

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE

STATE OF CALIFORNIA

COMMISSIONER JOHN REYNOLDS, in attendance

COMMISSIONER DARCIE L. HOUCK, in attendance

ADMINISTRATIVE LAW JUDGE THOMAS J. GLEGOLA, presiding



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Reported by: Rebekah L. DeRosa, CSR No. 8708
Shannon Ross Winters, CSR No. 8916
Jason A. Stacey, CSR No. 14092

1	I N D E X	
2	STATEMENTS	
	SPEAKER BERKMAN	15
3	SPEAKER GAGNON	16
	SPEAKER HAYES BYRD III	17
4	SPEAKER MILLER	19
	SPEAKER FRIEDMAN	19
5	SPEAKER WHITMAN	20
	SPEAKER LIERLY	22
6	SPEAKER MEDINA	23
	SPEAKER BASKINS	24
7	SPEAKER CANN	25
	SPEAKER HESS	26
8	SPEAKER RAY	27
	SPEAKER EDMONDS	28
9	SPEAKER OLSON	29
	SPEAKER SMITH	30
10	SPEAKER SUDOLCAN	32
	SPEAKER RODGERS	32
11	SPEAKER ELSTER	33
	SPEAKER NEEDS	34
12	SPEAKER MARTINEZ	35
	SPEAKER MORGAN	37
13	SPEAKER RHYNE	39
	SPEAKER GUCCIONE	40
14	SPEAKER COSTELLO	41
	SPEAKER GALE	43
15	SPEAKER ANDERSON	44
	SPEAKER FLANIGAN PARRISH	45
16	SPEAKER FAGOAGA	46
	SPEAKER HABER	47
17	SPEAKER GRUVER	48
	SPEAKER SCHRAEDER	49
18	SPEAKER ANDERSON	50
	SPEAKER SPEAKMAN	51
19	SPEAKER BALTIM	52
	SPEAKER JOHNSON	54
20	SPEAKER CUCCHIARA	54
	SPEAKER BEZAS	55
21	SPEAKER JEFFRIES	56
	SPEAKER MACDONALD	57
22	SPEAKER DEBORAH	58
	SPEAKER EBRAFIMI	60
23	SPEAKER SCOVVARI	61
	SPEAKER WATSON	62
24	SPEAKER LINMAN	63
	SPEAKER THOMAS	64
25	SPEAKER LAMORVE	65
	SPEAKER SCHULL	66
26	SPEAKER ANDERSEN	67
	SPEAKER DEUTSCH	68
27	SPEAKER JENNIFER	69
	SPEAKER JAGGERS	70
28	SPEAKER BASSAN	72
	SPEAKER CARONE	73

1	SPEAKER BROWN	74
	SPEAKER MARTIN	75
2	SPEAKER SOUZA	76
	SPEAKER GRAJADA	78
3	SPEAKER FELKEY	78
	SPEAKER CHEVALIER	79
4	SPEAKER RAMIREZ	81
	SPEAKER TOTH	81
5	SPEAKER STORER	83
	SPEAKER MORRIS-JONES	84
6	SPEAKER MIGUDA	85
	SPEAKER JAMES	86
7	SPEAKER GUZMAN	87
	SPEAKER CARTER	88
8	SPEAKER KOSTER	89
	SPEAKER WONG	91
9	SPEAKER SIU	91
	SPEAKER MARTINEZ	93
10	SPEAKER JONES	94
	SPEAKER LIPSCOMB	95
11	SPEAKER JACKSON	97
	SPEAKER PAGE	98
12	SPEAKER CUSICK	99
	SPEAKER JACKSON	101
13	SPEAKER KRANITZ	102
	SPEAKER GOMEZ	103
14	SPEAKER SABELLICO	104
	SPEAKER LAJCIK	106
15	SPEAKER MILLER	107
	SPEAKER TACKABERRY	108
16	SPEAKER SMITH	108
	SPEAKER SANTOS	109
17	SPEAKER GANJI	110
	SPEAKER SHOEMAKER	111
18	SPEAKER JYSTAD	112
	SPEAKER TROTTER	113
19	SPEAKER CUTLER	114
	SPEAKER DEBORAH	115
20	SPEAKER WEIBEL	116
	SPEAKER JONES	117
21	SPEAKER MENA	118
	SPEAKER SHERRY	119
22	SPEAKER CHRISTIAN	120
	SPEAKER THOMAS	121
23	SPEAKER MIGUDA	122
	SPEAKER LO	123
24	SPEAKER SENIOR	124
	SPEAKER DUDLEY	125
25	SPEAKER SHORE	126
	SPEAKER DEBORAH	127
26	SPEAKER CARTER	128
	SPEAKER SHORT	129
27	SPEAKER UNDERWOOD	131

28

VIRTUAL PROCEEDING

DECEMBER 6, 2022 - 6:00 P.M.

* * * * *

ADMINISTRATIVE LAW JUDGE GLEGOLA: With that, we will be on the record. The Commission will come to order. Good evening. This is the time and place for a Public Participation Hearing on the California Public Utilities Commissions Telecommunications Service Quality Proceeding. This is Rulemaking 22-03-016.

I'm Thomas Glegola, the assigned Administrative Law Judge for this proceeding. We are joined by the Honorable Darcie Houck, who is the assigned Commissioner for this proceeding, as well as the Honorable John Reynolds, another Commissioner at the California Public Utilities Commission.

To those listening on the phone that wish to speak, please press star one on your phone to be placed in line; after pressing star one, you'll be prompted for your name; please also add if you are an elected official. Please note, you may decide at any time before we end this forum to speak simply by pressing star one.

The purpose of today's hearing is to hear directly from the public about their

1 phone service. This includes what many refer
2 to as "plain old telephone service," also
3 called POTS, as well as newer phone service
4 delivered using Voice Over the Internet
5 Protocol, also called VoIP, and also cell
6 phone service.

7 We especially want to hear about
8 service outages you've encountered as well as
9 any lengthy service delays when you submit
10 customer service tickets to your phone
11 provider.

12 If you have a billing question,
13 please go to the following website:
14 www.cpuc.ca.gov/PPH. You will find more
15 information on that website that not only
16 relates to this proceeding, but also
17 telephone numbers to reach customer service
18 representatives at your company.

19 The Public Utilities Commission
20 currently regulates service quality standards
21 for plain old telephone service. These
22 standards are contained in General Order 133,
23 which you can find on the Commission's
24 website.

25 Due to changes in our jurisdiction,
26 as well as a petition from the Commission's
27 Public Advocates Office, the Commission is
28 reviewing the service quality standards for

1 plain old telephone service and is
2 considering adopting new rules for other
3 phone services, including VoIP and cell
4 phone.

5 In Phase 2 of this proceeding, the
6 Commission will consider service quality for
7 internet service. More information is
8 available on the Commission's website at
9 www.cpuc.ca.gov/pph. This includes summaries
10 of the positions of telecommunications
11 service providers in California, as well as
12 organizations representing consumers that are
13 parties in this proceeding.

14 The Public Utilities Commission has
15 five Commissioners who are appointed by the
16 governor and confirmed by the state senate.
17 This includes Commissioner Houck and
18 Commissioner Reynolds.

19 My responsibility, as the assigned
20 Administrative Law Judge, is to manage the
21 day-to-day activities of the case and to help
22 Commissioner Houck evaluate all of the
23 evidence in the proceeding, including your
24 input.

25 Commissioner Houck will issue a
26 proposed decision for the other Commissioners
27 to consider. The five Commissioners are
28 ultimately the ones who will decide and vote

1 on whether or not to approve any proposed
2 changes to existing rules or new rules.

3 Each piece of information on which
4 we base our decision is listed and available
5 for you to review on a Commission webpage we
6 call the "Docket card."

7 Your comments today also will be
8 listed and published on the Docket card
9 because our court reporters are transcribing
10 today's hearing, taking down everything that
11 is said.

12 I thank you for spending your time
13 with us today to share your experience as
14 customers, your perspectives or, perhaps,
15 just to listen.

16 The Commissioners and I will be
17 paying close attention to what you say.
18 We've received significant public interest in
19 this proceeding, which likely means you may
20 have to wait before speaking; so I also thank
21 you for your patience.

22 If you're not available to wait,
23 today is not your only opportunity to tell us
24 how this proceeding will affect you.

25 Throughout the proceeding, we will
26 be accepting written public comments through
27 a form on our website, the public comment
28 section of the Docket card. To access the

1 Docket card, go to the Commission's website.
2 That's www.cpuc.ca.gov/pph.

3 As of today, we have received over
4 500 written comments. We also will be
5 hosting another public participation hearing
6 this coming Thursday at 1:00.

7 This forum, as well as the forum on
8 Thursday, is being conducted remotely both
9 due to the COVID pandemic, but also because
10 we have found these remote hearings to be a
11 very convenient and effective way for us to
12 engage with members of the public, especially
13 on issues like this that affect all parts of
14 the state.

15 Again, we are very appreciative that
16 you have joined us today. Now, we will hear
17 from Commissioner Houck.

18 COMMISSIONER HOUCK: Good evening, and
19 thank you, Judge Glegola.

20 As the Judge mentioned, I'm
21 Commissioner Darcie Houck and I'm the
22 assigned Commissioner for this proceeding,
23 and I would like to thank everyone for
24 joining us tonight.

25 I understand that it can be
26 difficult to find a time to attend public
27 meetings or provide input in our proceedings.
28 I also understand that you're here tonight

1 because the decisions we make regarding the
2 service quality standards that are set out in
3 our current General Order 133-D have real
4 impacts on your daily lives and businesses.
5 And many important issues have been raised in
6 this OIR for service reliability, for public
7 safety.

8 And I understand these issues are
9 important to you, and that, as the Judge
10 indicated, we will be listening closely and
11 considering everything that's said this
12 evening when we're making a determination in
13 the proceeding.

14 The issues that are addressed in
15 this proceeding, specifically for Phase I of
16 this proceeding, include questions such as
17 are there any existing service quality
18 metrics that should be extended to wireless
19 and interconnected VoIP services?

20 Should specific metrics apply to one
21 type of technology or service and not
22 another?

23 Should the Commission modify any of
24 the existing service quality metrics and
25 standards or develop new service quality
26 standards and reporting requirements
27 applicable to wireless and interconnected
28 VoIP services?

1 Are there specific metrics that
2 should apply to one type of technology and
3 not others? And are there reporting
4 requirements or metrics that the Commission
5 should no longer mandate.

6 And does General Order 133-D's
7 enforcement framework and penalty mechanism
8 serve the public interest in ensuring
9 adequate and appropriate investment in the
10 state's telecommunications infrastructure,
11 and, if not, how should the Commission modify
12 General Order 133-D to achieve the outcome in
13 a more efficient manner?

14 Phase 2 of the proceeding will be
15 addressing service quality standards for
16 broadband, and we will be also taking
17 comments this evening on that as well, but we
18 are currently in Phase I of this proceeding.

19 And, again, I understand the issues
20 that we're addressing here are important to
21 you. And, again, we will be listening
22 carefully to everything that's said this
23 evening.

24 I want to repeat what Judge Glegola
25 stated earlier: If you're unable to provide
26 comments tonight, but would like to do so in
27 the future or have additional comments you
28 would like to provide later, that option is

1 available on the Commission's website.

2 Comments provided tonight and
3 through the Commission's website, again, will
4 be taken into consideration as we're making
5 decisions in the proceeding.

6 I want to thank the public and the
7 parties to this proceeding for attending
8 tonight's hearing.

9 I want to recognize and thank the
10 Public Advocates Office for moving these
11 efforts forward with the petition they filed
12 last year. This review of GO 133-D is long
13 overdue.

14 And I also want to thank our Public
15 Advisor's Office for all of their work in
16 making tonight's hearing possible, especially
17 Allison Brown, Alex Sawyer and Joyce Kwok.

18 I'd also like to thank Christine
19 Walwyn, who provides critical support for
20 these hearings, and our Communications
21 Division for all the work they're doing on
22 this proceeding.

23 We could not be here in this virtual
24 setting without our IT support. So I want to
25 thank Robert Stanford, Joseph Haga and Jacob
26 Willman. I also want to thank tonight's
27 court reporters, Rebecca DeRosa and Shannon
28 Ross, who will be taking down everything said

1 this evening.

2 Thank you to our interpreters,
3 Gumesindo Garza and Solidad Garza. These
4 individuals work to ensure that the public
5 has an opportunity to provide valuable
6 feedback to the Commission and your feedback
7 is essential to our job.

8 I want to also thank my team
9 partner, Commissioner John Reynolds, for
10 being here this evening.

11 And, finally, thank you, Judge
12 Glegola, for all of your work on this
13 proceeding and for facilitating tonight's
14 hearing.

15 And with that, I will turn it back
16 over to you, Judge Glegola.

17 ALJ GLEGOLA: Thank you, Commissioner.

18 Commissioner Reynolds, do you wish
19 to address us?

20 COMMISSIONER REYNOLDS: Yes. Thank
21 you, Judge Glegola, and thank you,
22 Commissioner Houck for your leadership in the
23 Service Quality Rulemaking.

24 This evening's public participation
25 hearing gives the Commission the opportunity
26 to hear firsthand from customers about their
27 phone service quality. Reliable phone
28 connections are needed more than ever as we

1 continue to live, work, and even play by our
2 phones.

3 With the increasing reliance on cell
4 phones for access to emergency services, it
5 is crucial that we understand what
6 experiences -- what service issues exist, and
7 what, if any, improvements can be made.

8 I look forward to hearing real-life
9 experiences from Californians trying to
10 connect with family, friends, work or other
11 services like telehealth and what issues they
12 face.

13 I am also interested in hearing from
14 those in environmental social justice
15 communities and better understanding any
16 unique concerns they have in their phone
17 service and customer outreach.

18 Recognizing it is a busy time of
19 year, I appreciate all of today's public
20 speakers.

21 And my thanks to IT and the
22 Commission's court reporters for covering
23 today's hearing. I am looking forward to
24 hearing from you. I'll be present for a
25 portion of this hearing, and my Advisor,
26 Sasha Goldberg, is also listening.

27 With that, I will turn it back to
28 you, Judge Glegola.

1 ALJ GLEGOLA: Thank you, Commissioner.

2 We now turn to the public. If you
3 want to speak and have not already done so,
4 please press star one on your phone, and the
5 operator will add you to the queue of our
6 speakers.

7 If you do speak, we ask that you
8 speak slowly and clearly so that the reporter
9 is able to capture everything that is said.
10 We ask that you state and spell your name if
11 you'd like and include, if you would like,
12 the city you are calling from.

13 You may decide at any time, before
14 we end this forum, to speak simply by
15 pressing star one.

16 I'll ask our operator: How many
17 individuals are in queue right now?

18 THE OPERATOR: Your Honor, we currently
19 have 95 individuals waiting to give their
20 public comment.

21 ALJ GLEGOLA: Thank you so much.

22 To ensure we hear everyone, each
23 speaker will have a time limit of one minute.
24 A chime will sound when that minute is up.
25 We will be able to hear you most clearly if
26 you speak directly into your phone or use a
27 headset. It is best not to use a
28 speakerphone.

1 With that, Operator, will you please
2 proceed to the first speaker in the queue.

3 THE OPERATOR: Thank you.

4 Our first public comment comes from
5 Karolyn Berkman. Your line is open.

6 STATEMENT OF SPEAKER BERKMAN

7 Okay. My name is Karolyn Berkman,
8 K-a-r-o-l-y-n B-e-r-k-m-a-n. I live in
9 Altadena, California. My carrier is
10 T-Mobile. I am a member of TURN.

11 And I thank the Commission so much
12 for doing this. Every time I have to get
13 something from T-Mobile, they overcharge
14 everybody. They always overcharge, and it
15 takes hours to get that off.

16 Without my knowledge and permission
17 their store put a stranger's purchase of a
18 phone on my private account, and they would
19 not take it off.

20 I had to find that person. I had
21 to get her phone fixed. I had to wait for
22 her phone to be fixed. I had to get the
23 phone that she supposedly bought and return
24 it to them.

25 And that's the only way they would
26 take her bill off of my account. They owe me
27 \$1,000 for my time and my gas. And I asked
28 one of their people to investigate it when I

1 complained, and he left me an email -- a
2 voicemail --

3 (Timer notification.)

4 SPEAKER BERKMAN: -- show his
5 investigation that I actually did over the
6 phone. It was amazing. The service was --

7 THE OPERATOR: Our next public comment
8 comes from Jim Gagnon. Your line is open.

9 STATEMENT OF SPEAKER GAGNON

10 Good evening. My name is Jim
11 Gagnon. I'm co-chair of the Comptche
12 Broadband Committee --

13 (Reporter clarification.)

14 SPEAKER GAGNON: Okay. My name is Jim
15 Gagnon, J-i-m G-a-g-n-o-n.

16 Okay. Our committee encourages the
17 CPUC to extend the quality standards in
18 Section 3 of General Order 133-D so that they
19 apply to not only for POTS, but to all
20 equivalent technologies such as wireless,
21 Voice over IP, VoIP, and broadband used to
22 deliver essential services.

23 We feel this is necessary as while
24 new technology providers state competition
25 will keep their essential services up to par,
26 many communities do not have multiple
27 providers and thus deal with a de facto
28 monopoly in telecommunication.

1 With no other major cellular or
2 internet services available. This leaves us
3 captive to an archaic technology built upon
4 infrastructure that is at least fifty years
5 old and poorly maintained by AT&T.

6 Our written comments document the
7 multiple and many outages we've sustained in
8 2022 alone, which clearly demonstrate the
9 neglect essential service providers will
10 visit upon their customers even when strict
11 laws are in place. Providers with no legal
12 requirements will no doubt be even more
13 negligent.

14 Many consumer groups --
15 (Timer notification.)

16 SPEAKER GAGNON: -- feel essential
17 service providers should feel the full brunt
18 of the law and fines their behavior incurs;
19 however the CPUC --

20 THE OPERATOR: Our next public comment
21 comes from Yolanda Felicia Hayes (sic). Your
22 line is open.

23 STATEMENT OF SPEAKER HAYES BYRD III

24 I'm sorry. My name is Corlonda
25 Felicia Hayes Byrd, III. It's
26 C-o-r-l-o-n-d-a H-a-y-e-s B-y-r-d, III.

27 Were you guys able to get that?

28 (Reporter responds.)

1 ALJ GLEGOLA: Yes, please, go ahead,
2 ma'am.

3 SPEAKER HAYES BYRD III: I'm a senior
4 citizen, and I'm challenged with learning.
5 And ever since things have gone from the pen,
6 paper, people and local business, I have had
7 a lot of issues with my AT&T services, with
8 my old broadband services that I need.

9 The technology world is not friendly
10 to me. I have been hacked. I have had a lot
11 of issues with not only AT&T, Fugo and other
12 cellular companies and everything.

13 I am wishing that we could bring
14 back some type of way that we can have choice
15 in how we are able to communicate because I
16 feel discriminated and, you know, outcast,
17 and need pen, paper, people in my
18 representation, and I don't think it should
19 be forced upon us, and I think the carriers
20 are getting an advantage over our money, our
21 identification.

22 I was told we don't have United
23 States anymore --

24 (Timer notification.)]

25 THE OPERATOR: Our next public comment
26 comes from Glorene Miller. Your line is
27 open.

28 ///

1 STATEMENT OF SPEAKER MILLER

2 My name is Glorene Miller,
3 G-l-o-r-e-n-e. Last name is Miller,
4 M-i-l-l-e-r.

5 I am a 88 year-old senior. I have
6 a landline with AT&T. For the past three
7 years when it's rained, I've had a lot of
8 problems. It took a long time to get a
9 repairman to come out; except for this time
10 when it started raining, I haven't had any
11 problems. So a couple of the repairmens
12 (sic) have said that the wires or something
13 need to be replaced. When it rains, the
14 wires get wet, and when they dry out, then
15 it's better. That's my comment.

16 THE OPERATOR: Our next public comment
17 comes from Alexander Friedman. Your line is
18 open.

19 STATEMENT OF SPEAKER FRIEDMAN

20 Yes. Hi. Good evening. I'm
21 Alexander Friedman, A-l-e-x-a-n-d-e-r, last
22 name, F-r-i-e-d-m-a-n.

23 I have AT&T, and I have it for
24 many, many years, and I second to what the
25 previous commenter has said. But, I am
26 extremely frustrated with the skyrocketed
27 fees that AT&T keeps charging for just basic
28 service. I do have a landline with AT&T as

1 well as the Internet. The Internet is
2 extremely slow. It's only -- it's less than
3 three megabits per second. And for both the
4 landline and -- and the -- the cell service,
5 they charge a whopping \$110 a month. This is
6 ridiculous to have just basic service for
7 \$110 a month. This is -- this is outrageous.
8 So I ask the Commission to look into this,
9 because this is, I believe, an overcharge.
10 The quality of service is not that good. The
11 landline service is okay, although I do have
12 occasional connection issues, but the DSL
13 service is not overly reliable. Again, it's
14 very, very slow, and every day, at some
15 point, I temporarily lose the connection, and
16 then it comes --

17 (Timer notification.)

18 SPEAKER FRIEDMAN: Thank you very much.

19 THE OPERATOR: Our next public comment
20 come from Chelsea Whitman. Your line is
21 open.

22 STATEMENT OF SPEAKER WHITMAN

23 Yes. Hi. My name is Chelsea
24 Whitman calling from San Diego. That's
25 C-h-e-l-s-e-a W-h-i-t-m-a-n. And thank you
26 for providing this comment period.

27 I want to say that, you know, I
28 don't really have any complaints about my

1 phone service. It works really fine for me
2 and everyone I know in San Diego. But, my
3 big thing right now in 2022 is fiber. I've
4 heard a lot of talk about how it's the way of
5 the future and it's the best way to ensure
6 connectivity, but I've been waiting for it
7 here for over five years.

8 I'm primarily calling in tonight
9 because every day I work with a population of
10 troubles of getting connected. I help hire
11 and on-board caregivers for senior citizens
12 with disabilities. It's all electronic and
13 on-line. And we work with almost 10,000
14 people trying to give or receive these
15 disability services in California, but our
16 care recipients aren't getting the help they
17 need because of just the lack of stability
18 and connectivity with broadband all across
19 the state. It really affects, I think, the
20 quality of life for a community that's
21 already underserved.

22 I also understand that the
23 Commission has not acted on a proposal to
24 bring fiber to my community here in San
25 Diego, and that there's funding for it
26 earmarked somewhere. I really desperately
27 need this to work so that we can stay
28 connected and make sure that our community --

1 (Timer notification.)

2 SPEAKER WHITMAN: Thank you.

3 THE OPERATOR: Our next public comment
4 comes from Rich Lierly. Your line is open.

5 STATEMENT OF SPEAKER LIERLY

6 Yeah. Thank you. My name is Rich
7 Lierly. It's L-i-e-r-l-y.

8 And I've lived -- I live in
9 unincorporated rural Nevada County, where the
10 only service that is available is AT&T. And
11 I've lived here for over 22 years, and in
12 that time, the cell service has gotten worse,
13 not better. And I'm in a high fire risk
14 area, so when PG&E shuts our power off, I
15 also use -- lose use of my landline. So I
16 have no outside communication. And it's also
17 kind of a joke when you say, "Oh, go to this
18 website or that website." My Internet
19 connection is so low, I cannot really use it.
20 I have to go drive into town, and go to the
21 public library in order to get on the
22 Internet. And I'm a senior citizen and
23 disabled. And like I said, the service has
24 actually gotten worse in 22 years. I've had
25 AT&T out here. The -- the -- the repairmen
26 are also always very friendly and helpful,
27 but they all say the lines need to be
28 replaced.

1 (Timer notification.)

2 SPEAKER LIERLY: Okay. Thank you.

3 ALJ GLEGOLA: Thank you.

4 Operator, is it possible to move to
5 our Spanish line?

6 THE OPERATOR: Give me just a moment
7 here. I -- I'm not sure about your patch. I
8 don't have it connected to patch in our
9 Spanish speakers. I can go over to the
10 conference, if you give me just a moment.

11 ALJ GLEGOLA: Okay. Thank you.

12 THE OPERATOR: But, we have our
13 interpreter there.

14 ALJ GLEGOLA: Oh, yes. That would be
15 great, yeah.

16 THE OPERATOR: Give me just a moment
17 here.

18 Let's take our next public comment
19 right now while I try to get this connected
20 for us. One moment.

21 ALJ GLEGOLA: Thank you.

22 THE OPERATOR: Our next public comment
23 comes from -- you're welcome.

24 (Electronically recorded: Maria
25 Elena Medina.)

26 THE OPERATOR: Your line is open.

27 STATEMENT OF SPEAKER MEDINA

28 Good evening. My name is Maria

1 Elena Medina working in Madera Coalition for
2 Community Justice. I am going to speak on
3 behalf of my client.

4 I live in Madera, California, and I
5 am a (inaudible) supporter. This low-income
6 client contact me because she needs Internet
7 service inside home. Client lives in a rural
8 area. She's an elderly woman who needs
9 Internet. We call different companies.
10 That's AT&T and Xfinity, and they don't have
11 Internet services in her -- her area.

12 So lastly, we find a -- a wire
13 company who needs (inaudible) \$60, but she
14 doesn't have that money. So she's a
15 low-income, and the client is still not
16 having Internet services. We ask CPUC to
17 develop the standards and regulate the money
18 for services providers to ensure high-quality
19 Internet services for old folks living in
20 California, including rural areas. Every
21 person living in California deserves access
22 to Internet and phone services that are
23 affordable. And thank you, CPUC, for taking
24 this important issue. Thank you.

25 THE OPERATOR: Our next public comment
26 comes from Lori Baskins. Your line is open.

27 STATEMENT OF SPEAKER BASKINS

28 Hi. My name's Lori Baskins,

1 L-o-r-i B-a-s-k-i-n-s, and we live in Valley
2 Center.

3 We have had an AT&T landline for --
4 for the last 30 years, and every time it
5 rains, it -- the service either stops or has
6 a very noisy line until it dries out. We
7 stopped complaining to A and T -- AT&T after
8 their service guy told them "Yeah, we need to
9 replace the lines, but there's no plans to do
10 so." So we're just stuck with that. And we
11 don't have cell service in our area, because
12 we're -- we're -- our house is in a kind of a
13 canyon, and so we can't reach the cell site.
14 So it's our only lifeline to get help, if we
15 need it. So that's all I have to say. Thank
16 you.

17 THE OPERATOR: Our next public comment
18 comes from Mary. Your line is open.

19 STATEMENT OF SPEAKER CANN

20 Yes. Mary, C-a -- M-a-r-y, Cann,
21 C-a-n-n.

22 My comment is about talking to
23 people through the AT&T that are in the
24 foreign countries. You can hardly understand
25 them. It's very difficult, especially when
26 you're used to listening to people talk
27 English in plain. I wish that we could do
28 something about that.

1 I have a situation with my
2 Internet, which I have qualified for a lower
3 payment, and somehow, AT&T went in through my
4 account and took money out of my account to
5 pay for something that I'm qualified for. So
6 that's a disturbing thing. Anyway, thank
7 you. That's all I have to say.

8 ALJ GLEGOLA: Thank you.

9 And before we hear from our next
10 caller, if I could just remind our callers,
11 please speak slowly and clearly for our court
12 reporters, because we -- we very much want to
13 be able to transcribe what you're saying.
14 Please speak slowly, clearly, and also, spell
15 your -- your name. Thank you.

16 THE OPERATOR: Our next public comment
17 comes from Samantha Hess. Your line is open.

18 UNIDENTIFIED SPEAKER: What was the
19 name?

20 THE OPERATOR: Samantha Hess, your line
21 is open.

22 STATEMENT OF SPEAKER HESS

23 Thank you. This is Samantha Hess.
24 That's S-a-m-a-n-t-h-a, last name Hess, "H,"
25 like Henry, "E," Edward, s-s, like Sam, from
26 Encino, California.

27 My husband and I have had Sprint
28 for many, many years; well, a couple of

1 decades. When T-Mobile took over with the
2 merger, our cell service, which always worked
3 perfectly in our home in Encino and the
4 surrounding area, not to mention, worked
5 flawlessly when we traveled anywhere within
6 the United States, does not work in various
7 areas of our home, including our kitchen, our
8 hallway, our garage. It doesn't work for
9 either of us or the other two family members
10 who live with us; and when we have our
11 out-of-town family visit, who also have
12 T-Mobile, it doesn't work for them. So we
13 went from having perfect service to now being
14 stuck with terrible service that's very
15 spotty and unreliable in our own home. Thank
16 you very much for listening.

17 THE OPERATOR: Our next public comment
18 comes from Ann Ray. Your line is open.

19 STATEMENT OF SPEAKER RAY

20 Good evening, Commissioners. My
21 name is Ann, A-n-n. My last name is Ray,
22 R-a-y.

23 I'm calling about two issues. I --
24 my first issue is with AT&T. I have a hard
25 line with them for our alarm service for
26 health and safety issues. My bill is \$81 a
27 month. I think it's exorbitant for just the
28 basic services for our hard line and long

1 distance. I do not make any outgoing calls
2 on that AT&T hard line. It's for our alarm
3 service purposes only.

4 Also, my second issue is I'm with
5 T-Mobile. If I'm in Fillmore, California,
6 93015, if I go to my friend's farm, it's a
7 rural community. I have no cell service.
8 For health and safety issues, I would like to
9 be able to dial 911. I have no service. And
10 he lives about two miles -- his farm is two
11 miles from my home. So I think T-Mobile
12 needs to expand their cell service in my
13 community.

14 (Timer notification.)

15 THE OPERATOR: Our next public comment
16 comes from Mark Edmonds. Your line is open.

17 STATEMENT OF SPEAKER EDMONDS

18 Thank you. My name is Mark
19 Edmonds. Last name is spelled E-d-m-o-n-d-s.
20 I'm a TURN supporter, long-time.

21 And I'm calling about my Xfinity
22 phone service. I've had Xfinity for -- since
23 they started selling Xfinity phones through
24 Comcast. I've been a long-time Comcast
25 customer. What's going on is that, for weeks
26 now, no one has been able to leave me a
27 voicemail. And my friends know that if it's
28 important, they can text me, if I don't pick

1 up the phone. But, it came to my clear
2 understanding yesterday that I needed to
3 address this problem, even though it's
4 difficult and impossible to get hold of
5 Xfinity. When I got two calls that were
6 local, local area code calls, I happened to
7 call them back, and it turned out to be
8 UCD -- U.C. Davis Cancer Center. They were
9 calling me to rearrange appointment. So I'm
10 hoping to get from the Commission today maybe
11 a number that I can call to let Xfinity know
12 that my voicemail is not working. Thank you
13 for your time.

14 THE OPERATOR: Our next public comment
15 comes from:

16 (Electronically recorded: Nancy
17 Olson.)

18 THE OPERATOR: Your line is open.

19 STATEMENT OF SPEAKER OLSON

20 Yes. My name's Nancy Olson,
21 N-a-n-c-y O-l-s-o-n.

22 I'm calling about two landlines,
23 hard-wired landlines, one in San Rafael, and
24 one in San Francisco. I'm a AT&T customer.
25 When I had static on my landline in Marin, it
26 took me over two weeks to get anybody out to
27 service it, and they expected me to talk to
28 them about the problem on the landline, which

1 we've had so much static, nobody could hear
2 anything. So because I had a cell phone, we
3 could work through it. It took probably over
4 ten phone calls, and eventually, that got
5 fixed; but, I think that's not acceptable
6 service.

7 The second one is in San Francisco.
8 When I wanted to hook up a landline for my
9 apartment, it's already wired. I just needed
10 someone to come out and turn it on. That
11 took over two weeks to have that happen. And
12 the service people that I talked to, I had
13 over 15 phone calls. Most of them knew
14 nothing about landlines, and also wanted to
15 make me have cell. And I have landlines for
16 emergencies. So again, I thought that was an
17 unacceptable way to handle it. I think the
18 service people need to know that some of us
19 like old-fashioned landlines, and -- and
20 don't want to convert for --

21 (Timer notification.)

22 THE OPERATOR: Our next public comment
23 comes from:

24 (Electronically recorded: Dierdra
25 Smith.)

26 THE OPERATOR: Your line is open.

27 STATEMENT OF SPEAKER SMITH

28 Thank you. My name is Dierdra

1 Smith, D-i-e-r-d-r-a Smith, S-m-i-t-h.

2 I'm calling because I moved in
3 Rohnert Park about two miles. Last June, in
4 2021, had a landline, and I had a DSL
5 Internet. When I moved here, they couldn't
6 give me DSL anymore, so I told them I just
7 wanted a landline. I have been struggling
8 ever since. I'm getting these bills for DSL
9 for a 56 dollar bill that I don't owe. I
10 paid them when I moved. I pay my bills on
11 time. Now they're referencing it on my new
12 address for that old bill. And it doesn't
13 even exist. The account number doesn't
14 exist. So I don't know what to do. I'm
15 tired of receiving a bill that I don't owe
16 for \$56 every month. I don't know what to
17 do. Maybe you can give me some pointers.
18 I've called AT&T. Oh, there's no such
19 account number. Well, no, there isn't,
20 because it doesn't exist anymore. My bills
21 are --

22 (Audio interference.)

23 SPEAKER SMITH: -- pay it all the time.
24 Maybe you can help me. Anyway, that's all I
25 have to say.

26 THE OPERATOR: Our next public comment
27 comes from:

28 ///

1 (Electronically recorded: Vickie
2 Sudolcan.)

3 THE OPERATOR: Your line is open.

4 STATEMENT OF SPEAKER SUDOLCAN

5 Thank you. This is Vickie,
6 V-i-c-k-i-e, last name, Sudolcan,
7 S-u-d-o-l-c-a-n. And I reside in Santa
8 Clarita, California.

9 The quality of my phone service is
10 just fine. I just really don't understand
11 why the Commission is spending time on this.
12 I believe the CPUC should really be spending
13 the time and resources to improve broadband
14 service throughout the state, in general, and
15 in the Santa Clarita Valley, in particular.
16 Thank you for your time.

17 THE OPERATOR: Our next public comment
18 comes from:

19 (Electronically recorded: Donna
20 Rodgers, R-o-d-g-e-r-s.)

21 THE OPERATOR: Your line is open.

22 STATEMENT OF SPEAKER RODGERS

23 Donna, D-o-n-n-a, R-o-d-g-e-r-s. I
24 live in Valley Springs, California.

25 I have service through the
26 Calaveras Telephone Company. The only reason
27 I have service through them is there's no
28 other service they will allow in their

1 county. I can't get AT&T. I can't get
2 anyone. Calaveras Telephone Company has the
3 lousiest service I have ever heard of. I can
4 be on the phone, I can be talking, and boop,
5 cuts me off. Someone else can call me. They
6 say they ring like two times, boop, it's
7 gone. They have terrible service. And their
8 bill to me is \$75.35 a month. I cannot even
9 have a long distance company other than
10 Calaveras Telephone. They won't allow them
11 to have it. So I need some help. I need
12 somebody to do something about Calaveras
13 Telephone Company. Okay? That's so
14 everybody can be part of this, not just them
15 that can tell us what we're going to do.
16 Thank you very much.

17 THE OPERATOR: Our next public comment
18 comes from:

19 (Electronically recorded: Cindy
20 Elster.)

21 THE OPERATOR: Your line is open.

22 STATEMENT OF SPEAKER ELSTER

23 My name is Cindy Elster, C-i-n-d-y,
24 Elster E-l-s-t-e-r. I'm calling from Santa
25 Barbara County, Santa Barbara.

26 I have been an AT&T client since
27 1994. I have four phone lines with our
28 account, and I have two issues with their

1 service, the quality of the service. We have
2 phone -- during a phone call, we will have
3 the phone basically go quiet. Neither the
4 caller or the callee can hear each other for
5 periods of time, 10, 15, 20 seconds at a
6 time, or the service is so poor that we
7 engage in a conversation, and the phone --
8 the phone call is just completely dropped.
9 I've talked to our service provider, AT&T.
10 They say that we have the cells in our area
11 go in and out. Sometimes they're strong.
12 Sometimes there's not -- they're not strong.
13 And our area's supposed to be a strong "A"
14 and T&T service area, yet we are still
15 getting completely dropped calls, our calls
16 that are blacked out, and we are --

17 (Timer notification.)

18 SPEAKER ELSTER: Thank you very much.]

19 THE OPERATOR: Our next public comment
20 comes from:

21 (Electronically recorded: Eric
22 Needs.)

23 STATEMENT OF SPEAKER NEEDS

24 Hello. My name is Eric Needs,
25 E-r-i-c N-e-e-d-s. I'm from Santa Clarita,
26 California.

27 And my issue is with T-Mobile. On
28 Sierra Highway, there's a five-mile gap of no

1 service from 10500 Sierra Highway through
2 14500 Sierra highway. T-Mobile has claimed
3 4G LTE and 5G service, but it's only
4 emergency service only.

5 T-Mobile is aware of this. They
6 have done nothing but try to pass me off to
7 another carrier. Similarly, at Embrey
8 (phonetic), California, Park Hill, Marine
9 Terrace, and Happy Hill along with much of
10 the downtown area have no service. And last
11 winter T-Mobile had an outage due to power
12 outage while all the other carriers were up.

13 T-Mobile's generators were
14 nonfunctional. They were out for more than
15 eight hours. No explanation other than, they
16 had --

17 (Timer notification.)

18 THE OPERATOR: Our next public comment
19 comes from:

20 (Electronically recorded: Gavin
21 Martinez.)

22 STATEMENT OF SPEAKER MARTINEZ

23 Yes. Hello. This is Gavin
24 Martinez, G-a-v-i-n M-a-r-t-i-n-e-z.

25 I'm a disabled senior living in San
26 Diego, and I've noticed over the last 10
27 years that -- I've been disabled since
28 2012 -- the cost of my landline keeps on

1 increasing, and now we have -- we're more or
2 less forced to have to take a set of
3 features.

4 In this case, I've got the complete
5 choice at \$62. And it has 14 features and of
6 those, I use only five. I've repeatedly
7 asked them if they could somehow give me a
8 cut-down version of that with just the five
9 features that I need like a flat-rate line,
10 the Metro plan, caller ID, three-way calling
11 and just the WirePro.

12 They say: No, if you want it,
13 you've got to take all 14 features.

14 And they're going to charge us \$62.
15 So with the taxes and such, it gets it up to
16 \$67. The Lifeline credit gets it to \$45 a
17 month. That's still \$15 more than what I
18 paid in 2012.

19 (Timer notification.)

20 SPEAKER MARTINEZ: Thanks for your
21 time. I also just want to let you know that
22 the Cox internet phone doesn't work very
23 well, and that's why we need a better
24 landline phone system.

25 THE OPERATOR: Our next public comment
26 comes from:

27 (Recorded Electronically: Eileen
28 Morgan.

1 STATEMENT OF SPEAKER MORGAN

2 Hello. My name is Eileen Morgan.
3 And you spell it E-i-l-e-e-n M-o-r-g-a-n.

4 Good evening, your Honor. Hello,
5 Chair, and Commission members. My name is
6 Eileen Morgan, and I'm currently a graduate
7 student attending the University of San
8 Francisco for a degree in counseling
9 psychology with an emphasis on marriage and
10 family therapy.

11 Thank you for allowing me this time
12 to talk to you about how my mobile and
13 internet services have benefitted my
14 education and make it easier for me to
15 receive this opportunity. I currently reside
16 in Walnut Creek and my school campus is in
17 San Jose.

18 Due to COVID-19 protocols, our
19 campus has been using a hybrid system of both
20 in-person and virtual classes. When I
21 started my program in 2021, it was all
22 virtual while campus was closed for students.

23 Without the access I currently have
24 to internet services, I would not have been
25 able to go down the street of furthering my
26 education. Without my mobile services, I
27 wouldn't be able to communicate with the
28 members in my cohort, collaborate on material

1 and assignments.

2 Pursuing a degree in counseling
3 psychology has always been a goal of mine and
4 having the right tools and services at my
5 fingertips --

6 (Timer Notification.)

7 SPEAKER MORGAN: Thank you again.

8 ALJ GLEGOLA: Thank you.

9 If I could interject before moving
10 on to our next caller, I just want to remind
11 individuals that are on the line that could
12 perhaps use help with a customer service
13 representative from their provider, if you go
14 to the following website www.cpuc.ca.gov/pph,
15 you will find a lot of different information
16 about this proceeding, including the call-in
17 information for a number of service providers
18 in California.

19 We asked all of them to provide us
20 with customer service representatives at this
21 time. So if you have a billing issue in
22 particular, I encourage you to go to that
23 website and call those individuals.

24 Thank you. And also, of course, you
25 can contact our Public Advisor's Office or
26 Consumer Affairs branch during normal
27 business hours. Thank you very much.

28 Operator, could you continue with

1 the next caller, please.

2 THE OPERATOR: Of course, your Honor.
3 Our next caller is in the Spanish queue. We
4 have one call for public comment in the
5 Spanish queue. I'm opening the line now.

6 Hi. Your line is open for public
7 comment.

8 (No response.)

9 THE OPERATOR: Hi. This is in the
10 Spanish queue. Your line is open for public
11 comment.

12 (No response.)

13 THE OPERATOR: Your Honor, we'll get
14 back to them.

15 ALJ GLEGOLA: Okay. Thank you.

16 THE OPERATOR: You're welcome.

17 Our next public comment comes from.

18 STATEMENT OF SPEAKER RHYNE

19 Weaver Rhyne, W-e-a-v-e-r

20 R-h-y-n-e. I want to add the fact that my
21 landline here in Gualala, California, on the
22 south Mendocino county coast also has issues
23 cutting in and out, and particularly during a
24 weather situation, rain particularly.

25 There's always a hum on the line,
26 but often when there's been rain, it gets
27 much worse and sometimes makes it impossible
28 to communicate. So there's that issue, and

1 sometimes the line goes dead entirely.

2 I've lived most of my life in urban
3 areas and never had the kind of the problems
4 I've had in the rural part of California.

5 Also, it's very spotty in terms of
6 cell phone connection, and if there's ever a
7 desire by AT&T to eliminate landlines, there
8 is a necessity to have adequate cell phone
9 coverage.

10 (Timer notification.)

11 SPEAKER RHYNE: Thank you very much.

12 ALJ GLEGOLA: Thank you.

13 THE OPERATOR: Our next public comment
14 comes from:

15 (Electronically recorded: Samira
16 Guccione.)

17 STATEMENT OF SPEAKER GUCCIONE

18 Hello. My name is Samira Guccione,
19 S-a-m-i-r-a G-u-c-c-i-o-n-e. I'm calling
20 from Burlingame, California.

21 My cell phone service used to be
22 with Sprint, and my service worked okay.

23 Ever since T-Mobile brought Sprint
24 and there was the merger, my cell phone does
25 not work at home -- at my home. It's very
26 spotty and cuts in and out all the time.
27 There is no reason why this should happen due
28 to the merger.

1 I have a -- my mother has cancer;
2 my child has -- my daughter has an autoimmune
3 disease; therefore, I need to make calls to
4 hospitals all the time, and this is
5 impossible to use the home at home, and I'm
6 still paying over \$130 per month for a
7 service that doesn't work in my home, and
8 this is very difficult for me.

9 My son investigated this online and
10 said since the merger, they decided to make
11 the lines spotty and unsatisfactory so that
12 they can have the --

13 (Timer notification.)

14 SPEAKER GUCCIONE: -- charge extra for
15 having --

16 THE OPERATOR: Your Honor, we're going
17 to try the Spanish comment line. One moment.
18 We're going to try it again.

19 Hi. Your line is open for Spanish
20 public comment.

21 (Commenter speaking in Spanish.)

22 THE OPERATOR: We'll come back to them
23 again. One moment.

24 Our next public comment comes from:
25 (Electronically recorded: Mr. Tracy
26 J. Costello. Hello?)

27 STATEMENT OF SPEAKER COSTELLO

28 Yes. This is Mr. Tracy J.

1 Costello, T-r-a-c-y J. C-o-s-t-e-l-l-o, from
2 Shasta City, California.

3 I have two phones: An AT&T
4 landline, which has been fine, costing me 60
5 bucks a month even with Lifeline and the
6 features and limited calling, but my Best Buy
7 Lively smart phone's been giving me trouble.

8 Ever since I went on YouTube to
9 look up a tobacco shop, I've been getting all
10 kinds of texts from Facebook. It's crazy.
11 Every day ever since, multiple texts from
12 Facebook. Ever since that idiot took over
13 Facebook, I'm getting trouble from Facebook.
14 I don't know what's going on.

15 I dealt with the company. They
16 said they tried to clean it out. They say
17 it's going to stop, but it doesn't stop.
18 Thank you. I thank you very much, your
19 Honor. Thank you all for having this
20 hearing. I think it is important we have
21 these hearings. Thank you.

22 ALJ GLEGOLA: Thank you.

23 SPEAKER COSTELLO: Good evening.

24 THE OPERATOR: Our next public comes
25 from:

26 (Electronically recorded: Cessiley
27 Gale.)

28 ///

STATEMENT OF SPEAKER GALE

Hello. My name is Cessiley Gale,
C-e-s-s-i-l-e-y G-a-l-e. I work for the Elk
Grove Unified School District in Elk Grove,
California, as an educator helping students
with their individual education plans and
co-teaching multiple curricula.

As you know, telecommunication was
the only source for public education to
continue during 2020 and most of 2021.
Distance learning was the only way to
communicate, educate, and assist my students
most of which have learning, mental or
physical disabilities.

Mobile and internet services were a
vital component of working with my students
in helping them understand the course
materials, assignments, and to answer any
questions they had.

These services were also the only
way to update other faculty and my
supervisors on the progress these students
were making and what parents needed to know
as well.

I must add that in-person education
is way more impactful in understanding
materials and learning what is being taught,
but without working mobile and internet

1 services distance learning would have not --
2 would have been a lot less effective.

3 Although distance learning is no
4 longer the norm, it was essential in
5 continuing our young students' education and
6 needs to be understood that it would not have
7 been possible without that --

8 (Timer notification.)

9 ALJ GLEGOLA: Thank you.

10 THE OPERATOR: Our next public comment
11 comes from:

12 (Electronically recorded: Mark
13 Anderson.)

14 ALJ GLEGOLA: Please continue, sir.

15 STATEMENT OF SPEAKER ANDERSON

16 Thank you. My name is Mark
17 Anderson, M-a-r-k A-n-d-e-r-s-o-n. I'm the
18 President of a nonprofit youth mentoring
19 organization in Los Angeles, California,
20 called, The Concerned Black Men of Los
21 Angeles. It's been two years since the
22 Commission last accepted grant applications.

23 Please focus on getting funding out
24 to communities of need to close the digital
25 divide. Thank you.

26 ALJ GLEGOLA: Thank you, sir, for
27 taking the time to comment.

28 THE OPERATOR: Our next public comment

1 comes from:

2 (Electronically recorded: Deonne
3 Flanigan Parrish.)

4 STATEMENT OF SPEAKER FLANIGAN PARRISH

5 Good evening, Judge, and Commission
6 members. My name is Deonne Flanigan Parrish.
7 I live in Oakland; I work in Santa Clara, and
8 attend school in San Jose, California. I'm a
9 graduate student attending USF pursuing a
10 degree in counseling psychology.

11 Thank you for the opportunity to
12 talk to you about my mobile internet services
13 and how they've benefited my education and
14 made it easier for me to continue.

15 Due to COVID-19 protocols, our
16 campus has been using a hybrid system of both
17 in-person and virtual classes. When I
18 started in 2021, it was all virtual.

19 Without the access I currently have
20 to internet and mobile services, it would be
21 much more difficult to communicate with my
22 school and cohort mates. Having the ability
23 to choose an educational program that fits
24 around my work schedule, allows me to attend
25 virtually, has given me peace of mind not
26 having to compete with the infamous bay area
27 traffic just to attend my classes.

28 Students, especially working

1 students, deserve nothing less than an
2 infrastructure that will allow us to follow
3 through with our goals and give us piece of
4 mind in bettering our lives.

5 Thank you.

6 ALJ GLEGOLA: Thank you for sharing.

7 THE OPERATOR: Our next public comment
8 comes from:

9 (Electronically recorded: Gerry
10 Fagoaga.)

11 STATEMENT OF SPEAKER FAGOAGA

12 Yes. Good evening. My name is
13 Gerry, G-e-r-r-y, Fagoaga, F-a-g-o-a-g-a. I
14 live in Alhambra, in southern California.
15 I'm a long-time member of TURN and a monthly
16 supporter. Thank you, Commissioners, for
17 this opportunity to participate.

18 Spectrum is my internet provider.
19 I'm concerned that the yellow light in my
20 router is blinking 24/7. Shortly after
21 attempting to proceed with email and other
22 functions, it freezes or disappears causing
23 much delay in communicating, especially in
24 attempting to join important Zoom meetings.

25 I live alone, so being able to
26 communicate with my family, friends and/or
27 obtaining medical assistance has become a
28 matter of my safety.

1 Most troubling is not being able to
2 select an internet provider. We're being
3 forced to accept their fees and inadequate
4 service. It behooves the CPUC to (inaudible)
5 service providers to ensure a high-quality
6 service for all folks living in California.

7 Thank you.

8 ALJ GLEGOLA: Thank you.

9 THE OPERATOR: Our next public comment
10 comes from:

11 (Electronically recorded: Name not
12 recorded.)

13 THE OPERATOR: Your line is open.

14 Hi. Your line is open.

15 (No response.)

16 THE OPERATOR: Hi.

17 (No response.)

18 THE OPERATOR: Our next public comment
19 comes from:

20 (Electronically recorded: Eben
21 Haber.)

22 STATEMENT OF SPEAKER HABER

23 Hello. My name is Eben Haber,
24 E-b-e-n H-a-b-e-r. I live in an
25 unincorporated area five miles outside
26 Cupertino. I have an AT&T landline because
27 my home is in an area with zero cell phone
28 coverage and no cable. So I have to drive

1 five miles if I want to get a cell signal.

2 I have three big problems with
3 AT&T's landline service: Whenever there is a
4 power outage, the landline service fails
5 immediately; so it's not very good in
6 disasters. AT&T is not maintaining the
7 backup power. Whenever it rains, like so
8 many people before me, I get a lot of static
9 on my phone requiring repairs.

10 And, finally, about half the time
11 when I try to file the trouble ticket with
12 AT&T's website, the website says it is unable
13 to take my report for no good reason. So
14 they really don't want to hear my trouble
15 ticket. Thank you very much.

16 ALJ GLEGOLA: Thank you for sharing.

17 THE OPERATOR: Our next public comment
18 comes from:

19 (Electronically recorded: Carole
20 Gruver.)

21 STATEMENT OF SPEAKER GRUVER

22 My name is Carole Gruver,
23 C-a-r-o-l-e G-r-u-v-e-r. I'm 79 years old.
24 I live in a rural area on a ranch. My
25 landline is my primary phone. My cell phone
26 will not work at my home. I have to drive 12
27 miles just to get this cell phone to work and
28 25 miles to closest town.

1 They installed overhead cable, oh,
2 probably 45 years ago, and AT&T does not want
3 to put any money to repair it; therefore,
4 they leave us to no phone at all with the
5 landline.

6 I priced the AT&T cell tower
7 booster and they're about \$700, but there's
8 no guarantee that it will work with the cell
9 tower in my region. It's just very hard to
10 get any emergency service out here because of
11 the rural area. So I'd appreciate if someone
12 could maybe look into it and maybe fix this
13 issue. Thank you very much.

14 ALJ GLEGOLA: Thank you for sharing.

15 THE OPERATOR: Our next public comment
16 comes from:

17 (Electronically recorded: Rachel
18 Oriana Schraeder.)

19 STATEMENT OF SPEAKER SCHRAEDER

20 Hello. My name is Rachel,
21 R-a-c-h-e-l, Schraeder S-c-h-r-a-e-d-e-r.

22 Like many other callers, we reside
23 in a rural area with no cell phone coverage.
24 We have a landline that we have maintained
25 for years with AT&T, and we suffer the same
26 issues with the poor line and connectivity.

27 While that issue is exacerbated
28 during rainstorms or when there is ground

1 moisture, that can occur with static on the
2 line even on the clearest day.

3 So the issues are poor lines, which
4 have not been maintained, and AT&T has no
5 plans to upgrade or maintain the lines in our
6 area. This is the lifeline for us in the
7 event of an emergency. We live in an extreme
8 wildfire hazard area.

9 And I appreciate your attention to
10 looking into the line-maintenance concern
11 that we are suffering, especially because we
12 continue to be charged exorbitant rates
13 despite very poor, staticky service that is
14 hardly serviceable. Thank you so much.]

15 ALJ GLEGOLA: Thank you for your time
16 today.

17 THE OPERATOR: Our next public comment
18 comes from:

19 (Electronically recorded: Lee.)

20 STATEMENT OF SPEAKER ANDERSON

21 Oh, hello. My name is Lee, L-e-e,
22 Anderson, A-n-d-e-r-s-o-n.

23 I'm calling because many people in
24 locations in California have no usable
25 available phone or internet when AT&T
26 discontinues copper landlines and wired DSL
27 services. There are areas of people who
28 cannot use VoIP phones, cell phones,

1 fiber-optic or wireless technology. There
2 needs to be an immediate injunction to stop
3 AT&T from ending copper landline and wired
4 DSL services until qualified companies
5 replace AT&T in providing those services.
6 Those services could get transferred to a
7 publicly-owned phone and Internet company
8 modeled after the one operating in Montana,
9 called Northern Telephone, or get transferred
10 to a city, county or state-run company
11 modeled after the one operating in
12 Chattanooga, Tennessee. This is a city-owned
13 company that provides wired phone and
14 Internet to every resident in --

15 (Timer notification.)

16 SPEAKER ANDERSON: Thank you.

17 ALJ GLEGOLA: Thank you. Thank you for
18 sharing.

19 THE OPERATOR: Our next public comment
20 comes from:

21 (Electronically recorded: Clifford
22 Speakman.)

23 STATEMENT OF SPEAKER SPEAKMAN

24 Yes. I'm Clifford Speakman,
25 C-l-i-f-f-o-r-d Speakman, "S," as in star,
26 "P," as in Paul, e-a-k-m-a-n.

27 Thank you, your Honor and
28 Commissioners. I have an AT&T landline with

1 no cell phone access in the area. I live in
2 the area of Gualala, California, and Point
3 Arena.

4 I'd like to give you an example of
5 this last November service. It went down on
6 the 5th. I made one missed -- they made one
7 missed appointment, two missed deadlines, one
8 "P" -- CPUC complaint. I ended up writing to
9 Senator McGuire and making contact with the
10 field service personnel, all without service
11 for 16 plus days at \$92 a month. Finally,
12 after I called Senator McGuire and contacted
13 the CPUC, my landline came back on on the
14 16th. I --

15 (Timer notification.)

16 SPEAKER SPEAKMAN: Thank you, folks.

17 ALJ GLEGOLA: Thank you --

18 THE OPERATOR: Our next public
19 comment --

20 ALJ GLEGOLA: -- for your time.

21 THE OPERATOR: Our next public comment
22 comes from:

23 (Electronically recorded: Carrie
24 Baltin.)

25 STATEMENT OF SPEAKER BALTIM

26 Hi. I'm Carrie Baltin, C-a-r-r-i-e
27 B-a-l-t-i-n, and I live in the unincorporated
28 area of Los Angeles County called Monte Nido.

1 It's a mountain community, and we have to
2 rely on our hard lines, considering that the
3 cell service is not or has it ever been
4 foolproof.

5 However, the main and most
6 important reason is the life and safety
7 issues involved with not having a viable hard
8 line to fall back on in times of need.
9 Because of our mountain location and
10 prevalence of fires, communication in others
11 in our committee -- community is essential.
12 Mobile cellular systems are generally the
13 first system to be overloaded. The community
14 also needs to be -- have a reliable hard line
15 to access first responders, such as calls to
16 911 or directly to fire, police, et cetera.
17 Also, you know, we -- as we all know, a
18 favorable outcome to a medical emergency may
19 be a factor of a timely response. I have
20 both AT&T and T-Mobile, and both generally
21 are pretty horrific.

22 (Timer notification.)

23 ALJ GLEGOLA: Thank you for your time.

24 SPEAKER BALTIM: Thank you.

25 THE OPERATOR: Our next public comment
26 comes from:

27 (Electronically recorded: Torger
28 Johnson.)

STATEMENT OF SPEAKER JOHNSON

Hello. This is Torger Johnson,
T-o-r-g-e-r J-o-h-n-s-o-n, Oakland,
California.

I'm calling because my experience
was with AT&T. The copper wire service would
be shifted periodically to a noisy line and a
switch box down the hill, or at least that's
what seemed like would happen. And -- and
then the service calls, even though the issue
was outside my home, I would miss work,
because they would require that somebody was
there to verify what was going on, I guess.

The CPUC must develop standards and
regulate and monitor service providers for
quality assurance for California phone users.
And thank you for setting up this hearing.

ALJ GLEGOLA: Thank you for your time
today.

THE OPERATOR: Our next public comment
comes from:

(Electronically recorded: Joe
Cucchiara.)

STATEMENT OF SPEAKER CUCCHIARA

This is Joe Cucchiara,
C-u-c-c-h-i-a-r-a, Brookdale, California,
95007.

I've had both landline and cellular

1 service with AT&T since I lived here in 1972.
2 Mid year last year -- I've always had a
3 single strand of five bars the entire time
4 I've lived here until mid year last year. It
5 started to drop down to now where it's at
6 one. I was told the end of last year that it
7 was because of the conversion to 5G, and when
8 that was completed in January, February it
9 would go back to normal. It has not. I only
10 have one bar of signal, and we still don't
11 have five (inaudible) data. The data service
12 has always been like watching paint dry, and
13 it still is a LITE (sic) data. There's been
14 no improvement. I've called --

15 (Timer notification.)

16 SPEAKER CUCCHIARA: They say they
17 can't -- they don't know what the problem is.

18 THE OPERATOR: Our next public comment
19 comes from:

20 (Electronically recorded: Steve
21 Bezas.)

22 STATEMENT OF SPEAKER BEZAS

23 Hi. I'm Steve Bezas, S-t-e-v-e
24 B-e-z-a-s, and I live in Pope Valley,
25 California.

26 I have an AT&T landline that is a
27 lifeline. The community has no service when
28 the power goes out. So if we have a power

1 outage from PG&E, our landlines no longer
2 have dial tone after within 20 minutes from
3 the time the power goes out. So I'm 90 years
4 old, and I cannot make a phone call for any
5 emergency help in my area. This happens to
6 everybody out here. Also, too, when it
7 rains, our service connections get wet, and
8 we don't have service. It takes them a very
9 long time to get it repaired and bring it
10 back up. And we don't -- we don't have the
11 ability for cell service in our area, because
12 they've asked us do we want to switch to
13 cellular service with them, and it's --

14 (Timer notification.)

15 SPEAKER BEZAS: Thank you for your
16 time.

17 ALJ GLEGOLA: Thank you for sharing
18 today, sir.

19 THE OPERATOR: Our next public comment
20 comes from:

21 (Electronically recorded: Monica
22 Jeffries.)

23 STATEMENT OF SPEAKER JEFFRIES

24 Hello. This is Monica Jeffries,
25 and my last name is spelled J-e-f-f-r-i-e-s.

26 I'd like to wish everyone good
27 evening, but I would like to put out some
28 information that we would like to see the

1 POTS lines continue. I have been in two
2 situations when cell phones didn't work and
3 VoIP didn't work during an emergency, and I
4 would like to see to it that support is given
5 for the continuation of the good-old phone
6 service on the landlines.

7 Also, one other thing I would like
8 to ask is if you could improve the service
9 and quality standards for that, and somehow
10 assure that those landlines would continue.
11 Again, cell phones are not reliable,
12 especially in the case of an emergency, and
13 voice lines are not necessarily (inaudible).
14 But, I'm hearing that there's also problems
15 with landlines if the power backup isn't on
16 the switches. So again, thank you again for
17 allowing --

18 (Timer notification.)

19 ALJ GLEGOLA: Thank you for sharing.

20 THE OPERATOR: Our next public comment
21 comes from:

22 (Electronically recorded: Kelly
23 MacDonald.)

24 STATEMENT OF SPEAKER MACDONALD

25 Hi. My name is Kelly MacDonald,
26 M-a-c-D-o-n-a-l-d, and I'm a mother of a
27 five-year-old boy in Elk Grove, California.

28 And I just wanted to take the time

1 to talk about the importance of mobile and
2 Internet services and how they've benefited
3 my family, especially through this pandemic.
4 As many of you guys know, it's been really
5 hard to get a doctor's appointment, and also
6 people are very concerned about going into
7 the doctor, and I have been able to use
8 telehealth appointments, video appointments,
9 with my son's pediatrician multiple times
10 over the past two years, and it's been very
11 beneficial for me and my family to get that
12 care that he needs when he's sick, and not
13 have to take him into the doctor and expose
14 him to anymore germs or anything like that.
15 I'm really grateful that we do have this
16 technology, and I think that it should be
17 able to be used for any family in California,
18 and they deserve that infrastructure so that
19 we can care for our family in a way that fits
20 our needs and our concerns, and also keep us
21 safe. Thank you.

22 ALJ GLEGOLA: Thank you for your time
23 today.

24 THE OPERATOR: Our next public comment
25 comes from:

26 (Electronically recorded: Deborah.)

27 STATEMENT OF SPEAKER DEBORAH

28 Hi. Good afternoon. My name is

1 Deborah, D-e-b-o-r-a-h. I live in the
2 unincorporated area of Riverside County.

3 I commend those who are calling on
4 the line tonight regarding their landlines.
5 I've lived at my home for 19 years. AT&T has
6 repeatedly increased my bill. I have a
7 complete choice. They increase my bills
8 three times a year, like clockwork. It's
9 always January and October. Now, it's
10 starting to be either April or May. Where I
11 live, there's -- the cell phones and the
12 Internet service is terrible. I explained to
13 them that I would like my -- my landline to
14 be lowered, and they tell me, "Oh, well, you
15 need to get Internet, and if you do, you can
16 never have a landline again." I need
17 landlines for my alarm, because where I live
18 it's a lot of canyons and it's in a wildfire
19 area. I do not want to get rid of my
20 landline; however, it does cost me \$155 a
21 month, which is highway robbery. I would
22 like for the Commissioner to look into AT&T,
23 and try to find some other company just to
24 take care of the landlines --

25 (Timer notification.)

26 SPEAKER DEBORAH: Thank you for your
27 time.

28 ALJ GLEGOLA: Thank -- thank you for

1 your time, as well.

2 THE OPERATOR: Our next public comment
3 comes from:

4 (Electronically recorded: Erfan
5 Ebrafimi.)

6 ALJ GLEGOLA: Please continue, sir.

7 STATEMENT OF SPEAKER EBRAFIMI

8 Hello. This Erfan Ebrafimi,
9 E-r-f-a-n E-b-r-a-f-i-m-i. I live in Canoga
10 Park, California, Los Angeles, and I have a
11 problem with Verizon. They bring me a
12 wireless service that it doesn't work for me.
13 I stopped it, and I (inaudible) it, but they
14 charge me the first time for \$89 70 -- 42,
15 and again they charge me for 219 dollar, and
16 they say that if it's free for one month, and
17 they charge me. Why, because I don't know.
18 I contact them many time that they send me to
19 different area with customer service doesn't
20 work good. And I am a disabled, and I am a
21 senior, and many times even I go to the truck
22 that --

23 (Timer notification.)

24 ALJ GLEGOLA: Thank you for sharing,
25 sir.

26 THE OPERATOR: Our next public comment
27 comes from:

28 ///

1 (Electronically recorded: Mark
2 Scovvari.)

3 STATEMENT OF SPEAKER SCOVVARI

4 Hola. I'm calling in regards to
5 the -- I live in the rural areas of Fresno
6 County. Last name is spelled
7 S-c-o-v-v-a-r-i.

8 I live in -- again, live in the
9 rural areas of Fresno County. Most of the
10 neighbors have gotten rid of their hard line
11 phones when they built new towers in our
12 area, partly to save money.

13 But, my question is I keep reading
14 about all this money that the state has from
15 the Federal Government, and they're going to
16 expand broadband. I just was wondering when
17 we're going to have that expansion. I think
18 if we could provide that in some of these
19 rural areas, it would get rid of a lot of the
20 problems that people are calling about. I
21 think broadband is, you know, the way to go,
22 and I know like for the -- my -- for the
23 schools, they really need it for -- for
24 learning purposes. They have to go to the
25 library to get something now.

26 So anyway, that's my comment, and I
27 think that -- I think if we move forward with
28 some -- getting these -- getting the money

1 spent that everybody's sitting on and get the
2 PUC to release that money to local folks, we
3 can get some broadband going. So thank you
4 for your time.

5 ALJ GLEGOLA: Thank you, as well.

6 THE OPERATOR: Our next public comment
7 comes from:

8 (Electronically recorded: Bill
9 Watson.)

10 STATEMENT OF SPEAKER WATSON

11 Hello. This is Bill Watson,
12 B-i-l-l W-a-t-s-o-n. I live in San Diego.

13 And I am calling about my POTS line
14 from AT&T. It is about \$85 a month, whereas
15 my Verizon call -- or Verizon cell service is
16 \$65 a month, and the value of that is much,
17 much higher than the value of the POTS line.
18 I need my POTS line for my alarm service.
19 But, with the Verizon service, I have access
20 to the Internet, I have messaging, I can make
21 phone calls, I get essentially free long
22 distance services, whereas with the POTS
23 line, I don't get any of that, and all I get
24 is caller ID. So I think that AT&T needs to
25 provide more value for the service that
26 they're charging for. It's more expensive
27 than a cell phone, but it is much, much less
28 valuable. And I still need that line.

1 One thing they could do is they
2 could try to do something --

3 (Timer notification.)

4 SPEAKER WATSON: -- spam calls, because
5 those are some --

6 THE OPERATOR: Our next public comment
7 comes from:

8 (Electronically recorded: Steven
9 Linman.)

10 ALJ GLEGOLA: Please continue.

11 STATEMENT OF SPEAKER LINMAN

12 Hello. I'm referring to a landline
13 that's been in service since 1940. And my
14 problem started in December of 2007 in a
15 rainstorm when there was a false 911 call
16 that was resulted from the wet lines. I
17 explained to the officers that responded to
18 this call that no 911 call could be made,
19 because there was no dial tone from this
20 location. This problem has recurred at the
21 beginning of the rainy season every year
22 since. And the service has been out for as
23 long as a month. I was first told by the
24 repairman that the -- that the problem was
25 fixed. Poor service and a loss of dial tone
26 soon -- soon proved that false. Then I was
27 told that AT&T would never fix the problem,
28 and I needed to get a cell phone. I've

1 gotten as many different stories from as many
2 different repairmen. The -- the line was
3 repaired three times in the month of
4 November. And sometimes the repairmen even
5 leave me their cards; but, the last one left
6 laughing, saying that I was going to lose my
7 phone service soon.

8 (Timer notification.)

9 SPEAKER LINMAN: Thank you for your
10 time.

11 ALJ GLEGOLA: Thank you for sharing.

12 THE OPERATOR: Our next public comment
13 comes from:

14 (Electronically recorded: Harold
15 Thomas.)

16 STATEMENT OF SPEAKER THOMAS

17 Yes. Harold Thomas, H-a-r-o-l-d
18 T-h-o-m-a-s.

19 I'm a retired public prosecutor. I
20 have AT&T landlines. I filed a complaint
21 with the CPUC after receiving a threat of
22 arrest warrant from -- over the landline. It
23 is a crime to threaten people with criminal
24 process. I filed asking that the CPUC
25 investigate AT&T as to why their lines were
26 being used for criminal process, why spam and
27 hacking and repeated invasions of personal
28 privacy were being permitted on their lines.

1 Their response, "Not my problem. Complain to
2 the PUC." I'm so doing. Thank you very
3 much.

4 ALJ GLEGOLA: Thank you for sharing.

5 THE OPERATOR: Our next public comment
6 comes from:

7 (Electronically recorded: Steve
8 Lamorve.)

9 STATEMENT OF SPEAKER LAMORVE

10 Hello. This is Steve Lamorve,
11 S-t-e-v-e L-a-m-o-r-v-e.

12 I live in a small community in a
13 remote area of the Santa Cruz Mountains on
14 the San Francisco Peninsula. We have no cell
15 service due to the terrain, and no cable
16 service due to the relatively sparse
17 population of our area. We have recurring
18 problems with our landline phones. They've
19 been getting progressively worse for more
20 than a decade. Much of our neighborhood is
21 typically without landline phone service for
22 weeks, or even as long as a month or two at a
23 time. The problems appear to be the result
24 of aging equipment that is both fragile and
25 difficult to repair or replace, I'm guessing
26 probably installed around in the 1940s, and
27 copper cables that are especially prone to
28 problems when it rains. It rains a lot here.

1 These problems have been getting steadily
2 worse, as I pointed out, to -- to a point
3 where the AT&T techs that come out here have
4 labeled them chronic. It usually takes weeks
5 or months for AT&T to solve, and then the
6 technician for the --

7 (Timer notification.)

8 SPEAKER LAMORVE: Thank you for your
9 help.

10 ALJ GLEGOLA: Thank you for your time
11 today.

12 THE OPERATOR: Our next public comment
13 comes from:

14 (Electronically recorded: Eric
15 Schull.)]

16 STATEMENT OF SPEAKER SCHULL

17 I have an AT&T POTS service. It's
18 delivered by a -- by a very copper -- when it
19 gets wet, it takes AT&T two weeks for their
20 due date to show up and do repair. By the
21 time two weeks has passed, it's dried out.
22 It's starting to work.

23 This happens repeatedly. Yet AT&T
24 if it's a commercial account, they can show
25 up within four hours and fix the problem. So
26 they are ignoring the residential service.
27 Nor in my neighborhood can I get fiber-optic
28 or DSL.

1 AT&T also actively tries to
2 pressure people into mobility products, and
3 they threaten to take out the tariffed
4 products. Same thing for Frontier that I
5 have in an area without any cellular
6 coverage. They will not offer the tariffed
7 products that are in the PUC filings, nor
8 will they give the specifications for the
9 internet service that they want to offer.

10 The service -- you know, they
11 skipped --

12 (Timer notification.)

13 SPEAKER SCHULL: Thank you very much,
14 Commissioners and your Honor.

15 ALJ GLEGOLA: Thank you for your time.

16 THE OPERATOR: Our next public comment
17 comes from:

18 (Electronically recorded: Rick.
19 Hello.)

20 ALJ GLEGOLA: Please continue. Please
21 continue.

22 STATEMENT OF SPEAKER ANDERSEN

23 Yes. This is Rick Andresen,
24 R-i-c-k A-n-d-r-e-s-e-n. I'm in Petaluma,
25 California. I worked in the telecom industry
26 for many, many, many years, and at this point
27 I am very exasperated that STIR/SHAKEN is not
28 being implemented, I don't believe, by

1 Xfinity. I have their service here and some
2 days I get 30 spam calls.

3 Now, this isn't happening with
4 other carriers. As a quality of service
5 thing, I think it's disgusting, and maybe you
6 can guys can light a fire under them to take
7 care of some of this. Thank you.

8 ALJ GLEGOLA: Thank you for your time
9 today.

10 THE OPERATOR: Our next public comment
11 comes from:

12 (Electronically recorded: Gary
13 Deutsch.)

14 STATEMENT OF SPEAKER DEUTSCH

15 Well, howdy. This is Gary,
16 G-a-r-y, Deutsch, D-e-u-t-s-c-h, calling on
17 behalf of an elder shut-in solo. Her name
18 would be Melanie Liscka, L-i-s-c-k-a, in the
19 94132 area code.

20 She is having a helluva a time.
21 All she's ever had is a landline from AT&T
22 for many, many, many, many years, and she's
23 also hard of hearing and not mobile.

24 Her phone service went out over a
25 year ago, I believe, maybe a year, has not
26 had it fixed. AT&T said they had a blown
27 transformer or some crap. And this is a year
28 later, and she is still without service, and

1 she is, you know, old. She's not
2 technologically-able. I mean no computers.
3 She can't hear on the cell phone because she
4 is hearing impaired also, and this is quite
5 unsatisfactory.

6 Obviously, AT&T is trying to phase
7 out the landline.

8 (Timer notification.)

9 SPEAKER DEUTSCH: And I do appreciate
10 you letting me bitch. Thank you.

11 ALJ GLEGOLA: Thank you for your time
12 today.

13 THE OPERATOR: Our next public comment
14 comes from:

15 (Electronically recorded:
16 Richard S.)

17 ALJ GLEGOLA: Please continue. Please
18 continue with your comments.

19 THE OPERATOR: We'll move on to the
20 next. One moment.

21 (Electronically recorded:
22 Jennifer.)

23 THE OPERATOR: Your line is open.

24 STATEMENT OF SPEAKER JENNIFER

25 Oh, thank you Commissioners, and
26 thank you, your Honor. I'm Jennifer from
27 Fullerton, California.

28 I have an AT&T line for years, and

1 it is difficult to call and get customer
2 service. I had some problems, but it just
3 seems that the bill and ability to contact
4 somebody for help is questionable.

5 I cannot believe how much they have
6 raised the rates. I'm not even allowed to
7 comment or ask why we have had our rates
8 raised. I'm very grateful that we -- we
9 only -- I've just now been able to be
10 contacted and even asked my opinion. I'm
11 glad that you can take few minutes to do
12 that. But, yeah, I'm wondering about the
13 AT&T landline, and it is not affordable. It
14 just seems to have some problems.

15 (Timer notification.)

16 SPEAKER JENNIFER: Thank you very much.

17 ALJ GLEGOLA: Thank you for your time
18 today.

19 THE OPERATOR: Our next public comment
20 comes from:

21 (Electronically recorded: Mark
22 Jagers.)

23 STATEMENT OF SPEAKER JAGGERS

24 Hi. My name is Mark Jagers,
25 M-a-r-k J-a-g-g-e-r-s, calling about an AT&T
26 landline.

27 Like many callers before me,
28 whenever it rains, it would go out. They

1 would give me up to 30 days before they would
2 come out. They would call me and tell me
3 that, you know, within two weeks, is it
4 working? Waiting for it to dry out.

5 I live on a -- north of
6 Placerville. I'm unable to get cell service;
7 so it is a lifeline. I'm paying \$95 for a
8 landline. I started at 34.

9 One other quick thing, if they made
10 it so that it was an automatic prorated
11 return on your bill for every day that you're
12 out of service instead of you having to call
13 them. Also, they should have an option for
14 whenever your phone is out to call forward to
15 your cell phone or another number. They know
16 and can do all of those things.

17 All of my neighbors have abandoned
18 it on this road because of its crappy
19 service. I am the only one that doesn't have
20 cell service; otherwise, I would give it up.
21 Thank you so much. Really appreciate it.

22 If you can really make it so that
23 they would pay for the time that you're out
24 instead of you having to contact them to get
25 your money back, it would be a big incentive
26 for them to do something.

27 Also, the automated service when
28 you call in --

1 (Timer notification.)

2 SPEAKER JAGGERS: -- is not good.

3 Thank you.

4 ALJ GLEGOLA: Thank you for your time.

5 THE OPERATOR: Our next public comment
6 comes from:

7 (Electronically recorded: LouAnn
8 Bassan.)

9 STATEMENT OF SPEAKER BASSAN

10 Hello?

11 ALJ GLEGOLA: Hello. Please continue.

12 SPEAKER BASSAN: Yes. Thank you. My
13 name is LouAnn Bassan, L-o-u-A-n-n
14 B-a-s-s-a-n. My husband and I have had AT&T
15 service for over 30 years on this phone
16 number, and I'm a disabled senior. My
17 husband is also a senior. We do not have any
18 long distance ability on this for whatever
19 reason, and so we have cell phones that we
20 use. We've had those for a number of years
21 also.

22 We maintain our AT&T account
23 specifically for emergencies, the Lifeline
24 for emergencies. We live in San Francisco;
25 it's earthquake county.

26 And we pay \$32 for basic fee, but
27 taxes and fees are another 33 percent, and we
28 feel that this is just excessive charges.

1 In June, I called AT&T to request a
2 discount and I spoke to Hector and Vince, who
3 was going refer me to their supervisor, but I
4 never got a call back. I would just like to
5 have a reduction in the fees because we need
6 our AT&T line for emergency services.

7 (Timer notification.)

8 ALJ GLEGOLA: Thank you for your time
9 today.

10 THE OPERATOR: Our next public comment
11 comes from:

12 (Electronically recorded: Frank
13 Carone.)

14 STATEMENT OF SPEAKER CARONE

15 Hi. It's Frank Carone. I'm in San
16 Juan Capistrano. My last name is spelled
17 C-a-r-o-n-e.

18 You know, I'm not calling to voice
19 any complaints about my phone service. It
20 mostly works okay. I would just prefer that
21 the Commission try to be focused in on the
22 \$2 billion in the broadband funding that I
23 don't believe has been released yet, which
24 will benefit, of course, all Californians.

25 You know, I do a lot of business
26 both domestically and internationally, and I
27 really rely on high quality broadband. So
28 that Last Mile broadband upgrade is really

1 important for all Californians.

2 So, anyway, thanks for the forum.
3 And that's my message.

4 ALJ GLEGOLA: Thanks for taking the
5 time today.

6 THE OPERATOR: Our next public comment
7 comes from:

8 (Electronically recorded: Lee
9 Brown.)

10 STATEMENT OF SPEAKER BROWN

11 Yes. This is Lee Brown, L-e-e
12 B-r-o-w-n, and I represent Sierra County,
13 S-i-e-r-r-a, Office of Emergency Services.

14 Rainwater's been getting into our
15 old copper lines in rainstorms, which cause
16 repeated static 911 calls to the Sheriff's
17 Office.

18 The main copper trunk line serving
19 Sierra county has a lifespan of 15 years and
20 it's currently more than 30 years old. New
21 customers are being told that there is no new
22 landline service available.

23 Sierra county is very rural with
24 very limited cell phone service. Having
25 dependable phone service within Sierra county
26 is critical for emergencies as neighbors
27 could be miles away in an emergency.

28 And in the area of Sierra county,

1 there is a copper switch that goes to a fiber
2 optic line that has a battery backup when the
3 power is out. This battery fails, and it
4 took over three years to get it replaced.

5 The switch serves the Sheriff's
6 Office main radio and communications. Also,
7 too, is that they're in the process of
8 installing a FirstNet cell tower in the
9 community of Downieville and it has taken
10 them over three years because of their
11 mismanagement at the AT&T management level --

12 (Timer notification.)

13 SPEAKER BROWN: -- permit and
14 application and also digging --

15 THE OPERATOR: Our next public comment
16 comes from.

17 (Electronically recorded: Cynthia
18 Martin.)

19 STATEMENT OF SPEAKER MARTIN

20 This is Cynthia Martin,
21 C-y-n-t-h-i-a M-a-r-t-i-n. I live in
22 La Honda, California, and for at least eight
23 years my neighbors and I have experienced
24 unreliable and unsafe traditional home phone
25 service from AT&T.

26 Like many other callers, this is
27 particularly concerning because we live in a
28 rural canyon where we cannot get cellular

1 service. That means that the only way to
2 call 911 is by landline.

3 AT&T has a faulty cable providing
4 service to our neighborhood. When it stops
5 functioning, our service is affected for
6 hours. We are without phone service for
7 weeks or months.

8 This cable needs to be replaced and
9 AT&T has stated that they won't replace it.
10 My neighbors and I have filed claims with the
11 FCC and more recently with the PUC. I know
12 of complaints with the FCC between 2015 and
13 2020, and my PUC complaint was in the spring
14 of 2019.

15 The most recent outage extended
16 from April 2022 until July 2022.

17 (Timer notification.)

18 SPEAKER MARTIN: The last outage, my
19 husband rolled his car on the way home.

20 THE OPERATOR: Our next public comment
21 comes from:

22 (Electronically recorded: Rodney
23 Souza.)

24 STATEMENT OF SPEAKER SOUZA

25 Hi. This is Rodney Souza of
26 Placerville, California, R-o-d-n-e-y
27 S-o-u-z-a.

28 And I, like many, many others, have

1 had our landline go out repeatedly. It's
2 been happening now for the last, oh, I'd say
3 eight to ten years. It's gotten worse in the
4 last couple rainstorms.

5 We've had -- within the last month
6 and a half, it's gone out three times, and
7 takes anywhere from a day and a half -- which
8 is really great. It used to be, when we
9 lived in the San Francisco bay area, you
10 could get it done in the same day, and it
11 goes as long as two-plus weeks.

12 We have poor internet service here
13 completely. Barely get cell service. And
14 like everybody else has been saying, the
15 rural areas are the -- seem to be
16 stepchildren of the rest of the world in
17 California as far as getting any type of
18 internet service, let alone quality phone
19 service.

20 And like everybody else, the cost
21 of the landline has gone way up to the point
22 where it's ridiculous being over, I think, in
23 our case --

24 (Timer notification.)

25 SPEAKER SOUZA: Thank you very much.

26 ALJ GLEGOLA: Thank you for your time.

27 THE OPERATOR: Our next public comment
28 comes from:

1 (Electronically recorded:
2 Christopher Grajada.)

3 STATEMENT OF SPEAKER GRAJADA

4 Hi. How are you? Christopher,
5 C-h-r-i-s-t-o-p-h-e-r, Grajada,
6 G-r-a-j-a-d-a.

7 Due to the nature of the security
8 of my complaint with Newsom's program for the
9 inmates and location, files, 69, basically,
10 remote access. I'd just like to be
11 contacted, instead of discussing over the
12 phone due to privacy and security of the
13 government. And, again, as for the Lifeline
14 69 ADA STCR, I'm going to leave it at that.
15 So I don't, I guess, leave out any
16 information to the public that they don't
17 need it here. Thank you.

18 ALJ GLEGOLA: Thanks for calling.

19 THE OPERATOR: Our next public comment
20 comes from:

21 (Electronically recorded: Pamela
22 Felkey.)

23 STATEMENT OF SPEAKER FELKEY

24 Hi. This is Pamela Felkey in Sheep
25 Ranch, California. First name is
26 P-a-m-e-l-a, last name Felkey F-e-l-k-e-y.

27 As I stated, I'm a resident in
28 Sheep Ranch, California. We've got a total

1 of 37 people in our little town. We have
2 a -- I would call it a substation down in
3 town so when PG&E decides to flip the switch,
4 that substation is supposed to kick on and
5 keep our phones going.

6 I can get -- I have a phone that
7 doesn't require electricity; and, therefore,
8 I can maintain my landline. However, AT&T
9 for the last couple of times that PG&E has
10 flipped the switch has not come out with a
11 generator to keep that thing going.

12 There's batteries inside of it and
13 it needs a generator to maintain it. And I
14 would like it if somebody could do something
15 about that. Thank you guys for having this
16 forum and have a good evening. Thank you.

17 ALJ GLEGOLA: Thank you. You too.

18 THE OPERATOR: Our next public comment
19 comes from:

20 (Electronically recorded: Jeanette
21 Chevalier.)

22 STATEMENT OF SPEAKER CHEVALIER

23 Hello. This is Jeanette Chevalier.
24 First name, Jeanette J-e-a-n-e-t-t-e,
25 Chevalier C-h-e-v-a-l-i-e-r.

26 I am not happy with my telephone
27 service. I live in the country in El Dorado
28 county where cell service does not exist

1 outside my house.

2 Many businesses, like PG&E, their
3 subcontractors for tree service and most
4 others who want to connect with me cannot do
5 so with their cell phones; therefore, I am
6 obliged to have a landline. It is my only
7 link to the outside world, especially in case
8 of an emergency.

9 I understand that AT&T wants to
10 eliminate landlines, and so they keep raising
11 the monthly rate. This is unfair for those
12 of us who need them. Also the telephone
13 lines in my area, French Creek Road and
14 Shingle Springs, are very old and often don't
15 work properly. It can take days and even
16 weeks before telephone service is reinstated.

17 This puts us homeowners who rely on
18 landlines in a very risky situation.
19 Something needs to be done to protect us and
20 give us the service we need.

21 Thank you for your time.

22 ALJ GLEGOLA: Thank you for your time
23 today.

24 THE OPERATOR: Next public comment
25 comes from:

26 (Electronically recorded: Patricia
27 Ramirez.)

28 ///

STATEMENT OF SPEAKER RAMIREZ

Hi. My name is Patricia Ramirez,
P-a-t-r-i-c-i-a R-a-m-i-r-e-z. Thank you for
taking my call. I'm in the Los Angeles area.

All Californians need to have
broadband. It's critical for our communities
and especially for the Latino community. I
am respectfully asking the Commission to
focus on getting broadband into our
communities that need it. I ask you to move
forward with the proposal to bring fiber to
our communities.

Again, thank you for your time and
thank you for taking my call.

ALJ GLEGOLA: Thank you for calling in.

THE OPERATOR: Our next public comment
comes from.

(Electronically recorded: Debbie
Toth.)

ALJ GLEGOLA: Please continue.

STATEMENT OF SPEAKER TOTH

Good evening, your Honor,
Commissioners, court reporter, and fellow
engaged Californians. My name is Debbie,
Toth, D-e-b-b-i-e T-o-t-h.

I'm the Director of a nonprofit
serving low income frail elders and adults
with disabilities called Choice in Aging. We

1 serve Contra Costa, Napa, Solano and
2 Sacramento counties.

3 And we appreciate that Comcast is
4 committed to advancing digital equity in
5 helping build a future of unlimited
6 possibility for our local communities. We
7 find their partnership to be incredibly
8 valuable.

9 In California, we know that Comcast
10 has ensured that more than one million
11 students, parents, veterans, people with
12 disabilities and seniors are connected to the
13 internet at home as part of their Internet
14 Essentials program.

15 We, additionally, appreciate the
16 Commission for having established the
17 regulatory environment that allows providers
18 of VoIP services to ensure access to all
19 Californians to our state's most challenging
20 times.

21 And we look forward to the
22 Commission continuing to promote a regulatory
23 environment that spurs innovation and
24 increases quality through competition.

25 Seniors and disabled deserve to be
26 able to pay and have great service and to get
27 help when we have emergencies happening.

28 I thank you very much for your time

1 tonight.

2 ALJ GLEGOLA: Thank you.

3 THE OPERATOR: Our next public comment
4 comes from:

5 (Electronically recorded: Patricia
6 Storer S-t-o-r-e-r.)

7 ALJ GLEGOLA: Please continue.

8 STATEMENT OF SPEAKER STORER

9 Hello. Thank you for the
10 opportunity to speak today.

11 My issue is something very
12 different than what others are having because
13 I am an 85-year-old citizen, and I have two
14 residences and each has a landline with
15 minimum service, and then I have Direct TV
16 because I live rural and this is typically
17 AT&T.

18 Now this is weird. I send my bills
19 in their envelope to them with a check every
20 time I get them. Those checks never came
21 back, and they never were cashed, but then I
22 get a bill that says I have not paid, and
23 they keep charging me overcharges because I
24 haven't paid, and they're not posting my
25 checks when they arrive, and they're not
26 sending them back either. It's really --

27 (Timer notification.)]

28 THE OPERATOR: Our next public comment

1 comes from:

2 (Electronically recorded: Name not
3 recorded. Michele.)

4 STATEMENT OF SPEAKER MORRIS-JONES

5 Hi. My name is Michele
6 Morris-Jones, M-i-c-h-e-l-e, Morris,
7 M-o-r-r -- r-i-s hyphen J-o-n-e-s.

8 I live in Gardena. I've had this
9 landline, or POTS, service since 1984. I
10 also want to say that I'm a retiree of AT&T.
11 I worked for them for 26 and a half years.
12 One position was as a repair clerk, and one
13 was as a special service tech -- tech --
14 testing technician. So I know a lot about
15 troubleshooting and customer service and
16 things of that nature.

17 I had a POTS line go out recently,
18 and my fiber. On August 20th, the fiber was
19 restored that evening. My primary line was
20 restored the next day. And my ADL,
21 additional phone line, for those that aren't
22 familiar, wasn't restored until October 6th.
23 In that time, I talked to so many different
24 departments. 611 no longer takes you to
25 local repair services.

26 (Timer notification.)

27 SPEAKER MORRIS-JONES: Thank you.

28 ALJ GLEGOLA: Thank you for taking the

1 time today.

2 THE OPERATOR: Our next public comment
3 comes from:

4 (Electronically recorded: Name not
5 recorded.)

6 THE OPERATOR: Your line is open.

7 (Electronically recorded:

8 Martin --)

9 (Crosstalk.)

10 ALJ GLEGOLA: Continue.

11 THE OPERATOR: Martin, your line is
12 open.

13 (Electronically recorded: Peggy
14 Miguda.)

15 STATEMENT OF SPEAKER MIGUDA

16 Hello. I'm Peggy Miguda,
17 M-i-g-u-d-a, in Los Angeles.

18 And I've heard my story repeated
19 many times. I'm 81. I have a landline that
20 goes out without rain; just goes out from
21 time to time. Just yesterday, as a matter of
22 fact, I tried to call a friend who's been in
23 Los Angeles for 40 years, and couldn't get
24 her on her landline. And this is how --
25 awful service. I pay \$95 just for this
26 simple landline, and I think that's
27 horrendous for them to charge us that kind of
28 money, and the service be so terrible. I

1 think they're trying to cut away the
2 landlines, and have everybody go to that
3 stuff that works sometimes, and sometimes it
4 doesn't. But, until recent years, my
5 landline -- I've had it 46 years in this
6 house, and it's worked perfectly. Please do
7 something about the -- the charges, and --
8 and ensure us to continue to have access to
9 the landlines. Thank you.

10 ALJ GLEGOLA: Thank you for taking the
11 time today.

12 THE OPERATOR: Our next public comment
13 comes from:

14 (Electronically recorded: Michael
15 Hawkins.)

16 ALJ GLEGOLA: Please continue.

17 (Electronically recorded: Name not
18 recorded. Bridgit James.)

19 STATEMENT OF SPEAKER JAMES

20 Hi. Good evening. My name is
21 Bridgit James, spelled B-r-i-d-g-i-t
22 J-a-m-e-s.

23 We are a small business in a rural
24 farming area in Biggs, California. We have
25 lived here for the last ten years, and have
26 experienced problems with both our AT&T
27 landline and FAX line for the duration of
28 that time. More specifically, every time

1 when it rains, our lines go down. When we
2 call AT&T to have them repaired, they have
3 said our lines need to be replaced. Well,
4 nothing has been replaced in the span of
5 those years. What's frustrating is we can't
6 run our business without our phones working
7 properly and/or efficiently. It's also
8 concerning, because our security system is
9 also connected to these lines. So it's a
10 safety issue, too. Thank you. And thank you
11 for listening.

12 ALJ GLEGOLA: Thank you for your time
13 today.

14 THE OPERATOR: Our next public comment
15 comes from:

16 (Electronically recorded: Paul
17 Guzman, P-a-u-l G-u-z-m-a-n,
18 Torrance, California.)

19 STATEMENT OF SPEAKER GUZMAN

20 Hi. Good evening. My name is Paul
21 Guzman.

22 I'm calling to discuss a Wi-Fi
23 service through Spectrum. During COVID,
24 March 20th to present, there continues to be
25 a service outage issue. When speaking to
26 their customer service representative, you
27 know, they continue to be fighting against me
28 related to just the services that they

1 just -- it happens (inaudible), but it
2 impacts my business, since I'm having to work
3 from home. I'm just searching for an
4 opportunity for the CPUC to, you know, be --
5 become the customer advocate. They insist to
6 share with us to speak to them, but when we
7 speak to them, they do nothing. They -- they
8 rather argue and be upset about that. And so
9 my concern is that I'd like to see about if
10 there's a opportunity for a service fee cap,
11 and regulate the service provider.

12 (Timer notification.)

13 SPEAKER GUZMAN: Thank you for your
14 time today.

15 THE OPERATOR: Our next public comment
16 comes from:

17 (Electronically recorded: Billy
18 Jene Carter.)

19 STATEMENT OF SPEAKER CARTER

20 Hello? Yes. My name is Billy Jene
21 Carter, B-i-l-l-y J-e-n, as in Nancy, "E"
22 Carter, C-a-r-t-e-r, calling from Oakland,
23 California. Good evening to all.

24 I just want to reiterate what the
25 AT&T customers have stated about the
26 never-ending endless treatment that they're
27 enduring from AT&T. I was told years ago by
28 an AT&T supervisor that AT&T was phasing out

1 landline phone. I myself had to go digital,
2 because the cost of a landline became much
3 too prohibitive for my income. So I was -- I
4 think an investigation is warranted against
5 AT&T.

6 Also, the company fees and
7 surcharges and the government fee -- my bill
8 is \$37.99. There's an additional \$15.24.
9 That includes the government fees and
10 surcharges of \$11.29 and the government fees
11 and taxes of \$3.95.

12 (Timer notification.)

13 SPEAKER CARTER: Surcharges are -- are
14 just too much. Thank you so much, then.
15 Bye.

16 ALJ GLEGOLA: Thank you for your time.

17 THE OPERATOR: Our next public comment
18 comes from:

19 (Electronically recorded: Alex
20 Koster.)

21 STATEMENT OF SPEAKER KOSTER

22 Hello. My name is Alex Koster,
23 A-l-e-x K-o-s, as in Sam, "T," as in Tom,
24 "E," as in Edward, and "R," as in Richard.
25 I'm 30 years old, and I live in Yorba Linda,
26 California.

27 Many of the things that I wanted to
28 call in have already been discussed. We've

1 had all these -- these extra fees and taxes,
2 yet STIR/SHAKEN is not there, service is
3 poor. I can't even call and get someone in
4 my own country, let alone my own (inaudible)
5 parents without my -- have -- fixing our home
6 phone service. We need POTS. I don't know
7 if it's been said. Our FAXes don't work for
8 my parents' business, which is in finance,
9 requires FAXes, and it does not work over
10 voice line. You know, we've been talk --
11 heard about fiber; but again, the last
12 mile -- it doesn't seem to get here for
13 years. When we call, things are not fixed.
14 We're only offered DSL through AT&T. Our
15 cable provider is exorbitant, as well.

16 I used to live in New York, and
17 there was competition in my building. We had
18 traditional phone, two fiber options, and a
19 cable, and for a traditional phone line
20 and/or Internet, it was always about \$35 per
21 service, and they wouldn't raise --

22 (Timer notification.)

23 WITNESS KOSTER: -- and foster --

24 THE OPERATOR: Our next public comment
25 comes from:

26 (Electronically recorded: Name not
27 recorded. Name not recorded. Paul
28 Wong.)

1 ALJ GLEGOLA: Please continue.

2 STATEMENT OF SPEAKER WONG

3 Yes. My name is Paul Wong,
4 W-o-n-g. I live in Lake -- City of Lake
5 Forest, Orange County, and near the corner of
6 Skylark Drive and Vintage Woods.

7 The cell service in this area is
8 very unreliable, and even during this call,
9 about 6:15, the call dropped off. And I hope
10 that you guys can help to get AT&T to improve
11 the service in this area. The cell tower in
12 this area probably needs improvement or needs
13 additional cell tower in the area. Hope you
14 guys can help to make the cell service in the
15 City of Lake Forest, Orange County, more
16 reliable in my area at the corner of Vintage
17 Woods and Skylark Drive. Thank you very
18 much.

19 ALJ GLEGOLA: Thank you for your time.

20 THE OPERATOR: Our next public comment
21 comes from:

22 (Electronically recorded: Douglas
23 Siu.)

24 STATEMENT OF SPEAKER SIU

25 Yes. Hi. Douglas Siu; Douglas
26 with one "S," last name, S-i-u, as in Sierra,
27 India, uniform.

28 I'm calling about my mom's POTS

1 line in Albany, California. She's 91 years
2 old. She's had an AT&T landline for
3 52 years, and is currently on LifeLine. My
4 mom hardly wants to answer the phone because
5 she gets so many telemarketing calls all day
6 long, and AT&T doesn't offer any sort of call
7 blocking for customers with copper service.
8 They won't switch her to VoIP for the same
9 price. So I want to see if you guys can do
10 anything to help this situation and others in
11 this same situation, as well.

12 On another note, my own home line
13 and my mother-in-law's home line -- she has
14 an AT&T voice line. We have broadband. And
15 for many years, we've been getting
16 choppiness, echoing, voice falloff, where the
17 caller cannot hear us after about a minute,
18 but we can still hear them. So basically,
19 the carriers just say, "Reboot your modem,"
20 and the problem still reappears later on. So
21 just hoping you could help with those two
22 issues. Thank you very much.

23 ALJ GLEGOLA: Thank you for your time
24 today.

25 THE OPERATOR: Our next public comment
26 comes from:

27 (Electronically recorded: Manuel
28 Martinez.)

1 ALJ GLEGOLA: Continue.

2 STATEMENT OF SPEAKER MARTINEZ

3 Hi. My name Man -- Manuel
4 Martinez. You spell it M-a-n-u-e-l Martinez,
5 M-a-r-t-i-n-e-z.

6 I currently work for AT&T, and one
7 of the things that I believe that should
8 happen is regulation, and I believe the
9 company, AT&T, should be regulated, because I
10 do see -- as an employee, I do see that the
11 company is phasing out POTS, and the whole
12 reason why is because it's expensive. And
13 they're -- and the situation is that they're
14 using -- they're using the same copper line
15 to provide DSL to certain come -- to certain
16 people, and the wires are not fixed. They're
17 basically corroded or they're just shorted
18 out. And that's why the company has so many
19 issues with Internet and POTS, because
20 they're not fixing them. They're just pretty
21 much putting Band-Aids on the copper wiring.

22 They are running fiber, but once
23 again, the fiber is not being regulated. And
24 I believe that instead of being
25 entertainment, it should be a utility for
26 communications, because people do depend
27 on -- on Internet.

28 (Timer notification.)

1 SPEAKER MARTINEZ: Thank you.

2 ALJ GLEGOLA: Thank you for your time.

3 THE OPERATOR: Our next public comment
4 comes from:

5 (Electronically recorded: Rick
6 Jones.)

7 ALJ GLEGOLA: Please continue.

8 STATEMENT OF SPEAKER JONES

9 Hello? Hello?

10 ALJ GLEGOLA: Hello. Please continue.

11 SPEAKER JONES: Thank you, (inaudible).

12 I have health and safety issues. I
13 live in Springville, California. My name is
14 Rick Jones, once again; R-i-c-k J-o-n-e-s.
15 Once again, thanks for taking my call.

16 I'm calling in regards to safe --
17 safety and health issues. I live in a rural
18 community, and our lines are with AT&T. We
19 don't have home lines, but we have cell phone
20 service. And hearing all the issues about
21 AT&T, seems like 90 percent of the calls are
22 in regards to AT&T, and we have the same
23 issues.

24 We have a tower out here, and I
25 think it's run off of a generator, and I've
26 heard through our small community that they
27 have someone come up to put gas into the
28 generators, and when they don't come up, then

1 we don't have cell phone service. So last
2 year, I think from the month of December 23rd
3 all the way to January 7th, we had no cell
4 phone service. This happens at least once a
5 month, anywhere from 24 to 72 hours. So I
6 don't know why AT&T is not coming up here or
7 any other service to come up here and service
8 our area in Springville, California, but all
9 the residents up here, we're -- we're a rural
10 community, a elderly community, and a farm
11 community --

12 (Timer notification.)

13 SPEAKER JONES: -- issues. Thank you
14 so much.

15 ALJ GLEGOLA: Thank you for your time.

16 THE OPERATOR: Our next public comment
17 comes from:

18 (Electronically recorded: Fred
19 Lipscomb. Fred Lipscomb.)

20 ALJ GLEGOLA: Please continue.

21 STATEMENT OF SPEAKER LIPSCOMB

22 Hello. My name is Fred Lipscomb.
23 I live in Aliso Viejo, California; F-r-e-d
24 Lips, L-i-p-s, comb, c-o-m-b.

25 I've had AT&T for approximately
26 eight years, T-Mobile for 17 years. With
27 AT&T, I have my home phone, Internet and
28 cable. Like everyone else, we have tons of

1 issues with AT&T, and also with T-Mobile, in
2 terms of dropped calls, as my cellular
3 service.

4 But, I'm really calling about
5 customer service. It can take over
6 45 minutes to speak to someone live when you
7 call AT&T, and 99.9 percent of the time, I'm
8 not speaking to anyone domestically. I'm
9 speaking to someone internationally that has
10 a script that really, you know, doesn't have
11 the ability to listen and understand what my
12 problem is, never mind, you know, trying to
13 resolve it. But, I think a 45-minute wait
14 every single time, just to get to my account,
15 is, you know, absurd. I mean it's the worst
16 customer service one can have. So in
17 addition to what everyone else is saying, I'm
18 hoping that we can address the issue of
19 customer service, because I mean I can go to
20 the --

21 (Timer notification.)

22 SPEAKER LIPSCOMB: -- and I'm still --

23 THE OPERATOR: Our next public comment
24 comes from:

25 (Electronically recorded: My name
26 is Iva Jackson. I live in
27 Fairfield. I was -- it's I-v-a.
28 J-a-c-k-s-o --)

1 STATEMENT OF SPEAKER JACKSON

2 Hello?

3 ALJ GLEGOLA: Hello. Please continue.

4 SPEAKER JACKSON: Hello. Yes. Yes.

5 My name is Iva Jackson, I-v-a J-a-c-k-s-o-n.

6 I am an AT&T landline owner, and the
7 issue is that when it rains very heavily,
8 like many people that have called in and
9 said, the landline goes out completely. We
10 have lived in our home for more than
11 20 years, and AT&T has told us that we, as
12 homeowners -- we're responsible to pay that
13 fee. I don't think that's right. And that
14 the fee was going to be more than \$20,000. I
15 also don't think that's right. There's an
16 easement to enter into our back yard, and we
17 house -- as a cul-de-sac, we house more than
18 five lines.

19 Also, Comcast is my Internet
20 provider, and when the -- they're going to be
21 doing work to repair the lines as an upgrade,
22 and there was a message that went out that
23 when they repair the lines that the 911
24 service wouldn't be available. I think that
25 that's unfortunate for people that do have
26 the 911 service as their main service
27 provider, because if they have an emergency,
28 they won't be able to reach anyone.

1 And also, for long-distance calls or
2 when you're calling --

3 (Timer notification.)

4 SPEAKER JACKSON: -- provided --
5 provider assistance --

6 THE OPERATOR: Our next public comment
7 comes from:

8 (Electronically recorded: Garril
9 Page.)

10 STATEMENT OF SPEAKER PAGE

11 Yes. G-a-r-r-i-l, last name
12 P-a-g-e.

13 I am disabled, 82 years old. I
14 have an AT&T landline in San Anselmo,
15 California, which is a dead cell area. When
16 the phone goes down, it is impossible to call
17 AT&T, so I call the more responsive CPUC,
18 which connects me with the AT&T office of the
19 president, and even then, I am without phone
20 service for a week or more on several
21 occasions. The techs who come confirm that
22 AT&T does not maintain or repair their
23 equipment. The last service call, my bedroom
24 line could not be repaired. The tech pulled
25 out the jack, and killed the line. In the
26 rain, service can be affected with static,
27 and go dead, which is absolutely ridiculous,
28 because in the 1982 flood, my AT&T landline

1 never failed. The 72-hour battery backup
2 requirement is ignored. In the PSPSs, we --
3 (Timer notification.)

4 SPEAKER PAGE: -- generators are not
5 maintained, and service (inaudible) the lines
6 would not be repaired.]

7 THE OPERATOR: Our next public comment
8 comes from:

9 (Electronically recorded: My name
10 is [indecipherable] Johnson.)

11 (No response.)

12 THE OPERATOR: Your line is open:
13 (Electronically recorded: Tim
14 Cusick.)

15 STATEMENT OF SPEAKER CUSICK

16 Hi. This is Tim Cusick,
17 C-u-s-i-c-k. I have a AT&T landline in San
18 Clemente. I had a service call several
19 months ago due to incoming phone calls
20 connecting without the phone ringing. The
21 service technician found a AT&T side ground
22 and successfully swapped to a new wire.

23 But subsequent to that repair, the
24 technician left an answering machine message
25 for me. He stated AT&T is no longer
26 maintaining these landlines, and I should
27 switch to an AT&T Voice over IP service.

28 I am concerned with AT&T declining

1 to maintain their equipment with no official
2 PUC announcement that the service is being
3 decommissioned and forcing customers just to
4 leave due to high prices and phones not
5 working.

6 Thank you.

7 ALJ GLEGOLA: Thank you for your time.

8 And if I could just interject before
9 moving on to the next caller, I just want to
10 remind those who are listening and
11 particularly if you have a billing dispute or
12 some other situation where you'd like to
13 speak to a representative from your
14 telecommunication service provider. We have
15 that available. You need to go to the
16 Commission's website, www.cpuc.ca.gov/PPH.
17 And there you'll see not only information
18 about this proceeding, but you'll also see a
19 -- be able to see a list of the various --
20 various service companies that -- in the
21 state of California. You will see the phone
22 number to contact the representative, and
23 they are open now.

24 Let's proceed with the next caller.

25 THE OPERATOR: Our next public comment
26 comes from:

27 ///

28 ///

1 (Electronically recorded: Judith
2 Jackson. I got disconnected, and
3 I'm calling back. Thank you.

4 STATEMENT OF SPEAKER JACKSON

5 Okay. I'm here. Can you hear me?
6 Judith Jackson, J-u-d-i-t-h J-a-c-k-s-o-n. I
7 live in an extremely rural area of Northern
8 California. This landline with AT&T is my
9 only source of communication. I have no
10 screens. I have no internet. I have no
11 nothing but this landline, and I'm an
12 81-year-old disabled senior. And all the
13 things that everybody else has said all the
14 time they --

15 (Phone interruption.)

16 SPEAKER JACKSON: Can you hear me? I'm
17 trying to talk to you. Did you hear anything
18 I just said?

19 ALJ GLEGOLA: Yes, we did.

20 SPEAKER JACKSON: Okay. I am disabled.
21 I'm 81 years old. I only have this landline.
22 When you try to call AT&T, you get people in
23 the Philippines. There is no way to talk to
24 anyone in the USA anymore.

25 I have made complaints to the CPUC.
26 The phone goes out on a regular basis at
27 least three or four times a year, and they
28 raise my rates for my plan. Almost every

1 single phone bill I get is more. Now I'm
2 paying --

3 (Timer notification.)

4 SPEAKER JACKSON: I'm paying almost \$70
5 a month.

6 THE OPERATOR: Our next public comment
7 comes from:

8 (Electronically recorded: Terry
9 Kranitz, K-r-a-n-i-t-z.)

10 STATEMENT OF SPEAKER KRANITZ

11 Yes, good evening. I already
12 spelled the last name. I'm from Fremont, and
13 I have AT&T services: Voice over Internet
14 Phone, internet, and Direct TV through AT&T.

15 But the only thing they're good for
16 is raising prices. My prices have gone up 80
17 percent over the last few years. As a
18 testimonial to poor service today when I
19 tried to call in with the phone, I had to try
20 several times. And with the webcast, it just
21 started buffering, and I couldn't use it. I
22 had to shut it off.

23 The VoIP is probably the best of
24 the services. But we get a lot of spam
25 calls. I did subscribe to the spam messages,
26 but it doesn't seem to help. The people at
27 AT&T don't seem to help. They can't offer
28 discounts.

1 (Timer notification.)

2 SPEAKER KRANITZ: -- please.

3 THE OPERATOR: Our next public comment
4 comes from:

5 (Electronically recorded: Leo
6 Gomez.)

7 STATEMENT OF SPEAKER GOMEZ

8 Good evening, (inaudible) and your
9 Honor. Thank you for taking my call. I am
10 Leo Gomez, L-e-o G-o-m-e-z, calling from
11 Montara California. I wanted to bring up an
12 issue with Comcast services in the area. Our
13 area is a small community. Well, it's not so
14 small. It's about 14,000 residents on the
15 coast side of the mid-peninsula San Francisco
16 Bay. And Comcast does not have redundancy
17 for their services on the coast. They also
18 provide fiber services to Verizon Wireless
19 and the customers of Comcast, Verizon, and
20 T-Mobile because Verizon doesn't work
21 everywhere.

22 So when there is any tree break in
23 a 42-mile fiber run that connects the coast
24 back to the world, services can be out for an
25 hour, two days, you name it.

26 And it is required by the CPUC that
27 there is redundancy, which I think we lack.
28 And most of the cell sites don't actually

1 have cellular backup on the coast. We also
2 suffer all of the same problems with POTS
3 lines here.

4 My recommendation for regulation --
5 (Timer notification.)

6 ALJ GLEGOLA: Thank you for taking the
7 time.

8 THE OPERATOR: If you'd like to make a
9 public comment, please press star-one, unmute
10 your phone, and clearly state your name and
11 location for public comment introductions.
12 If you'd like to retract your question,
13 please press star-two.

14 Again, if you'd like to make a
15 public comment, please press star-one in your
16 phone, unmute your phone, and clearly state
17 your name for public comment introduction.

18 Our next public comment comes from:
19 (Electronically recorded: Michael
20 Sabellico.)

21 STATEMENT OF SPEAKER SABELLICO

22 Good evening. My name's Mike
23 Sabellico. I serve as the Region 10 director
24 for the Association of Procurement Technical
25 Assistance Centers. I want to thank the
26 chair Commission members for allowing me to
27 speak tonight.

28 I'm based out of San Diego, but our

1 organization represents and serves 97 centers
2 across California and the nation. We're
3 focused on providing veteran-owned business
4 owners and entrepreneurs the resources and
5 technical assistance and direction they need
6 to secure contracting opportunities and other
7 services for their small businesses.

8 In California and the United
9 States, veterans make up 1-in-10 small
10 business owners employing close to 5 million
11 American workers and producing over \$1
12 billion in sales annually.

13 Increasingly social media and
14 mobile services are playing a bigger role in
15 growing their businesses. These online tools
16 are important for all small business owners
17 in recent years, but veterans are
18 outperforming or leading the way when it
19 comes to using social media and digital
20 platforms to grow their businesses.

21 Many, if not most, rely on online
22 services to help them across vital direction
23 and resource including FDA, VA, CalVet, Local
24 Procurement Technical Assistance Centers, and
25 veteran service organizations across the
26 country --

27 (Timer notification.)

28 SPEAKER SABELLICO: Thank you for --

1 THE OPERATOR: Our next public comment
2 comes from:

3 (Electronically recorded: Tom
4 Lajcik, L-a-j-c-i-k.)

5 STATEMENT OF SPEAKER LAJCIK

6 Hi. My name is Tom Lajcik. And I
7 just want to reiterate what so many other
8 people have said. Checking all the boxes
9 here, I too live in a rural area. I have a
10 landline, DSL, no cell service. That
11 landline is copper. It fails in the rain.
12 It takes weeks or months for AT&T to get out
13 and repair it.

14 What I'm asking for the CPUC is to
15 do something to instill some sort of
16 consequences to AT&T for the service. As
17 many of the callers have noted, the rural
18 service is deliberately neglected. We're
19 left with antiquated copper lines and not
20 prioritizing upgrades to new technology such
21 as wireless or Last Mile Fiber. And we need
22 to incent AT&T and motivate them to fix these
23 problems.

24 I understand they don't want to
25 invest in old technology. But if they're not
26 going to do anything about getting us on new
27 technology, I think the CPUC should step in
28 and --

1 (Timer notification.)

2 SPEAKER LAJCIK: Thank you for your
3 time.

4 ALJ GLEGOLA: Thank you.

5 THE OPERATOR: Our next public comment
6 comes from:

7 (Electronically recorded: Vicky
8 Miller.)

9 ALJ GLEGOLA: Please continue.

10 (No response.)

11 THE OPERATOR: Vicky, your line is
12 open.

13 STATEMENT OF SPEAKER MILLER

14 Hi. Yes, I'm Vickie Miller,
15 V-i-c-k-i-e M-i-l-l-e-r, from Los Angeles,
16 California. I was calling about AT&T. I
17 have a landline that's -- a lot of times it
18 doesn't work like it should work and my bill
19 is \$77 a month and it shouldn't be that high.

20 Thank you for your comments.

21 ALJ GLEGOLA: Thank you for your time.

22 THE OPERATOR: Our next public comment
23 comes from:

24 (Electronically recorded: Hello.

25 My name is Michael Tackaberry, T, as
26 in "Tom," -a-c-k-a-b-e-r-r-y.)

27 ALJ GLEGOLA: Please continue.

28 ///

1 STATEMENT OF SPEAKER TACKABERRY

2 Hello. My name is Michael
3 Tackaberry, M-i-c-h-a-e-l T, as in "Tom,"
4 a-c-k-a-b-e-r-r-y. I've been a customer of
5 AT&T for 30 years (530) 477-5594. I'm a
6 electrical contractor, a small business
7 owner. And my address is 16252 Rural Colfax
8 Road Grass Valley, California. I've had no
9 service, no dial tone at my place of business
10 for years -- several years. And I've called
11 AT&T multiple times to ask them to come out
12 and repair the lines. They never did.
13 Nobody ever showed up.

14 Then I continued to get bills from
15 AT&T even after I canceled my service with
16 them because I was unsatisfied with their --
17 with their service. And there was no service
18 really, no dial tone. So --

19 (Timer notification.)

20 THE OPERATOR: Our next public comment
21 comes from:

22 (Electronically recorded: Dennis
23 Smith.)

24 STATEMENT OF SPEAKER SMITH

25 Yes. My name is Dennis Smith,
26 D-e-n-n-i-s S-m-i-t-h. Basically just want
27 to say that AT&T -- I had a DSL line. They
28 didn't want to repair it. It had a lot of

1 jitter on the line. Basically I come from a
2 telco background, so I knew it was probably a
3 repeater that was the problem.

4 What they need to do is get back to
5 the old Pac Bell where it was a mandate that
6 they provide phone service wherever you're
7 located at regardless, and they made it work.

8 I think, PUC, maybe we need to go
9 back to the Pac Bell days. Thank you.

10 ALJ GLEGOLA: Thank you for your time.

11 THE OPERATOR: Our next public comment
12 comes from:

13 (Electronically recorded: Stan
14 Santos.)

15 ALJ GLEGOLA: Please continue.

16 STATEMENT OF SPEAKER SANTOS

17 Stan Santos, S-t-a-n S-a-n-t-o-s.

18 I'm a CWA member with over 23 years as a
19 technician in the Central Valley. We need
20 service quality standards to address poor
21 service for our customers' landlines, VoIP,
22 and broadband.

23 Deregulation of VoIP in 2012
24 allowed to force migration of customers from
25 POTS to the unregulated side, many without
26 the knowledge nor consent. Lack of oversight
27 of VoIP and broadband means no accountability
28 during outages including 911 -- know when

1 carriers improperly disconnect or failed to
2 address customer issues including the loss of
3 heart monitors and other landline based
4 services.

5 The city council of Mendota,
6 Fireball, Huron, and San Joaquin submitted
7 resolutions to the Commission supporting
8 adoption of strong service quality standards
9 for wireless, VoIP, and broadband.

10 I hope the Commission listens to
11 them and ensures all Californians get the
12 service quality they deserve.

13 Thank you.

14 ALJ GLEGOLA: Thank you for sharing.

15 THE OPERATOR: Our next public comment
16 comes from:

17 (Electronically recorded: Roxanna
18 Ganji.)

19 STATEMENT OF SPEAKER GANJI

20 Hi. This is Roxanna Ganji. I live
21 in Fremont, California area code 94539 (sic).
22 We do not have any cell tower in our
23 neighborhood. We are living east of the 680
24 Highway in the Silicon Valley and not
25 Verizon, AT&T, or any other carrier has any
26 cell sites on our side. I have contacted the
27 customer service, and they say, "You need to
28 talk to the city of the (indecipherable)."

1 And I'm not sure who in the city is
2 responsible for issuing permission for having
3 cell sites. It has been many, many years,
4 and nobody in our neighborhood has cellular
5 data on all phones -- mobile phones while we
6 are at home. Thank you.

7 ALJ GLEGOLA: Thank you for calling in.

8 THE OPERATOR: Our next public comment
9 comes from:

10 (Electronically recorded: Janet
11 Heron.)

12 ALJ GLEGOLA: Please continue.

13 THE OPERATOR: Janet, your line is
14 open.

15 (No response.)

16 (Electronically recorded: Daniel
17 Shoemaker.)

18 STATEMENT OF SPEAKER SHOEMAKER

19 Good evening. My name is Daniel
20 Shoemaker, D-a-n-i-e-l. Last name,
21 S-h-o-e-m-a-k-e-r. I'm calling on behalf of
22 my family and myself. Our cell phone service
23 seems to be fine. But we would like to see
24 more broadband and high-speed internet in our
25 area due to the fact that because of the
26 pandemic, a lot of families are working from
27 home now or from school. And it really does
28 help us out at home to have this. But

1 limited with the type of internet service we
2 have right now makes it difficult at times to
3 function well at home. Thank you.

4 ALJ GLEGOLA: Thank you for calling in.

5 THE OPERATOR: Our next public comment
6 comes from:

7 (Electronically recorded: Iris
8 Jystad.)

9 STATEMENT OF SPEAKER JYSTAD

10 Hi. I'm Iris Jystad, I-r-i-s
11 J-y-s-t-a-d. I've been a loyal customer of
12 AT&T's phone line service for over 40 years
13 here in sunny Culver City, California. And
14 I'm really happy with that service, and I
15 hope to continue to have it as long as I can
16 afford it.

17 The only comment I have or
18 complaint about AT&T's landline service is
19 because -- I agree with many other callers
20 that we're being charged too much. My most
21 recent monthly bill was \$99 and some change.
22 And I'm still making it. I don't want to
23 switch.

24 But I do believe and have believed
25 for about a year that AT&T is trying to
26 switch us from the landline service over the
27 Voice over Internet Protocol, which I do not
28 want because I don't want to rely on a

1 battery.

2 I like AT&T because I can rely on
3 the landline service. It's given me
4 outstanding service. So I really believe
5 that AT&T --

6 (Timer notification.)

7 SPEAKER JYSTAD: That's it?

8 THE OPERATOR: Our next public comment
9 comes from:

10 (Electronically recorded: My name
11 is Andrew Trotter.)

12 STATEMENT OF SPEAKER TROTTER

13 Good evening. This is Andrew
14 Trotter, A-n-d-r-e-w T-r-o-t-t-e-r, from
15 Redwood City, California. I depend on
16 California's Telecommunications Relay
17 Service, TRS, for my phone calls. My cell
18 phone uses RTT software, which works poorly
19 with the TTY protocol that TRS uses. Please
20 add RTP protocol to TRS so that people with
21 hearing or speech disabilities can use RTT or
22 relay calls without difficulty. Thank you.

23 ALJ GLEGOLA: Thank you for your time.

24 THE OPERATOR: Our next public comment
25 comes from:

26 (Electronically recorded: Merle
27 Cutler, M-e-r-l-e C-u-t-l-e-r.)

28 ///

1 STATEMENT OF SPEAKER CUTLER

2 Hello?

3 ALJ GLEGOLA: Please continue.

4 SPEAKER CUTLER: Yes, thank you. This
5 is Merle Cutler. I live in San Francisco.
6 I'm a retired teacher. And I'm old enough to
7 remember when the government broke up AT&T
8 for being a monopoly and providing terrible
9 service and being expensive, and perhaps
10 that's where we might need to go.

11 I have a landline. I also have a
12 cell phone, but the landline's through AT&T.
13 And each month the bill goes up by dollars
14 and dollars and I do nothing different. This
15 month I paid \$111 just for a landline, which
16 I keep primarily for emergencies. So that is
17 a billing issue except when you do try to
18 call them, you can't get through. And if you
19 do get through, you're either in India or the
20 Philippines and people have a hard time
21 understanding you. And if you are very, very
22 lucky and get a native speaker, what they try
23 to do is pitch bundling. If only I would
24 bundle, then they can drop my rate, but I
25 have another carrier.

26 (Timer notification.)

27 SPEAKER CUTLER: Thank you for taking
28 my call.]

1 THE OPERATOR: Our next public comment
2 comes from:

3 (Electronically recorded: Deborah.)

4 STATEMENT OF SPEAKER DEBORAH

5 Hi. Deborah D-e-b-o-r-a-h. I'm
6 calling from the unincorporated area of
7 Riverside, California.

8 When I called AT&T for my landline
9 regarding these spam calls, I was told to
10 block the calls a certain way. When I try to
11 block the calls, I found out, it only works
12 in the same area code. That makes no sense
13 if each spam call that I'm getting is from a
14 different area code every time they call.

15 Your Office of the President for
16 AT&T needs to be revamped. They are of no
17 service to me or to anyone. They don't help
18 me regarding my issue with my complete choice
19 that continues to rise.

20 Your retention department for AT&T
21 is terrible. They're trying to get me to get
22 internet, which I can't get in my area, and
23 then when you ask to speak to a supervisor,
24 they put you on hold. They come back on the
25 line. We ask for a supervisor again. Then
26 they argue with you, and sometimes they'll
27 disconnect or just put you on hold forever.

28 When I tried to call the number on

1 my bill, it shows a toll call. They tell me
2 they're in Chicago. I live in southern
3 California. There's nowhere on my bill
4 that --

5 (Timer notification.)

6 SPEAKER DEBORAH: Thank you for your
7 time.

8 ALJ GLEGOLA: Thank you for calling in.

9 THE OPERATOR: Our next public comment
10 comes from:

11 (Electronically recorded: Ann Marie
12 Weibel.

13 STATEMENT OF SPEAKER WEIBEL

14 Ann Marie Weibel, W-e-i-b-e-l. I
15 live in rural Albany, California, and I'm
16 paying about \$100 for my landline, plus \$100
17 for my internet. I don't have that bundled.
18 That's a lot of money for retired people.

19 I want to be safe, and my concern
20 is with wireless; so my internet is with the
21 dish on the roof, with no router, ether net
22 cable, and I need the landline because I live
23 at the end of a -- it's a dead-end road.
24 There's fire issues. We live where there's
25 old bridges and where any bridge could go
26 down. And so we were promised broadband
27 years ago. Trenches were dug and nothing
28 happened.

1 (Timer notification.)

2 SPEAKER WEIBEL: -- so we need wired --

3 THE OPERATOR: Our next public comment
4 comes from:

5 (Electronically recorded: Shirley
6 Jones. Shirley Jones.)

7 ALJ GLEGOLA: Please continue.

8 STATEMENT OF SPEAKER JONES

9 Hello?

10 ALJ GLEGOLA: Hello. Please continue.

11 SPEAKER JONES: This is Shirley Jones,
12 and I'm calling regarding AT&T automated
13 service and also T-Mobile cell phone.

14 With the AT&T automated service,
15 I've told a couple of the agents they need to
16 get the automated service looked at. Half of
17 the time it's not working properly, and then
18 it has the tendency to just switch you over
19 and before you know it, you're talking to a
20 representative.

21 And I say to them: I didn't ask to
22 speak to a representative, but, anyway, I
23 told them that a couple times. AT&T
24 automated service is supposed to be a help
25 and assistance to the clients and to the
26 customer. So if it's not going to work, it's
27 not going to benefit the customer.

28 Now, with the T-Mobile, the clarity

1 is like it's almost difficult to carry on a
2 conversation.

3 (Timer notification.)

4 THE OPERATOR: Our next public comment
5 comes:

6 (Electronically recorded: Alex
7 Mena, M-e-n-a.)

8 STATEMENT OF SPEAKER MENA

9 Good evening, everybody. My name
10 is Alex Mena. I live in Pasadena,
11 California, and I recently moved only
12 two-and-a-half miles from the 91106 area code
13 to the 91103 zip code. And there's been a
14 huge drop in service quality for my phone and
15 internet service. And I typically have four
16 bars. Now it's only about one, and there are
17 regular blackouts in the area.

18 So there's times when I have no
19 service at all to contact family members in
20 case of an emergency. And, basically, I was
21 deployed as an emergency service worker for
22 the County of Los Angeles, and not having
23 that service and it was during a time during
24 the COVID, COVID health event, I was not able
25 to really, like, do all my job duties as best
26 as I could because there was not that much of
27 communications available to me from my home
28 so that's just what I wanted to bring up.

1 Thank you.

2 ALJ GLEGOLA: Thanks for sharing.

3 THE OPERATOR: Our next public comment
4 comes from:

5 (Electronically recorded: Karen
6 Sherry. Connected third time. In
7 queue again.)

8 ALJ GLEGOLA: Please continue.

9 STATEMENT OF SPEAKER SHERRY

10 Hi. This is Karen Sherry,
11 S-h-e-r-r-y. I am a T-Mobile customer. I
12 live in a rural area of San Bonita county,
13 and I pay them every month for a service
14 which they don't deliver and no one holds
15 them accountable, and that leaves no recourse
16 for me.

17 I was disconnected three times
18 waiting in this queue. My internet access is
19 through cellular and I can't even get on
20 websites. I can't pay my bills. I can't
21 schedule medical appointments, and there's
22 just nothing I can do about it.

23 So you're my only option. Like I
24 said, no one holds them accountable. So I
25 hope you guys can do something for us all out
26 here. I didn't realize it was so bad
27 listening to all these comments. So thank
28 you for your time. I appreciate it.

1 ALJ GLEGOLA: Thank you for your time
2 as well.

3 THE OPERATOR: Our next public comment
4 comes from:

5 (Electronically recorded:
6 Christian [Indecipherable.])

7 STATEMENT OF SPEAKER CHRISTIAN

8 My name is Christian
9 (Indecipherable). I'm actually calling in
10 regards to AT&T. I'm hearing T-Mobile,
11 Verizon. To begin with, communication is
12 number one. AT&T's net worth is over 130
13 billion; T-Mobile has over 140, and Verizon
14 is the most, over 150.

15 So if we're concerned and should be
16 worrying about people's telecommunications
17 and services in order for them to get the
18 services that they need, they need to be
19 provided from first responders, from
20 wildfires that break out, and other -- other
21 power outages that we have here when we're
22 trying to get in contact with others, and
23 others that we have family in different
24 countries.

25 I feel that the rates that are
26 going to continue rising, and the services
27 that they're providing to us shouldn't be
28 authorized and should be regulated, and

1 overall I hope the CPUC does somehow regulate
2 the price because I mean listening to
3 everybody else --

4 (Timer notification.)

5 SPEAKER CHRISTIAN: They're on a fixed
6 income.

7 THE OPERATOR: Our next public comment
8 comes come:

9 (Electronically recorded: Danielle
10 Thomas.)

11 ALJ GLEGOLA: Please continue.

12 STATEMENT OF SPEAKER THOMAS
13 Danielle Thomas.

14 ALJ GLEGOLA: Hello. Please continue.

15 SPEAKER THOMAS: This is Danielle
16 Thomas. I live in Roseville, California, and
17 I've had a lot of problems with my service.

18 When I first connected it for the
19 COVID-19 services for my children's school,
20 the bill was supposed to be like \$70 a month,
21 just for internet.

22 And then they started adding an
23 extra \$100 every month for, like, six or
24 seven months, and they said they would fix
25 it, and they never did. It just continued.

26 And when I did add in the phone
27 service, the phone service never even worked.
28 And I called a few times. They tried to tell

1 me that it worked fine. I even bought a new
2 phone; it doesn't work.

3 There was a lot of situations where
4 I needed to call out to important places. I
5 called. I needed to speak with the bureau,
6 the fiduciary bureau and stuff, and I filled
7 out my applications and stuff online like
8 they requested, and then it's gone. It just
9 disappeared. Like, I mean, some really
10 horrific events took place because of me not
11 being able to have communications, and now
12 someone has passed because of it.

13 (Timer notification.)

14 THE OPERATOR: Our next call public
15 comment comes from:

16 (Electronically recorded: Carla
17 Johnson.)

18 ALJ GLEGOLA: Please continue.

19 THE OPERATOR: Carla, your line is
20 open.

21 STATEMENT OF SPEAKER MIGUDA

22 Peggy Miguda. I'm calling for my
23 neighbor. Oh, this is Peggy Miguda again.
24 M-i-g-u-d-a. My neighbor just called me, and
25 she was listening, but didn't call in.

26 Can you tell us why we all have
27 landlines with AT&T? And I've heard the cost
28 of it varies from \$70 to more than \$100 just

1 for the landline. How can that be?

2 AT&T, just for a landline, how can
3 that be? Are they not regulated in some way
4 just for the simple landline?

5 And just like everybody is saying,
6 we're all having great difficulties with
7 those lines. That's it. Everybody -- we're
8 all saying the same thing. They need to go
9 out of business really. AT&T is terrible
10 today. I'm through. Thank you.

11 ALJ GLEGOLA: Thank you for calling in.

12 THE OPERATOR: Our next public comment
13 comes from --

14 UNIDENTIFIED SPEAKER: Hello?

15 ALJ GLEGOLA: Please continue.

16 STATEMENT OF SPEAKER LO

17 The spelling of the first name is
18 P-a-d-r-a-i-c, last name is L-o --

19 THE OPERATOR: Your line is open.

20 SPEAKER LO: Yes. Thank you for taking
21 my call. I am a landline owner for several
22 years. I have maintained my AT&T landline
23 for many years. This landline is important
24 to me as I am a senior retired single
25 individual. The cell phone network where I
26 live is unreliable because of the area where
27 I live in Woodland Hills, California.

28 My landline connection is not --

1 must be available at all times in case of any
2 emergency, but it has been out of order,
3 especially during rainy days. I have called
4 AT&T numerous times and placed a complaint,
5 and they come to my home, but the problem
6 still continues, and I am paying over \$100
7 every month, and, again, this is a crucial --

8 (Timer notification.)

9 SPEAKER LO: Thank you.

10 ALJ GLEGOLA: Thank you for calling in.

11 THE OPERATOR: Our next public comment
12 comes from:

13 (Electronically recorded: Doug
14 Young.)

15 ALJ GLEGOLA: Please continue.

16 THE OPERATOR: Your line is open.

17 Doug, your line is open.

18 SPEAKER YOUNG: Hello.

19 ALJ GLEGOLA: Hello. Please continue.

20 THE OPERATOR: Doug, please continue.

21 (Electronically recorded: Ersa
22 Senior.)

23 STATEMENT OF SPEAKER SENIOR

24 Hi. My name Ersa Senior, and I'm
25 in the Carson area, and my issues are with
26 AT&T, and they are follows: When it rains,
27 the line would continually go out.

28 When it is functioning, there is

1 constant crossing of my line where I can hear
2 other folks' conversations.

3 The rates are entirely too high.
4 The customer service people are very
5 incompetent, even rude.

6 We are forced to report problems on
7 the web. The services are often not able to
8 receive it because of problems with their
9 website.

10 There is a constant negative impact
11 on my work, life, my home life, my alarm
12 system, and my budget due to the high rates
13 and the disrespect that the AT&T company has
14 toward me as a customer.

15 Long periods of repair and
16 absolutely no competition in the area for me
17 to go elsewhere. This is a lack of
18 consideration to me, and when I --

19 (Timer notification.)

20 ALJ GLEGOLA: Thank you for calling in.

21 THE OPERATOR: (Inaudible.)

22 STATEMENT OF SPEAKER DUDLEY

23 My name is Kimberly Dudley.

24 ALJ GLEGOLA: Please continue.

25 SPEAKER DUDLEY: I live in the Santa
26 Cruz mountain area in a rural area. AT&T is
27 our only provider. We have DSL service.

28 Our neighbors have phone service

1 through AT&T and are not able to use their
2 cell phones at their homes.

3 We are not -- we have very
4 inconsistent and unreliable DSL internet
5 service. We have to reset it multiple times
6 daily. We live in a high fire area, and
7 we're concerned about our safety as well as
8 the high cost we pay for an extremely
9 unreliable DSL service.

10 I'm a teacher. I had to teach
11 remotely. Many of my students who live in
12 our neighborhood were not able to learn
13 remotely. I had to go into work and risk my
14 health because I couldn't teach remotely from
15 my home because our DSL service is so
16 unreliable. So we ask that broadband --

17 (Timer notification.)

18 SPEAKER DUDLEY: Thank you.

19 ALJ GLEGOLA: Thank you for calling in.

20 THE OPERATOR: Our next public comment
21 comes from:

22 (Electronically recorded: Adam
23 Shore, A-d-a-m S-h-o-r-e.)

24 ALJ GLEGOLA: Please continue.

25 STATEMENT OF SPEAKER SHORE

26 Thank you. Yeah. I'm calling from
27 the Santa Cruz mountains, and, you know, just
28 listening to all these calls, it's very clear

1 that people are just being ignored and left
2 behind, those who are wanting to hold onto
3 landlines.

4 And we have wanted to hold on to
5 our landline because of concerns of fire
6 danger and the marginal cell reception that
7 we have.

8 At the same time we have PG&E who
9 is asking us to sign an easement to give them
10 telecommunications' rights, which I
11 understand is now another commodity going on,
12 but overall there is a lack of big picture
13 understanding of what is going on in the
14 telecommunications industry.

15 And all of these individuals,
16 myself included, are just being marginalized
17 and they're not being held as citizens of
18 this country, but rather as a commodity.

19 Thank you.

20 ALJ GLEGOLA: Thank you for calling in
21 to share.

22 THE OPERATOR: Our next public comment
23 comes from:

24 (Electronically recorded:
25 Deborah.)

26 STATEMENT OF SPEAKER DEBORAH

27 Deborah. Yes. D-e-b-o-r-a-h. I'm
28 calling in again from an unincorporated area

1 from Riverside county. I'm calling
2 because -- I called. I'm getting
3 out-of-country people. I don't understand
4 half the time what they're saying, and they
5 have a script. They just keep repeating
6 themselves. They are not listening to me.

7 I'm trying to get a promotion to
8 lower my bills. They keep telling me the old
9 package is not available and they're going to
10 do away with the landline.

11 And then I try to talk to them
12 about reducing my package by taking some of
13 the things off my package. Well, now the
14 prices are so high, it's like paying same
15 thing I'm already paying. So why should I
16 even change my package?

17 And then I would just like for the
18 Commission to please look into getting rid of
19 AT&T for all us to keep our landlines and be
20 able to afford it. Thank you.

21 ALJ GLEGOLA: Thanks for calling in.

22 THE OPERATOR: Our next public comment
23 comes from:

24 (Electronically recorded: Billy
25 Jeane Carter, B-i-l-l-y J-e-a-n-e
26 C-a-r-t-e-r.)

27 STATEMENT OF SPEAKER CARTER

28 Yes. Very quickly, I would just

1 like all of the participants to consider
2 calling your state assembly person and
3 letting them know about the additional
4 hearing on the 8th and inviting them or
5 someone from their office to participate
6 because, obviously, AT&T is acting in a
7 criminal manner.

8 It's been going on for years, and
9 something needs to be done on a state level.
10 So if you will just consider please calling
11 your state assembly person and inviting them
12 to listen in on the next hearing that will be
13 on the 8th. Thank you so much then. Bye.

14 ALJ GLEGOLA: Thanks for calling in.

15 THE OPERATOR: If you would like to
16 make a public comment. Please press star
17 one, unmute your phone, and state your name
18 for public comment, introduction.

19 If you would like to retract your
20 public comment, please press star two.

21 Our next public comment comes from:
22 (Electronically recorded: Gabriella
23 Short.)

24 STATEMENT OF SPEAKER SHORT

25 Hello. I'm not sure if you can
26 hear me. I just --

27 ALJ GLEGOLA: We can.

28 SPEAKER SHORT: That's great. Thank

1 you so much.

2 I appreciate this hearing, and I'm
3 very glad to hear all the people that are
4 being treated so poorly, ourselves included,
5 but I want to just make sure to reiterate the
6 facts that the new easement being insisted
7 upon by PG&E are calling for the
8 appropriation of easement rights to a third
9 party telecommunication facility.

10 What this means, after speaking with
11 seven lawyers to finally have someone
12 understand that, is that PG&E is now
13 insisting that any new easements created for
14 any reason includes the ability for a third
15 party -- AT&T presumably one of the companies
16 that could be used -- to place a
17 telecommunication system as a possibility of
18 microphones.

19 These are things we are not okay
20 with happening, and people aren't aware that
21 this is being proposed without their having a
22 big picture of telecommunications, this big
23 conversation. I want to bring that piece
24 also into awareness that we don't want
25 (inaudible.) We don't want that anywhere
26 near us.

27 (Timer notification.)

28 SPEAKER SHORT: Thank you very much.]

1 THE OPERATOR: Our next public comment
2 comes from:

3 (Electronically recorded: David
4 Underwood.)

5 STATEMENT OF SPEAKER UNDERWOOD

6 Hello. My name is David Underwood.
7 That's D-a-v-i-d Underwood,
8 U-n-d-e-r-w-o-o-d.

9 And my issue of concern is formerly
10 with the company T-Mobile, and now with AT&T.
11 There is a breach in the communication where
12 I can hear other people's conversations, and
13 there's sexual slurs, there's cursing. In
14 the mus- -- in the music I hear a whole bunch
15 of variety of different things going on.
16 My -- my -- my Gmail has been hacked. My --
17 my Facebook's telling me different things.
18 And my phone has been hacked, and my phone
19 turns off and on by itself. There is a
20 variety of things that needs to be addressed
21 when it comes to privacy concerns with the
22 phone. It calls people that -- the camera
23 pops on by itself. It's like a -- just a --
24 just an invasion of privacy, you know,
25 just -- just a bunch of things that should --

26 (Timer notification.)

27 SPEAKER UNDERWOOD: Thank you.

28 ALJ GLEGOLA: Thanks for calling in.

1 THE OPERATOR: Your Honor -- your
2 Honor, that was our last public comment.

3 ALJ GLEGOLA: Okay. Thank you.

4 Commissioner Houck, do you have any
5 final statements you would like to make?

6 COMMISSIONER HOUCK: I would just like
7 to really thank everyone for taking the time
8 to participate in our hearing this evening.
9 Again, as we said at the beginning of the
10 hearing, it's really important that we hear
11 from you, that we hear from the public when
12 we're examining our rules and looking at what
13 changes we may need to be making, and again,
14 we appreciate everyone's participation this
15 evening.

16 I want to thank our court reporters,
17 our IT staff, Public Advisor staff, and also,
18 Judge Glegola for all of your work in making
19 tonight's hearing happen.

20 And again, as we said before, if you
21 were not able to make a comment this evening,
22 and you're listening in, or you would like to
23 make further comment, there's an opportunity
24 to provide written comments. You can
25 either -- go to the website that Judge
26 Glegola mentioned to find out more
27 information about that. There's also a link
28 on our docket. And again, we'll be having

1 another public participation hearing later in
2 the week.

3 So again, just thank you, everyone,
4 for joining us this evening to provide
5 comments.

6 ALJ GLEGOLA: Thank you, Commissioner.

7 That concludes all of the speakers
8 who were assigned to speak.

9 If anyone like -- would like to
10 provide additional input or comment after
11 this hearing, please -- there's a few ways
12 you can do this. One would be to join the
13 next public participation hearing, which will
14 be on Thursday at 1:00. You may also submit
15 written comments on this docket card for this
16 proceeding. This can be found on the
17 website, which is the Commission website,
18 www.cpuc.ca.gov/pph. If you need assistance
19 with providing additional comments, please
20 contact the Commission's Public Advisor's
21 office during normal business hours by phone
22 at 1-866-849-8390 or by emailing that office
23 at [public.advisor -- that's a-d-v-i-s-o-r --](mailto:public.advisor--that's-a-d-v-i-s-o-r--@cpuc.ca.gov)
24 [@cpuc.ca.gov](mailto:public.advisor--that's-a-d-v-i-s-o-r--@cpuc.ca.gov).

25 Thanks for everyone for joining in.
26 Thank you for the -- to the team internally
27 who helped put this public participation on.
28 This concludes this evening's public

1 participation hearing. Thanks again for
2 everyone for all your input and comments.

3 We are adjourned, and we will be off
4 the record.

5 (Whereupon, at the hour of 8:45
6 p.m., this matter having been continued
7 to 1:00 p.m., December 8, 2022, the
Commission then adjourned.)

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BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

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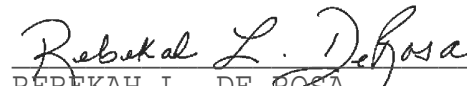
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CSR NO. 8708

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\$	-	20 34:5 56:2 97:11	5
\$1 105:11	-a-c-k-a-b-e-r-r-y 107:26	2007 63:14	5 105:10
\$1,000 15:27		2012 35:28 36:18 109:23	500 8:4
\$100 116:16 121:23 122:28 124:6	1	2015 76:12	52 92:3
\$11.29 89:10	1-in-10 105:9	2019 76:14	530 477-5594 108:5
\$110 20:5,7	10 34:5 35:26 104:23	2020 43:10 76:13	56 31:9
\$111 114:15	10,000 21:13	2021 31:4 37:21 43:10 45:18	5G 35:3 55:7
\$130 41:6	10500 35:1	2022 4:2 17:8 21:3 76:16	5th 52:6
\$15 36:17	12 48:26	20th 84:18 87:24	6
\$15.24 89:8	130 120:12	219 60:15	6 4:2
\$155 59:20	133 5:22	22 22:11,24	60 42:4
\$2 73:22	133-D 9:3 10:12 11:12 16:18	22-03-016 4:11	611 84:24
\$20,000 97:14	133-d's 10:6	23 109:18	680 110:23
\$3.95 89:11	14 36:5,13	23rd 95:2	69 78:9,14
\$32 72:26	14,000 103:14	24 95:5	6:00 4:2
\$35 90:20	140 120:13	24/7 46:20	6:15 91:9
\$37.99 89:8	14500 35:2	25 48:28	6th 84:22
\$45 36:16	15 30:13 34:5 74:19	26 84:11	7
\$56 31:16	150 120:14	3	70 60:14
\$60 24:13	16 52:11	3 16:18	72 95:5
\$62 36:5,14	16252 108:7	30 25:4 68:2 71:1 72:15 74:20 89:25 108:5	72-hour 99:1
\$65 62:16	16th 52:14	33 72:27	79 48:23
\$67 36:16	17 95:26	34 71:8	7th 95:3
\$70 102:4 121:20 122:28	19 59:5	37 79:1	8
\$700 49:7	1940 63:13	4	80 102:16
\$75.35 33:8	1940s 65:26	40 85:23 112:12	81 85:19 101:21
\$77 107:19	1972 55:1	42 60:14	81-year-old 101:12
\$81 27:26	1982 98:28	42-mile 103:23	82 98:13
\$85 62:14	1984 84:9	45 49:2 96:6	85-year-old 83:13
\$89 60:14	1994 33:27	45-minute 96:13	88 19:5
\$92 52:11	1:00 8:6	46 86:5	8th 129:4,13
\$95 71:7 85:25	2	4G 35:3	
\$99 112:21	2 6:5 10:14		

9	access 7:28 13:4 24:21 37:23 45:19 52:1 53:15 62:19 78:10 82:18 86:8 119:18	advocate 88:5 128:21 129:14,27 131:28 132:3
90 56:3 94:21	account 15:18,26 26:4 31:13,19 33:28 66:24 72:22 96:14	Advocates 5:27 11:10
91 92:1	accountability 109:27	Affairs 38:26
911 28:9 53:16 63:15,18 74:16 76:2 97:23,26 109:28	accountable 119:15, 24	affect 7:24 8:13
91103 118:13	achieve 10:12	affected 76:5 98:26
91106 118:12	acted 21:23	affects 21:19
93015 28:6	acting 129:6	afford 112:16 128:20
94132 68:19	actively 67:1	affordable 24:23 70:13
94539 110:21	activities 6:21	afternoon 58:28
95 14:19	ADA 78:14	agents 117:15
95007 54:27	Adam 126:22	aging 65:24 81:28
97 105:1	add 4:23 14:5 39:20 43:25 113:20 121:26	agree 112:19
99.9 96:7	adding 121:22	ahead 18:1
A	addition 96:17	alarm 27:25 28:2 59:17 62:18 125:11
a-c-k-a-b-e-r-r-y 108:4	additional 10:27 84:21 89:8 91:13 129:3	Albany 92:1 116:15
A-D-A-M 126:23	additionally 82:15	Alex 11:17 89:19,22 118:6,10
A-L-E-X 89:23	address 12:19 29:3 31:12 96:18 108:7 109:20 110:2	Alexander 19:17,21
A-L-E-X-A-N-D-E-R 19:21	addressed 9:14 131:20	Alhambra 46:14
A-N-D-E-R-S-O-N 44:17 50:22	addressing 10:15,20	Aliso 95:23
A-N-D-R-E-S-E-N 67:24	adequate 10:9 40:8	ALJ 12:17 14:1,21 18:1 23:3,11,14,21 26:8 38:8 39:15 40:12 42:22 44:9, 14,26 46:6 47:8 48:16 49:14 50:15 51:17 52:17,20 53:23 54:18 56:17 57:19 58:22 59:28 60:6,24 62:5 63:10 64:11 65:4 66:10 67:15,20 68:8 69:11,17 70:17 72:4,11 73:8 74:4 77:26 78:18 79:17 80:22 81:15,20 83:2,7 84:28 85:10 86:10,16 87:12 89:16 91:1,19 92:23 93:1 94:2,7,10 95:15,20 97:3 100:7 101:19 104:6 107:4,9, 21,27 109:10,15 110:14 111:7,12 112:4 113:23 114:3 116:8 117:7,10 119:2,8 120:1 121:11, 14 122:18 123:11,15 124:10,15,19 125:20,24 126:19,24 127:20
A-N-D-R-E-W 113:14	ADL 84:20	
A-N-N 27:21	Administrative 4:4,13 6:20	
abandoned 71:17	adopting 6:2	
ability 45:22 56:11 70:3 72:18 96:11 130:14	adoption 110:8	
absolutely 98:27 125:16	adults 81:27	
absurd 96:15	advancing 82:4	
accept 47:3	advantage 18:20	
acceptable 30:5	Advisor 13:25 132:17	
accepted 44:22	Advisor's 11:15 38:25	
accepting 7:26		
		Allison 11:17
		allowed 70:6 109:24
		allowing 37:11 57:17 104:26
		Altadena 15:9
		amazing 16:6
		American 105:11
		and/or 46:26 87:7 90:20
		ANDERSEN 67:22
		Anderson 44:13,15,17 50:20,22 51:16
		Andresen 67:23
		Andrew 113:11,13
		Angeles 44:19,21 52:28 60:10 81:4 85:17, 23 107:15 118:22
		Ann 27:18,21 116:11,14
		announcement 100:2
		annually 105:12
		Anselmo 98:14
		answering 99:24
		antiquated 106:19
		anymore 18:23 31:6,20 58:14 101:24
		apartment 30:9
		applicable 9:27
		application 75:14
		applications 44:22 122:7
		apply 9:20 10:2 16:19
		appointed 6:15
		appointment 29:9 52:7 58:5
		appointments 58:8 119:21
		appreciative 8:15
		appropriation 130:8

approve 7:1	25 66:3,5,17,19,23 67:1	B-I-L-L 62:12	behavior 17:18
approximately 95:25	68:21,26 69:6,28 70:13,	B-I-L-L-Y 88:21 128:25	behooves 47:4
April 59:10 76:16	25 72:14,22 73:1,6	B-R-I-D-G-I-T 86:21	believed 112:24
archaic 17:3	75:11,25 76:3,9 79:8	B-R-O-W-N 74:12	Bell 109:5,9
area 22:14 24:8,11	80:9 83:17 84:10 86:26	B-Y-R-D 17:26	beneficial 58:11
25:11 27:4 29:6 34:10,	87:2 88:25,27,28 89:5	back 12:15 13:27 18:14	benefit 73:24 117:27
14 35:10 45:26 47:25,	90:14 91:10 92:2,6,14	29:7 39:14 41:22 52:13	benefited 45:13 58:2
27 48:24 49:11,23 50:6,	93:6,9 94:18,21,22	53:8 55:9 56:10 71:25	benefitted 37:13
8 52:1,2,28 56:5,11	95:6,25,27 96:1,7 97:6,	73:4 83:21,26 97:16	Berkman 15:5,6,7 16:4
59:2,19 60:19 61:12	11 98:14,17,18,22,28	101:3 103:24 109:4,9	bettering 46:4
65:13,17 67:5 68:19	99:17,21,25,27,28	115:24	Bezas 55:21,22,23
74:28 77:9 80:13 81:4	101:8,22 102:13,14,27	background 109:2	56:15
86:24 91:7,11,12,13,16	106:12,16,22 107:16	backup 48:7 57:15	big 21:3 48:2 71:25
95:8 98:15 101:7	108:5,11,15,27 110:25	75:2 99:1 104:1	127:12 130:22
103:12,13 106:9 110:21	112:25 113:2,5 114:7,	bad 119:26	bigger 105:14
111:25 115:6,12,14,22	12 115:8,16,20 117:12,	Baltin 52:24,25,26	Biggs 86:24
118:12,17 119:12	14,23 120:10 122:27	53:24	bill 15:26 27:26 31:9,12,
123:26 124:25 125:16,	123:2,9,22 124:4,26	Band-aids 93:21	15 33:8 59:6 62:8,11
26 126:6 127:28	125:13,26 126:1 128:19	bar 55:10	70:3 71:11 83:22 89:7
area's 34:13	129:6 130:15 131:10	Barbara 33:25	102:1 107:18 112:21
areas 24:20 27:7 40:3	AT&T's 48:3,12	Barely 77:13	114:13 116:1,3 121:20
50:27 61:5,9,19 77:15	112:12,18 120:12	bars 55:3 118:16	billing 5:12 38:21
Arena 52:3	attempting 46:21,24	base 7:4	100:11 114:17
argue 88:8 115:26	attend 8:26 45:8,24,27	based 104:28 110:3	billion 73:22 105:12
arrest 64:22	attending 11:7 37:7	basic 19:27 20:6 27:28	120:13
arrive 83:25	45:9	72:26	bills 31:8,10,20 59:7
assembly 129:2,11	attention 7:17 50:9	basically 34:3 78:9	83:18 108:14 119:20
assigned 4:12,15 6:19	audio 31:22	92:18 93:17 108:26	128:8
8:22	August 84:18	109:1 118:20	Billy 88:17,20 128:24
assignments 38:1	authorized 120:28	basis 101:26	bitch 69:10
43:18	autoimmune 41:2	Baskins 24:26,27,28	Black 44:20
assist 43:12	automated 71:27	Bassan 72:8,9,12,13	blacked 34:16
assistance 46:27 98:5	117:12,14,16,24	batteries 79:12	blackouts 118:17
104:25 105:5,24 117:25	automatic 71:10	battery 75:2,3 99:1	blinking 46:20
Association 104:24	aware 35:5 130:20	113:1	block 115:10,11
assurance 54:16	awareness 130:24	bay 45:26 77:9 103:16	blocking 92:7
assure 57:10	awful 85:25	bedroom 98:23	blown 68:26
AT&T 17:5 18:7,11	B	begin 120:11	Bonita 119:12
19:6,23,27,28 22:10,25	B-A-L-T-I-N 52:27	beginning 63:21 132:9	boop 33:4,6
24:10 25:3,7,23 26:3	B-A-S-K-I-N-S 25:1	behalf 24:3 68:17	booster 49:7
27:24 28:2 29:24 31:18	B-A-S-S-A-N 72:14	111:21	
33:1,26 34:9 40:7 42:3	B-E-R-K-M-A-N 15:8		
47:26 48:6 49:2,6,25	B-E-Z-A-S 55:24		
50:4,25 51:3,5,28 53:20			
54:6 55:1,26 59:5,22			
62:14,24 63:27 64:20,			

bought 15:23 122:1	businesses 9:4 80:2 105:7,15,20	34:26 35:8 38:18 39:21 40:4,20 42:2 43:5 44:19 45:8 46:14 47:6 50:24 52:2 54:4,16,26 55:25 57:27 58:17 60:10 67:25 69:27 75:22 76:26 77:17 78:25,28 82:9 86:24 87:18 88:23 89:26 92:1 94:13 95:8, 23 98:15 100:21 101:8 103:11 105:2,8 107:16 108:8 110:21 112:13 113:15 115:7 116:3,15 118:11 121:16 123:27	98:2 101:3 103:10 107:16 111:7,21 112:4 115:6 116:8 117:12 120:9 122:22 123:11 124:10 125:20 126:19, 26 127:20,28 128:1,21 129:2,10,14 130:7 131:28
box 54:8	busy 13:18		
boxes 106:8	Buy 42:6		
boy 57:27	Bye 89:15 129:13		
branch 38:26	Byrd 17:23,25 18:3		
breach 131:11			
break 103:22 120:20	C		
bridge 116:25			
bridges 116:25	C-A 25:20		
Bridgit 86:18,21	C-A-N-N 25:21		
bring 18:13 21:24 56:9 60:11 81:11 103:11 118:28 130:23	C-A-R-O-L-E 48:23	California's 113:16	calls 28:1 29:5,6 30:4, 13 34:15 41:3 53:15 54:10 62:21 63:4 68:2 74:16 92:5 94:21 96:2 98:1 99:19 102:25 113:17,22 115:9,10,11 126:28 131:22
broadband 10:16 16:12,21 18:8 21:18 32:13 61:16,21 62:3 73:22,27,28 81:6,9 92:14 109:22,27 110:9 111:24 116:26 126:16	C-A-R-O-N-E 73:17	Californians 13:9 73:24 74:1 81:5,24 82:19 110:11	Calvet 105:23
broke 114:7	C-A-R-R-I-E 52:26	call 7:6 24:9 29:7,11 33:5 34:2,8 38:23 39:4 56:4 62:15 63:15,18 70:1 71:2,12,14,28 73:4 76:2 79:2 81:4,14 85:22 87:2 89:28 90:3,13 91:8,9 92:6 94:15 96:7 98:16,17,23 99:18 101:22 102:19 103:9 114:18,28 115:13,14,28 116:1 122:4,14,25 123:21	camera 131:22
Brookdale 54:26	C-A-R-T-E-R 88:22 128:26	call-in 38:16	campus 37:16,19,22 45:16
brought 40:23	C-E-S-S-I-L-E-Y 43:3	called 5:3,5 31:18 44:20 51:9 52:12,28 55:14 73:1 81:28 97:8 108:10 115:8 121:28 122:5,24 124:3 128:2	canceled 108:15
Brown 11:17 74:9,10, 11 75:13	C-H-E-L-S-E-A 20:25	callee 34:4	cancer 29:8 41:1
brunt 17:17	C-H-E-V-A-L-I-E-R 79:25	caller 26:10 34:4 36:10 38:10 39:1,3 62:24 92:17 100:9,24	Cann 25:19,20
bucks 42:5	C-H-R-I-S-T-O-P-H-E-R 78:5	callers 26:10 49:22 70:27 75:26 106:17 112:19	Canoga 60:9
budget 125:12	C-I-N-D-Y 33:23	calling 14:12 20:24 21:8 27:23 28:21 29:9, 22 31:2 33:24 36:10 40:19 42:6 50:23 54:5 59:3 61:4,20 62:13 68:16 70:25 73:18 78:18 81:15 87:22 88:22 91:28 94:16 96:4	canyon 25:13 75:28
buffering 102:21	C-L-I-F-F-O-R-D 51:25		canyons 59:18
build 82:5	c-o-m-b 95:24		cap 88:10
building 90:17	C-O-R-L-O-N-D-A 17:26		Capistrano 73:16
built 17:3 61:11	C-O-S-T-E-L-L-O 42:1		captive 17:3
bunch 131:14,25	C-U-C-C-H-I-A-R-A 54:26		capture 14:9
bundle 114:24	C-U-S-I-C-K 99:17		car 76:19
bundled 116:17	C-U-T-L-E-R 113:27		card 7:6,8,28 8:1
bundling 114:23	C-Y-N-T-H-I-A 75:21		cards 64:5
bureau 122:5,6	cable 47:28 49:1 65:15 76:3,8 90:15,19 95:28 116:22		care 21:16 58:12,19 59:24 68:7
Burlingame 40:20	cables 65:27		carefully 10:22
business 18:6 38:27 73:25 86:23 87:6 88:2 90:8 105:3,10,16 108:6, 9 123:9	Calaveras 32:26 33:2, 10,12		caregivers 21:11
	California 4:8,18 6:11 15:9 21:15 24:4,20,21 26:26 28:5 32:8,24		Carla 122:16,19
			Carole 48:19,22
			Carone 73:13,14,15
			Carrie 52:23,26
			carrier 15:9 35:7 110:25 114:25

carriers 18:19 35:12 68:4 92:19 110:1	charges 72:28 86:7	clear 29:1 126:28	73:10 74:6 75:15 76:20
carry 118:1	charging 19:27 62:26 83:23	clearest 50:2	77:27 78:19 79:18
Carson 124:25	Chattanooga 51:12	Clemente 99:18	80:24 81:16 83:3,28
Carter 88:18,19,21,22 89:13 128:25,27	check 83:19	clerk 84:12	85:2 86:12 87:14 88:15
case 6:21 36:4 57:12 77:23 80:7 118:20 124:1	Checking 106:8	client 24:3,6,7,15 33:26	89:17 90:24 91:20
cashed 83:21	checks 83:20,25	clients 117:25	92:25 94:3 95:16 96:23
causing 46:22	Chelsea 20:20,23	Clifford 51:21,24	98:6 99:7 100:25 102:6
cell 5:5 6:3 13:3 20:4 22:12 25:11,13 27:2 28:7,12 30:2,15 40:6,8, 21,24 47:27 48:1,25,27 49:6,8,23 50:28 52:1 53:3 56:11 57:2,11 59:11 62:15,27 63:28 65:14 69:3 71:6,15,20 72:19 74:24 75:8 77:13 79:28 80:5 91:7,11,13, 14 94:19 95:1,3 98:15 103:28 106:10 110:22, 26 111:3,22 113:17 114:12 117:13 123:25 126:2 127:6	Chevalier 79:21,22,23, 25	clockwork 59:8	103:3 104:9,11,15,17, 18 106:1 107:5,22
cells 34:10	Chicago 116:2	close 7:17 44:24 105:10	108:20 109:11 110:15 111:8 112:5,17 113:8, 24 115:1 116:9 117:3 118:4 119:3 120:3 121:7 122:15 123:12 124:11 126:20 127:22 128:22 129:16,18,20,21 131:1 132:2,21,23
cellular 17:1 18:12 53:12 54:28 56:13 67:5 75:28 96:2 104:1 111:4 119:19	child 41:2	closed 37:22	commenter 19:25 41:21
Center 25:2 29:8	children's 121:19	closely 9:10	comments 7:7,26 8:4 10:17,26,27 11:2 17:6 69:18 107:20 119:27 132:24
centers 104:25 105:1, 24	chime 14:24	closest 48:28	commercial 66:24
Central 109:19	choice 18:14 36:5 59:7 81:28 115:18	co-chair 16:11	Commission 4:6,18 5:19,27 6:6,14 7:5 9:23 10:4,11 12:6,25 15:11 20:8 21:23 29:10 32:11 37:5 44:22 45:5 73:21 81:8 82:16,22 104:26 110:7,10 128:18
Cessilely 42:26 43:2	choose 45:23	co-teaching 43:7	Commission's 5:23, 26 6:8 8:1 11:1,3 13:22 100:16
cetera 53:16	choppiness 92:16	Coalition 24:1	Commissioner 4:15, 17 6:17,18,22,25 8:17, 18,21,22 12:9,17,18,20, 22 14:1 59:22 132:4,6
chair 37:5 104:26	Christian 120:6,7,8 121:5	coast 39:22 103:15,17, 23 104:1	Commissioners 6:15, 26,27 7:16 27:20 46:16 51:28 67:14 69:25 81:23
challenged 18:4	Christine 11:18	code 29:6 68:19 110:21 115:12,14 118:12,13	Commissions 4:9
challenging 82:19	Christopher 78:2,4	cohort 37:28 45:22	committed 82:4
change 112:21 128:16	chronic 66:4	Colfax 108:7	committee 16:12,16 53:11
charge 20:5 36:14 41:14 60:14,15,17 85:27	Cindy 33:19,23	collaborate 37:28	commodity 127:11,18
charged 50:12 112:20	citizen 18:4 22:22 83:13	comb 95:24	communicate 18:15 37:27 39:28 43:12 45:21 46:26
	citizens 21:11 127:17	Comcast 28:24 82:3,9 97:19 103:12,16,19	
	city 14:12 42:2 51:10 91:4,15 110:5,28 111:1 112:13 113:15	commend 59:3	
	city-owned 51:12	comment 7:27 14:20 15:4 16:7 17:20 18:25 19:15,16 20:19,26 22:3 23:18,22 24:25 25:17, 22 26:16 27:17 28:15 29:14 30:22 31:26 32:17 33:17 34:19 35:18 36:25 39:4,7,11, 17 40:13 41:17,20,24 44:10,27,28 46:7 47:9, 18 48:17 49:15 50:17 51:19 52:19,21 53:25 54:20 55:18 56:19 57:20 58:24 60:2,26 61:26 62:6 63:6 64:12 65:5 66:12 67:16 68:10 69:13 70:7,19 72:5	
	claimed 35:2		
	claims 76:10		
	Clara 45:7		
	clarification 16:13		
	Clarita 32:8,15 34:25		
	clarity 117:28		
	classes 37:20 45:17,27		
	clean 42:16		

communicating 46:23	120:15 126:7	121:11,14 122:18	118:22 119:12 128:1
communication 22:16 53:10 101:9 120:11 131:11	concerns 13:16 58:20 127:5 131:21	123:15 124:15,19,20 125:24 126:24	couple 19:11 26:28 77:4 79:9 117:15,23
communications 11:20 75:6 93:26 118:27 122:11	conducted 8:8	continued 108:14 121:25	court 7:9 11:27 13:22 26:11 81:23 132:16
communities 13:15 16:26 44:24 81:6,10,12 82:6	conference 23:10	continues 87:24 115:19 124:6	coverage 40:9 47:28 49:23 67:6
community 21:20,24, 28 24:2 28:7,13 53:1, 11,13 55:27 65:12 75:9 81:7 94:18,26 95:10,11 103:13	confirm 98:21	continuing 44:5 82:22	covering 13:22
companies 18:12 24:9 51:4 100:20 130:15	confirmed 6:16	Contra 82:1	COVID 8:9 87:23 118:24
company 5:18 24:13 32:26 33:2,9,13 42:15 51:7,10,13 59:23 89:6 93:9,11,18 125:13 131:10	connect 13:10 80:4	contracting 105:6	COVID-19 37:18 45:15 121:19
compete 45:26	connected 21:10,28 23:8,19 82:12 87:9 119:6 121:18	contractor 108:6	Cox 36:22
competition 16:24 82:24 90:17 125:16	connecting 99:20	convenient 8:11	CPUC 16:17 17:19 24:16,23 32:12 47:4 52:8,13 54:14 64:21,24 88:4 98:17 101:25 103:26 106:14,27 121:1
Complain 65:1	connection 20:12,15 22:19 40:6 123:28	conversation 34:7 118:2 130:23	crap 68:27
complained 16:1	connections 12:28 56:7	conversations 125:2 131:12	crappy 71:18
complaining 25:7	connectivity 21:6,18 49:26	conversion 55:7	crazy 42:10
complaint 52:8 64:20 76:13 78:8 112:18 124:4	connects 98:18 103:23	convert 30:20	created 130:13
complaints 20:28 73:19 76:12 101:25	consent 109:26	copper 50:26 51:3 54:6 65:27 66:18 74:15,18 75:1 92:7 93:14,21 106:11,19	credit 36:16
complete 36:4 59:7 115:18	consequences 106:16	Corlonda 17:24	Creek 37:16 80:13
completed 55:8	consideration 11:4 125:18	corner 91:5,16	crime 64:23
completely 34:8,15 77:13 97:9	constant 125:1,10	corroded 93:17	criminal 64:23,26 129:7
component 43:16	consumer 17:14 38:26	cost 35:28 59:20 77:20 89:2 122:27 126:8	critical 11:19 74:26 81:6
Comptche 16:11	consumers 6:12	Costa 82:1	crossing 125:1
computers 69:2	contact 24:6 38:25 52:9 60:18 70:3 71:24 100:22 118:19 120:22	Costello 41:26,27 42:1, 23	Crosstalk 85:9
concern 50:10 88:9 116:19 131:9	contacted 52:12 70:10 78:11 110:26	costing 42:4	crucial 13:5 124:7
concerned 44:20 46:19 58:6 99:28	contained 5:22	council 110:5	Cruz 65:13 125:26 126:27
	continually 124:27	counseling 37:8 38:2 45:10	Cucchiara 54:23,24,25 55:16
	continuation 57:5	counties 82:2	cul-de-sac 97:17
	continue 13:1 38:28 43:10 44:14 45:14 50:12 57:1,10 60:6 63:10 67:20,21 69:17, 18 72:11 81:20 83:7 85:10 86:8,16 87:27 91:1 93:1 94:7,10 95:20 97:3 107:9,27 109:15 111:12 112:15 114:3 117:7,10 119:8 120:26	countries 25:24 120:24	Culver 112:13
		country 79:27 90:4 105:26 127:18	Cupertino 47:26
		county 22:9 33:1,25 39:22 51:10 52:28 59:2 61:6,9 72:25 74:12,19, 23,25,28 79:28 91:5,15	current 9:3
			curricula 43:7

cursing 131:13	David 131:3,6	Deonne 45:2,6	disabled 22:23 35:25, 27 60:20 72:16 82:25 98:13 101:12,20
Cusick 99:14,15,16	Davis 29:8	department 115:20	disappeared 122:9
customer 5:10,17 13:17 28:25 29:24 38:12,20 60:19 70:1 84:15 87:26 88:5 96:5, 16,19 108:4 110:2,27 112:11 117:26,27 119:11 125:4,14	day 20:14 21:9 42:11 50:2 71:11 77:7,10 84:20 92:5	departments 84:24	disappears 46:22
customers 7:14 12:26 17:10 74:21 88:25 92:7 100:3 103:19 109:24	day-to-day 6:21	depend 93:26 113:15	disasters 48:6
customers' 109:21	days 52:11 68:2 71:1 80:15 103:25 109:9 124:3	dependable 74:25	disconnect 110:1 115:27
cut 86:1	de 16:27	deployed 118:21	disconnected 101:2 119:17
cut-down 36:8	dead 40:1 98:15,27	Deregulation 109:23	discontinues 50:26
Cutler 113:27 114:1,4, 5,27	dead-end 116:23	Derosa 11:27	discount 73:2
cuts 33:5 40:26	deadlines 52:7	deserve 46:1 58:18 82:25 110:12	discounts 102:28
cutting 39:23	deal 16:27	deserves 24:21	discriminated 18:16
CWA 109:18	dealt 42:15	desire 40:7	discuss 87:22
Cynthia 75:17,20	Debbie 81:18,24	determination 9:12	discussed 89:28
	Deborah 58:26,27 59:1,26 115:3,4,5 116:6 127:25,26,27	Deutsch 68:13,14,16 69:9	discussing 78:11
	decade 65:20	develop 9:25 24:17 54:14	disease 41:3
	decades 27:1	dial 28:9 56:2 63:19,25 108:9,18	disgusting 68:5
D	December 4:2 63:14 95:2	Diego 20:24 21:2,25 35:26 62:12 104:28	dish 116:21
D-A-N-I-E-L 111:20	decide 4:24 6:28 14:13	Dierdra 30:24,28	dispute 100:11
D-A-V-I-D 131:7	decided 41:10	difficult 8:26 25:25 29:4 41:8 45:21 65:25 70:1 112:2 118:1	disrespect 125:13
D-E-B-B-I-E 81:25	decides 79:3	difficulties 123:6	distance 28:1 33:9 43:11 44:1,3 62:22 72:18
D-E-B-O-R-A-H 59:1 115:5 127:27	decision 6:26 7:4	difficulty 113:22	District 43:4
D-E-N-N-I-S 108:26	decisions 9:1 11:5	digging 75:14	disturbing 26:6
D-E-U-T-S-C-H 68:16	declining 99:28	digital 44:24 82:4 89:1 105:19	divide 44:25
D-I-E-R-D-R-A 31:1	decommissioned 100:3	Direct 83:15 102:14	Division 11:21
D-O-N-N-A 32:23	degree 37:8 38:2 45:10	direction 105:5,22	docket 7:6,8,28 8:1 132:28
daily 9:4 126:6	delay 46:23	directly 4:28 14:26 53:16	doctor 58:7,13
danger 127:6	delays 5:9	director 81:26 104:23	doctor's 58:5
Daniel 111:16,19	deliberately 106:18	disabilities 21:12 43:14 81:28 82:12 113:21	document 17:6
Danielle 121:9,13,15	deliver 16:22 119:14	disability 21:15	dollar 31:9 60:15
Darcie 4:14 8:21	delivered 5:4 66:18		dollars 114:13,14
data 55:11,13 111:5	demonstrate 17:8		domestically 73:26 96:8
date 66:20	Dennis 108:22,25		Donna 32:19,23
daughter 41:2			

Dorado 79:27	earmarked 21:26	69:15,21 70:21 72:7	enduring 88:27
doubt 17:12	earthquake 72:25	73:12 74:8 75:17 76:22	enforcement 10:7
Doug 124:13,17,20	easement 97:16 127:9	78:1,21 79:20 80:26	engage 8:12 34:7
Douglas 91:22,25	130:6,8	81:18 83:5 84:2 85:4,7,	engaged 81:24
Downieville 75:9	easements 130:13	13 86:14,17 87:16	English 25:27
downtown 35:10	easier 37:14 45:14	88:17 89:19 90:26	ensure 12:4 14:22 21:5
dried 66:21	east 110:23	91:22 92:27 94:5 95:18	24:18 47:5 82:18 86:8
dries 25:6	Eben 47:20,23	96:25 98:8 99:9,13	ensured 82:10
drive 22:20 47:28 48:26	Ebrafimi 60:5,7,8	101:1 102:8 103:5	ensures 110:11
91:6,17	echoing 92:16	104:19 106:3 107:7,24	ensuring 10:8
drop 55:5 114:24	Edmonds 28:16,17,19	108:22 109:13 110:17	enter 97:16
118:14	educate 43:12	111:10,16 112:7	entertainment 93:25
dropped 34:8,15 91:9	education 37:14,26	113:10,26 115:3 116:11	entire 55:3
96:2	43:6,9,25 44:5 45:13	117:5 118:6 119:5	entrepreneurs 105:4
dry 19:14 55:12 71:4	educational 45:23	120:5 121:9 122:16	envelope 83:19
DSL 20:12 31:4,6,8	educator 43:5	124:13,21 126:22	environment 82:17,23
50:26 51:4 66:28 90:14	Edward 26:25 89:24	127:24 128:24 129:22	environmental 13:14
93:15 106:10 108:27	effective 8:11 44:2	131:3	equipment 65:24
125:27 126:4,9,15	efficient 10:13	Elena 23:25 24:1	98:23 100:1
Dudley 125:22,23,25	efficiently 87:7	eliminate 40:7 80:10	equity 82:4
126:18	efforts 11:11	Elk 43:3,4 57:27	equivalent 16:20
due 5:25 8:9 35:11	Eileen 36:27 37:2,6	Elster 33:20,22,23,24	Erfan 60:4,8
37:18 40:27 45:15	El 79:27	34:18	Eric 34:21,24 66:14
65:15,16 66:20 78:7,12	elder 68:17	email 16:1 46:21	Ersa 124:21,24
99:19 100:4 111:25	elderly 24:8 95:10	Embrey 35:7	essential 12:7 16:22,
125:12	elders 81:27	emergencies 30:16	25 17:9,16 44:4 53:11
dug 116:27	elected 4:23	72:23,24 74:26 82:27	essentially 62:21
duration 86:27	electrical 108:6	114:16	Essentials 82:14
duties 118:25	electricity 79:7	emergency 13:4 35:4	established 82:16
	electronic 21:12	49:10 50:7 53:18 56:5	ether 116:21
	electronically 23:24	57:3,12 73:6 74:13,27	evaluate 6:22
	29:16 30:24 32:1,19	80:8 97:27 118:20,21	evening 4:6 8:18 9:12
e-a-k-m-a-n 51:26	33:19 34:21 35:20	124:2	10:17,23 12:1,10 16:10
E-B-E-N 47:24	36:27 40:15 41:25	emphasis 37:9	19:20 23:28 27:20 37:4
E-B-R-A-F-I-M-I 60:9	42:26 44:12 45:2 46:9	employee 93:10	42:23 45:5 46:12 56:27
E-D-M-O-N-D-S 28:19	47:11,20 48:19 49:17	employing 105:10	79:16 81:22 84:19
E-I-L-E-E-N 37:3	50:19 51:21 52:23	Encino 26:26 27:3	86:20 87:20 88:23
E-L-S-T-E-R 33:24	53:27 54:22 55:20	encountered 5:8	102:11 103:8 104:22
E-R-F-A-N 60:9	56:21 57:22 58:26 60:4	encourage 38:22	111:19 113:13 118:9
E-R-I-C 34:25	61:1 62:8 63:8 64:14	encourages 16:16	132:8,15,21
earlier 10:25	65:7 66:14 67:18 68:12	end 4:25 14:14 55:6	
		116:23	
		ended 52:8	
		ending 51:3	
		endless 88:26	

evening's 12:24	F-R-E-D 95:23	fee 72:26 88:10 89:7 97:13,14	firsthand 12:26
event 50:7 118:24	F-R-I-E-D-M-A-N 19:22	feedback 12:6	Firstnet 75:8
events 122:10	face 13:12	feel 16:23 17:16,17 18:16 72:28 120:25	fits 45:23 58:19
eventually 30:4	Facebook 42:10,12,13	fees 19:27 47:3 72:27 73:5 89:6,9,10 90:1	five-mile 34:28
everybody's 62:1	Facebook's 131:17	Felicia 17:21,25	five-year-old 57:27
everyone's 132:14	facilitating 12:13	Felkey 78:22,23,24,26	fix 49:12 63:27 66:25 106:22 121:24
evidence 6:23	facility 130:9	fellow 81:23	fixed 15:21,22 30:5 63:25 68:26 90:13 93:16 121:5
exacerbated 49:27	fact 39:20 85:22 111:25	fiber 21:3,24 75:1 81:11 84:18 90:11,18 93:22, 23 103:18,23 106:21	fixing 90:5 93:20
examining 132:12	facto 16:27	fiber-optic 51:1 66:27	Flanigan 45:3,4,6
exasperated 67:27	factor 53:19	fiduciary 122:6	flat-rate 36:9
excessive 72:28	facts 130:6	field 52:10	flawlessly 27:5
exist 13:6 31:13,14,20 79:28	faculty 43:21	fifty 17:4	flip 79:3
existing 7:2 9:17,24	Fagoaga 46:10,11,13	fighting 87:27	flipped 79:10
exorbitant 27:27 50:12 90:15	failed 99:1 110:1	file 48:11	flood 98:28
expand 28:12 61:16	fails 48:4 75:3 106:11	filed 11:11 64:20,24 76:10	focus 44:23 81:9
expansion 61:17	Fairfield 96:27	files 78:9	focused 73:21 105:3
expected 29:27	fall 53:8	filings 67:7	folks 24:19 47:6 52:16 62:2
expensive 62:26 93:12 114:9	falloff 92:16	filled 122:6	folks' 125:2
experience 7:13 54:5	false 63:15,26	Fillmore 28:5	follow 46:2
experienced 75:23 86:26	familiar 84:22	final 132:5	foolproof 53:4
experiences 13:6,9	families 111:26	finally 12:11 48:10 52:11 130:11	force 109:24
explained 59:12 63:17	family 13:10 27:9,11 37:10 46:26 58:3,11,17, 19 111:22 118:19 120:23	finance 90:8	forced 18:19 36:2 47:3 125:6
explanation 35:15	farm 28:6,10 95:10	find 5:14,23 8:26 15:20 24:12 38:15 59:23 82:7 132:26	forcing 100:3
expose 58:13	farming 86:24	fine 21:1 32:10 42:4 111:23 122:1	foreign 25:24
extend 16:17	faulty 76:3	fines 17:18	Forest 91:5,15
extended 9:18 76:15	favorable 53:18	fingertips 38:5	forever 115:27
extra 41:14 90:1 121:23	FAX 86:27	fire 22:13 53:16 68:6 116:24 126:6 127:5	form 7:27
extreme 50:7	FAXES 90:7,9	Fireball 110:6	forum 4:25 8:7 14:14 74:2 79:16
extremely 19:26 20:2 101:7 126:8	FCC 76:11,12	fires 53:10	forward 11:11 13:8,23 61:27 71:14 81:11 82:21
			foster 90:23
F	FDA 105:23		found 8:10 99:21 115:11
F-A-G-O-A-G-A 46:13	features 36:3,5,9,13 42:6		
F-E-L-K-E-Y 78:26	February 55:8		
	Federal 61:15		

fragile 65:24	G-A-R-R-I-L 98:11	Glegola 4:4,12 8:19	Grajada 78:2,3,5
frail 81:27	G-A-R-Y 68:16	10:24 12:12,16,17,21	grant 44:22
framework 10:7	G-A-V-I-N 35:24	13:28 14:1,21 18:1	Grass 108:8
Francisco 29:24 30:7	G-E-R-R-Y 46:13	23:3,11,14,21 26:8 38:8	grateful 58:15 70:8
37:8 65:14 72:24 77:9	G-L-O-R-E-N-E 19:3	39:15 40:12 42:22 44:9,	great 23:15 77:8 82:26
103:15 114:5	G-O-M-E-Z 103:10	14,26 46:6 47:8 48:16	123:6 129:28
Frank 73:12,15	G-R-A-J-A-D-A 78:6	49:14 50:15 51:17	ground 49:28 99:21
Fred 95:18,19,22	G-R-U-V-E-R 48:23	52:17,20 53:23 54:18	groups 17:14
free 60:16 62:21	G-U-C-C-I-O-N-E	56:17 57:19 58:22	Grove 43:4 57:27
freezes 46:22	40:19	59:28 60:6,24 62:5	grow 105:20
Fremont 102:12	G-U-Z-M-A-N 87:17	63:10 64:11 65:4 66:10	growing 105:15
110:21	Gabriella 129:22	67:15,20 68:8 69:11,17	Gruver 48:20,21,22
French 80:13	Gagnon 16:8,9,11,14,	70:17 72:4,11 73:8 74:4	Gualala 39:21 52:2
Fresno 61:5,9	15 17:16	77:26 78:18 79:17	guarantee 49:8
Friedman 19:17,19,21	Gale 42:27 43:1,2	80:22 81:15,20 83:2,7	Guccione 40:16,17,18
20:18	Ganji 110:18,19,20	84:28 85:10 86:10,16	41:14
friend 85:22	gap 34:28	87:12 89:16 91:1,19	guess 54:13 78:15
friend's 28:6	garage 27:8	92:23 93:1 94:2,7,10	guessing 65:25
friendly 18:9 22:26	Gardena 84:8	95:15,20 97:3 100:7	Gumesindo 12:3
friends 13:10 28:27	Garril 98:8	101:19 104:6 107:4,9,	guy 25:8
46:26	Gary 68:12,15	21,27 109:10,15 110:14	guys 17:27 58:4 68:6
Frontier 67:4	Garza 12:3	111:7,12 112:4 113:23	79:15 91:10,14 92:9
frustrated 19:26	gas 15:27 94:27	114:3 116:8 117:7,10	119:25
frustrating 87:5	Gavin 35:20,23	119:2,8 120:1 121:11,	Guzman 87:17,19,21
Fugo 18:11	general 5:22 9:3 10:6,	14 122:18 123:11,15	88:13
full 17:17	12 16:18 32:14	124:10,15,19 125:20,24	
Fullerton 69:27	generally 53:12,20	126:19,24 127:20	H
function 112:3	generator 79:11,13	128:21 129:14,27	H-A-B-E-R 47:24
functioning 76:5	94:25	131:28 132:3,18,26	H-A-R-O-L-D 64:17
124:28	generators 35:13	Glorene 18:26 19:2	H-A-Y-E-S 17:26
functions 46:22	94:28 99:4	Gmail 131:16	Haber 47:21,22,23
funding 21:25 44:23	germs 58:14	goal 38:3	hacked 18:10 131:16,
73:22	Gerry 46:9,13	goals 46:3	18
furthering 37:25	give 14:19 21:14 23:6,	Goldberg 13:26	hacking 64:27
future 10:27 21:5 82:5	10,16 31:6,17 36:7 46:3	Gomez 103:6,7,10	Haga 11:25
	52:4 67:8 71:1,20 80:20	good 4:6 8:18 16:10	half 48:10 77:6,7 84:11
	127:9	19:20 20:10 23:28	117:16 128:4
G		27:20 37:4 42:23 45:5	hallway 27:8
G-A-G-N-O-N 16:15		46:12 48:5,13 56:26	handle 30:17
G-A-L-E 43:3		58:28 60:20 72:2 79:16	
		81:22 86:20 87:20	
		88:23 102:11,15 103:8	
		104:22 111:19 113:13	
		118:9	
		good-old 57:5	
		government 61:15	
		78:13 89:7,9,10 114:7	
		governor 6:16	
		graduate 37:6 45:9	

happen 30:11 40:27 54:9 93:8 132:19	Heron 111:11	hosting 8:5 91:10	
happened 29:6 116:28	Hess 26:17,20,22,23,24	Houck 4:14 6:17,22,25 8:17,18,21 12:22 132:4, 6	improvement 55:14 91:12
happening 68:3 77:2 82:27 130:20	high 22:13 73:27 100:4 107:19 125:3,12 126:6, 8 128:14	hour 103:25	improvements 13:7
happy 35:9 79:26 112:14	high-quality 24:18 47:5	hours 15:15 35:15 38:27 66:25 76:6 95:5	in-person 37:20 43:25 45:17
hard 27:24,28 28:2 49:9 53:2,7,14 58:5 61:10 68:23 114:20	high-speed 111:24	house 25:12 80:1 86:6 97:17	inadequate 47:3
hard-wired 29:23	higher 62:17	howdy 68:15	inaudible 24:5,13 47:4 55:11 57:13 60:13 88:1 90:4 94:11 99:5 103:8 125:21 130:25
Harold 64:14,17	highway 34:28 35:1,2 59:21 110:24	huge 118:14	incent 106:22
Hawkins 86:15	hill 35:8,9 54:8	Huron 110:6	incentive 71:25
Hayes 17:21,23,25 18:3	Hills 123:27	husband 26:27 72:14, 17 76:19	include 9:16 14:11
hazard 50:8	hire 21:10	hybrid 37:19 45:16	included 127:16 130:4
headset 14:27	Hola 61:4	hyphen 84:7	includes 5:1 6:9,17 89:9 130:14
health 27:26 28:8 94:12,17 118:24 126:14	hold 29:4 115:24,27 127:2,4	I	including 6:3,23 24:20 27:7 38:16 105:23 109:28 110:2
hear 4:28 5:7 8:16 12:26 14:22,25 26:9 30:1 34:4 48:14 69:3 92:17,18 101:5,16,17 125:1 129:26 130:3 131:12,14 132:10,11	holds 119:14,24	I-R-I-S 112:10	income 81:27 89:3 121:6
heard 21:4 33:3 85:18 90:11 94:26 122:27	home 24:7 27:3,7,15 28:11 40:25 41:5,7 47:27 48:26 54:11 59:5 75:24 76:19 82:13 88:3 90:5 92:12,13 94:19 95:27 97:10 111:6,27, 28 112:3 118:27 124:5 125:11 126:15	ID 36:10 62:24	incoming 99:19
hearing 4:8,27 7:10 8:5 11:8,16 12:14,25 13:8, 13,23,24,25 42:20 54:17 57:14 68:23 69:4 94:20 113:21 120:10 129:4,12 130:2 132:8, 10,19	homeowners 80:17 97:12	identification 18:21	incompetent 125:5
hearings 8:10 11:20 42:21	homes 126:2	idiot 42:12	inconsistent 126:4
heart 110:3	Honda 75:22	ignoring 66:26	increase 59:7
heavily 97:7	Honor 14:18 37:4 39:2, 13 41:16 42:19 51:27 67:14 69:26 81:22 103:9 132:1,2	III 17:23,25,26 18:3	increased 59:6
Hector 73:2	Honorable 4:14,16	immediately 48:5	increases 82:24
held 127:17	hook 30:8	impact 125:10	increasing 13:3 36:1
helluva 68:20	hope 91:9,13 110:10 112:15 119:25 121:1	impactful 43:26	Increasingly 105:13
helpful 22:26	hoping 29:10 92:21 96:18	impacts 9:4 88:2	incredibly 82:7
helping 43:5,17 82:5	horrendous 85:27	impaired 69:4	incurs 17:18
Henry 26:25	horrific 53:21 122:10	implemented 67:28	indecipherable 99:10 110:28 120:6,9
	hospitals 41:4	importance 58:1	India 91:27 114:19
		important 9:5,9 10:20 24:24 28:28 42:20 46:24 53:6 74:1 105:16 122:4 123:23 132:10	individual 43:6 123:25
		impossible 29:4 39:27 41:5 98:16	individuals 12:4 14:17, 19 38:11,23 127:15
		improperly 110:1	industry 67:25 127:14
		improve 32:13 57:8	infamous 45:26

information 5:15 6:7 7:3 38:15,17 56:28 78:16 100:17 132:27	invasion 131:24	J-O-N-E-S 84:7 94:14	25
infrastructure 10:10 17:4 46:2 58:18	invasions 64:27	J-U-D-I-T-H 101:6	Judith 101:1,6
injunction 51:2	invest 106:25	J-Y-S-T-A-D 112:11	July 76:16
inmates 78:9	investigate 15:28 64:25	jack 98:25	June 31:3 73:1
innovation 82:23	investigated 41:9	Jackson 96:26 97:1,4, 5 98:4 101:2,4,6,16,20 102:4	jurisdiction 5:25
input 6:24 8:27	investigation 16:5 89:4	Jacob 11:25	justice 13:14 24:2
inside 24:7 79:12	investment 10:9	Jaggers 70:22,23,24 72:2	Jystad 112:8,9,10 113:7
insist 88:5	inviting 129:4,11	James 86:18,19,21	K
insisted 130:6	involved 53:7	Janet 111:10,13	K-A-R-O-L-Y-N 15:8
insisting 130:13	IP 16:21 99:27	January 55:8 59:9 95:3	K-O-S 89:23
installed 49:1 65:26	Iris 112:7,10	Jeane 128:25	K-R-A-N-I-T-Z 102:9
installing 75:8	issue 6:25 24:24 27:24 28:4 34:27 38:21 39:28 49:13,27 54:10 83:11 87:10,25 96:18 97:7 103:12 114:17 115:18 131:9	Jeanette 79:20,23,24	Karen 119:5,10
instill 106:15	issues 8:13 9:5,8,14 10:19 13:6,11 18:7,11 20:12 27:23,26 28:8 33:28 39:22 49:26 50:3 53:7 92:22 93:19 94:12, 17,20,23 95:13 96:1 110:2 116:24 124:25	Jeffries 56:22,23,24	Karolyn 15:5,7
interconnected 9:19, 27	issuing 111:2	Jene 88:18,20	Kelly 57:22,25
interest 7:18 10:8	Iva 96:26 97:5	Jennifer 69:22,24,26 70:16	kick 79:4
interested 13:13	J	Jim 16:8,10,14	killed 98:25
interference 31:22	J-A-C-K-S-O 96:28	jitter 109:1	Kimberly 125:23
interject 38:9 100:8	J-A-C-K-S-O-N 97:5 101:6	Joaquin 110:6	kind 22:17 25:12 40:3 85:27
internationally 73:26 96:9	J-A-G-G-E-R-S 70:25	job 12:7 118:25	kinds 42:10
internet 5:4 6:7 17:2 20:1 22:18,22 24:6,9, 11,16,19,22 26:2 31:5 36:22 37:13,24 43:15, 28 45:12,20 46:18 47:2 50:25 51:7,14 58:2 59:12,15 62:20 67:9 77:12,18 82:13 90:20 93:19,27 95:27 97:19 101:10 102:13,14 111:24 112:1,27 115:22 116:17,20 118:15 119:18 121:21 126:4	J-A-M-E-S 86:22	Joe 54:22,25	kitchen 27:7
interpreter 23:13	J-E-A-N-E 128:25	John 4:16 12:9	knew 30:13 109:2
interpreters 12:2	J-E-A-N-E-T-T-E 79:24	Johnson 53:28 54:1,2 99:10 122:17	knowledge 15:16 109:26
interruption 101:15	J-E-F-F-R-I-E-S 56:25	join 46:24	Koster 89:20,21,22 90:23
introduction 104:17 129:18	J-E-N 88:21	joined 4:14 8:16	Kranitz 102:9,10 103:2
introductions 104:11	J-I-M 16:15	joining 8:24	Kwok 11:17
	J-O-H-N-S-O-N 54:3	joke 22:17	L
		Jones 94:6,8,11,14 95:13 117:6,8,11	L-A-J-C-I-K 106:4
		Jose 37:17 45:8	L-A-M-O-R-V-E 65:11
		Joseph 11:25	L-E-E 50:21 74:11
		Joyce 11:17	L-E-O 103:10
		Juan 73:16	L-I-E-R-L-Y 22:7
		Judge 4:4,13 6:20 8:19, 20 9:9 10:24 12:11,16, 21 13:28 45:5 132:18,	L-I-P-S 95:24

L-I-S-C-K-A 68:18	leading 105:18	Lipscomb 95:19,21,22 96:22	long-distance 98:1
L-O 123:18	learn 126:12	Liscka 68:18	long-time 28:20,24 46:15
L-O-R-I 25:1	learning 18:4 43:11,13, 27 44:1,3 61:24	list 100:19	longer 10:5 44:4 56:1 84:24 99:25
L-O-U-A-N-N 72:13	leave 28:26 49:4 64:5 78:14,15 100:4	listed 7:4,8	looked 117:16
La 75:22	leaves 17:2 119:15	listen 7:15 96:11 129:12	Lori 24:26,28
labeled 66:4	Lee 50:19,21 74:8,11	listening 4:19 9:10 10:21 13:26 25:26 27:16 87:11 100:10 119:27 121:2 122:25 126:28 128:6 132:22	Los 44:19,20 52:28 60:10 81:4 85:17,23 107:15 118:22
lack 21:17 103:27 109:26 125:17 127:12	left 16:1 64:5 99:24 106:19 127:1	listens 110:10	lose 20:15 22:15 64:6
Lajcik 106:4,5,6 107:2	legal 17:11	LITE 55:13	loss 63:25 110:2
Lake 91:4,15	lengthy 5:9	live 13:1 15:8 22:8 24:4 25:1 27:10 32:24 45:7 46:14,25 47:24 48:24 50:7 52:1,27 55:24 59:1,11,17 60:9 61:5,8 62:12 65:12 71:5 72:24 75:21,27 79:27 83:16 84:8 89:25 90:16 91:4 94:13,17 95:23 96:6,26 101:7 106:9 110:20 114:5 116:2,15,22,24 118:10 119:12 121:16 123:26,27 125:25 126:6,11	lot 18:7,10 19:7 21:4 38:15 44:2 48:8 59:18 61:19 65:28 73:25 84:14 102:24 107:17 108:28 111:26 116:18 121:17 122:3
Lamorve 65:8,9,10 66:8	Leo 103:5,10	lived 22:8,11 40:2 55:1, 4 59:5 77:9 86:25 97:10	Louann 72:7,13
landline 19:6,28 20:4, 11 22:15 25:3 29:25,28 30:8 31:4,7 35:28 36:24 39:21 42:4 47:26 48:3, 4,25 49:5,24 51:3,28 52:13 54:28 55:26 59:13,16,20 63:12 64:22 65:18,21 68:21 69:7 70:13,26 71:8 74:22 76:2 77:1,21 79:8 80:6 83:14 84:9 85:19, 24,26 86:5,27 89:1,2 92:2 97:6,9 98:14,28 99:17 101:8,11,21 106:10,11 107:17 110:3 112:18,26 113:3 114:11,15 115:8 116:16,22 123:1,2,4,21, 22,23,28 127:5 128:10	let alone 77:18 90:4	Lively 42:7	lousiest 33:3
landline's 114:12	letting 69:10 129:3	lives 9:4 24:7 28:10 46:4	low 22:19 81:27
landlines 29:22,23 30:14,15,19 40:7 50:26 56:1 57:6,10,15 59:4, 17,24 64:20 80:10,18 86:2,9 99:26 109:21 122:27 127:3 128:19	level 75:11 129:9	living 24:19,21 35:25 47:6 110:23	low-income 24:5,15
lastly 24:12	library 22:21 61:25	LO 123:16,20 124:9	lower 26:2 128:8
Latino 81:7	Lierly 22:4,5,7 23:2	local 18:6 29:6 62:2 82:6 84:25 105:23	lowered 59:14
laughing 64:6	life 21:20 40:2 53:6 125:11	located 109:7	loyal 112:11
law 4:4,13 6:20 17:18	lifeline 25:14 36:16 42:5 50:6 55:27 71:7 72:23 78:13 92:3	location 53:9 63:20 78:9 104:11	LTE 35:3
laws 17:11	lifespan 74:19	locations 50:24	lucky 114:22
lawyers 130:11	light 46:19 68:6	long 11:12 19:8 27:28 33:9 56:9 62:21 63:23 65:22 72:18 77:11 92:6 112:15 125:15	
leadership 12:22	limit 14:23		
	limited 42:6 74:24 112:1		
	Linda 89:25		
	line-maintenance 50:10		
	lines 22:27 25:9 33:27 41:11 50:3,5 53:2 57:1, 13 63:16 64:25,28 74:15 80:13 87:1,3,9 94:18,19 97:18,21,23 99:5 104:3 106:19 108:12 123:7		
	link 80:7 132:27		
	Linman 63:9,11 64:9		
	Lips 95:24		

M

M-A-C-D-O-N-A-L-D 57:26

M-A-N-U-E-L 93:4

M-A-R-K 44:17 70:25

M-A-R-T-I-N 75:21

M-A-R-T-I-N-E-Z 35:24 93:5

M-A-R-Y 25:20

M-E-N-A 118:7

M-E-R-L-E 113:27

M-I-C-H-A-E-L 108:3

M-I-C-H-E-L-E 84:6	Maria 23:24,28	mentoring 44:18	mobility 67:2
M-I-G-U-D-A 85:17 122:24	Marie 116:11,14	merger 27:2 40:24,28 41:10	modeled 51:8,11
M-I-L-L-E-R 19:4 107:15	Marin 29:25	Merle 113:26 114:5	modem 92:19
M-O-R-G-A-N 37:3	Marine 35:8	message 74:3 97:22 99:24	modify 9:23 10:11
M-O-R-R 84:7	Mark 28:16,18 44:12,16 61:1 70:21,24	messages 102:25	moisture 50:1
Macdonald 57:23,24, 25	marriage 37:9	messaging 62:20	mom 92:4
machine 99:24	Martin 75:18,19,20 76:18 85:8,11	metrics 9:18,20,24 10:1,4	mom's 91:28
made 13:7 45:14 52:6 63:18 71:9 101:25 109:7	Martinez 35:21,22,24 36:20 92:28 93:2,4 94:1	Metro 36:10	moment 23:6,10,16,20 41:17,23 69:20
Madera 24:1,4	Mary 25:18,20	Michael 86:14 104:19 107:25 108:2	money 18:20 24:14,17 26:4 49:3 61:12,14,28 62:2 71:25 85:28 116:18
main 53:5 74:18 75:6 97:26	material 37:28	Michele 84:3,5	Monica 56:21,24
maintain 50:5 72:22 79:8,13 98:22 100:1	materials 43:18,27	microphones 130:18	monitor 54:15
maintained 17:5 49:24 50:4 99:5 123:22	mates 45:22	mid 55:2,4	monitors 110:3
maintaining 48:6 99:26	matter 46:28 85:21	mid-peninsula 103:15	monopoly 16:28 114:8
major 17:1	Mcguire 52:9,12	migration 109:24	Montana 51:8
make 9:1 21:28 28:1 30:15 37:14 41:3,10 56:4 62:20 71:22 91:14 104:8,14 105:9 129:16 130:5 132:5,21,23	means 7:19 76:1 109:27 130:10	Miguda 85:14,15,16 122:21,22,23	Montara 103:11
makes 39:27 112:2 115:12	mechanism 10:7	Mike 104:22	Monte 52:28
making 9:12 11:4,16 43:23 52:9 112:22 132:13,18	media 105:13,19	mile 73:28 90:12 106:21	month 20:5,7 27:27 31:16 33:8 36:17 41:6 42:5 52:11 59:21 60:16 62:14,16 63:23 64:3 65:22 77:5 95:2,5 102:5 107:19 114:13,15 119:13 121:20,23 124:7
Man 93:3	medical 46:27 53:18 119:21	miles 28:10,11 31:3 47:25 48:1,27,28 74:27 118:12	monthly 46:15 80:11 112:21
manage 6:20	Medina 23:25,27 24:1	Miller 18:26 19:1,2,3 107:8,13,14	months 66:5 76:7 99:19 106:12 121:24
management 75:11	meetings 8:27 46:24	million 82:10 105:10	Morgan 36:28 37:1,2,6 38:7
mandate 10:5 109:5	megabits 20:3	mind 45:25 46:4 96:12	Morris 84:6
manner 10:13 129:7	Melanie 68:18	mine 38:3	Morris-jones 84:4,6, 27
Manuel 92:27 93:3	member 15:10 46:15 109:18	minimum 83:15	mother 41:1 57:26
March 87:24	members 8:12 27:9 37:5,28 45:6 104:26 118:19	minute 14:23,24 92:17	mother-in-law's 92:13
marginal 127:6	Men 44:20	minutes 56:2 70:11 96:6	motivate 106:22
marginalized 127:16	Mena 118:7,8,10	mismanagement 75:11	mountain 53:1,9 125:26
	Mendocino 39:22	missed 52:6,7	mountains 65:13 126:27
	Mendota 110:5	mobile 37:12,26 43:15, 28 45:12,20 53:12 58:1 68:23 105:14 111:5	
	mental 43:13		
	mention 27:4		
	mentioned 8:20 132:26		

PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA

outcast 18:16	parents 43:23 82:11 90:5	Peninsula 65:14	23 50:25 51:7,13 52:1 54:16 56:4 57:5 62:21, 27 63:28 64:7 65:21 68:24 69:3 71:14,15 72:15 73:19 74:24,25 75:24 76:6 77:18 78:12 79:6 84:21 89:1 90:6, 18,19 92:4 94:19 95:1, 4,27 98:16,19 99:19,20 100:21 101:15,26 102:1,14,19 104:10,16 109:6 111:22 112:12 113:17,18 114:12 117:13 118:14 121:26, 27 122:2 123:25 125:28 129:17 131:18,22
outcome 10:12 53:18	parents' 90:8	people 15:28 18:6,17 21:14 25:23,26 30:12, 18 48:8 50:23,27 58:6 61:20 64:23 67:2 79:1 82:11 93:16,26 97:8,25 101:22 102:26 106:8 113:20 114:20 116:18 125:4 127:1 128:3 130:3,20 131:22	
outgoing 28:1	Park 31:3 35:8 60:10	people's 120:16 131:12	
outperforming 105:18	Parrish 45:3,4,6	percent 72:27 94:21 96:7 102:17	
outrageous 20:7	part 33:14 40:4 82:13	perfect 27:13	phone's 42:7
outreach 13:17	participants 129:1	perfectly 27:3 86:6	phones 13:2,4 28:23 42:3 50:28 57:2,11 59:11 61:11 65:18 72:19 79:5 80:5 87:6 100:4 111:5 126:2
outstanding 113:4	participate 46:17 129:5 132:8	period 20:26	
overcharge 15:13,14 20:9	participation 4:8 8:5 12:24 132:14	periodically 54:7	
overcharges 83:23	parties 6:13 11:7	periods 34:5 125:15	
overdue 11:13	partly 61:12	permission 15:16 111:2	phonetic 35:8
overhead 49:1	partner 12:9	permit 75:13	physical 43:14
overloaded 53:13	partnership 82:7	permitted 64:28	pick 28:28
overly 20:13	parts 8:13	person 15:20 24:21 129:2,11	picture 127:12 130:22
oversight 109:26	party 130:9,15	personal 64:27	piece 7:3 46:3 130:23
owe 15:26 31:9,15	Pasadena 118:10	personnel 52:10	pitch 114:23
owner 97:6 108:7 123:21	pass 35:6	perspectives 7:14	place 4:7 17:11 108:9 122:10 130:16
owners 105:4,10,16	passed 66:21 122:12	Petaluma 67:24	Placerville 71:6 76:26
P	past 19:6 58:10	petition 5:26 11:11	places 122:4
P-A-D-R-A-I-C 123:18	patch 23:7,8	PG&E 22:14 56:1 79:3, 9 80:2 127:8 130:7,12	plain 5:2,21 6:1 25:27
P-A-G-E 98:12	patience 7:21	phase 6:5 9:15 10:14, 18 69:6	plan 36:10 101:28
P-A-M-E-L-A 78:26	Patricia 80:26 81:2 83:5	phasing 88:28 93:11	plans 25:9 43:6 50:5
P-A-T-R-I-C-I-A 81:3	Paul 51:26 87:16,20 90:27 91:3	Philippines 101:23 114:20	platforms 105:20
P-A-U-L 87:17	pay 26:5 31:10,23 71:23 72:26 82:26 85:25 97:12 119:13,20 126:8	phone 4:19,21 5:1,3,6, 10 6:3,4 12:27 13:16 14:4,26 15:18,21,22,23 16:6 21:1 24:22 28:22 29:1 30:2,4,13 32:9 33:4,27 34:2,3,7,8 36:22,24 40:6,8,21,24 47:27 48:9,25,27 49:4,	play 13:1
P.M. 4:2	paying 7:17 41:6 71:7 102:2,4 116:16 124:6 128:14,15		playing 105:14
Pac 109:5,9	payment 26:3		point 20:15 52:2 66:2 67:26 77:21
package 128:9,12,13, 16	peace 45:25		pointed 66:2
paid 31:10 36:18 83:22, 24 114:15	pediatrician 58:9		pointers 31:17
paint 55:12	Peggy 85:13,16 122:22,23		police 53:16
Pamela 78:21,24	pen 18:5,17		poor 34:6 49:26 50:3,13 63:25 77:12 90:3
pandemic 8:9 58:3 111:26	penalty 10:7		
paper 18:6,17			
par 16:25			

102:18 109:20	65:1 66:25 92:20 96:12	provide 8:27 10:25,28	118:4 119:3 120:3
poorly 17:5 113:18	109:3 124:5	12:5 38:19 61:18 62:25	121:7 122:14 123:12
130:4	problems 19:8,11 40:3	93:15 103:18 109:6	124:11 126:20 127:22
Pope 55:24	48:2 57:14 61:20 65:18,	132:24	128:22 129:16,18,20,21
pops 131:23	23,28 66:1 70:2,14	provided 11:2 98:4	131:1 132:2,11,17
population 21:9 65:17	86:26 104:2 106:23	120:19	publicly-owned 51:7
portion 13:25	121:17 125:6,8	provider 5:11 34:9	published 7:8
position 84:12	proceed 15:2 46:21	38:13 46:18 47:2 88:11	PUC 62:2 65:2 67:7
positions 6:10	100:24	90:15 97:20,27 98:5	76:11,13 100:2 109:8
possibility 82:6 130:17	proceeding 4:1,11,13,	100:14 125:27	pulled 98:24
posting 83:24	16 5:16 6:5,13,23 7:19,	providers 6:11 16:24,	purchase 15:17
POTS 5:3 16:19 57:1	24,25 8:22 9:13,15,16	27 17:9,11,17 24:18	purpose 4:27
62:13,17,18,22 66:17	10:14,18 11:5,7,22	38:17 47:5 54:15 82:17	purposes 28:3 61:24
84:9,17 90:6 91:28	12:13 38:16 100:18	providing 20:26 51:5	pursuing 38:2 45:9
93:11,19 104:2 109:25	proceedings 8:27	76:3 105:3 114:8	put 15:17 49:3 56:27
power 22:14 35:11	process 64:24,26 75:7	120:27	94:27 115:24,27
48:4,7 55:28 56:3 57:15	Procurement 104:24	PSPSS 99:2	puts 80:17
75:3 120:21	105:24	psychology 37:9 38:3	putting 93:21
prefer 73:20	producing 105:11	45:10	
present 13:24 87:24	products 67:2,4,7	public 4:7,9,18,28 5:19,	
president 44:18 98:19	program 37:21 45:23	27 6:14 7:18,26,27 8:5,	Q
115:15	78:8 82:14	12,26 9:6 10:8 11:6,10,	
press 4:20 14:4 104:9,	progress 43:22	14 12:4,24 13:19 14:2,	qualified 26:2,5 51:4
13,15 129:16,20	progressively 65:19	20 15:4 16:7 17:20	quality 4:10 5:20,28 6:6
pressing 4:21,26 14:15	prohibitive 89:3	18:25 19:16 20:19 22:3,	9:2,17,24,25 10:15
pressure 67:2	promised 116:26	21 23:18,22 24:25	12:23,27 16:17 20:10
pretty 53:21 93:20	promote 82:22	25:17 26:16 27:17	21:20 32:9 34:1 54:16
prevalence 53:10	promotion 128:7	28:15 29:14 30:22	57:9 68:4 73:27 77:18
previous 19:25	prompted 4:22	31:26 32:17 33:17	82:24 109:20 110:8,12
price 92:9 121:2	prone 65:27	34:19 35:18 36:25	118:14
priced 49:6	properly 80:15 87:7	38:25 39:4,6,10,17	question 5:12 61:13
prices 100:4 102:16	117:17	40:13 41:20,24 42:24	104:12
128:14	proposal 21:23 81:11	43:9 44:10,28 46:7	questionable 70:4
primarily 21:8 114:16	proposed 6:26 7:1	47:9,18 48:17 49:15	questions 9:16 43:19
primary 48:25 84:19	130:21	50:17 51:19 52:18,21	queue 14:5,17 15:2
prioritizing 106:20	prorated 71:10	53:25 54:20 55:18	39:3,5,10 119:7,18
privacy 64:28 78:12	prosecutor 64:19	56:19 57:20 58:24 60:2,	quick 71:9
131:21,24	protect 80:19	26 62:6 63:6 64:12,19	quickly 128:28
private 15:18	protocol 5:5 112:27	65:5 66:12 67:16 68:10	quiet 34:3
problem 29:3,28 55:17	113:19,20	69:13 70:19 72:5 73:10	
60:11 63:14,20,24,27	protocols 37:18 45:15	74:6 75:15 76:20 77:27	R
	proved 63:26	78:16,19 79:18 80:24	
		81:16 83:3,28 85:2	R-A-C-H-E-L 49:21
		86:12 87:14 88:15	R-A-M-I-R-E-Z 81:3
		89:17 90:24 91:20	
		92:25 94:3 95:16 96:23	
		98:6 99:7 100:25 102:6	
		103:3 104:9,11,15,17,	
		18 106:1 107:5,22	
		108:20 109:11 110:15	
		111:8 112:5 113:8,24	
		115:1 116:9 117:3	

R-A-Y 27:22	48:13 53:6 72:19 93:12 130:14	recourse 119:15	repair 49:3 65:25 66:20 84:12,25 97:21,23 98:22 99:23 106:13 108:12,28 125:15
R-H-Y-N-E 39:20		recurred 63:20	
R-I-C-K 67:24 94:14	Rebecca 11:27	recurring 65:17	
r-i-s 84:7	Reboot 92:19	reducing 128:12	repaired 56:9 64:3 87:2 98:24 99:6
R-O-D-G-E-R-S 32:20, 23	receive 21:14 37:15 125:8	reduction 73:5	repairman 19:9 63:24
R-O-D-N-E-Y 76:26	received 7:18 8:3	redundancy 103:16,27	repairmen 22:25 64:2, 4
Rachel 49:17,20	receiving 31:15 64:21	Redwood 113:15	repairmens 19:11
radio 75:6	recent 76:15 86:4 105:17 112:21	refer 5:1 73:3	repairs 48:9
Rafael 29:23	recently 76:11 84:17 118:11	referencing 31:11	repeat 10:24
rain 39:24,26 85:20 98:26 106:11	reception 127:6	referring 63:12	repeated 64:27 74:16 85:18
rained 19:7	recipients 21:16	region 49:9 104:23	repeatedly 36:6 59:6 66:23 77:1
raining 19:10	recognize 11:9	regular 101:26 118:17	repeater 109:3
rains 19:13 25:5 48:7 56:7 65:28 70:28 87:1 97:7 124:26	Recognizing 13:18	regulate 24:17 54:15 88:11 121:1	repeating 128:5
rainstorm 63:15	recommendation 104:4	regulated 93:9,23 120:28 123:3	replace 25:9 51:5 65:25 76:9
rainstorms 49:28 74:15 77:4	record 4:5	regulates 5:20	replaced 19:13 22:28 75:4 76:8 87:3,4
Rainwater's 74:14	recorded 23:24 29:16 30:24 32:1,19 33:19 34:21 35:20 36:27 40:15 41:25 42:26 44:12 45:2 46:9 47:11, 12,20 48:19 49:17 50:19 51:21 52:23 53:27 54:22 55:20 56:21 57:22 58:26 60:4 61:1 62:8 63:8 64:14 65:7 66:14 67:18 68:12 69:15,21 70:21 72:7 73:12 74:8 75:17 76:22 78:1,21 79:20 80:26 81:18 83:5 84:2,3 85:4, 5,7,13 86:14,17,18 87:16 88:17 89:19 90:26,27 91:22 92:27 94:5 95:18 96:25 98:8 99:9,13 101:1 102:8 103:5 104:19 106:3 107:7,24 108:22 109:13 110:17 111:10,16 112:7 113:10,26 115:3 116:11 117:5 118:6 119:5 120:5 121:9 122:16 124:13,21 126:22 127:24 128:24 129:22 131:3	regulation 93:8 104:4	report 48:13 125:6
rainy 63:21 124:3		regulatory 82:17,22	reporter 14:8 16:13 17:28 81:23
raise 90:21 101:28		reinstated 80:16	reporters 7:9 11:27 13:22 26:12 132:16
raised 9:5 70:6,8		reiterate 88:24 106:7 130:5	reporting 9:26 10:3
raising 80:10 102:16		related 87:28	represent 74:12
Ramirez 80:27 81:1,2		relates 5:16	representation 18:18
ranch 48:24 78:25,28		relay 113:16,22	representative 38:13 87:26 100:13,22 117:20,22
rate 80:11 114:24		release 62:2	representatives 5:18 38:20
rates 50:12 70:6,7 101:28 120:25 125:3,12		released 73:23	representing 6:12
Ray 27:18,19,21		reliability 9:6	represents 105:1
reach 5:17 25:13 97:28		reliable 12:27 20:13 53:14 57:11 91:16	request 73:1
reading 61:13		reliance 13:3	requested 122:8
real 9:3		rely 53:2 73:27 80:17 105:21 112:28 113:2	require 54:12 79:7
real-life 13:8		remember 114:7	required 103:26
realize 119:26		remind 26:10 38:10 100:10	
reappears 92:20		remote 8:10 65:13 78:10	
rearrange 29:9		remotely 8:8 126:11, 13,14	
reason 32:26 40:27			

requirement 99:2	reviewing 5:28	rules 6:2 7:2 132:12	sales 105:12
requirements 9:26 10:4 17:12	Reynolds 4:17 6:18 12:9,18,20	run 87:6 94:25 103:23	Sam 26:25 89:23
requires 90:9	Rhyne 39:18,19 40:11	running 93:22	Samantha 26:17,20,23
requiring 48:9	Rich 22:4,6	rural 22:9 24:7,20 28:7 40:4 48:24 49:11,23 61:5,9,19 74:23 75:28 77:15 83:16 86:23 94:17 95:9 101:7 106:9, 17 108:7 116:15 119:12 125:26	Samira 40:15,18
reset 126:5	Richard 69:16 89:24		San 20:24 21:2,24 29:23,24 30:7 35:25 37:7,17 45:8 62:12 65:14 72:24 73:15 77:9 98:14 99:17 103:15 104:28 110:6 114:5 119:12
reside 32:7 37:15 49:22	Rick 67:18,23 94:5,14	S	Santa 32:7,15 33:24,25 34:25 45:7 65:13 125:25 126:27
residences 83:14	rid 59:19 61:10,19 128:18	S-A-M-A-N-T-H-A 26:24	Santos 109:14,16,17
resident 51:14 78:27	ridiculous 20:6 77:22 98:27	S-A-M-I-R-A 40:19	Sasha 13:26
residential 66:26	rights 127:10 130:8	S-A-N-T-O-S 109:17	save 61:12
residents 95:9 103:14	ring 33:6	S-C-H-R-A-E-D-E-R 49:21	Sawyer 11:17
resolutions 110:7	ringing 99:20	S-C-O-V-V-A-R-I 61:7	schedule 45:24 119:21
resolve 96:13	rise 115:19	S-H-E-R-R-Y 119:11	school 37:16 43:4 45:8, 22 111:27 121:19
resource 105:23	rising 120:26	S-H-O-E-M-A-K-E-R 111:21	schools 61:23
resources 32:13 105:4	risk 22:13 126:13	S-H-O-R-E 126:23	Schraeder 49:18,19,21
respectfully 81:8	risk 22:13 126:13	S-I-E-R-R-A 74:13	Schull 66:15,16 67:13
responded 63:17	risky 80:18	S-I-U 91:26	Scovvari 61:2,3
responders 53:15 120:19	Riverside 59:2 115:7 128:1	S-M-I-T-H 31:1 108:26	screens 101:10
responds 17:28	road 71:18 80:13 108:8 116:23	S-O-U-Z-A 76:27	script 96:10 128:5
response 39:8,12 47:15,17 53:19 65:1 99:11 107:10 111:15	robbery 59:21	s-s 26:25	searching 88:3
responsibility 6:19	Robert 11:25	S-T-A-N 109:17	season 63:21
responsible 97:12 111:2	Rodgers 32:20,22	S-T-E-V-E 55:23 65:11	seconds 34:5
responsive 98:17	Rodney 76:22,25	S-T-O-R-E-R 83:6	section 7:28 16:18
rest 77:16	Rohnert 31:3	S-U-D-O-L-C-A-N 32:7	secure 105:6
restored 84:19,20,22	role 105:14	Sabellico 104:20,21,23 105:28	security 78:7,12 87:8
result 65:23	rolled 76:19	Sacramento 82:2	select 47:2
resulted 63:16	roof 116:21	safe 58:21 94:16 116:19	selling 28:23
retention 115:20	Roseville 121:16	safety 9:7 27:26 28:8 46:28 53:6 87:10 94:12, 17 126:7	senate 6:16
retired 64:19 114:6 116:18 123:24	Ross 11:28		Senator 52:9,12
retiree 84:10	router 46:20 116:21		send 60:18 83:18
retract 104:12 129:19	Roxanna 110:17,20		sending 83:26
return 15:23 71:11	RTP 113:20		senior 18:3 19:5 21:11
revamped 115:16	RTT 113:18,21		
review 7:5 11:12	rude 125:5		
	Rulemaking 4:11 12:23		

22:22 35:25 60:21 72:16,17 101:12 123:24 124:22,23,24	18:7,8 21:15 24:11,16, 18,19,22 27:28 37:13, 24,26 38:4 43:15,20 44:1 45:12,20 50:27 51:4,5,6 58:2 62:22 73:6 74:13 82:18 84:25 87:28 102:13,24 103:12,17,18,24 105:7, 14,22 110:4 120:17,18, 26 121:19 125:7	sic 17:21 19:12 55:13 110:21	software 113:18
seniors 82:12,25	serving 74:18 81:27	sick 58:12	Solano 82:1
sense 115:12	set 9:2 36:2	side 99:21 103:15 109:25 110:26	Solidad 12:3
serve 10:8 82:1 104:23	setting 11:24 54:17	Sierra 34:28 35:1,2 74:12,19,23,25,28 91:26	solo 68:17
serves 75:5 105:1	sexual 131:13	sign 127:9	solve 66:5
service 4:10 5:1,2,3,6, 8,9,10,17,20,21,28 6:1, 6,7,11 9:2,6,17,21,24, 25 10:15 12:23,27 13:6, 17 16:6 17:9,17 19:28 20:4,6,10,11,13 21:1 22:10,12,23 24:7 25:5, 8,11 27:2,13,14,25 28:3,7,9,12,22 29:27 30:6,12,18 32:9,14,25, 27,28 33:3,7 34:1,6,9, 14 35:1,3,4,10 38:12, 17,20 40:21,22 41:7 47:4,5,6 48:3,4 49:10 50:13 52:5,10 53:3 54:6,10,15 55:1,11,27 56:7,8,11,13 57:6,8 59:12 60:12,19 62:15, 18,19,25 63:13,22,25 64:7 65:15,16,21 66:17, 26 67:9,10 68:1,4,24,28 70:2 71:6,12,19,20,27 72:15 73:19 74:22,24, 25 75:25 76:1,4,5,6 77:12,13,18,19 79:27, 28 80:3,16,20 82:26 83:15 84:9,13,15 85:25, 28 87:23,25,26 88:10, 11 90:2,6,21 91:7,11,14 92:7 94:20 95:1,4,7 96:3,5,16,19 97:24,26 98:20,23,26 99:5,18,21, 27 100:2,14,20 102:18 105:25 106:10,16,18 108:9,15,17 109:6,20, 21 110:8,12,27 111:22 112:1,12,14,18,26 113:3,4,17 114:9 115:17 117:13,14,16,24 118:14,15,19,21,23 119:13 121:17,27 125:4,27,28 126:5,9,15	Shannon 11:27	signal 48:1 55:10	son 41:9
share 7:13 88:6 127:21	share 7:13 88:6 127:21	significant 7:18	son's 58:9
sharing 46:6 48:16 49:14 51:18 56:17 57:19 60:24 64:11 65:4 110:14 119:2	Shasta 42:2	Silicon 110:24	sort 92:6 106:15
Sherry 119:6,9,10	Sherry 119:6,9,10	Similarly 35:7	sound 14:24
shifted 54:7	Sherry 119:6,9,10	simple 85:26 123:4	source 43:9 101:9
Shingle 80:14	Sherry 119:6,9,10	simply 4:25 14:14	south 39:22
Shirley 117:5,6,11	Sherry 119:6,9,10	single 55:3 96:14 102:1 123:24	southern 46:14 116:2
Shoemaker 111:17,18, 20	Sherry 119:6,9,10	sir 44:14,26 56:18 60:6, 25	Souza 76:23,24,25 77:25
shop 42:9	Sherry 119:6,9,10	site 25:13	spam 63:4 64:26 68:2 102:24,25 115:9,13
Shore 126:23,25	Sherry 119:6,9,10	sites 103:28 110:26 111:3	span 87:4
Short 129:23,24,28 130:28	Sherry 119:6,9,10	sitting 62:1	Spanish 23:5,9 39:3,5, 10 41:17,19,21
shorted 93:17	Sherry 119:6,9,10	situation 26:1 39:24 80:18 92:10,11 93:13 100:12	sparse 65:16
Shortly 46:20	Sherry 119:6,9,10	situations 57:2 122:3	speak 4:20,25 14:3,7,8, 14,26 24:2 26:11,14 83:10 88:6,7 96:6 100:13 104:27 115:23 117:22 122:5
show 16:4 66:20,24	Sherry 119:6,9,10	Siu 91:23,24,25	speaker 14:23 15:2,6 16:4,9,14 17:16,23 18:3 19:1,19 20:18,22 22:2,5 23:2,27 24:27 25:19 26:18,22 27:19 28:17 29:19 30:27 31:23 32:4, 22 33:22 34:18,23 35:22 36:20 37:1 38:7 39:18 40:11,17 41:14, 27 42:23 43:1 44:15 45:4 46:11 47:22 48:21 49:19 50:20 51:16,23 52:16,25 53:24 54:1,24 55:16,22 56:15,23 57:24 58:27 59:26 60:7 61:3 62:10 63:4,11 64:9,16 65:9 66:8,16 67:13,22 68:14 69:9,24 70:16,23 72:2,9,12 73:14 74:10 75:13,19 76:18,24 77:25 78:3,23 79:22 81:1,21 83:8
showed 108:13	Sherry 119:6,9,10	skipped 67:11	
shows 116:1	Sherry 119:6,9,10	Skylark 91:6,17	
shut 102:22	Sherry 119:6,9,10	skyrocketed 19:26	
shut-in 68:17	Sherry 119:6,9,10	slow 20:2,14	
shuts 22:14	Sherry 119:6,9,10	slowly 14:8 26:11,14	
	Sherry 119:6,9,10	slurs 131:13	
	Sherry 119:6,9,10	small 65:12 86:23 94:26 103:13,14 105:7, 9,16 108:6	
	Sherry 119:6,9,10	smart 42:7	
	Sherry 119:6,9,10	Smith 30:25,27 31:1,23 108:23,24,25	
	Sherry 119:6,9,10	social 13:14 105:13,19	

84:4,27 85:15 86:19 87:19 88:13,19 89:13, 21 91:2,24 93:2 94:1,8, 11 95:13,21 96:22 97:1, 4 98:4,10 99:4,15 101:4,16,20 102:4,10 103:2,7 104:21 105:28 106:5 107:2,13 108:1, 24 109:16 110:19 111:18 112:9 113:7,12 114:1,4,22,27 115:4 116:6,13 117:2,8,11 118:8 119:9 120:7 121:5,12,15 122:21 123:14,16,20 124:9,18, 23 125:22,25 126:18,25 127:26 128:27 129:24, 28 130:28 131:5,27	Springville 94:13 95:8 Sprint 26:27 40:22,23 spurs 82:23 stability 21:17 staff 132:17 Stan 109:13,17 standards 5:20,22,28 9:2,25,26 10:15 16:17 24:17 54:14 57:9 109:20 110:8 Stanford 11:25 star 4:20,22,26 14:4,15 51:25 129:16,20 star-one 104:9,15 star-two 104:13 started 19:10 28:23 37:21 45:18 55:5 63:14 71:8 102:21 121:22 starting 59:10 66:22 state 6:16 8:14 14:10 16:24 21:19 32:14 61:14 100:21 104:10,16 129:2,9,11,17 state's 10:10 82:19 state-run 51:10 stated 10:25 76:9 78:27 88:25 99:25 STATEMENT 15:6 16:9 17:23 19:1,19 20:22 22:5 23:27 24:27 25:19 26:22 27:19 28:17 29:19 30:27 32:4, 22 33:22 34:23 35:22 37:1 39:18 40:17 41:27 43:1 44:15 45:4 46:11 47:22 48:21 49:19 50:20 51:23 52:25 54:1, 24 55:22 56:23 57:24 58:27 60:7 61:3 62:10 63:11 64:16 65:9 66:16 67:22 68:14 69:24 70:23 72:9 73:14 74:10 75:19 76:24 78:3,23 79:22 81:1,21 83:8 84:4 85:15 86:19 87:19 88:19 89:21 91:2,24 93:2 94:8 95:21 97:1	98:10 99:15 101:4 102:10 103:7 104:21 106:5 107:13 108:1,24 109:16 110:19 111:18 112:9 113:12 114:1 115:4 116:13 117:8 118:8 119:9 120:7 121:12 122:21 123:16 124:23 125:22 126:25 127:26 128:27 129:24 131:5 statements 132:5 States 18:23 27:6 105:9 static 29:25 30:1 48:8 50:1 74:16 98:26 staticky 50:13 stay 21:27 STCR 78:14 steadily 66:1 step 106:27 stepchildren 77:16 Steve 55:20,23 65:7,10 Steven 63:8 STIR/SHAKEN 67:27 90:2 stop 42:17 51:2 stopped 25:7 60:13 stops 25:5 76:4 store 15:17 Storer 83:6,8 stories 64:1 story 85:18 strand 55:3 stranger's 15:17 street 37:25 strict 17:10 strong 34:11,12,13 110:8 struggling 31:7 stuck 25:10 27:14	student 37:7 45:9 students 37:22 43:5, 12,16,22 45:28 46:1 82:11 126:11 students' 44:5 stuff 86:3 122:6,7 subcontractors 80:3 submit 5:9 submitted 110:6 subscribe 102:25 subsequent 99:23 substation 79:2,4 successfully 99:22 Sudolcan 32:2,4,6 suffer 49:25 104:2 suffering 50:11 summaries 6:9 sunny 112:13 supervisor 73:3 88:28 115:23,25 supervisors 43:22 support 11:19,24 57:4 supporter 24:5 28:20 46:16 supporting 110:7 supposed 34:13 79:4 117:24 121:20 supposedly 15:23 surcharges 89:7,10,13 surrounding 27:4 sustained 17:7 swapped 99:22 switch 54:8 56:12 75:1, 5 79:3,10 92:8 99:27 112:23,26 117:18 switches 57:16 system 36:24 37:19 45:16 53:13 87:8 125:12 130:17 systems 53:12
--	---	--	---

T			
T&t 34:14	technologically-able 69:2	128:15	77:24 83:27 84:26
T-H-O-M-A-S 64:18	technologies 16:20	things 18:5 71:16	88:12 89:12 90:22
T-MOBILE 15:10,13	technology 9:21 10:2	84:16 89:27 90:13 93:7	93:28 95:12 96:21 98:3
27:1,12 28:5,11 34:27	16:24 17:3 18:9 51:1	101:13 128:13 130:19	99:3 102:3 103:1 104:5
35:2,5,11 40:23 53:20	58:16 106:20,25,27	131:15,17,20,25	105:27 107:1 108:19
95:26 96:1 103:20	techs 66:3 98:21	Thomas 4:12 64:15,16,	113:6 114:26 116:5
117:13,28 119:11	telco 109:2	17 121:10,12,13,15,16	117:1 118:3 121:4
120:10,13 131:10	telecom 67:25	thought 30:16	122:13 124:8 125:19
T-Mobile's 35:13	telecommunication	threat 64:21	126:17 130:27 131:26
T-O-R-G-E-R 54:3	16:28 43:8 100:14	threaten 64:23 67:3	times 33:6 53:8 58:9
T-O-T-H 81:25	130:9,17	three-way 36:10	59:8 60:21 64:3 77:6
T-R-A-C-Y 42:1	telecommunications	Thursday 8:6,8	79:9 82:20 85:19
T-R-O-T-T-E-R 113:14	4:10 6:10 10:10 113:16	ticket 48:11,15	101:27 102:20 107:17
Tackaberry 107:25	120:16 127:14 130:22	tickets 5:10	108:11 112:2 117:23
108:1,3	telecommunications'	Tim 99:13,16	118:18 119:17 121:28
takes 15:15 56:8 66:4,	127:10	time 4:7,25 7:12 8:26	124:1,4 126:5
19 77:7 84:24 106:12	telehealth 13:11 58:8	13:18 14:13,23 15:12,	tired 31:15
taking 7:10 10:16 11:28	telemarketing 92:5	27 19:8,9 22:12 25:4	tobacco 42:9
24:23 44:27 74:4 81:4,	telephone 5:2,17,21	29:13 31:11,23 32:11,	today 7:7,13,23 8:3,16
14 84:28 86:10 94:15	6:1 32:26 33:2,10,13	13,16 34:5,6 36:21	29:10 50:16 54:19
103:9 104:6 114:27	51:9 79:26 80:12,16	37:11 38:21 40:26 41:4	56:18 58:23 66:11 68:9
123:20 128:12 132:7	telling 128:8 131:17	44:27 48:10 50:15	69:12 70:18 73:9 74:5
talk 21:4 25:26 29:27	temporarily 20:15	52:20 53:23 54:18 55:3	80:23 83:10 85:1 86:11
37:12 45:12 58:1 90:10	ten 30:4 77:3 86:25	56:3,9,16 57:28 58:22	87:13 88:14 92:24
101:17,23 110:28	tendency 117:18	59:27 60:1,14,18 62:4	102:18 123:10
128:11	Tennessee 51:12	64:10 65:23 66:10,21	today's 4:27 7:10
talked 30:12 34:9 84:23	terms 40:5 96:2	67:15 68:8,20 69:11	13:19,23
talking 25:22 33:4	Terrace 35:9	70:17 71:23 72:4 73:8	told 18:22 25:8 31:6
117:19	terrain 65:15	74:5 77:26 80:21,22	55:6 63:23,27 74:21
tariffed 67:3,6	terrible 27:14 33:7	81:13 82:28 83:20	88:27 97:11 115:9
taught 43:27	59:12 85:28 114:8	84:23 85:1,21 86:11,28	117:15,23
taxes 36:15 72:27	115:21 123:9	87:12 88:14 89:16	toll 116:1
89:11 90:1	Terry 102:8	91:19 92:23 94:2 95:15	Tom 89:23 106:3,6
teach 126:10,14	testimonial 102:18	96:7,14 100:7 101:14	107:26 108:3
teacher 114:6 126:10	testing 84:14	104:7 107:3,21 109:10	tone 56:2 63:19,25
team 12:8	text 28:28	113:23 114:20 115:14	108:9,18
tech 84:13 98:24	texts 42:10,11	116:7 117:17 118:23	tonight 8:24,28 10:26
technical 104:24	therapy 37:10	119:6,28 120:1 127:8	11:2 21:8 59:4 83:1
105:5,24	thing 21:3 26:6 57:7	128:4 132:7	104:27
technician 66:6 84:14	63:1 67:4 68:5 71:9	timely 53:19	tonight's 11:8,16,26
99:21,24 109:19	79:11 102:15 123:8	timer 16:3 17:15 18:24	12:13 132:19
		20:17 22:1 23:1 28:14	tons 95:28
		30:21 34:17 35:17	tools 38:4 105:15
		36:19 38:6 40:10 41:13	Torger 53:27 54:2
		44:8 51:15 52:15 53:22	Torrance 87:18
		55:15 56:14 57:18	total 78:28
		59:25 60:23 63:3 64:8	Toth 81:19,21,25
		66:7 67:12 69:8 70:15	
		72:1 73:7 75:12 76:17	

tower 49:6,9 75:8 91:11,13 94:24 110:22	typically 65:21 83:16 118:15	91:8 123:26 126:4,9,16	Vickie 32:1,5 107:14
towers 61:11		unsafe 75:24	Vicky 107:7,11
town 22:20 48:28 79:1, 3	U	unsatisfactory 41:11 69:5	video 58:8
Tracy 41:25,28	U-N-D-E-R-W-O-O-D 131:8	unsatisfied 108:16	Viejo 95:23
traditional 75:24 90:18,19	U.C. 29:8	update 43:21	Vince 73:2
traffic 45:27	UCD 29:8	upgrade 50:5 73:28 97:21	Vintage 91:6,16
transcribe 26:13	ultimately 6:28	upgrades 106:20	virtual 4:1 11:23 37:20, 22 45:17,18
transcribing 7:9	unable 10:25 48:12 71:6	upset 88:8	virtually 45:25
transferred 51:6,9	unacceptable 30:17	urban 40:2	visit 17:10 27:11
transformer 68:27	underserved 21:21	USA 101:24	vital 43:16 105:22
traveled 27:5	understand 8:25,28 9:8 10:19 13:5 21:22 25:24 32:10 43:17 80:9 96:11 106:24 127:11 128:3 130:12	usable 50:24	voice 5:4 16:21 57:13 73:18 90:10 92:14,16 99:27 102:13 112:27
treated 130:4	understanding 13:15 29:2 43:26 114:21 127:13	users 54:16	voicemail 16:2 28:27 29:12
treatment 88:26	understood 44:6	USF 45:9	Voip 5:5 6:3 9:19,28 16:21 50:28 57:3 82:18 92:8 102:23 109:21,23, 27 110:9
tree 80:3 103:22	Underwood 131:4,5,6, 7,27	Utilities 4:9,18 5:19 6:14	vote 6:28
Trenches 116:27	unfair 80:11	utility 93:25	W
Trotter 113:11,12,14	unfortunate 97:25	V	
trouble 42:7,13 48:11, 14	UNIDENTIFIED 26:18 123:14	V-I-C-K-I-E 32:6 107:15	W-A-T-S-O-N 62:12
troubles 21:10	Unified 43:4	VA 105:23	W-E-A-V-E-R 39:19
troubleshooting 84:15	uniform 91:27	Valley 25:1 32:15,24 55:24 108:8 109:19 110:24	W-E-I-B-E-L 116:14
troubling 47:1	unincorporated 22:9 47:25 52:27 59:2 115:6 127:28	valuable 12:5 62:28 82:8	W-H-I-T-M-A-N 20:25
TRS 113:17,19,20	unique 13:16	varies 122:28	W-O-N-G 91:4
truck 60:21	United 18:22 27:6 105:8	variety 131:15,20	wait 7:20,22 15:21 96:13
trunk 74:18	University 37:7	verify 54:13	waiting 14:19 21:6 71:4 119:18
TTY 113:19	unlimited 82:5	Verizon 60:11 62:15,19 103:18,19,20 110:25 120:11,13	Walnut 37:16
turn 12:15 13:27 14:2 15:10 28:20 30:10 46:15	unmute 104:9,16 129:17	version 36:8	Walwyn 11:19
turned 29:7	unregulated 109:25	veteran 105:25	wanted 30:8,14 31:7 57:28 89:27 103:11 118:28 127:4
turns 131:19	unreliable 27:15 75:24	veteran-owned 105:3	wanting 127:2
TV 83:15 102:14		veterans 82:11 105:9, 17	warrant 64:22
two-and-a-half 118:12		viable 53:7	warranted 89:4
two-plus 77:11			
type 9:21 10:2 18:14 77:17 112:1			

watching 55:12	woman 24:8	
Watson 62:9,10,11 63:4	wondering 61:16 70:12	X
weather 39:24	Wong 90:28 91:2,3	Xfinity 24:10 28:21,22, 23 29:5,11 68:1
Weaver 39:19	Woodland 123:27	Y
web 125:7	Woods 91:6,17	
webcast 102:20	work 11:15,21 12:4,12 13:1,10 21:9,13,27 27:6,8,12 30:3 36:22 40:25 41:7 43:3 45:7,24 48:26,27 49:8 54:11 57:2,3 60:12,20 66:22 80:15 88:2 90:7,9 93:6 97:21 103:20 107:18 109:7 117:26 122:2 125:11 126:13 132:18	yard 97:16
webpage 7:5		year 11:12 13:19 55:2, 4,6 59:8 63:21 68:25,27 95:2 101:27 112:25
website 5:13,15,24 6:8 7:27 8:1 11:1,3 22:18 38:14,23 48:12 100:16 125:9 132:25		year-old 19:5
websites 119:20		years 17:4 19:7,24 21:7 22:11,24 25:4 26:28 35:27 44:21 48:23 49:2, 25 56:3 58:10 59:5 67:26 68:22 69:28 72:15,20 74:19,20 75:4, 10,23 77:3 84:11 85:23 86:4,5,25 87:5 88:27 89:25 90:13 92:1,3,15 95:26 97:11 98:13 101:21 102:17 105:17 108:5,10 109:18 111:3 112:12 116:27 123:22, 23 129:8
week 98:20	worked 27:2,4 40:22 67:25 84:11 86:6 121:27 122:1	
weeks 28:25 29:26 30:11 65:22 66:4,19,21 71:3 76:7 77:11 80:16 106:12	worker 118:21	
Weibel 116:12,13,14 117:2	workers 105:11	
weird 83:18	working 24:1 29:12 43:16,28 45:28 71:4 87:6 100:5 111:26 117:17	
wet 19:14 56:7 63:16 66:19	works 21:1 73:20 86:3 113:18 115:11	yellow 46:19
Whitman 20:20,22,24 22:2	world 18:9 77:16 80:7 103:24	yesterday 29:2 85:21
whopping 20:5	worrying 120:16	Yolanda 17:21
Wi-fi 87:22	worse 22:12,24 39:27 65:19 66:2 77:3	Yorba 89:25
wildfire 50:8 59:18	worst 96:15	York 90:16
wildfires 120:20	worth 120:12	young 44:5 124:14,18
Willman 11:26	writing 52:8	youth 44:18
winter 35:11	written 7:26 8:4 17:6 132:24	Youtube 42:8
wire 24:12 54:6 99:22	www.cpuc.ca.gov/ pph 38:14	Z
wired 30:9 50:26 51:3, 13 117:2	www.cpuc.ca.gov/ pph. 5:14 6:9 8:2	zip 118:13
wireless 9:18,27 16:20 51:1 60:12 103:18 106:21 110:9 116:20	www.cpuc.ca.gov\ pph. 100:16	Zoom 46:24
Wirepro 36:11		
wires 19:12,14 93:16		
wiring 93:21		
wishing 18:13		