer residential voice services in California, it is excluded from the requirements in this ruling. The company must

indicate this in an email to the assigned ALJ, who may be reached at thomas.glegola@cpuc.ca.gov.

3. Summary of Party Positions

At the prehearing conference, certain parties requested to be allowed to make presentations at the PPHs, or to appear as part of a panel. Given that the stated purpose of the PPHs is to solicit public feedback, and parties have other opportunities to present their opinions, individual parties shall not make presentations at the PPHs. However, parties are asked to meet and confer and develop a one-page summary in easily understand terms, without jargon, of their positions on the issues that are in the scope of this proceeding, which the ALJ may read or otherwise make available at the PPHs. These meetings may be remote.

<u>Industry Parties</u>	<u>Consumer Parties</u>
<ul style="list-style-type: none">▪ AT&T (both AT&T California and AT&T Wireless)▪ Charter▪ Comcast▪ Cox▪ Frontier▪ The Small LECs▪ T-Mobile▪ Verizon	<ul style="list-style-type: none">▪ Public Advocates Office▪ C for AT▪ Small Business Utility Advocates▪ Communications Workers of America▪ TURN▪ The Rural Communities Coalition

The listing of parties in the table above is not comprehensive. Other parties are welcome to join in the required meetings, but must organize themselves according to which group they belong. For example, a company offering telephone, VoIP or mobile voice services, or a trade association representing these types of companies, should organize with the “Industry Parties” group. Parties not listed above should contact the designated leads for each group to ensure their involvement in these meetings.

AT&T shall lead the meeting(s) of the parties called "Industry Parties." AT&T's duties shall include organizing the meetings that occur, providing notice to all parties of the meetings, as well as preparing, filing, and serving the required one-page summary.

The Public Advocates Office shall lead the meeting(s) of the parties called "Consumer Parties." Public Advocates' duties shall include organizing the meetings that occur, providing notice to all parties of the meetings, as well as preparing, filing, and serving the required one-page summary.

The summaries shall be filed and served by no later than November 4, 2022. As already stated, the summaries shall be no longer than one page, using Garamond font in size 12, with 1.5 spacing between lines. Parties are allowed a second page to provide members of the with a URL to access their positions on this proceeding. These summaries will be posted on the Commission's website.
IT IS SO RULED.

Dated September 28, 2022, at San Francisco, California.

/s/ THOMAS J. GLEGOLA
Thomas J. Glegola
Administrative Law Judge

Attachment A

Notification requirements for websites, webportals, emails and online bills Notice of public hearings in Rulemaking 22-03-016 regarding service quality for telecommunications services in California.

Dates:

Why am I receiving this notice?

The California Public Utilities Commission (CPUC) wants to hear from you. Virtual public hearings have been scheduled on December 6, 2022, starting at 6pm, and on December 8, 2022, starting at 1pm, to hear your comments, concerns and opinions regarding the quality of your telephone, mobile telephone, and Voice over Internet Protocol (VoIP) service, with a particular emphasis on service outages and service restoration. 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. You can also submit comments by mail or post them on the CPUC's public comment portal.

How does this process work?

This rulemaking is considering revising existing service quality requirements for telephone service, as well as adopting new standards for mobile telephone service and VoIP service. The rulemaking is assigned to a CPUC Administrative Law Judge and a Commissioner, who will consider proposals and evidence presented during formal processes, and then 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 apps.cpuc.ca.gov/c/R2203016 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.

R.22-03-016 ALJ/TJG/cmf

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 22-03-016** 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 on ___ on regarding the quality of your telephone, mobile telephone, and Voice over Internet Protocol (VoIP) service, with a particular emphasis on service outages and service restoration. Share your thoughts: apps.cpuc.ca.gov/c/r2203016

Voice recording:

California CPUC is holding public hearings on the service quality of telephone, mobile telephone and VoIP service Share your thoughts by phone on ___ or send your comments by mail. Visit www.cpuc.ca.gov/ for more information. To repeat this message [prompt].

(END OF ATTACHMENT B)