

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA



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COMMISSIONER DARCIE L. HOUCK, in attendance
ADMINISTRATIVE LAW JUDGE THOMAS J. GLEGOLA, presiding

Order Instituting Rulemaking)	PUBLIC
Proceeding to Consider Amendments to)	PARTICIPATION
General Order 133.)	HEARING
)	
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)	
)	
)	Rulemaking
)	22-03-016
)	

REPORTERS' TRANSCRIPT
Virtual Proceeding
December 8, 2022
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VIRTUAL PROCEEDING

DECEMBER 8, 2022 - 1:03 P.M.

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ADMINISTRATIVE LAW JUDGE GLEGOLA: We will be on the record. The Commission will come to order.

Good afternoon, everyone. This is the time and place set for a public participation hearing on the California Public Utility Commission's Telecommunications Service Quality Proceeding. This is R.22-03-016.

I am 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.

For those listening on the phone that wish to speak, please press star one on the phone to be placed in line. After pressing star one, you will be prompted for your name. Please also add if you are an elected official.

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
4 services delivered using Voice over the
5 Internet Protocol, also called the VoIP and
6 also cell phone service.

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

12 If you have a billing question or
13 otherwise would like to contact your provider
14 today, please go to the following website:
15 www.cpuc.ca.gov/pph.

16 You will find more information on
17 that website on this proceeding, but you will
18 also find access to phone numbers to reach
19 the customer service representatives for your
20 company at this time. We have requested a
21 number of companies in California be
22 available to do that.

23 The Public Utilities Commission
24 currently regulates service quality standards
25 for Plain Old Telephone Service. The
26 standards are contained in the General Order
27 133, which you can find on the Commission's
28 website.

1 Due to changes in our jurisdiction
2 as well as well as a petition from the
3 Commission's Public Advocates Office, the
4 Commission is reviewing the service quality
5 standards for Plain Old Telephone Service,
6 and also has considered adopting new rules
7 for other services.

8 In Phase 2 of this proceeding, the
9 Commission -- excuse me -- the Commission
10 will consider service quality for internet
11 service.

12 Again, more information is available
13 on the Commission's website at
14 www.cpuc.ca.gov/pph.

15 This includes summaries of the
16 positions of the telecommunications service
17 providers in California as well as
18 organizations representing consumers.

19 The Public Utilities Commission has
20 five Commissioners who are appointed by the
21 governor and confirmed by the state senate,
22 which includes Commissioner Houck. My
23 responsibility is to manage the day-to-day
24 activities of the case, and to help
25 Commissioner Houck evaluate all of the
26 evidence in the proceeding including your
27 input.

28 Commissioner Houck will issue a

1 proposed decision for the other Commissioners
2 to consider. The five Commissioners are
3 ultimately the ones who will decide and vote
4 on whether or not to approve any proposed
5 changes to existing rules or to create new
6 ones.

7 Each piece of information on which
8 we base our decision is listed and available
9 for you to review on the Commission web page,
10 specifically at the docket card. Your
11 comments today will also be listed and
12 published on the docket card, because our
13 court reporters are transcribing today's
14 hearing, taking down everything that is said.

15 I thank you for spending your time
16 with us today to share your experiences as
17 customers, your perspectives or, perhaps,
18 just to listen to in. The Commissioner and I
19 will be paying close attention to what you
20 say. We have received significant public
21 interest in this proceeding, which likely
22 means you will have to wait before speaking,
23 so I also thank you for your patience.

24 Today is not your only opportunity
25 to tell us how this proceeding will affect
26 you. Throughout the proceeding, we accept
27 written public comments through a form on our
28 website, the public comments section of the

1 docket card.

2 To access the docket card, you can
3 go to Commission's website, and it's the same
4 website that I mentioned before,
5 www.cpuc.ca.gov/pph.

6 As of today, we've received over 500
7 written comments, so there's obviously
8 interest. This forum is being conducted
9 remotely, both due to the COVID pandemic, but
10 also because we have found remote hearings to
11 be a very convenient and effective way for us
12 to engage with members of the public
13 especially on issues like this that affect
14 all parts of the state.

15 Again, we are very appreciative that
16 you have joined us today.

17 Now, we will hear from Commissioner
18 Houck.

19 COMMISSIONER HOUCK: Thank you, Judge
20 Glegola.

21 Good afternoon, everyone. Again, I
22 am Commissioner Houck. I would like to thank
23 you all for joining us today. And as the
24 judge indicated, I am the assigned
25 Commissioner to oversee this proceeding, and
26 I understand it can be difficult to find the
27 time to attend public meetings or provide
28 input in our proceedings. I also understand

1 that you are here today because the decisions
2 we make regarding the service-quality
3 standards for communications services are
4 important to you and effect issues in your
5 daily lives and businesses.

6 There's many important issues raised
7 in this rulemaking from service-quality
8 reliability, to public safety and enforcement
9 mechanisms. I also understand that these
10 issues, again, are important to you; and we
11 are taking the information that we hear from
12 you very seriously. And we, again, as the
13 judge indicated, will be listening carefully
14 to the comments today.

15 Specifically, in Phase 1 of the
16 proceeding, we are focusing on
17 service-quality rules for Plain Old Telephone
18 Service, VoIP services, and wireless service;
19 and in Phase 2 of the proceeding, we are
20 going to be focusing on service quality for
21 broadband services.

22 We look forward to hearing from you
23 on current service-quality status concerns
24 and any other matter within the scope of this
25 proceeding today. We are also concerned
26 about equity and ensuring the goals of our
27 environmental social justice action plan are
28 considered as we examine what changes may be

1 needed to our General Order to ensure
2 sufficient service quality for all
3 Californians.

4 I want to repeat what Judge Glegola
5 stated just a few minutes ago. If you're
6 unable to provide comments today, but would
7 like to do so in the future, this is not your
8 only opportunity. You may provide written
9 comments either through the portal on our
10 docket card or through the web link that --
11 that the judge had read off earlier.

12 I want to thank the public and all
13 of the parties for this proceeding for
14 attending today's proceeding. I want to
15 recognize and thank our Public Advocates
16 Office for raising issues in a petition that
17 they filed last year that led to this
18 rulemaking being open.

19 I also want to thank our Public
20 Advisor's Office, our IT staff, our court
21 reporters, and interpreters for all of the
22 work that they're doing to make today's
23 hearing possible.

24 And finally, I would like to thank
25 Judge Glegola for all of his great work in
26 administering this proceeding and presiding
27 over today's public participation hearing.

28 Again, the purpose is to hear from

1 you today. I look forward to hearing from
2 everyone, and we will turn the proceeding
3 back over to the judge.

4 ALJ GLEGOLA: Thank you, Commissioner
5 Houck. We now turn to the public.

6 If you want to speak and have not
7 already done so, please press star one on
8 your phone, and the operator will add you to
9 the queue of speakers.

10 If you do speak, please remember to
11 speak slowly and clearly so that our court
12 reporter is able to capture everything that
13 is said.

14 We ask that you state and spell your
15 name, and if you would like, provide the city
16 you are calling from.

17 You may decide at any time before we
18 end this forum to speak, simply by pressing
19 star one.

20 To help ensure that we hear from
21 everyone, each speaker will have a time limit
22 of one minute. Please note that this is a
23 hard limit. A chime will be sounded when the
24 minute is up, and you will be disconnected
25 shortly after that.

26 I sincerely apologize for that
27 abruptness. I hope you understand that the
28 reason is to hear from as many people as

1 possible. At the public participation
2 hearing we held this past Tuesday evening, we
3 had over 300 callers and heard comments from
4 roughly 120 members of the public.

5 What that tells me is that some
6 individuals were not able to wait to share
7 their experiences with us.

8 Also, if you are disconnected from
9 your call, before I am able to thank you,
10 please know just how much I and Commissioner
11 Houck appreciate you taking the time today to
12 share your experiences as telecommunications
13 customers with us.

14 Again, we will be able to hear you
15 best if you speak slowly and clearly and
16 speak directly into your phone or headset; it
17 is best not to use a speakerphone.

18 Also, if you are listening to this
19 hearing using your live-video feed, please
20 remember to mute the speakers for that feed
21 when you speak to us on the telephone.

22 With that, Operator, can you please
23 proceed with the first speaker in the queue?

24 THE OPERATOR: Thank you, your Honor.
25 Our first speaker is Mel Mason.

26 Mr. Mason, your line is open.

27 STATEMENT OF SPEAKER MASON

28 Yes, thank you. Members of the

1 Commission, my name is Mel Mason. That is
2 M-e-l, M-a-s-o-n. I am from Seaside,
3 California, and like others, I am acutely
4 aware of the digital divide that afflicts so
5 many of our communities in this state.
6 Communities that are -- have historically
7 been unserved or underserved in just a number
8 of our areas.

9 I would like to request that the
10 CPUC releases broadband funding and cease to
11 focus on spending moneys to repair or -- or
12 enhance, you know, what is, basically, I
13 feel, an old and outdated infrastructure; and
14 instead, give your approval for carriers to
15 move to fiber, which, to me, is the only way
16 to close the digital divide that so greatly
17 afflicts, you know, our underserved and
18 unserved communities in this state.

19 I appreciate very much the mention
20 early on of the CPUC --

21 (Timer notification.)

22 SPEAKER MASON: -- thank you so much.
23 Bye-bye.

24 ALJ GLEGOLA: Thank you for sharing.

25 THE OPERATOR: Our next caller is
26 Chelsea Whitman.

27 Ms. Whitman, your line is open.

28 ///

STATEMENT OF SPEAKER WHITMAN

Hi, Chelsea Whitman from San Diego.
That's C-h-e-l-s-e-a, W-h-i-t-m-a-n. Thank
you, Commission, for providing the
opportunity to comment on this. I think
everyone on the line right now wants the same
thing and that's for California's technical
infrastructure to finally equal its power and
reputation.

As someone whose company pays
thousands of caregivers across California for
the elderly and people with disabilities, the
issue here is not cell service. From my
perspective, it's funding and expanding that
statewide access to the internet, especially
and including fiber.

Just this morning, I met a new
client, who is really desperately trying to
get his mother's caregivers to turn in the
employment paperwork, but they can't. They
apparently live just outside Yorkville in
rural Mendocino County and would need to
travel over a mountain just to access basic
broadband services; and this lack of access
is something that I hear about every single
day.

I understand the Commission has
funding and an approved plan to address this

1 issue, and I do hope it's addressed soon, and
2 in a way that demonstrates value for those
3 among us with less privileged access to these
4 modern resources.

5 Thank you so much, Commission.

6 ALJ GLEGOLA: Thank you for your time
7 today.

8 THE OPERATOR: Our next commenter is
9 James Hill.

10 Mr. Hill, your line is open.

11 STATEMENT OF SPEAKER HILL

12 Thank you. James Hill, J-a-m-e-s;
13 H-i-l-l; Big Sur, California.

14 AT&T been telling us that they're
15 abandoning copper. The Ranch settled and
16 homesteaded in 1834 received the first phone
17 service in 1922, and we're being told that
18 our copper lines will be abandoned, and that
19 is the only form of service for 9-1-1 for all
20 six residences on The Ranch. Cell service is
21 not available at any of those residences.

22 We need to have the copper lines
23 maintained, the infrastructure is being
24 ignored and there is frequent service
25 interruption with sometimes five to seven
26 days of interruption before repairs are made
27 effective.

28 Thank you, Commission, for hearing

1 our comments.

2 ALJ GLEGOLA: Thank you for taking the
3 time today.

4 THE OPERATOR: Next we have Sudi Scull.
5 Your line is open.

6 STATEMENT OF SPEAKER SCULL

7 Hi, this is Sudi Scull; S-u-d-i,
8 S-c-u-l-l from San Francisco; and I want to
9 say clearly that I love my landline phone. I
10 had an emergency and 9-1-1 didn't pick up
11 fast enough. I hung up, and the police were
12 at my house within five minutes; and that's
13 just one reason I like my landline phone.

14 There was a state bill in 2003 to
15 eliminate landlines. President Peevey,
16 Commissioner Sandoval and other Commissioners
17 at the CPUC worked hard to defeat it.

18 I am electromagnetically sensitive.
19 EMS sensitive, a federal disability; and I
20 cannot use any electronics. I only can
21 communicate with my landline phone.

22 Please, CPUC, keep supporting
23 landlines.

24 Thank you.

25 ALJ GLEGOLA: Thank you for -- for
26 sharing.

27 THE OPERATOR: Next we have Nina Beety.
28 Nina, your line is open.

1 STATEMENT OF SPEAKER BEETY

2 My name is Nina Beety; N-i-n-a,
3 B-e-e-t-y. I'm in Monterey.

4 I'm disabled by electromagnetic
5 sensitivity and can't use wireless or VoIP.
6 Without copper line, I don't have 9-1-1 or
7 telephone service.

8 The service over the last year and a
9 half is deteriorated. My AT&T copper line
10 static -- got static louder and louder, AT&T
11 repaired, the static came back a week later.
12 My family's copper line developed a bad hum,
13 AT&T repaired, now we have crosstalk with
14 other lines, phantom rings, you pick up and
15 you can hear another phone ringing.

16 There have been frequent service
17 outages plus the box -- an AT&T box a
18 neighborhood away, was hit by a car. They
19 did a little work, but for weeks it's been
20 sitting there in the rain. Copper line must
21 be powered as it's in the past -- as it has
22 been in the past to maintain the reliability
23 that we have known and grown to trust with
24 copper line that's always been there.

25 Many people in California cannot use
26 wireless or VoIP and, for their sake, please,
27 please, please make sure the copper line is
28 maintained. AT&T and other companies appear

1 to be letting this maintenance just slip
2 terribly, and we need to have 9-1-1 --

3 (Timer notification.)]

4 ALJ GLEGOLA: Thank you so much for
5 sharing.

6 THE OPERATOR: Our next commenter is
7 Leslie Detaillandier.

8 STATEMENT OF SPEAKER DETAILLANDIER

9 Good afternoon. My name is Leslie
10 Detaillandier. That's, D-e-t-a-i, double
11 "L," a-n-d-i-e-r. When my father had an
12 emergency, I was so thankful that his
13 landline phone service quickly had all the
14 necessary information to send an ambulance to
15 his home.

16 Landline phones are important for
17 emergencies, voice clarity, and avoiding
18 dropped calls. They are also extremely
19 important to me because I am EMS sensitive.
20 I depend upon a need to keep my landline
21 phone.

22 The Board of American Disabilities
23 Act recognizes that electromagnetic
24 sensitivities are considered disabilities.
25 Landline phones are not strong emitters of
26 electromagnetic radiation.

27 Please allow us to keep our
28 landline phone service. It's so important.

1 Thank you so very much for this forum.

2 Bye-bye

3 ALJ GLEGOLA: Thank you for your time
4 today.

5 SPEAKER DETAILLANDIER: Thank you.

6 THE OPERATOR: Next we have Carolyn
7 Bolander -- I'm sorry. Carolyn Bolander.

8 STATEMENT OF SPEAKER BOLANDER

9 C-a-r-o-l-y-n B-o-l-a-n-d-e-r, and
10 I'm from Middletown. And we need -- we have
11 needs for new lines to be replaced in rural
12 areas, which is south Lake County. We have
13 had problems for 38 years with our phone, and
14 our cell service is not very good. And we
15 need to be -- (inaudible). We would like to
16 have internet availability also.

17 Thank you.

18 ALJ GLEGOLA: Thank you for sharing.

19 THE OPERATOR: Our next caller is Nora
20 Leberman Varshadsky.

21 Nora, your line is open.

22 (Audio disruption.)

23 STATEMENT OF SPEAKER VARSHADSKY

24 Hello. My name is Nora Liberman
25 Varshadsky --

26 (Audio disruption.)

27 THE OPERATOR: I apologize for the
28 audio. Ms. Nora, if you can hear me, you

1 need to turn off your other feed, and I can
2 come back to you.

3 We're going to go Joe Samuel.

4 Joe, your line is open.

5 STATEMENT OF SPEAKER SAMUEL

6 Hello. Joe Samuel, J-o-e
7 S-a-m-u-e-l. I have cell service, which I
8 use primarily. But I also have a landline.
9 I'm in area code 916. I have a landline for
10 emergencies, for -- if my cell service is not
11 functioning properly, I use the landline.

12 Some time ago I went to call my
13 sister in area 310, Los Angeles area, and I
14 was told I couldn't complete the call. And I
15 was informed that they could not connect my
16 916 number with a 310 number.

17 That's my story, and I hope that
18 that can be remedied.

19 Thank you.

20 ALJ GLEGOLA: Thank you for calling in.

21 THE OPERATOR: We're going to come back
22 to Nora.

23 Nora, your line is open. You may
24 comment now.

25 STATEMENT OF SPEAKER VARSHADSKY

26 My name is Nora Liberman
27 Varshadsky, V-a-r-s-h-a-d-s-k-y. I'm also
28 calling on behalf of my 102-and-a-half

1 mother, Generita Levit, L-e-v-i-t. We live
2 in urban areas around Los Angeles.

3 Mother's landline, AT&T, has been
4 available with no issues for last 25 years.
5 My Verizon 5G Wireless was established
6 through job and Southern California Edison.
7 No issues. As we, baby boomer generation,
8 engineers, and other specialist, we're
9 sending to retirement prematurely. The big
10 change has occurred. Younger generation was
11 not prepared good enough. We are upon a
12 technological incompetence of customer
13 service. This is the problem.

14 Thank you for listening.

15 ALJ GLEGOLA: Thank you for calling in
16 and sharing.

17 THE OPERATOR: Next we have Chanterria
18 McGilbra.

19 Chanterria, your line is open.

20 STATEMENT OF SPEAKER MCGILBRA

21 Thank you so much. And thank you,
22 Commissioners, for your consideration today.
23 My name is Chanterria McGilbra,
24 C-h-a-n-t-e-r-r-i-a M-c-G-i-l-b-r-a. And I'm
25 a native of and still residing in San
26 Francisco.

27 I understand that the Commission
28 has -- still has the \$2 billion in funding

1 for the Last Mile Broadband but the grant
2 application process has not yet started. It
3 has been a year since the legislation was
4 passed and more than two years since the
5 Commission has last accepted grant
6 applications for state broadband projects.
7 We understand there is a process, but we need
8 the Commission to move faster.

9 To be clear, I have great phone
10 service quality as does most people in San
11 Francisco that can afford it. Focusing on
12 closing the digital divide for those and the
13 underserved and home insecure communities and
14 families should be your primary focus.

15 Please increase your focus on
16 closing the digital divide in connecting all
17 Californians to 21st century broadband
18 technology and continue to focus on
19 distributing this money so we can close the
20 digital divide in our communities with your
21 help.

22 Again, thank you, Commissioner.

23 ALJ GLEGOLA: Thank you for calling in
24 today.

25 THE OPERATOR: Next we have John
26 Gardner.

27 John, your line is open.

28 ///

1 STATEMENT OF SPEAKER GARDNER

2 Thank you. John Gardner in
3 Northridge. I have AT&T in both POTS line
4 and internet. About a year ago we had a
5 major outage. Both our internet and home
6 phone were out for almost an entire month.
7 It affected our whole neighborhood. I'm not
8 actually calling to talk about that long
9 outage.

10 I'm here to talk about customer
11 service from AT&T. Every day I would call
12 AT&T to get an update to know, you know, when
13 our service would be restored. And every day
14 I'd get a different rep who would tell us
15 that our service would be restored in 24
16 hours, 72 hours, 24 to 48 hours.

17 This was a major outage. Our whole
18 neighborhood was down for almost a month.
19 And yet every day the reps would say, "Oh,
20 yeah. Service will be restored always within
21 72 hours or less."

22 You know, if one rep said the wrong
23 thing, it could be a mistake, two, three.
24 But when you speak to 10 different reps on 10
25 different days and they all tell you the same
26 story, which was a story, that's systemic
27 lying by design by AT&T. And that is just
28 really problematic. Those are all lies. And

1 that was just extremely frustrating.

2 (Timer notification.)

3 SPEAKER SAMUEL: Please keep copper
4 lines as well. Thank you so much.

5 ALJ GLEGOLA: Thank you for calling in.

6 THE OPERATOR: Next we have Robert
7 Hofford.

8 Robert, your line is now open.

9 STATEMENT OF SPEAKER HOFFORD

10 Thank you very much, Commissioner.
11 Anyways my name is Robert, R-o-b-e-r-t
12 H-o-f-f-o-r-d. And I'm really appalled with
13 AT&T eliminating their lines, copper lines.
14 Because they came over to put my phone in and
15 all of a sudden they put it on digital. And
16 when the power goes out, I don't have no
17 phone. And I'm a retired, you know, elderly
18 guy.

19 And so I wish you could have them
20 have a backup battery for everybody that --
21 they did it and they didn't tell me that they
22 were going to do it. I always figured I had
23 a landline but no. When the power goes out,
24 I don't have no landline. I can't call 911.

25 And thank you very much for the
26 time. You all be safe and have a great
27 season. Thank you.

28 ALJ GLEGOLA: Thank you for calling in

1 and likewise.

2 THE OPERATOR: Next we have Connor
3 Medina.

4 Connor, your line is open.

5 STATEMENT OF SPEAKER MEDINA

6 Good afternoon. This is Connor
7 Medina, C-o-n-n-o-r M-e-d-i-n-a, calling from
8 Irvine. I'm the government affairs manager
9 for the Orange County Business Council. The
10 leading voice business that works with
11 government and academia to support Orange
12 County's economic development and
13 infrastructure.

14 Orange County is well served by two
15 industry-leading ISPs: Cox and Charter and
16 by AT&T and Verizon as wireless carriers.
17 And I'm speaking today to highlight the
18 terrific track record of these telecom
19 companies and share with the Commission that
20 service quality for voice services as well as
21 broadband services is meeting the needs of
22 Orange County businesses and residents.

23 The pandemic especially put a
24 spotlight on the need for high quality
25 telecom services. And when everyone went
26 home to work and to go to school, these
27 critical services were there for them.

28 OCBC supports fair and equitable

1 regulations by local agencies, the
2 Commission, and the FTC. But also the fair
3 and equal treatment for all communications
4 providers as they work to provide quality
5 services that we all rely on.

6 Continue private sector innovation
7 and investment to ensure the
8 telecommunication needs of residents and
9 businesses are met. And we ask the
10 Commission to please keep this in mind as you
11 deliberate and make decisions.

12 (Timer notification.)

13 ALJ GLEGOLA: Thank you for sharing.

14 THE OPERATOR: Next we have -- we have
15 Ananda Sweet.

16 Your line is now open.

17 STATEMENT OF SPEAKER SWEET

18 Good afternoon, Judge Glegola and
19 Commissioner Houck. My name is Ananda Sweet,
20 A-n-a-n-d-a S-w-e-e-t. I'm with the Santa
21 Rosa Metro Chamber of Commerce in Sonoma
22 County, California.

23 I just want to take a moment to
24 acknowledge and appreciate Comcast as a
25 consistently good community partner in our
26 region And particularly as our Sonoma County
27 community has been through crisis after
28 crisis. They've proven to be reliable

1 stewards of the community.

2 During the Tubbs Fire and recovery
3 for example, Comcast consistently engaged
4 with the community and in the community work
5 that was geared toward making recovery as
6 efficient as possible. They worked under
7 (indecipherable) impact to service quickly,
8 coordinated within the overarching recovery
9 effort, and were diligent about minimizing
10 service interruption and restoring service.

11 We appreciated the ability to count
12 on this consistent participation and response
13 from Comcast under challenging and frequently
14 changing circumstances.

15 Thank you for your time.

16 ALJ GLEGOLA: Thank you for calling in
17 to share.

18 THE OPERATOR: Next we have Josh Hart.

19 Josh, your line is open.

20 STATEMENT OF SPEAKER HART

21 Hello. My name is Josh Hart,
22 J-o-s-h H-a-r-t. And I live in Plumas County
23 near last year's Dixie Fire. I also get sick
24 when exposed to wireless radiation.

25 The term "lifeline" is not a
26 metaphor but an accurate description of how
27 landlines protect Californians. Reliable
28 communications are literally a matter of life

1 and death. Wireless is simply not reliable
2 especially in an emergency. Cell towers
3 burn, the power goes out, the diesel guy
4 cannot get through to refuel the generator,
5 and people die.

6 In 2018, 85 people burned to death
7 in Paradise. Many of whom never received
8 evacuation alerts after 17 cell towers burned
9 down.

10 The CPUC needs to properly regulate
11 AT&T landline service, which is getting more
12 expensive and less reliable with poor
13 customer service. We've had multiple outages
14 including no 911 service for days at a time
15 here.

16 We have to use a dialup connection
17 because AT&T refuses to provide DSL service
18 to us even though it's available here.
19 Please regulate internet service and defend
20 landlines for the long term.

21 There's a growing resentment in
22 areas --

23 (Timer notification.)

24 SPEAKER HART: -- rural areas not
25 served by internet. Please make it a
26 priority.

27 ALJ GLEGOLA: Thank you for your time
28 today.

1 Operator, is it possible to move to
2 our Spanish language line?

3 THE OPERATOR: Yes, your Honor.
4 Standby one moment.

5 I apologize, your Honor. Looks like
6 we had an issue with the audio. Stand by one
7 more moment for me.

8 ALJ GLEGOLA: Okay. Thank you.

9 THE OPERATOR: Going to go to the
10 English line as we get the Spanish fixed.

11 Stand by one moment.

12 Grace Sevy.

13 Grace, your line is open.

14 STATEMENT OF SPEAKER SEVY

15 Yes. My name is Grace Sevy,
16 G-r-a-c-e. Last name is, S-e-v-y. I am an
17 older person. I'm 86 years old. My husband
18 is 89 years old. He has health problems. We
19 need a good 911, a dependable one. I don't
20 have a cell phone. I'm not all that -- I'm
21 not knowledgeable about electronics. I can't
22 use a cell phone. We'll be cutoff.

23 So I would hope that you would
24 please maintain my landline. It's, like,
25 absolutely necessary.

26 Thank you very much.

27 ALJ GLEGOLA: Thank you for calling in
28 today.

1 THE OPERATOR: Next we have Deborah
2 Vosholm.

3 Deborah, your line is open.

4 STATEMENT OF SPEAKER VOSHOLM

5 Hello. My name's Deborah Vosholm,
6 V-o-s-h-o-l-m. I'm looking for some
7 assistance with AT&T and measured rates of
8 service. I have a landline. I love it. I
9 don't want to give it up. So I agree with
10 other people's comments on landline.

11 The situation since 2009 was the
12 unit allowance was set at \$6.75. The monthly
13 service has increased 336 percent. The zone
14 call rates have increased 1,900 percent. The
15 unit allowance has stayed at \$6.75.
16 Therefore, the coverage minutes allowed under
17 that have gone down 95 percent, and there is
18 an increase planned in January of '23.

19 So it seems quite unreasonable that
20 the rates keep increasing but yet the zone
21 allowance doesn't. I welcome any CPUC help
22 in monitoring AT&T in this regard.

23 ALJ GLEGOLA: Thank you so much for
24 calling in.

25 THE OPERATOR: Stand by one moment.
26 We're going to try the Spanish line again. I
27 do apologize for the inconvenience.

28 Calvin, do we have a Spanish

1 speaker?

2 (No response.)

3 THE OPERATOR: Looks like we are still
4 having some audio issues. Let me get that
5 corrected. We'll come back over to the
6 English side.

7 Barbara Galie, your line is open
8 now.

9 STATEMENT OF SPEAKER GALIE

10 Barbara Galie, B-a-r-b-a-r-a. I
11 love my landline. I like most everything
12 that's said about landlines for -- I'm an
13 older person -- for safety, for emergencies,
14 for clear lines.

15 I was a little -- I couldn't
16 believe I have -- pay for their AT&T long
17 distance. And I think it's \$5.99 a month.
18 And they just sent a note that if you don't
19 use that service within the 30-day billing
20 period, you pay an extra \$8.99, which I don't
21 really understand that.

22 I had a pre -- I do now have and
23 bought a elderly-friendly smartphone. I did
24 that to join this century. I had an AT&T
25 pre-paid, which died, which served my long
26 distance needs for some time. And that's why
27 I got this.

28 When I had my AT&T prepaid, I was

1 trying and it died. To change the number
2 from them to the new one that I have, you'd
3 think I was asking to move Mt. Everest. I
4 had to go to three stores in San Francisco.
5 They wouldn't help me. They weren't
6 interested. One store on Irving Street said
7 if you don't --

8 (Timer notification.)

9 THE OPERATOR: Our next comment is
10 going to come from Julian Canete.

11 STATEMENT OF SPEAKER CANETE

12 Thank you, your Honor and
13 Commissioner. Julian Canete, J-u-l-i-a-n
14 C-a-n-e-t-e. I'm president and CEO of the
15 California -- (indecipherable). And we
16 service more than 120 local chambers and
17 their members throughout the State of
18 California.

19 Without a doubt mobile and
20 telecommunications services have made a
21 difference for our local taqueria, clothing
22 store, auto repair shop to keep their doors
23 open.

24 Many have told the chamber that if
25 it had not been for affordable, quality,
26 regular, and easily accessible service to the
27 internet or cell phone, their doors would
28 have shut permanently.

1 More and more Hispanic and small
2 businesses have found the immense value and
3 impact of services and other technologies
4 allowing them to communicate remotely. These
5 services have helped small businesses
6 (inaudible) connect with workers at home on
7 hybrid schedules and vendors for efficient
8 transactions and deliveries, the FDA and
9 local banks to get relief and training
10 resources they relied on to survive and
11 bounce back.

12 Wireless, mobile, and broadband
13 services have not been just a mere luxury.
14 They are essential --

15 (Timer notification.)

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

18 THE OPERATOR: Next we have Abraham --]

19 Abraham, your line is open.

20 STATEMENT OF SPEAKER TESFORMICA

21 Thank you. Thanks very much. My
22 name is Abraham Tesformica (phonetic).

23 The reason why I'm calling is
24 because we have AT&T, but their service is
25 slightly poor, because when we tell them that
26 the Wi-Fi isn't working -- we are not using
27 too much, but it doesn't work. It's very,
28 very weak. We told them several times, but

1 they didn't come to fix it. Besides that,
2 every one -- that includes the internet and
3 telephone landline without any service. They
4 clearly have no intent. So I would like you
5 to tell them to operate that one and to give
6 better service. Thank you.

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

9 THE OPERATOR: We are going to try a
10 Spanish caller again. Stand by one moment,
11 your Honor.

12 You can speak now.

13 STATEMENT OF SPEAKER JALONE

14 Hello. I was mentioning earlier
15 that it only rings once when I call, and it
16 doesn't give me time to find out who called
17 me. And all of a sudden I can't even tell
18 who calls me.

19 And it seems -- it seems like
20 they're charging me for a cellular, when I
21 have a landline. And I wanted to let you
22 know, because they're charging me very
23 expensive to not even have the service. And
24 they want to -- they're charging me like if I
25 have a cellular, and I don't even have a
26 cellular. Thank you.

27 ALJ GLEGOLA: Thank you so much for
28 calling in to share with us.

1 If I could remind folks also, if you
2 need assistance, I would suggest a couple
3 numbers to contact during normal business
4 hours. One, is the Commission's Public
5 Advisor's Office, which is 1-866-849-8390.
6 You can also e-mail Public Advisor at public,
7 p-u-b-l-i-c, dot advisor, a-d-v-i-s-o-r,
8 @c-p-u-c dot c-a dot gov. Additionally, if
9 you go to the following website,
10 www.cpuc.ca.gov/pph, you will find that
11 you'll have access to telephone numbers for a
12 number of customer representatives for the
13 various telecommunications providers in
14 California, and they are there today at our
15 request. I just wanted to remind that.

16 And if we could please continue with
17 the next caller.

18 THE OPERATOR: Thank you, your Honor.

19 The next caller is Nayiri Bagdisaree
20 (phonetic) Nayiri, your line is open.

21 STATEMENT OF SPEAKER BAGDISAREE

22 Hi there. My name's Nayiri
23 Bagdisaree, and that's N-a-y-i-r-i, and I'm
24 with the San Gabriel Valley Economic
25 Partnership. We also (indecipherable).

26 I'm calling to speak -- first of
27 all, thank you for having us speak today.
28 But regarding Charter as first, a customer;

1 and second, a community partner with the San
2 Gabriel Valley.

3 As a customer, we recently switched
4 to them, and they have been nothing but
5 great. And they helped switch us over
6 efficiently, and have been super accessible,
7 and we're able to continue to serve our
8 region effortlessly. And as a community
9 partner, as you know, they've done a great
10 job of making sure that they extended their
11 services and created new programs to make
12 sure that all people are able to have access
13 to their services, and have voice and
14 broadband services. And we commend them for
15 that. Also, especially during the pandemic
16 they made sure that they were available and
17 they had programs in place so that those who
18 really needed access to their services had
19 the ability to have those services.

20 (Timer notification.)

21 ALJ GLEGOLA: Thank you for calling in
22 today.

23 THE OPERATOR: Next, we have Maryjo
24 [sic] Poccoli. Maryjo, your line is open.

25 SPEAKER POCCOLI: Is it Poccoli?

26 THE OPERATOR: Yes, ma'am. Your line
27 is open.

28 ///

1 STATEMENT OF SPEAKER POCCOLI

2 Okay. It's Bettyjo. I'm Bettyjo
3 Poccoli, and my last name is spelled
4 P-o-c-c-o-l-i. And I am representing today
5 the -- I have the honor to represent
6 California's Small Business Association, of
7 which I'm the president and the advocate, and
8 we have a couple of thoughts for you.

9 As you probably are aware, this has
10 not been good times for the small business
11 community in California, and we need a little
12 help. We've had some good results. I think
13 -- while I've had a statistic that we've lost
14 60 percent of the small businesses in the
15 state, I'm not sure that's accurate, but I
16 know we've lost a lot.

17 So I want to suggest to the CPUC
18 that they help us face a wall of uncertainty.
19 We have inflation, we have supply chain
20 disruption, we have retail theft, and the
21 list goes on and on. One of the things that
22 has helped us has been technology and access,
23 which is really important.

24 (Timer notification.)

25 SPEAKER POCCOLI: Thank you very much.

26 ALJ GLEGOLA: Thank you for calling in.

27 THE OPERATOR: Thank you.

28 We have Kate [sic] Syto Hehc.

1 Kate, your line is open.

2 STATEMENT OF SPEAKER HECHC

3 Thank you so much. My name is Pat
4 Syto Hehc. Hehc, H-e-c-h-c. My husband
5 and I reside in Arcata, a town in Humboldt
6 County, rural Northern California.

7 I'm calling because the cell phone
8 service up here -- we've been here two dozen
9 years. Originally from Oakland, and I
10 understand urban service, since I had the
11 privilege of that down there. But we
12 understood that things wouldn't quite be as
13 good here, but what's concerning is we're
14 paying for as fast a service as is possible
15 up here; and yet, we're getting really slow
16 connections, dropped calls, poor quality of
17 sound. And we also have a problem with our
18 internet being also quite slow and
19 unreliable. So I wanted to just ask that
20 yes, the Commission please include internet
21 service in your overview. Thank you very
22 much.

23 ALJ GLEGOLA: Thank you for calling in
24 today.

25 THE OPERATOR: Next, we have John
26 Header. John, your line is open.

27 STATEMENT OF SPEAKER HEADER

28 Thank you. I have Covid, so my

1 voice is kind of messed up.

2 I have been an AT&T customer since
3 I was a teenager. And I'm 80 years old, so
4 that's quite a while. And I've been all over
5 the State of California, and I've found the
6 service to be very good wherever I was. I
7 now live in a mobile home in Jamestown,
8 California, and I have had problems here with
9 AT&T lines, but it was fixed efficiently and
10 completely. And I would like to thank AT&T
11 for the good service that they have provided
12 me, and I'm certain many others too. Thank
13 you.

14 ALJ GLEGOLA: Thank you for calling in,
15 sir. Best wishes on a speedy recovery.

16 THE OPERATOR: Next, we have Ronnie Lee
17 Riley. Ronnie, your line is open.

18 STATEMENT OF SPEAKER RILEY

19 This is Ronnie Lee Riley,
20 R-o-n-n-i-e L-e-e R-i-l-e-y.

21 I have had a copper line landline
22 since 1974. My wife and I live out in the
23 country in Placer County where cell phone
24 service is spotty at best. We can't be
25 running outside to call our doctors and
26 finding certain hotspots to be able to talk
27 without being cut off.

28 We are also having an extreme

1 problem with telemarketers every single day,
2 8, 10, 20. Seriously, something needs to be
3 done about this.

4 And as a friendly reminder to AT&T,
5 they need to remember that it was us landline
6 copper line customers that made them be able
7 to afford cell phones, cable, internet, all
8 that stuff. If it weren't for us original
9 landline holders, they would not have the
10 technology at their fingertips today. They
11 can't abandon this. Please don't. There's
12 too many --

13 (Timer notification.)

14 SPEAKER RILEY: Thank you.

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

17 THE OPERATOR: Next, we have Guy
18 Rosefelt. Guy, your line is open.

19 STATEMENT OF SPEAKER ROSEFELT

20 Hi, my name is Guy Rosefelt, G-u-y
21 R-o-s-e-f-e-l-t. I live in the County of
22 Riverside, just less than two football fields
23 away from the city line of Desert Hot
24 Springs, California, part of Palm Springs.

25 Ironically, Desert Hot Springs,
26 California was one of the first cities in
27 California to get fiber, and I haven't been
28 able to get it because they won't go across

1 the city line because there's not enough
2 people to make it justify.

3 I have a POTS line that has been
4 degrading significantly over the last 10
5 years. First under Verizon, and then under
6 Frontier. Verizon and Frontier do not want
7 to maintain it, they don't know how to
8 maintain it. The line -- they've come out
9 multiple times in 10 years to try to fix the
10 issue and it still doesn't work properly.
11 Service goes out, especially when it rains.
12 Quality of service is bad.

13 We need to maintain the POTS,
14 because I don't have broadband here. And
15 cellular service is spotty, because I live in
16 a tourist area where we only have a couple
17 cell towers, and during the season we get --

18 (Timer notification.)

19 ALJ GLEGOLA: Thank you for calling in
20 today.

21 THE OPERATOR: Next, we have Angus
22 Loop. Angus, your line is open.

23 STATEMENT OF SPEAKER LOOP

24 Yes, hello. I just want to say
25 that I've had Verizon -- my last name is
26 Loop, L-o-o-p, "P" as in Paul.

27 I've had Verizon for several years,
28 and I've had it two different locations here

1 in Northern California. I currently live
2 near Yorkville, California. When I was on
3 Rockpile Road present, before this, I had
4 trouble with Verizon's signal. They came
5 out, they sent technicians out. They
6 checked, they found out that the antennas had
7 been moved on the tower and that's why my
8 cell service was dropping off. They
9 corrected the problem and everything was
10 good.

11 Now, fast-forward 10 years later, I
12 have the same problem here. I moved into
13 this neighborhood in 2017. The cell service
14 was excellent. Now, it has dropped off. And
15 I call them and they give me a runaround, and
16 say "You have to buy an outside antenna or
17 some type of booster. Too bad, we're not
18 even going to come out and look at it." I
19 know what's happened is they've redirected
20 their antennas again on the cell tower that
21 I'm near to. So myself and several other of
22 my fellow Yorkvillians have had a problem
23 with --

24 (Timer notification.)

25 ALJ GLEGOLA: Thank you so much for
26 calling in today.

27 THE OPERATOR: Next, we have Tammy
28 Jennings. Tammy, your line is now open.

1 STATEMENT OF SPEAKER JENNINGS

2 Yes, my name is Tammy Jennings. My
3 name is Tammy Jennings, and I -- T-a-m-m-y
4 J-e-n-n-i-n-g-s. I live in Monterey.

5 I am also disabled. I need my
6 landline phone. The prices keep going up and
7 up and up. I know they want everybody to go
8 to VoIP and cell phone, but it's not viable
9 for a lot of people, and you need to keep the
10 landline services going.

11 Long distance is supposed to be --
12 I can't call my parents in the same area
13 code. I have to pay extra money. The costs
14 keep going up. The services are fine, but
15 very staticky, very intermittent when it is
16 good. And so they need to do maintenance on
17 the system, and you need to keep it up and
18 running for all of us, please. It's
19 important, it's necessary. It's imperative
20 that it stays up for us disabled.

21 (Timer notification.)

22 SPEAKER JENNINGS: And thank you.

23 ALJ GLEGOLA: Thank you for calling in
24 today.

25 THE OPERATOR: Next, we have Paula
26 Woods. Paula, your line is open.

27 STATEMENT OF SPEAKER WOODS

28 Hello, my name is Paula Woods,

1 P-a-u-l-a W-o-o-d-s. I live in Forest Ranch,
2 in the foothills of Northern California.

3 We have a landline. That's all we
4 have. Cell service isn't available here, and
5 so we really need our landline to be
6 maintained. It works great. We love it.

7 We used to have DSL, but AT&T won't
8 provide DSL here. That worked pretty well.
9 It was a little slow, but it worked pretty
10 well. And though you can have DSL here, they
11 will not provide it to us, and I really wish
12 they would until something else comes, like
13 broadband or something like that.

14 And so anyway, we love our
15 landline. We wish there were -- we had
16 internet. We have a beacon unit that --

17 (Timer notification.)

18 SPEAKER WOODS: Thank you very much for
19 this, Commissioner, and --

20 ALJ GLEGOLA: Thank you for calling in
21 today.

22 THE OPERATOR: Next, we have Barbara
23 Jolliffe. Barbara, your line is now open.

24 STATEMENT OF SPEAKER JOLLIFFE

25 Barbara Jolliffe, B-a-r-b-a-r-a
26 J-o-l-l-i-f-f-e.

27 I definitely support -- continue
28 supporting the landlines, the copper lines.

1 One of my concerns is, if you go to some of
2 these other services, will fax still be
3 available? Because we still use fax in our
4 office, quite frequently.

5 And then the other thing is,
6 definitely keep the old landlines, the old
7 telephone service. Recently, there was a
8 power outage, and we have three phones, two
9 of which are more modern, one older one. The
10 only line we could use to get out was the
11 old, old landline. Even though the others
12 are supposedly landlines, they didn't work.
13 We couldn't get out. So I appreciate some
14 consideration of these, and thank you very
15 much for listening. Bye-bye.

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

18 THE OPERATOR: Next, we have Kathryn
19 Morrison. Kathryn, your line is open.

20 We'll come back to Kathryn
21 momentarily. Stand by.

22 Next, we have Anita Moore. Anita,
23 your line is now open.

24 STATEMENT OF SPEAKER MOORE

25 Yes, my name is Anita Moore,
26 A-n-i-t-a M-o-o-r-e. I live in Riverside,
27 California, and I'm a care provider of
28 special need young adults.

1 I have AT&T service, and I've had
2 them for over 40 years. The thing is, is
3 that the home I'm in now is 33 years old, and
4 I have internet, cable, and landline. I'm
5 having problems with all three. And this is
6 with AT&T. The thing is, is that the wires
7 are deteriorating, and have been
8 deteriorating for the last 15 years or more,
9 and AT&T refused to come out and repair.
10 They'll come out, but then they say there's
11 nothing wrong. But the thing is, is that it
12 goes out when it's raining and if it get wet.
13 So we restructured where it won't get wet,
14 but they still go out constantly.

15 And another thing is that they put
16 a power box, a backup system in my garage.
17 And like I said --

18 (Timer notification.)

19 ALJ GLEGOLA: Thank you for calling in
20 today.

21 THE OPERATOR: Coming back to Kathryn
22 Morrison. Kathryn, if you can hear me, you
23 need to turn off the other audio. Coming
24 back to you now. Kathryn, your line is now
25 open.

26 STATEMENT OF SPEAKER MORRISON

27 Good afternoon. Can you hear me
28 okay?

1 ALJ GLEGOLA: Yes, please continue.

2 THE OPERATOR: Please go ahead.

3 SPEAKER MORRISON: Thank you, your
4 Honor.

5 Good afternoon. I am Kathryn
6 Morrison, K-a-t-h-r-y-n M-o-r-r-i-s-o-n, from
7 Mission Viejo, California. I'm the Director
8 of Member Services for the Association of
9 California Cities Orange County.

10 Orange County's 34 cities are well
11 served by Cox Communications and Charter
12 Communications, Verizon and AT&T.

13 I share with the Commission today
14 that as a consumer and as a business service,
15 quality, as well as VoIP services and
16 broadband services, meet the needs of Orange
17 County residents and businesses who rely on
18 them. It is true that need is growing. And
19 with history as our guide, continued private
20 investment in the networks of these companies
21 will keep pace.

22 The Commission should be aware that
23 companies such as Cox and Charter were able
24 to fully sustain their high service quality
25 mission throughout COVID. Cox has also
26 partnered with cities in Orange County to
27 reach those in our community who need not
28 only an internet connection to work or do

1 their homework, but by providing devices and
2 digital literacy programs. Their commitment
3 to the unserved and underserved needs to be
4 recognized as an organization that --

5 (Timer notification.)

6 ALJ GLEGOLA: Thank you for your time
7 today.]

8 THE OPERATOR: Michael McNhat. The
9 next caller we have is Michael McNhat.

10 Michael, your line is open.

11 STATEMENT OF SPEAKER MCNHAT

12 Thank you. My name is Michael McNhat;
13 that's M-c-N-h-a-t. I live in the
14 Marysville, California, which is actually,
15 technically, Olivehurst.

16 I have had no phone service for the
17 past two weeks. Every time I call customer
18 service, they keep telling me that they're
19 working on it, and it'll be fixed in the next
20 72 hours or so; and it hasn't been.

21 I'm a sole caregiver for my mom who
22 lives here. She's 94. I can't call out to
23 order her meds. I don't have a cell phone.
24 I have to borrow a cell phone from the
25 neighbor to make this call, and he doesn't
26 like me borrowing his cell phone. He's the
27 kind of guy that has to have it in his hand
28 24 hours a day.

1 Anyway, we have been without service
2 for two weeks now, and I still -- I am just
3 getting the run around; and this isn't the
4 first time. It's gone out for, like, three
5 days before, and -- and, you know, it takes
6 them four days to fix it. And then two weeks
7 ago, it was out again for another three, four
8 days. They keep telling me that the -- the
9 --

10 (Timer notification.)

11 ALJ GLEGOLA: Thank you for taking the
12 time to call in today.

13 THE OPERATOR: Next we have, Leonore
14 Reyes.

15 Your line is now open.

16 STATEMENT OF SPEAKER REYES

17 Leonore Reyes, L-e-o-n-o-r-e R-e-y-e-s.
18 I have cable landline, and -- yeah, cable
19 landline, and which is the other one? Well,
20 I have three, and I have it with Mediacom;
21 and in the past, I would have -- anyways, I
22 do not have a computer. I don't know
23 anything about technology of today, because
24 we are old people, you know. I'm 88. My
25 husband, he is 84, but he's in very bad
26 health, you know, he cannot even dial the
27 regular phone; I have the dial it for him,
28 and he -- he -- you know, he doesn't want to

1 learn technology, because he cannot use it,
2 so we don't have a computer; however, we have
3 the modem, which serves our telephone and our
4 cable, our television, and -- well, in the
5 past, I would call, and one time --

6 (Timer notification.)

7 ALJ GLEGOLA: Thank you for calling in.

8 THE OPERATOR: Next, we have a caller
9 identifying as Oakland resident.

10 Oakland Resident, your line is open.

11 STATEMENT OF SPEAKER RESIDENT

12 Hi. AT&T shut down my legacy DSL six
13 months ago and denies me reasonable ADA
14 accommodations for acceptable replacement
15 services. I requested using a modem with no
16 wireless parts because of a disabling health
17 condition effected by radio frequencies.
18 Tech said the barrier is bureaucratic, not
19 technological.

20 I am getting threatening bills for
21 the services I don't have, which don't even
22 reflect the low-income discount for which I
23 am automatically eligible as a Lifeline
24 customer.

25 I am housebound and now locked out
26 of online services, like banking, medical and
27 housing help. My 91-year-old aunt died alone
28 in a nursing home after AT&T shutdown our

1 only option for visiting over Skype.

2 It's only because I refuse to give
3 up my landline that I still have a dial-up
4 connection to check a few e-mails.

5 The internet is an essential utility
6 that requires oversight to stop
7 discriminatory and abusive policies and
8 practices like shutting down a functioning
9 network during a pandemic instead of bridging
10 the digital divide.

11 (Timer notification.)

12 ALJ GLEGOLA: Thank you for sharing
13 your experiences with us today.

14 THE OPERATOR: Next caller we have John
15 Jacobson.

16 John, your line is now open.

17 STATEMENT OF SPEAKER JACOBSON

18 The name is John Jacobson. J-o-h-n
19 J-a-c-o-b-s-o-n. Daily City, California.

20 The problem I have is I'm on the
21 no-call list since 2003; that doesn't seem to
22 do any good. I get this Spectrum calling.
23 They must have called at least a hundred
24 times this year or more. I have logged every
25 call. I've pressed the number nine to take
26 me off the list; that doesn't happen, and
27 there is a lot of others; so, boy, if you can
28 do something like that that would be great.

1 It really would be.

2 So, anyway, that's -- that's it for
3 me. Just try to stop these guys from calling
4 me, if at all possible, and do something
5 about that no-call list.

6 ALJ GLEGOLA: Thank you for your time
7 today.

8 THE OPERATOR: Next caller we have is
9 Joshua Reynolds.

10 Joshua, your line is open.

11 STATEMENT OF SPEAKER REYNOLDS

12 Thank you for taking this call and
13 allowing me to share. I have Verizon. I
14 have been experiences issues with them. I
15 have been a customer with them for four
16 years. I don't believe it really matters
17 what phone company that I have, because I
18 have had T-Mobile, AT&T, all of my
19 experiences are the same. Poor signal.

20 I need my cell phone services as I
21 work mobile-ly[sic], so I am all across the
22 state, all across the city; and I get phone
23 calls daily. I'll call in, they tell me they
24 will call back, the -- they create tickets,
25 nothing ever gets resolved.

26 So, I believe the only resolution is
27 that I have free cell phone service for the
28 next five years. I believe that's the only

1 resolution, because whatever is going on
2 seems to be unfixable. If we could make that
3 happen, please.

4 Thanks for your time, and thanks for
5 listening.

6 ALJ GLEGOLA: Thank you for sharing.

7 Can we have our next caller, please?

8 THE OPERATOR: Our next caller is
9 Kimberly.

10 Kimberly, your line is open.

11 STATEMENT OF SPEAKER MASON

12 Hi. This is Kimberly Mason, M-a-s-o-n,
13 and I'm in Burbank; and I originally said I
14 wanted to talk because I was ten minutes late
15 getting on this call because the original
16 e-mail that went out had a typo in the code
17 to get in, so I didn't know for -- when I got
18 on this call, I had no idea what you guys
19 were talking about. Nothing had any context.

20 So, now, I don't have a whole lot to
21 say other than there was a typo that screwed
22 this up. But I did want to say that I'm
23 really glad that Verizon is now in Burbank
24 because AT&T and Spectrum are absolutely
25 horrible, and I don't have a landline anymore
26 because I refuse to pay money to either one
27 of those companies. So, I am willing to
28 consider a landline again now that Verizon is

1 back in town.

2 That's it. Thanks.

3 ALJ GLEGOLA: Thank you for calling in.

4 THE OPERATOR: Our next caller is
5 Sharon Durst.

6 Sharon, your line is open.

7 STATEMENT OF SPEAKER DURST

8 My name is Sharon Durst, spelled
9 D-u-r-s-t. I live in the rural town of
10 Somerset. I have been a POTS user since
11 1958, and I rely on my landline as a rural
12 user. It's reliable -- or it was reliable
13 when it was copper. Battery backup is a non
14 or short duration, so it's a joke when the
15 power is out or when it rains.

16 My question is why isn't POTS
17 service on the AT&T website, so we can report
18 service when we need it? The only way we can
19 get ahold of them is by phone. No phone, I
20 can't report service outage. They're great
21 once you get a hold of them. I love the guys
22 down there, but they need to be noted on the
23 website, so people know about them.

24 I pay more monthly for my landline
25 than I do my cell because I like it better,
26 but I am not getting my money's worth. I pay
27 over ei -- something like \$82 a month for the
28 landline and \$25 for my cell phone.

1 So, it's ridiculous the amount of
2 money that they're charging us because they
3 want to get the service --

4 (Timer notification.)

5 SPEAKER DURST: Thank you.

6 ALJ GLEGOLA: Thank you for your time
7 today.

8 THE OPERATOR: Next we have Robin
9 Johnson.

10 Robin, your line is now open.

11 STATEMENT OF SPEAKER JOHNSON

12 Hi, I'm calling about AT&T. My name is
13 Robin Johnson, R-o-b-i-n J-o-h-n-s-o-n. I'm
14 in Pacheco, California. I have wanted to get
15 rid of my landline and just have my Wi-Fi,
16 but they're telling me I have to pay the
17 \$54.75 just to have an open line to have my
18 Wi-Fi, which I think is ridiculous.

19 I have been an AT&T person for,
20 gosh, 30-something years, and I'm -- I'm done
21 with them. I want them gone.

22 So, thank you. They're overcharging
23 people -- oh, and I get people calling my
24 phone scamming me on my own phone number.
25 That's the best one.

26 So, have a good day. Thank you for
27 listening. Bye.

28 ALJ GLEGOLA: Thank you for calling in.

1 THE OPERATOR: Next, we have Albert
2 Medvitz.

3 Albert, your line is open.

4 STATEMENT OF SPEAKER MEDVITZ

5 Yes, my name is Albert Medvitz,
6 M-e-d-v-i-t-z. I'm in Rio Vista, California.
7 I'm a rancher outside of Rio Vista.

8 We have very spotty cell phone
9 service from Verizon, and we have telephone
10 and DSL internet from Frontier. And
11 Frontier -- we also have frequent power
12 failures from PG&E.

13 The -- our telephone went out at the
14 last rain, and we did not have telephone or
15 internet from Frontier for four days, but I
16 call, I get a call cent -- when I call to ask
17 about the ticket status, I get a call center
18 in the Philippines. They are -- they are
19 delayed in fixing these things. We had a
20 similar problem with a fallen cable. These
21 guys are not repairing their landline --

22 (Timer notification.)

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

25 THE OPERATOR: Next, we have Deborah
26 Glasssglow.

27 Deborah, your line is open.

28 ///

1 STATEMENT OF SPEAKER GLASSGLOW

2 Yes, I'm Deborah Glassglow, Judge,
3 G-l-a-s-s-g-l-o-w.

4 About five years ago, AT&T called me
5 with a lie and said that everybody was
6 getting rid of their landline, and they had
7 to come and get rid of mine. And they took
8 my landline and gave me U-verse me, and I
9 didn't want that because I'm sickly and I'm
10 elderly; and I rely on my doctors when the
11 power go out. I use the landline; they call
12 me on the landline. And they gave me
13 U-verse, and when the power go out, U-verse
14 go out too, and I am unable to get calls from
15 my doctor and everything, and if they can fix
16 that -- I wrote the CPUSC[sic], and they
17 didn't resolve anything; they didn't resolve
18 the issue.

19 So, if you could gladly help me with
20 that, I greatly appreciate it.

21 Thank you.

22 ALJ GLEGOLA: Thank you for calling in
23 today.

24 THE OPERATOR: Next we have Jamie
25 Archer.

26 Jamie, your line is now open.

27 STATEMENT OF SPEAKER ARCHER

28 Hi, Jamie Ar -- J-a-m-i-e A-r-c-h-e-r.

1 I live in Guerneville, California. We have
2 wildfires, floods, all kinds of outages, but
3 I have had a landline for 46 years; and it's
4 only gone out on me twice, and that is
5 because trees came down on the line during a
6 flood, and they couldn't access it.

7 They're telling me that it's a
8 short-lived future for landlines. The cell
9 phone service here is spotty at best, and we
10 have very -- you know, in a rural area, you
11 have a lot of emergencies.

12 Anyway, right now, we need a public
13 service with telecommunications, so that
14 people in urban and rural areas during
15 earthquakes, fires, floods, whatever, have a
16 way to communicate. And the coastal areas
17 are dead zones for cell phones. Yes, we do
18 have call boxes for emergencies. Maybe we
19 need to put more of those out in urban areas,
20 too.

21 (Timer notification.)

22 ALJ GLEGOLA: Thank you for calling in
23 today.

24 THE OPERATOR: Next, we have Shirley
25 Murphy.

26 Shirley, your line is open.

27 STATEMENT OF SPEAKER MURPHY

28 Hi, my name is Shirley Murphy. That's

1 M-u-r-p-h-y. I live in El Dorado County, and
2 I am a senior like so many of your previous
3 callers. And the landline, we depend on; and
4 it was the only way that we could get
5 information on evacuation when the fires were
6 going.

7 I -- my complaint is the high bill
8 for seniors, and it keeps going up every
9 month; it's like a dollar extra or so like
10 that.

11 If you could help the seniors, so
12 many of us would be truly grateful because we
13 really depend on the landline; and I thank
14 you so much for holding these hearings.

15 ALJ GLEGOLA: Thank you so much for
16 your taking the time to call in.

17 THE OPERATOR: Next, we have Jonna
18 Connelly.

19 Jonna, your line is open.

20 STATEMENT OF SPEAKER CONNELLY

21 Hi, can you hear me? I have --

22 THE OPERATOR: Yes, I can.

23 ALJ GLEGOLA: Yes, please continue.

24 SPEAKER CONNELLY: -- a landline as
25 well, and had the same number since 1978; and
26 I'll tell you the problem with AT&T up here.
27 I live in Sonora, California, up in the
28 mountains, which is huge wildfire area. If

1 -- if I didn't have my landline, I would have
2 no access either to 9-1-1 or any of the other
3 emergency numbers, and they have told me,
4 "Don't use your cell phone if you need to
5 call an ambulance, because we won't ever get
6 your number. We can't even track you."

7 But my AT&T phone, I have had any so
8 many problems with my landline and my DSL
9 from them. I have been lied to repeatedly,
10 and the technicians that have come out have
11 verified that I have been lied to for so many
12 years; and I have a book written with all of
13 the entries in it, and I showed the last
14 technician, who was just here a week ago, and
15 he was, like, "Oh my goodness, I have never
16 seen anything like that," because I want to
17 track what is going on.

18 My landline -- and I have one living
19 aunt in Oregon, so I have to call her often.
20 She's 86, and she's extremely fragile --

21 (Timer notification.)

22 ALJ GLEGOLA: Thank you for sharing
23 your experience with us today.

24 THE OPERATOR: Next, we have Jerry
25 Wong.

26 Jerry, your line is open.

27 STATEMENT OF SPEAKER WONG

28 Okay. This is Jerry Wong, my --

1 J-e-r-r-y W-o-n-g. I live near Sanborn Road,
2 Santa Clara County in Saratoga, actually.

3 In my area, there is almost zero
4 signal from the -- from the AT&T, and
5 slightly better in the Verizon; and there is
6 also -- also no internet for this area for a
7 long time until recently one guy paid
8 expensive money to install, but they -- they
9 charge \$400 per month and with a two-year
10 contract, and then very few people in this
11 area can afford it. So, we all rely on this
12 landline, and we have the landline but the --
13 the service is getting worse and worse. So,
14 now, it -- they charge us from \$30 to \$60 per
15 month; and -- and now, in the last month, we
16 only have one day service in the -- in the --
17 in the three weeks -- I mean, in -- in the
18 month.

19 So, really hard to get the service
20 and really difficult to maintain the --

21 (Timer notification.)

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

24 THE OPERATOR: Next, we have Mark
25 Poppett.

26 Mark, your line is now open.

27 STATEMENT OF SPEAKER POPPETT

28 Yes, this is Mark Poppett,

1 P-o-p-p-e-t-t is how the last name is
2 spelled.

3 I'm an attorney in San Diego, and I
4 have been working remotely out of my home
5 remotely with -- with the courts, and I had
6 my landline AT&T, but I disconnected it
7 recently. I was just going crazy. I was
8 getting hundreds of spam and robocalls per
9 month, and I had an AT&T landline first back
10 in 1967. I would get, "Hi, I'm Sally. How
11 are you?" Or the one I remember most is a
12 guy that was threatening to throw me in jail
13 if I didn't pay my SDG&E bill; and I was
14 paying a hundred dollars a month and -- and
15 -- for that, and I just disconnected.

16 I'd never have -- I'd never have
17 another AT&T landline again.

18 Thank you.

19 ALJ GLEGOLA: Thank you for calling in
20 today.

21 THE OPERATOR: Next, we have, Lucile
22 Clohessy.

23 Lucile, your line is now open.

24 STATEMENT OF SPEAKER CLOHESSY

25 Yes, hello. My name is Lucile
26 Clohessy, C-l-o-h-e-s-s-y.

27 I live two miles east of the town of
28 Sonoma, California. And my issue is with my

1 internet. My provider is AT&T. My service
2 is slow. I have to restart my computer at
3 least five times a day, and I have traveled
4 outside the United States to other parts of
5 the world, and I find their internet service
6 far better than what I have right here at my
7 house.

8 So, thank you for having this issue
9 to be said.

10 Thank you.

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

13 UNKNOWN MALE SPEAKER: Yeah, most --
14 one guy was complaining about spam calls.

15 THE OPERATOR: Stand by. Apparently,
16 we have an open line. Give me a moment, and
17 I will get that corrected.

18 Next up, we have Stephanie Shlasky.

19 Stephanie, your line is now open.

20 STATEMENT OF SPEAKER SHLASKY

21 Hi, my name is Stephanie Shlasky.
22 That's S-t-e-p-h-a-n-i-e. Shlasky is
23 S-h-l-a-s-k-y.

24 I am calling about AT&T. I have a
25 landline. I have always had a landline. My
26 bill is now over \$104, and they used to have
27 promotions where you would get something off.
28 The last time I spoke with someone, they

1 advised me that they discontinued all
2 promotions; and that is because they're
3 trying to get rid of all the landlines.

4 This is ridiculous. I don't know
5 what I would have done when I had to call
6 9-1-1 if I didn't have a landline. This way
7 they knew where I was. With a cell phone,
8 who knows? I am in Pasadena. Cell reception
9 can be a little iffy, because of the San
10 Gabriel Mountains.

11 We need to maintain landlines, and
12 we need to make sure that they aren't so darn
13 expensive. I'm a senior citizen, and the
14 rate keeps going up.

15 Anyway, thank you for listening.]

16 ALJ GLEGOLA: Thanks for your time
17 today.

18 THE OPERATOR: Next we have a person
19 identified only as Yvette.

20 Yvette, your line is open.

21 STATEMENT OF SPEAKER YVETTE

22 Hello. Good afternoon. I've been
23 on the phone for the last hour, and I'm
24 listening to the various reasonings and
25 they're all for keeping the landlines
26 available, which I agree with.

27 Yes, most of us have cell service.
28 However, I particularly moved my cell phone

1 away from me during the evenings and my
2 family knows given an emergency they can
3 reach me on my landline.

4 I think there needs to be some sort
5 of supervision over how AT&T can raise their
6 rates. They're raising their rates. I have
7 an internet service, which is sketchy at
8 most. My phone line sometimes gets cutoff
9 and then comes back on. It's almost as if
10 they want reasons to get rid of the
11 landlines.

12 I'm really hoping -- and I
13 appreciate these hearings -- that you do not
14 get rid of the landlines.

15 Thank you.

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

18 THE OPERATOR: Next we have Valerie
19 Weich.

20 Valerie, your line is now open.

21 STATEMENT OF SPEAKER WEICH

22 Yes. Thank you so much. Valerie
23 Weich, V-a-l-e-r-i-e. Last name, W-e-i-c-h.
24 Glendale, California. I know AT&T wants to
25 completely phase out landlines. And like
26 many other people who are calling, I want to
27 keep my landline.

28 I have ASD, Autism Spectrum

1 Disorder. And I do not use cell phones. So
2 I absolutely need to keep the landline for
3 both personal use and business use as I work
4 from home.

5 Also my landline has been glitching
6 out. Most recently I lost service over the
7 holiday weekend. They did come and fix it.
8 But after talking with the representative
9 from AT&T president's office, they said they
10 are not maintaining the lines. And so that
11 these problems with landlines are going to
12 continue.

13 So please, please I wish to keep my
14 landline like everybody else.

15 Thank you so much for this
16 opportunity.

17 ALJ GLEGOLA: Thanks for calling in
18 today.

19 THE OPERATOR: Next we have Kathryn
20 Burnett.

21 Kathryn, your line is open.

22 STATEMENT OF SPEAKER BURNETT

23 Okay. Hi. This is Kathryn
24 Burnett, K-a-t-h-r-y-n. Burnett,
25 B-u-r-n-e-t-t. Calling from American Canyon
26 Napa County, California. My problem is with
27 the exclusive contract Xfinity claims to have
28 in my area to control all internet and Wi-Fi

1 at 3000 Broadway Street, LLC. A senior
2 mobile home park. AT&T fiber extends up
3 Broadway on either side of my park but not
4 here.

5 I'm a victim of identity -- of
6 intellectual property theft by UMC Comcast
7 Sky, which is the owner of Xfinity. However,
8 I cannot run my business because I have no
9 internet. Wi-Fi on my phone is spied on by
10 Xfinity. If I send an email from my phone
11 data Comcast disapproves of, it takes out
12 power to our entire park via a phone box on
13 the telephone pole across the street.

14 So I'm just wondering if PUC
15 decides to extend its --

16 (Timer notification.)

17 ALJ GLEGOLA: Thank you for calling in
18 today.

19 THE OPERATOR: Next we have Rujena
20 Davis.

21 Rue, your line is open.

22 STATEMENT OF SPEAKER DAVIS

23 My name is Rujena Davis. That's,
24 R-u-j-e-n-a. Last name Davis, D-a-v-i-s.
25 I'm a long-term retiree from AT&T. I live in
26 Discovery Bay, which is in the San Francisco
27 Bay Area. But it has taken me almost three
28 months just trying to get long distance

1 service.

2 I cannot call out of my exchange
3 without long distance service. I have to use
4 my cell phone, which is not AT&T. And their
5 service is just horrible. Just trying to get
6 service you got to be connected to so many
7 different departments, and it's just
8 horrible. It's taken me three months trying
9 to get long distance service. And it's just
10 miserable. That's all I need to say.

11 Thank you.

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

14 THE OPERATOR: Next we have Linda Bell.
15 Linda, your line is open.

16 STATEMENT OF SPEAKER BELL

17 Hi my name is Linda Bell, B-e-l-l.
18 And I was a 50-year customer of AT&T until
19 this year. It has been kind of a love-hate
20 relationship for a long time. Lot of things
21 got resolved and it just got to a point where
22 they could not resolve things. And all I
23 could get were sales promises. And instead
24 of fixing things, they just kind of doubled
25 -- just doubled down. I spent five or six
26 hours on tech calls week after week after
27 week.

28 Anyway, wireless -- I switched to

1 Verizon. I have no more issues with a
2 wireless phone line. Basically they priced
3 me out. \$85.00 a month for nothing but spam.
4 And everyone I know has switched over to cell
5 only.

6 I ported my landline number over to
7 Spectrum.

8 (Timer notification.)

9 ALJ GLEGOLA: Thank you for calling in
10 today.

11 THE OPERATOR: Next we have Sukey
12 Robb-Wilder. Your line is now open.

13 STATEMENT OF SPEAKER ROBB-WILDER

14 Thank you. And thank you for this
15 hearing. I'm Sukey Robb-Wilder, R-o-b-b,
16 hyphen Wilder, W-i-l-d-e-r. I am an elected
17 director of Sweetwater Springs Water
18 District, but I'm here speaking on behalf of
19 myself. I'm in the middle of Sonoma County
20 not too far from Guerneville. My service
21 providers are Verizon and AT&T. I am a
22 member of TURN and a strong supporter also.

23 I want to let you know that access
24 and service quality here where I live are
25 matters of life and death, and I'm not
26 exaggerating. In the last five years, we
27 have been evacuated three times: twice for
28 fires, once for flooding. It didn't use to

1 be that way and it looks like it's going to
2 be more.

3 I am concerned about the
4 technological incompetence of customer
5 service. And landlines, we really need
6 landlines. U-verse is not sufficient. I
7 found out the hard way.

8 Thank you.

9 ALJ GLEGOLA: Thank you so much for
10 taking the time today.

11 THE OPERATOR: Next we have
12 Mr. Phillips.

13 Mr. Phillips, your line is open.

14 (No response.)

15 THE OPERATOR: Again, Mr. Phillips,
16 your line is open.

17 STATEMENT OF SPEAKER PHILLIPS

18 Thank you very much. My name is
19 Mr. Phillips. I am a member of the West
20 Contra Costa Unified School District Board of
21 Education.

22 I'm calling in today to let all of
23 you know that in my opinion Comcast is an
24 important and reliable broadband provider.
25 They have been a leader in the community with
26 digital equity programs such as Internet
27 Essentials and Lift Zones. And I want to say
28 in particular the work that they have done

1 and continue to do but especially throughout
2 the pandemic around making sure that schools
3 and more importantly the students who attend
4 them have access to free and affordable
5 internet has been outstanding. And they
6 should be applauded for that.

7 Thank you.

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

10 THE OPERATOR: Next we have Anthony
11 Hoppe.

12 Anthony, your line is open.

13 STATEMENT OF SPEAKER HOPPE

14 Hi. My name's Anthony Hoppe,
15 H-o-p-p-e. I am a network engineer by trade
16 and thoroughly understand both circuit and
17 packet switch networks. And I am also a POTS
18 subscriber. And one of the biggest reasons
19 why I'm an advocate for POTS is the -- there
20 is not -- all you need is a phone to plug
21 into your copper pair, and you get dial tone.
22 There's nothing else required by the customer
23 to provide service.

24 With the next generation services,
25 and believe me I'm a big fan of fiber, when
26 it comes to telephone, there is -- the local
27 -- it's dependent on local power. So you
28 either have to plug in a UPF or some form of

1 backup power. And that's typically put on
2 the responsibility of the subscriber and not
3 the service provider. And for me that's one
4 of the biggest steps backwards when it comes
5 to fiber service is the lack of central power
6 from the central office.

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

9 THE OPERATOR: Next we have Arlong
10 Rocha.

11 Arlong, your line is open.

12 (No response.)

13 THE OPERATOR: Once again your line is
14 open, Arlong.

15 (No response.)

16 THE OPERATOR: We'll go ahead and move
17 on to the next. Next we have Kathleen Jones.

18 Kathleen, your line open.

19 STATEMENT OF SPEAKER JONES

20 Okay. Thank you. First of all, I
21 appreciate the opportunity to be able to
22 express my frustration. I'm a 64-year user
23 of AT&T. Use to be able to depend on it.
24 Can't anymore. When I call -- I have a
25 sister in Southern California and one up here
26 close to me. I'm in Castro Valley in the
27 middle of the San Francisco Bay Area.

28 When I call, my phone half way

1 through the call drops off. They can't hear
2 me. They're saying, "Hello? Hello?" And
3 eventually it comes back on. But that
4 happens very regularly.

5 I've called. You can only get the
6 automatic system. You never get to talk to
7 anybody. And supposedly they run some kind
8 of a check and tell you it's fixed. But it
9 isn't because it happens again.

10 And I too really depend on a
11 landline. I had a 3G phone until just
12 recently. But Verizon now is not going to
13 support 3G. So I have to now learn a new
14 technology, which is okay. But I really
15 depend on the landline for emergencies.

16 ALJ GLEGOLA: Thank you so much for
17 your time today.

18 THE OPERATOR: Next we have Jane
19 Watson.

20 Jane, your line is open.

21 SPEAKER WATSON: Hello?

22 ALJ GLEGOLA: Hello. Please continue.

23 STATEMENT OF SPEAKER WATSON

24 Thank you. Well, I live in what
25 used to be a well served area in Davis,
26 California in Sacramento. So I don't have --
27 until recently I didn't have a lot of
28 problems with AT&T. I -- my grandfather

1 worked for the telephone company. He worked
2 for GTE. People that have been investing in
3 telephone, copper wire, they're investing in
4 it for people to use in the future. We've
5 been paying taxes for these lines. People in
6 well served areas have been paying taxes for
7 decades so that people in rural areas who are
8 calling in right now can have their services.
9 And now we're going to pay more taxes to have
10 people to pair up millions of miles of copper
11 wires and do what with them? For absolutely
12 no reason. And the infrastructure --

13 (Timer notification.)

14 SPEAKER WATSON: Thank you for your
15 time.

16 ALJ GLEGOLA: Thank you as well for
17 your time.

18 THE OPERATOR: Next we have Sean
19 McLaughlin.

20 Sean, your line is open.

21 (No response.)

22 THE OPERATOR: Sean McLaughlin, your
23 line is now open.

24 SPEAKER McLAUGHLIN: Aloha?

25 ALJ GLEGOLA: Please continue.

26 STATEMENT OF SPEAKER McLAUGHLIN

27 Aloha. This is Sean McLaughlin
28 with Access Humboldt. And my name is,

1 S-e-a-n. Paketa, P-a-k-e-t-a. McLaughlin,
2 M-c-L-a-u-g-h-l-i-n. And I'm calling on
3 behalf of Access Humboldt.

4 Our -- we are an agent for the
5 county and cities in broadband access and
6 media access for our region. Humboldt County
7 and (indecipherable) of land.

8 Our quick two points are regarding
9 carriers of last resort and the essential
10 communications services providers in our
11 region. We can note two key points. One is
12 that lower income and remote rural
13 communities pay more for less service.
14 Higher prices, lower quality, less reliable
15 service in lower-income remote rural areas.
16 It's a digital form of redlining.

17 And we also note that we get more
18 responsive. Customer service is provided by
19 locally owned and operated networks than --
20 and we get many more complaints.

21 (Timer notification.)

22 ALJ GLEGOLA: Thank you for your time.

23 THE OPERATOR: Next we have Robin West.

24 Robin, your line is open.

25 STATEMENT OF SPEAKER WEST

26 Oh, hello. Surprise. My issue is
27 with AT&T landline predominantly. For five
28 years they have refused to make repairs. I

1 have a business line with a one-year
2 contract. And I started having very, very,
3 very loud static clicks and dropped calls
4 towards the end of February, and I reported
5 it and they wouldn't make repairs.

6 I had it -- it's a business line.
7 So I can't conduct my business. And also
8 I've had some trouble to be honest with the
9 PUC committing fraud on my last two
10 complaints. And they're refusing to take my
11 complaint over the phone regarding this AT&T
12 issue. And I would like them to take my
13 complaint.

14 I wrote to Judge Ito an email with
15 my complaint asking him to pass it on, but I
16 haven't received a response.

17 So I -- this has been going on for
18 about 5 years. There's 3 to 10 months out of
19 every year when I have no service with AT&T
20 because the static --

21 (Timer notification.)

22 SPEAKER WEST: Thank you.

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

25 THE OPERATOR: Next we have Paul
26 Mellersh.

27 Paul, your line is open.

28 ///

1 STATEMENT OF SPEAKER MELLERSH

2 Yeah. My name is Paul, P-a-u-l.
3 And last name's, M-e-l-l-e-r-s-h. I'm
4 calling from Grass Valley, California. And I
5 have AT&T.

6 The main problem I'm having with
7 AT&T is -- I have an ongoing problem. It's
8 like 45 years ongoing. It's like every time
9 -- almost every time -- it rains, the phone
10 goes out. It's just like clockwork. They
11 come out. And by the time they come out it's
12 a dry day. And they say, "Well, we switched
13 the line and everything's fine." And that's
14 it. And they're gone for the whole day until
15 the next time it happens. And it's just --
16 it's just ridiculous.

17 Technicians take a few weeks to
18 come out. So it takes a little while for
19 them to get out. And one technician told me
20 that the problem is because squirrels are
21 chewing on the line. Well, why don't they
22 replace the line is my big question.

23 I guess they want to delete it.
24 That's what I've been hearing. That's my
25 main point. I also want them to do better
26 maintenance and --

27 (Timer notification.)

28 ALJ GLEGOLA: Thanks for calling in

1 today.

2 THE OPERATOR: Next caller is Margery
3 Fearcey.

4 Margery, your line is open.

5 STATEMENT OF SPEAKER FEARCEY

6 Hi. This is Margery Fearcey,
7 F-e-a-r-c-e-y. I am also calling from
8 Humboldt County. And I have two issues with
9 AT&T. One of them ongoing. I have had this
10 landline since 1985. And every time it rains
11 in the last three years, I have no landline.
12 I get something on my phone that says, "Lines
13 in use." Every time it rains.

14 I have called in. I've had people
15 dispatched out here. They will give you
16 recordings saying when they're coming. So if
17 you're not -- if you have a prescheduled
18 appointment, you're going to miss them
19 anyway. The problem has not been resolved.
20 There, I believe, is something probably wrong
21 on the county line.

22 We didn't have a squirrel, but they
23 found a mouse nest in a box on the county
24 road a few years ago. The problem was never
25 fixed. No power, no phone of course.

26 (Timer notification.)

27 ALJ GLEGOLA: Thank you so much for
28 calling in today.

1 THE OPERATOR: Next we have Maya
2 Russell.

3 Maya, your line is open.

4 STATEMENT OF SPEAKER RUSSELL

5 Yes. Hello. This is Maya Russell
6 from Grass Valley, California. Excuse me.
7 I'm calling in today because I've lived in
8 Grass Valley for over 20 years. And in that
9 time, we've never been able to get any type
10 of internet service whatsoever.

11 When we first moved here over 20
12 years ago, AT&T told us they were going to
13 bring DSL and it would take two years.
14 Two years came and went. DSL never came.
15 And they kept saying, "Well, it will be two
16 more years." Then eventually they said,
17 "We're not doing DSL anymore. We're going to
18 do U-verse. It will take two years."
19 Two years came and went, no internet ever
20 came.

21 They are the only service in the
22 area, and they don't service -- they don't
23 service the few houses near me. Comcast
24 service is some of the other houses in the
25 area but only houses that existed back in the
26 days of the cable television. Our home was
27 built in 2000. And so Comcast wouldn't run
28 any additional lines to us. So we've had

1 absolutely no internet service.

2 (Timer notification.)]

3 ALJ GLEGOLA: Thank you for calling in.

4 THE OPERATOR: Next, we have Lisa Chow.

5 Lisa, your line is open.

6 STATEMENT OF SPEAKER CHOW

7 Hi. Yes, I'm Lisa Chow. L, like
8 in love; I, like in ice; T, like in -- S,
9 like in Sam; A, like in apple. Chow. C,
10 like in cat; H, like in hope; O, like in
11 office; and W, like in whip.

12 I live in Berkeley, and I have a
13 landline with AT&T, and it's been over 40
14 years and I want to keep it. And the main
15 reason is because I have a medical alert
16 system, and it will not function on U-verse
17 if the power goes out. And I'm very
18 concerned about that. I need that medical
19 alert system for emergencies, and I have had
20 to use it. Also, I prefer using a landline,
21 because I can hear my conversations much
22 better.

23 And I am also concerned about the
24 high cost, the rising cost of the landline.
25 I used to pay less than \$20 a month. From
26 what I'm hearing, it seems like it's very
27 discriminatory, what AT&T is doing, raising
28 the prices on the elderly and not considering

1 our needs for our safety and emergency.

2 Thank you so much for hearing my concerns,
3 and have a good day. And I --

4 (Timer notification.)

5 ALJ GLEGOLA: Thank you for calling in.

6 THE OPERATOR: Next, we have Howard.
7 Howard, your line is open.

8 STATEMENT OF SPEAKER HOWARD

9 Yes, hi. How are you today?

10 ALJ GLEGOLA: Doing great, sir. Please
11 continue.

12 SPEAKER HOWARD: I, unfortunately, live
13 in Los Angeles County, and I've been an AT&T
14 -- I've had three lines for over 20 years,
15 and whenever it would rain the lines would go
16 dead, I mean, like clockwork. Eventually, I
17 had to eliminate two of the lines. And I
18 have one line left that I'm forced to use for
19 my fax and alarm system. But, you know,
20 every time the technicians would come out,
21 they would say they're not putting any money
22 into the infrastructure, they would tie my
23 lines to other peoples' lines, and it was
24 just an awful experience, you know.

25 So I use a cellular line and I use
26 one landline but, you know, for 20 years they
27 just kept raising it --

28 (Timer notification.)

1 ALJ GLEGOLA: Thank you for your time
2 today.

3 THE OPERATOR: Next, we have Meeka
4 [sic] Esser. Meeka, your line is open.

5 STATEMENT OF SPEAKER ESSER

6 Yes, hello. My name is Michael
7 Esser, and Esser is spelled E-s-s-e-r. I'm a
8 small business owner in Los Angeles, and
9 English is not my first language.

10 I would like to propose that the
11 Commissioner introduce tools or legislation
12 to oblige every company, or at least every
13 publicly-traded company, and certainly every
14 state and federal government agency that is
15 customer-based and uses Voice over IP to
16 ensure that the sound quality of calls for
17 the customer service needs meet the
18 requirement that also enables older people
19 who are hard of hearing to have a meaningful
20 conversation. Thank you very much. Goodbye.

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

23 THE OPERATOR: Next, we have Michelle
24 Deese. Michelle, your line is open.

25 STATEMENT OF SPEAKER DEESE

26 Yes, hello. Can you hear me?

27 ALJ GLEGOLA: Yes, we can. Please
28 continue.

1 SPEAKER DEESE: Okay. So
2 M-i-c-h-e-l-l-e, Deese, D-e-e-s-e. I am in
3 rural Butte County, Northern California.

4 I have an AT&T landline, Consumer
5 Cellular. I have poor customer service. You
6 call early in the morning or, sorry, late
7 evening through early in the morning, all
8 repair calls are sent to the Philipppians
9 sales office. When the power goes out, the
10 phone's good for about two hours and then
11 won't come back on until the power comes back
12 on.

13 Oh my goodness, this other phone is
14 off.

15 Okay, rural services are poor. They
16 said that they're not going to maintain the
17 landline services. The rural cellular
18 service is poor, as well, so that's really
19 not complicating anything. So we need
20 landline service maintained. The prices are
21 ridiculous. I pay over a hundred dollars a
22 month so I can call anywhere in the U.S. and
23 have repair service, okay.

24 (Timer notification.)

25 ALJ GLEGOLA: Thank you for your time
26 today.

27 THE OPERATOR: Next, we have Anitra
28 Orian [sic]. Your line is now open.

1 STATEMENT OF SPEAKER NARAYAN

2 Hello. Hi, good afternoon. My
3 name is Anitra Narayan, A-n-i-t-r-a, N, as in
4 Nancy, a-r-a-y-a-n.

5 And I'm with Xfinity Comcast, and
6 I've been with them for about eight months,
7 and it's been nothing but issues with the
8 landline and the cell phone. Constant
9 interruptions, and call drops, and messaging
10 issues. Last month, they -- I had this
11 contract for two years. Last month, they
12 just went in and changed all the pricing and
13 changed everything, and now my bill is twice
14 as high.

15 Can't get through to anybody to fix
16 things, and then just get a runaround. Can't
17 talk to anybody who's local, it's all in
18 different countries sometimes, and they have
19 a different way of saying things, so it's
20 just been a really, really, really hard,
21 difficult time with Xfinity. Thank you for
22 allowing us to have this conversation.

23 ALJ GLEGOLA: Thank you for calling in
24 today.

25 SPEAKER NARAYAN: Thank you. Happy
26 holidays to everybody.

27 ALJ GLEGOLA: Same to you.

28 THE OPERATOR: Next, we have Melody

1 Odriscoll. Melody, your line is open.

2 STATEMENT OF SPEAKER ODRISCOLL

3 Melody Odriscoll, M-e-l-o-d-y
4 O-d-r-i-s-c-o-l-l.

5 I've had POTS lines in Warner
6 Springs, rural San Diego County, since 1986.
7 Two business lines have been let go because
8 of the poor quality of service or complete
9 lack of it. I haven't had service on my home
10 loan -- home number for at least 18 weeks. I
11 still am billed \$90 a month to call every
12 other day, and I have service from a regional
13 representative of AT&T, and have spoken to
14 the president of AT&T to be reimbursed for at
15 least nine months. My phone has not worked
16 in 10 years.

17 Please leave the copper lines in
18 place and repair. Rural communities,
19 farmers, and all of California needs the
20 support in our wildland fires. Thank you.

21 ALJ GLEGOLA: Thank you for calling in
22 today.

23 THE OPERATOR: Next, we have Sheri Fox.
24 Sheri, your line is open.

25 STATEMENT OF SPEAKER FOX

26 Hi, this is Sheri Fox, S-h-e-r-i
27 F-o-x. I live in Los Angeles.

28 I'm a residential customer, and my

1 comments are regarding my landline telephone.
2 Prior to July 2020, I did not own a cell
3 phone or a computer, so during the height of
4 the pandemic my landline was my only live
5 connection to the outside world.

6 In reviewing my phone records, I
7 determined I had phone outages and/or service
8 issues in 2010, 2011, 2012, 2014, 2015, 2017,
9 and 2020. All but one of those were problems
10 on AT&T's end. All but one of those were
11 fixed in a matter of one to three days. The
12 incident I want to talk about is the outage
13 in 2020. You already had one caller, whose
14 name I believe was John Gardner from North
15 Ridge, discuss the massive phone outage,
16 which also affected my phone. I reported
17 phone line trouble on June 25th. On June 30
18 all my service was cut, and it took 22 days
19 for AT&T --

20 (Timer notification.)

21 SPEAKER FOX: -- on July 16th.

22 ALJ GLEGOLA: Thank you for calling in
23 today.

24 Can we please have our next caller.

25 THE OPERATOR: Next, we have Dennis
26 Fox. Dennis, your line is open. Mr. Fox,
27 your line is open. Go ahead.

28 ///

1 STATEMENT OF SPEAKER FOX

2 Okay. I'm Dennis Fox, F-o-x, and
3 I'm in Bakersfield. First name is Dennis,
4 D-e-n-n-i-s.

5 I would like to call people, but I
6 don't know their number, and you end up
7 getting in an argument with a machine on the
8 information line. That can be repaired.

9 The other thing is, the elderly,
10 such as I, are getting scammed all the time.
11 It's on the phone, and you should push 2, and
12 they'll still call ya. And the robocalls can
13 be either eliminated or changed. I think the
14 people who get scammed should be made whole
15 by the people who are on the PUC. Thank you.

16 ALJ GLEGOLA: Thank you for calling in
17 today.

18 THE OPERATOR: Next, we have Connie
19 Bremer. Connie, your line is open.

20 STATEMENT OF SPEAKER BREMER

21 Hi, that's B-r-e-m-e-r. I'm 75.

22 My phone has been down twice in the
23 last 30 days with no monetary recompense
24 ever, and this has been going on for 20 years
25 every time it rains. I pay \$97.42 a month
26 for my landline, which is imperative that I
27 have it.

28 I lost my internet on October 28th,

1 2021, because the small businessman had to
2 take his power down because he put up a hobby
3 tower. I could have internet if I was
4 allowed to put up a small receiver the size
5 of a dinner plate on the PG&E and or AT&T
6 power pole. And I hope that the Public
7 Utilities Commissioner will make it easier
8 for small businessmen to fill in the gaps.
9 There's plenty of people out there that want
10 to do that. And to make it easier for me to
11 put up a dish up on my power pole. I could
12 have internet tomorrow, I could be on VoIP, I
13 could let go of my AT&T line. They lie to
14 us, they cheat us --

15 (Timer notification.)

16 ALJ GLEGOLA: Thank you for calling in
17 today.

18 THE OPERATOR: Next, we have Arcy
19 Penachat (phonetic). Arcy, your line is
20 open. Arcy, your line is open. We'll come
21 back to that.

22 Next, we have Janet Dumper. Janet,
23 your line is open.

24 STATEMENT OF SPEAKER DUMPER

25 Yes, hello. I'm calling about the
26 lack of local customer service that Xfinity
27 has. They cut my phone service off in the
28 middle of a conversation for no reason. I

1 had to wait three days for someone to come to
2 my house for some reason and fix it, but
3 there was nothing to fix. And till today I
4 haven't resolved what happened or why it
5 happened. I tried to call their offices.
6 They send you out to the Philipppians or
7 someplace. They made all these promises. I
8 can't even complain about the agent that
9 helped me, because my bill came and it was
10 just awful. There's just no way to get ahold
11 of them, but they take my money every month.
12 So these companies need to have a better
13 customer service policy that we can contact
14 them locally and they could give us help
15 within a day or so. Thank you very much.

16 ALJ GLEGOLA: Thank you for taking the
17 time today.

18 I just want to mention one more time
19 for folks who are perhaps looking for
20 assistance today, right now, from some of the
21 various telecommunications service providers,
22 if you do go to the following website, it's
23 www.cpuc.ca.gov/pph, you'll then be able to
24 link to the telephone service numbers for a
25 number of providers that are in California.
26 We asked them to provide contact information
27 for customer service providers who could
28 assist individuals calling in today. So that

1 is there for you. Thank you so much.

2 If we can have our next caller.

3 THE OPERATOR: Coming back to Arcy
4 Penachat again. Ms. Penachat, your line is
5 open. Once again, Ms. Penachat, your line is
6 open.

7 Next, we have Dr. Arambula.
8 Assemblyperson Dr. Arambula.

9 STATEMENT OF SPEAKER JIMENEZ

10 Hello. Yes, my name is Stephanie
11 Jimenez, and I'm a legislative assistant
12 providing a comment on behalf of
13 Assemblymember Dr. Arambula.

14 For many communities in the central
15 valley broadband is inaccessible, and the
16 conversation surrounding access is paramount.
17 Fortunately, service providers have made
18 critical investments into communities in his
19 district to address the digital divide.
20 We're thankful to companies like Comcast for
21 their work in providing \$1 million towards
22 expanding service to the community of Viola,
23 an unincorporated community of 1,427 people.

24 Additionally, further investors in
25 Viola established areas that provide free
26 Wi-Fi, access to laptops, and digital
27 literacy training. This has been
28 instrumental to young learners, in the wake

1 of the pandemic, who could not access
2 educational material or experienced learning
3 loss.

4 We thank the CPUC for thoughtfully
5 engaging the community on minimum service
6 quality standards and wanting to uplift
7 ongoing efforts to expand broadband access to
8 internet and broadband. Thank you for your
9 time and your continued work to bring digital
10 equity to the central valley.

11 ALJ GLEGOLA: Thank you so much for
12 calling in.

13 THE OPERATOR: Next, we have Phil Dow.
14 Phil, your line is open.

15 STATEMENT OF SPEAKER DOW

16 Hi, this is Phil Dow, P-h-i-l
17 D-o-w.

18 So my -- the reason I'm calling in
19 is U-verse is not a viable issue. We need to
20 keep 2Wire. The reason being is, we used to
21 live four miles away from a network switch
22 for Pac Bell and it never worked for us. I
23 now live in Calaveras County, and we have
24 better cell -- better phone service with
25 2Wire in Calaveras County than I did in San
26 Ramon, and San Ramon is in the east bay. So
27 we need to keep that. And I don't have --
28 I'm sorry. I will be making a comment via

1 e-mail, because I need to lay out bullet
2 points more, and I'll be making more comments
3 in an e-mail.

4 911 is also an issue that you can't
5 do Wi-Fi calling with a cell phone. So that
6 is also an issue, so we need to keep the
7 2Wire for that.

8 Thank you very much for your time,
9 and thank you very much, and you all have a
10 good holiday.

11 ALJ GLEGOLA: Thank you. You too.

12 THE OPERATOR: Next up, we have Shizue
13 Elwata [sic]. Your line is now open.

14 STATEMENT OF SPEAKER WADS

15 Yes, hello. Thank you,
16 Commissioner. My name is Shizue Wads,
17 S-h-i-z, as in zebra, u-e. Last name
18 W-a-d-s.

19 I am responding to a letter I
20 received from AT&T about transitioning the
21 landline I have had for over 35 years to
22 digital instead. I am 75 years old, live on
23 a fixed income, and English is my second
24 language.

25 When I received this notice from
26 AT&T, I was immediately worried. In my
27 experience, technology has been very
28 challenging, and it is not easy for me to

1 understand, especially device. I have
2 telephone, and I do not even use it because
3 of this. Following digital instructions to
4 set up and then maintain or even update a new
5 phone is very difficult, even when audio
6 instruction --

7 (Timer notification.)]

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

10 THE OPERATOR: Next up, we have
11 Shenglan Hwang.

12 Your line is now open.

13 STATEMENT OF SPEAKER HWANG

14 Good afternoon, my name is Shenglan
15 Hwang. Thank you for inviting me to today's
16 public participation hearing.

17 My name is spelled S-h-e-n-g-l-a-n.
18 Last name H-w-a-n-g. I am from San Diego,
19 California.

20 I would like to request an
21 investigation on my wireless phone services.
22 Since 2010 to now, my wireless connection has
23 not been stable even though I change to
24 different carriers.

25 At the beginning of the first one
26 week, the service was fine, but after one
27 week, the signal was not stable. I always
28 receive telemarketing calls. I am not able

1 to find a public phone service in my local
2 area.

3 My family members did not have this
4 kind of problem in the past, so I am
5 wondering if you can help me to investigate
6 the issue.

7 Thank you for your time and happy
8 holidays.

9 ALJ GLEGOLA: Thank you for your time
10 as well.

11 THE OPERATOR: Next, we have Jacqueline
12 Hopper.

13 Jacqueline, your line is open.

14 Jacqueline Hopper? Jacqueline
15 Hopper, your line is open.

16 STATEMENT OF SPEAKER HOPPER

17 Can you hear me?

18 ALJ GLEGOLA: Yes, please continue.

19 Please continue.

20 THE OPERATOR: Jacqueline, if you can
21 hear me, we're having some audio issues on
22 your end, apparently.

23 We will come back to your
24 momentarily.

25 Next up, we have Sharon Collins.

26 Sharon, your line is open.

27 STATEMENT OF SPEAKER COLLINS

28 Hi, my name is Sharon Collins,

1 S-h-a-r-o-n, C-o-l-l-i-n-s. I live in LA.

2 I had AT&T for about 35 years and
3 it's a landline, same number. And like they
4 said, when the weather is bad, the line is
5 bad. The price is high, so, it's just like
6 DWP, it's high. AT&T is just like DWP. It's
7 high and overpriced.

8 Thank you for listening.

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

11 THE OPERATOR: Jacqueline Hopper, we
12 are coming back to you.

13 STATEMENT OF SPEAKER HOPPER

14 Can you hear me?

15 ALJ GLEGOLA: Yes, we can. Please
16 continue.

17 SPEAKER HOPPER: Okay. I'm sorry.

18 Yes, I am calling about the terrible
19 service that I have had with AT&T. I finally
20 called and had my service changed three
21 months ago. I keep receiving bills every
22 month. I call in today, I was on the -- I
23 was on this call 55 minutes, and it's still
24 not resolved. They keep telling me, "Well,
25 it's not canceled." I said, "Well, cancel it
26 for me." I have a credit coming. Today, I
27 talked to four people. Finally, the last
28 person said, "I will have my supervisor call

1 you." In September, I paid my last bill.
2 October, November, December, I keep receiving
3 bills from AT&T. Horrible service, very
4 upset about it.

5 Now, I have been on the line with
6 you guys since 1:00. I was on line since
7 12:00 with them, so I wish they could do
8 something about that poor service that you
9 got. Runaround. Everybody says, "I'm
10 sorry," but nobody does anything.

11 Thank you.

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

14 THE OPERATOR: Next, we have Ramey
15 Zomisky.

16 Your line is now open.

17 STATEMENT OF SPEAKER ZOMISKY

18 Hi, this is Ramey Zomisky,
19 Z-o-m-i-s-k-y.

20 I would like to ask that you do
21 something about the scam calls that are
22 happening. I have spent hours trying to get
23 Cox to do something, Cox Communications.
24 They didn't even know what STIR/SHAKEN was
25 until I told them about it.

26 I have been on the phone with FCC,
27 FTC with the Consumer Protection Board. I
28 have tried everything. My neighbor is

1 disabled, and the littlest thing sets her
2 into a rage. She was getting five to eight
3 calls a day. She went to the point where she
4 turned her ringer off, and if anybody needed
5 to contact us -- her, they needed to contact
6 us; and we would go over and tell her.

7 It's gotten to the point I was
8 getting five to eight calls a day and having
9 to log them all with the FTC, the FCC and
10 with Nomorobo, and I just turned off my
11 ringer, so now neither of us have phones
12 because Cox Communications won't do anything.
13 Can you please do something about it.

14 Thank you.

15 ALJ GLEGOLA: Thank you for your taking
16 the time to call us today.

17 THE OPERATOR: Next, we have Joshua
18 Reynolds.

19 Joshua, your line is open.

20 STATEMENT OF SPEAKER REYNOLDS

21 Thank you. How much time do I have?

22 ALJ GLEGOLA: One minute, sir.

23 SPEAKER REYNOLDS: All right. Thank
24 you. Joshua Reynolds, J-o-s-h-u-a;
25 R-e-y-n-o-l-d-s, calling again from locally
26 here in San Diego.

27 I just want to express issues that I
28 have been having over the years. I call

1 customer service, if not twice monthly,
2 monthly and, you know, make my demands. I
3 never get anywhere, so I am glad this is
4 happening.

5 I have multiple lines. Some
6 people -- we initiated in San Diego. Some
7 live in Kansas and still have issues with
8 their phone services. We're being
9 overcharged. When I've called somebody in
10 another state, I get a spam call from a
11 number with that same state. So, if I call
12 somebody in Texas, I get a spam call from
13 Texas.

14 Spending hours on the phone with no
15 resolve with customer service, and I am
16 losing money, which I need to be compensated
17 for. The only compensation is five years of
18 free service on my entire line. I drop calls
19 frequently. I'm paying 100 percent and
20 getting 60 percent service.

21 I am unable to conduct business
22 because customers are trying to call me and
23 can't reach me.

24 (Timer notification.)

25 ALJ GLEGOLA: Thank you for taking the
26 time today.

27 THE OPERATOR: Next, we have Mary
28 Avila.

1 Mary, your line is now open.

2 STATEMENT OF SPEAKER AVILA

3 Thank you. That's Mary; M-a-r-y,
4 A-v-i-l-a. I am calling from Tulare,
5 California, which is in the Central Valley.
6 I am calling on behalf of several neighbors
7 and myself. My neighbors are quite elderly,
8 and they don't speak good English, and they
9 don't speak Spanish either.

10 So, the landlines are static-y[sic].
11 The -- the need for landline here, some of
12 them have medical equipment that need to
13 communicate. Some -- embarrassingly enough,
14 some have relatives who need their ankle
15 monitor for their parole connected to the
16 landline, and they're also concerned about
17 the cost because they're old, and they don't
18 have a lot of money.

19 The next thing is the customer
20 service line. If you can reach a person, and
21 you have to be pretty savvy going through the
22 dial one, dial two to get to a human being.
23 It's usually foreign countries, and there's a
24 communication problem, and they cannot help;
25 or they don't know what you're talking about,
26 so the training is bad.

27 ALJ GLEGOLA: Thank you for your time
28 today.

1 Can we please have our next caller?

2 THE OPERATOR: Our next caller is
3 Lavinya.

4 Lavinya, your line is now open.

5 STATEMENT OF SPEAKER LAVINYA

6 Hi, I just wanted to piggyback on much
7 of what I've heard today, because my parents
8 had their landline from AT&T, which was
9 originally Pacific Bell. We used to refer to
10 it as Ma Bell; that's how long ago.

11 I am having the same issues, and I
12 just want to say that I truly just define
13 this by AT&T is a calculated, methodical form
14 of extortion. I heard one person refer to it
15 as discriminatory. I agree 200 percent. It
16 is discriminatory towards our senior
17 population.

18 So, for me, I say that it is
19 synonymous of them trying to price us out of
20 our landlines. It is synonymous with elder
21 abuse, and I hope that that has been
22 recognized by those who are sitting on the
23 committee --

24 (Timer notification.)

25 ALJ GLEGOLA: Thank you for sharing
26 with us today.

27 THE OPERATOR: Next, we have Michelle
28 Jennings.

1 Michelle, your line is open.

2 STATEMENT OF SPEAKER JENNINGS

3 Yes, my name is Michelle,
4 M-i-c-h-e-l-l-e; Jennings, J-e-n-n-i-n-g-s.

5 I am calling on behalf of my mother,
6 who lives in Monterey, what has had problems
7 with AT&T. She had a -- a landline, which
8 she needs because she's disabled, and the
9 internet that she has had -- they first had
10 DSL, then it went to U-verse, and she has to
11 put in a new password every single day
12 because -- for some reason. She has spent
13 hours on the phone with them, and why is
14 their time more important, and it costs her
15 money to be on the line with them?

16 It's a horrible situation. AT&T
17 needs to do something. You have to keep the
18 landline phones for not just elderly people,
19 but for people that need to talk to someone
20 --

21 (Timer notification.)

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

24 THE OPERATOR: Our next caller placed
25 their name as "No Name Place."

26 No Name Place, your line is open.

27 STATEMENT OF SPEAKER NO NAME PLACE

28 Yes, thank you. What I wanted to talk

1 to you about is that I -- on November the 2nd
2 and November the 3rd, I had no dial tone. My
3 phone was -- I only have the landline. I
4 don't have a computer, internet or a -- or a
5 cell phone or any other others.

6 My phone was out on November the 2nd
7 and the 3rd, there was no way I can contact
8 you. I tried 6-1-1; that didn't work. Much
9 later, I found out that you discontinued that
10 service, 6-1-1. As I was driving to a local
11 store, I happened to see one of your AT&T
12 utility trucks. I approached him. He took
13 down my name and phone number to pass it on.
14 Two days later, I found him again. He said,
15 "Yes, we are working on it, and you will have
16 service soon," which I did.

17 So, in other words, for two days, I
18 had no telephone. No way to contact in emer
19 -- in a case of emergency, because all my
20 neighbors have a cell phone. Now, I have
21 something to argue with my son --

22 (Timer notification.)

23 ALJ GLEGOLA: Thank you for calling in
24 today.

25 THE OPERATOR: Our next caller is Doug
26 Respeader.

27 Doug --

28 ///

1 STATEMENT OF SPEAKER RESPEADER

2 Hello.

3 THE OPERATOR: -- your line is open.

4 SPEAKER RESPEADER: I am calling using
5 my AT&T landline. It's serviced this house
6 for 55 years, originally installed as a
7 Pacific Bell line and, you know, it has only
8 been out maybe three times in 55 years. The
9 local technicians are great but getting
10 through to somebody on the phone when you
11 have a customer service issue is virtually
12 impossible.

13 The main reason for my comment is I
14 want to underscore the importance of
15 maintaining the copper wire landlines. AT&T
16 cell phone service does not service our
17 neighborhood in Arnold, California. Verizon
18 requires us to be either outside or very
19 close to a window if using a cell phone. So,
20 especially during winter storms when the
21 power is out and cell phones don't work with
22 snow in the trees, we want to make sure that
23 AT&T maintains those copper lines.

24 So, thank you for taking that
25 comment.

26 ALJ GLEGOLA: Thank you for calling in.

27 THE OPERATOR: Our next caller is
28 Deanna Catalo[sic].

1 Deanna, your line is now open.

2 STATEMENT OF SPEAKER CATALANO

3 Hi, I hope it's me. It's Dina
4 Catalano; D-i-n-a, C-a-t-a-l-a-n-o.

5 I am calling on behalf of my
6 82-year-old dad, who has dementia and lives
7 in rural Moccasin in Tuolumne County. He has
8 AT&T for both cell and landline service. The
9 cell service, unfortunately, is very shoddy
10 and unreliable, and unless he goes outside to
11 certain spots on the property, he doesn't
12 have connectivity and service; therefore, he
13 relies heavily on his landline, which seems
14 to go down in that area on a somewhat regular
15 basis.

16 He just lost service twice in the
17 last two weeks. He has been without service
18 anywhere from one to seven days, which is
19 unacceptable. All the family lives at least
20 two hours away, and it's critical that I be
21 able to connect with my dad throughout the
22 day to ensure he is taking his meds and
23 recording his blood pressure. So, it's so
24 imperative that the landlines are properly
25 maintained and are replaced, so they're
26 functional at all times. Especially in the
27 event of an emergency, the ability for him to
28 call 9-1-1 is critical.

1 I also think the cost he pays for
2 the landline is excessive, and the scam calls
3 are horrendous.

4 Thank you for your consideration.

5 ALJ GLEGOLA: Thank you for calling in
6 today.

7 UNIDENTIFIED CALLER: Hello?

8 ALJ GLEGOLA: Hello.

9 THE OPERATOR: Your line is open.

10 STATEMENT OF SPEAKER ASHAOL

11 Okay. Thank you. My name is Folorulso
12 Ashaolu, F-o-l-o-r-u-l-s-o; and last name
13 A-s-h-a-o-l-u. I am calling from Stockton,
14 California.

15 Good evening, Commissioner and the
16 Judge. My issue is with AT&T. I want,
17 please, to help get AT&T to port my number --
18 (209) 957-4508, (209) 957-4508 -- to my new
19 carrier, which I switched on the 24th, and I
20 talk with the agent, but the agent said, "I
21 can't do that once you," -- I have to reverse
22 it. I don't owe them at all. For the
23 14 years I've been with them, I have never
24 owed them, so for poor support services and
25 the -- whatever, they overspend and it's
26 arbitrary, so that's why I change my --
27 please, help me tell them to help me port my
28 number to my new carrier.

1 Thank you so much. As a matter of
2 fact, they owe me money before I switch, and
3 they send me -- of course. For that reason,
4 I am not with them, so I don't know why they
5 should tell me --

6 (Timer notification.)

7 ALJ GLEGOLA: Thank you for calling in
8 today.

9 THE OPERATOR: Next caller is
10 Clara[sic].

11 Your line is now open.

12 STATEMENT OF SPEAKER CARLA

13 Do you mean Carla?

14 THE OPERATOR: Yes. Go ahead.

15 SPEAKER CARLA: Hi, my name is Carla,
16 C-a-r-l-a. I am calling for a lot of
17 reasons. Mainly, my bill keeps going up. I
18 haven't done anything different. Each month
19 my bill is almost a hundred dollars just to
20 have regular calling. When I call in to try
21 to remove long distance, they tell me, "Oh,
22 you guys are canceling a landline," and you
23 guys keep raising the prices because you
24 don't want to be bothered with landlines
25 anymore. That's a bunch of malarkey.

26 We need landlines. I can't afford
27 any of that. Cell phones can't get through
28 to 9-1-1. Where is your location? It's not

1 like the house. You guys really need to
2 think of the -- all people, no matter what
3 our race, our age or anything is or our
4 income.

5 This is ridiculous, and for your
6 workers not to be helpful -- your reps just
7 to be more like a -- oh, what's the word?
8 Salesmen to try to get me to go to fiber
9 optics; that will never happen.

10 We've had this number for over 80
11 years. My mom worked as a telephone
12 operator, and I think that this is ridiculous
13 how we're being treated for being loyal.

14 That's it. Thank you.

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

17 THE OPERATOR: Our next caller is
18 Mashay Sharp.

19 Your line is now open.

20 STATEMENT OF SPEAKER SHARP

21 Yes, hi. My name is Mishay, and I do
22 want to piggyback on the importance of
23 landline technology. Power outages, losing
24 battery, that's all -- that -- that doesn't
25 compare to being able to plug a phone into
26 the wall and have service when you need it.

27 What may be needed to be considered
28 is not -- stop allowing AT&T to have a

1 monopoly on that landline. The service is
2 bad. I have had problems with AT&T. I have
3 a problem with them now. So, the -- the
4 technology is needed. Landlines need to
5 stay, but maybe AT&T should no longer have
6 the monopoly over it, and I know I am going
7 to run out of time, so that's all I have to
8 say for right now.

9 ALJ GLEGOLA: Thank you for calling in
10 today.

11 THE OPERATOR: Next, we have Billie
12 Jean Carter.

13 Billie Jean, your line is open.

14 STATEMENT OF SPEAKER CARTER

15 Oh, good afternoon. First, quickly, I
16 just want to make a request that any
17 politician or their staff member that is
18 calling in, please, can you state whether or
19 not you received any type of political
20 funding from any of the telecommunications
21 companies.

22 To Your Honor and the Commissioners,
23 what you have heard today and on the 5th of
24 December, these are very life challenging,
25 even life-threatening situations that
26 Californians are been placed in due to the
27 negligence of the telecommunications
28 companies, particularly AT&T.

1 There is false advertising. They
2 are not delivering services that they are
3 getting paid for, and this is -- it's -- it
4 really has gone into the realm of
5 criminality.

6 I am requesting, your Honor, and the
7 board members --

8 (Timer notification.)

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

11 THE OPERATOR: Next, we have Erick
12 Ortiz.

13 Erick, your line is open.

14 STATEMENT OF SPEAKER ORTIZ

15 Hello. My name is Erick Ortiz, spelled
16 E-r-i-c-k, O-r-t-i-z. I live in Azusa, a
17 city in Los Angeles County.

18 My chief complaint about my internet
19 service provided by Spectrum is that it is
20 too expensive, and I am left with no other
21 options because of the monopoly that internet
22 service providers have.

23 The most affordable option that
24 meets my needs is priced at \$80 a month.
25 Spectrum is the only internet service
26 provider available in my building that has a
27 usable level of internet speed leaving with
28 me no other alternatives. I think it's

1 incredibly unjust that these ISPs use their
2 monopolies to gouge us for mediocre service.
3 Even worse, upon reading the pricing
4 disparities report by the California
5 Community Foundation and Digital Equity LA, I
6 have learned that ISPs provide slower and
7 more expensive connection in high poverty
8 neighborhoods as opposed to faster less
9 expensive connections in wealthier
10 neighborhoods.

11 The classist and racist implications
12 of this is both disheartening and
13 unacceptable. It's important that the CPUC
14 prompt an investigation to validate findings,
15 potentially discriminatory disparities in
16 advertised pricing and --

17 (Timer notification.)

]

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

20 THE OPERATOR: Our next caller is Mark
21 Ang.

22 Mark Ang, your line is open.

23 STATEMENT OF SPEAKER ANG

24 Yes. My is Mark Ang. I'm a
25 community organizer in Southern California.
26 And my area spans LA, San Bernardino, and
27 Orange.

28 Talking to a lot of people in the

1 community especially businesses, everyone is,
2 like we heard today, pretty upset at the
3 shoddy service even in urban areas. Don't
4 even get me started on more rural areas in
5 San Bernardino where I live.

6 I can have internet cut out for
7 basically two hours in peak times like during
8 noon. It's pretty crazy.

9 And echoing a lot of sentiments
10 here, you get on customer service and they
11 route you to the Philippines and no one knows
12 what they're doing, and they keep raising
13 prices.

14 So the reliability (indecipherable)
15 a lot, but I want that reliability to be
16 there. Because, you know, for businesses
17 it's like coordinating shifts, training
18 remotely, all this stuff. Google translate
19 for a lot of, like, Asian and Latino
20 communities that don't speak English. This
21 is really bad when overall --

22 (Timer notification.)

23 ALJ GLEGOLA: Thank you for calling in.

24 THE OPERATOR: Next we have Kathleen
25 Nickelson.

26 Kathleen, your line is open.

27 STATEMENT OF SPEAKER NICKELSON

28 Thank you. I have had a landline

1 for years and years, and AT&T is all I've
2 ever had, okay. I keep getting expensive
3 propositions to put on the phone bill. And
4 it got so high there in changing of my basic
5 landline to where I took -- I took all of the
6 numbers that I had out of state and
7 everything, I can't call them. And now it's
8 down to calling within a next door neighbor
9 because I don't have that.

10 And so when I call them back, and I
11 said, "Look, I have eliminated everything on
12 my bill." And I'm in Southern California.
13 And the last bill was \$70.06. I don't have
14 anything anywhere I can call to. Now, I can
15 call an 800 number. But if it's not an 800
16 number, I can't call it.

17 And so when I had to do that he
18 says, "Well, you don't use it anyway."

19 But I said, "It's nice to have."

20 So they took my toll calls. That's
21 fine now.

22 (Timer notification.)

23 ALJ GLEGOLA: Thank you for taking the
24 time to call us today.

25 THE OPERATOR: Next we have Catherine
26 Lancaster.

27 Catherine, your line is open.

28 ///

1 STATEMENT OF SPEAKER LANCASTER

2 Yes, hello. I have several AT&T
3 lines. They regularly go out almost every
4 single time it rains and I'm Orange County,
5 which means it doesn't rain very much. But
6 some year we're going to get some real rain.
7 So I'd say 20 percent of the time I don't
8 have landlines.

9 I try to contact. They said,
10 "Okay. Go to the website. Go to the
11 website." And after I go through the
12 multiple menus they say, "We can't solve your
13 problems through this." I call the two
14 numbers. They're both not in service.

15 Then I go back to the bill, call
16 that other number, and I get through like
17 four more different people that don't know
18 what they're talking about. This is
19 extremely frustrating.

20 It's just -- what AT&T is trying to
21 do is making -- commit, you know, landline
22 suicide. To cut off all of our service on
23 the landlines.

24 And I do have cell phones.
25 Thankfully I'm able cope with that, but my
26 husband isn't. And he needs the landline.
27 So this is particularly difficult for those
28 without means and --

1 (Timer notification.)

2 ALJ GLEGOLA: Thank you for your time
3 today.

4 THE OPERATOR: Next we have Judie
5 Gordon.

6 Judie, your line is open.

7 STATEMENT OF SPEAKER GORDON

8 Yes. Thank you. It's Judie,
9 J-u-d-i-e G-o-r-d-o-n. My phone has been out
10 since October 13th. Everybody has said
11 everything about it and then some. My
12 request is very simple. Could the gentleman
13 who gave the website for contacting the other
14 agencies please do it again? Do it slowly
15 and do it phonetically. I can't get all the
16 website -- the letters and alphanumerics.

17 ALJ GLEGOLA: I can do that right now.
18 The website is www.cpuc -- that's "California
19 Public Utilities Commission --".ca -- that's
20 "C-A" as in "California --" .gov\pph. That's
21 "Public Participation Hearing."

22 If you go to that website, you will
23 then be able to click on a document that
24 should have a number of phone numbers
25 including one for your provider and the
26 contact information for that.

27 Did you get that?

28 SPEAKER GORDON: Yes.

1 ALJ GLEGOLA: Okay. Great.

2 THE OPERATOR: Next we have Pat.

3 Pat, your line is open.

4 STATEMENT OF SPEAKER PAT

5 Thank you very much for taking our
6 calls. I have several different issues.
7 One, I need a mailing address. As you've
8 heard, many of us do not have internet
9 service and computers. So please give us a
10 mailing address that we can write a detailed
11 letter to you.

12 I have AT&T on both a home and
13 business line. AT&T is communication service
14 with poor communication skills. It's
15 impossible to get to a representative without
16 taking at least an hour of your time being
17 disconnected, transferred to the wrong
18 agency, put in the Philippines who refuse to
19 transfer you back to the U.S., which I
20 believe there is a law about.

21 My business line increases billing
22 -- the amount. My billing line amount
23 increases every six months without any 30-day
24 notice of an increase coming. I believe
25 they're supposed to write you before they
26 increase you any type of bill.

27 I do not have Wi-Fi. They tell me
28 they will lower my rates if I put Wi-Fi in.

1 I have copper lines.

2 (Timer notification.)

3 ALJ GLEGOLA: Sorry about that. I was
4 trying to stop the cutoff. But for those
5 looking for an address or a phone number,
6 there's a couple ways to interact with the
7 Commission. During normal business hours,
8 you can contact the Commission's Public
9 Advisors Office. The phone number for that
10 is 1-866-849-8390.

11 You can also write the Commission.
12 The Commission's address is California Public
13 Utilities Commission. The address is 509
14 (sic) Van Ness Avenue, San Francisco,
15 California 94102. Hopefully that helps.

16 Can we have our next caller, please?

17 THE OPERATOR: Next we have Benjamin
18 Medina.

19 Benjamin, your line is open.

20 STATEMENT OF SPEAKER MEDINA

21 Good afternoon, everyone. My name
22 is Benjamin Medina. I represent as director
23 of operations San Juan Capistrano Chamber of
24 Commerce home of the famous Mission San Juan
25 Capistrano.

26 My comments are simply household
27 communications and broadband provided by Cox
28 Communications was effective during the

1 COVID-19 lockdown. Our members relied on us
2 for guidance, and they were able to stay
3 connected with us because of our reliable
4 mobile and internet services. We were a
5 lifeline for survival and success of a small
6 and proud business community.

7 Now, because of the
8 telecommunication services, we were able to
9 help our business members understand and
10 apply for (indecipherable) navigate resources
11 for their staff and to ensure their health
12 and safety and stay connected to our vibrant
13 community.

14 Our mission is to promote and
15 foster a vibrant business environment for San
16 Juan Capistrano. And without reliable
17 internet and mobile services, that mission
18 could not be accomplished. We believe that
19 every business community in California should
20 be --

21 (Timer notification.)

22 ALJ GLEGOLA: Thank you so much for
23 sharing.

24 THE OPERATOR: Before we go to our next
25 caller, I just want to remind folks if you
26 would like to make a comment, please press
27 star-one. Be sure to unmute your phone to
28 record your name clearly so I can announce

1 you.

2 Again, if you'd like to enter into
3 the queue for comments, please press
4 star-one, unmute your phone, and record your
5 name clearly please.

6 Next we have Leigh Jennings.

7 Leigh, your line is open.

8 STATEMENT OF SPEAKER JENNINGS

9 Yes. Hello. My name is Leigh,
10 L-e-i-g-h. I'm calling first to let you know
11 that the website you keep giving, you keep
12 saying "backslash." But according to the
13 picture on the computer, it's a forward
14 slash. So it's .puc/PPH. I think is what it
15 was.

16 Anyway, I'm calling because the
17 landline situation needs to be fixed. It
18 needs to be -- it needs to continue. It
19 needs to -- the price is outrageous. Why
20 they keep raising the rates on us, they're
21 doing it specifically so that we will stop
22 using landlines. And it's something that we
23 have to have.

24 And the CPUC if you vote against
25 this and vote to not continue the landline,
26 you'll be making a big mistake. And you
27 should think about how you would justify that
28 to your children and grandchildren.

1 ALJ GLEGOLA: Thank you for calling in
2 today.

3 THE OPERATOR: Next we have Jane Doe.
4 Jane Doe, your line is open.

5 STATEMENT OF SPEAKER DOE
6 Hi. I'm just calling in
7 anonymously because I'm concerned about the
8 issue of discrimination. And I'm also
9 concerned about the fact that since it is an
10 issue the CPUC doesn't provide any
11 information on where those affected can file
12 claims under the Civil Rights Act of 1964
13 Title 6 and California's (indecipherable)
14 Act.

15 When is the Commission going to put
16 that information along with other relevant
17 information for those affected by this issue
18 on their website?

19 Thank you.

20 ALJ GLEGOLA: Thank you for calling in
21 today.

22 THE OPERATOR: Next we have Mark
23 Salinas.

24 Mark, your line is open.

25 STATEMENT OF SPEAKER SALINAS

26 I think it's me, Mark Salinas. I
27 just want to reiterate a lot of what I've
28 heard already on this hearing. The landline

1 service is needed, but it's gotten terrible.
2 I've had numerous instances of static on my
3 line. It's impossible to reach AT&T to put a
4 work request in. And when you do, it takes
5 weeks to get repairs.

6 The service persons' malign
7 management, and they all say the system's not
8 being maintained. AT&T raises the price
9 every year \$2.00 to \$3.00. And they are
10 certainly -- I'm convinced they're trying to
11 get us all to cancel through their terrible
12 service, higher costs, and benign neglect.

13 We need the landlines. It needs to
14 be available. Don't let them do this.

15 Thank you.

16 ALJ GLEGOLA: Thank you for calling in.

17 THE OPERATOR: Next we have Peter
18 Stevenson.

19 Peter, your line is open.

20 STATEMENT OF SPEAKER STEVENSON

21 Yes. Stevenson is,
22 S-t-e-v-e-n-s-o-n. I don't have a landline
23 anymore. But my neighbors some of them do
24 and rely on it. And it's the same problems
25 as everybody else. It's very intermittent,
26 and they are definitely trying to abandon the
27 copper lines.

28 I had to go off of my 20-year long

1 Verizon cell phone because it would no longer
2 work. Had to spend thousands to get 5G
3 phones for me and my wife so we could
4 continue to be able to maintain contact with
5 each other when one of us is away from the
6 house. So the changes in the --

7 (Timer notification.)

8 ALJ GLEGOLA: Thank you for calling in
9 today.

10 THE OPERATOR: Our next comment comes
11 from Elaina Sole.

12 Elaina, your line is open.

13 (No response.)

14 THE OPERATOR: Again, Elaina, your line
15 is open.

16 (No response.)

17 THE OPERATOR: We'll come back to that.

18 Next up we have Cheri Pierre.

19 Cheri, your line is open.

20 STATEMENT OF SPEAKER PIERRE

21 Yes. C-h-e-r-i P-i-e-r-r-e, Cheri
22 Pierre CEO of Computers to Kids in San Diego.
23 Computers to Kids has been working with Cox
24 Communications since 2010 to provide families
25 with access to affordable internet through
26 Cox's Connect2Compete Programs.

27 During the pandemic, Cox greatly
28 enhanced our discounted internet program in

1 response to the Affordable Connectivity
2 Program with the addition of Connect Assist.
3 Both Connect Compete and Connect Assist
4 ensure our families have access to free
5 internet services.

6 Additionally Cox partnered with
7 non-profit refurbishers to ensure families
8 can easily utilize the \$100 ACP device credit
9 toward a computer.

10 Through Cox's outstanding effort,
11 See to Pay has distributed more than 96,000
12 computers during the pandemic enabling needs
13 families to access free internet through ACP
14 ensuring they remain connected to schools,
15 family, and community resources.

16 We applaud Cox's commitment to
17 bridging the digital divide.

18 Thank you.

19 ALJ GLEGOLA: Thank you for calling in
20 today.

21 THE OPERATOR: We'll try Ms. Elaina
22 Sole again.

23 Elaina, your line is open.

24 (No response.)

25 THE OPERATOR: Again, Elaina, your line
26 is open.

27 (No response.)

28 THE OPERATOR: We will move on.

1 Next resident is Oakland Resident is
2 put their name in.

3 Oakland Resident, your line is now
4 open.

5 STATEMENT OF SPEAKER OAKLAND RESIDENT

6 Hello. I'm a long-time Oakland
7 resident, long time AT&T customer. I depend
8 on my landline for everything including my
9 job as a caregiver.

10 AT&T's neglect of the copper wire
11 network so badly it barely functions. At
12 various places the phone connection to my
13 building has been wrapped in so much Duct
14 Tape, it looked like a mummy. And it has
15 been attacked by thieves.

16 When this happened, the AT&T repair
17 rep tried to charge me a lot of money for
18 fixing an interior line problem when the
19 issue was an exterior crackhead swinging from
20 the wire so he could sell it.

21 Also a problem are the punitive
22 late fees, which have been over 50 percent of
23 my bill on occasion. This company cannot be
24 reformed. Its assets, particularly copper
25 wire, need to be placed under public control.

26 (Timer Notification.)

27 SPEAKER OAKLAND RESIDENT: Thank you.

28 ALJ GLEGOLA: Thank you for calling in

1 today.

2 THE OPERATOR: Our next caller is
3 Jacquelyn (sic) Gale.

4 Jacquelyn, your line is open.

5 STATEMENT OF SPEAKER GALE

6 My name is Jessilyn Gale,
7 J-e-s-s-i-l-y-n G-a-l-e. And I'm a
8 communications professor for the Los Rios
9 Community College District. And currently
10 all my curriculum is virtual to allow
11 students the opportunity to learn at their
12 own comfort level.

13 I wouldn't be able to offer these
14 courses without my internet and mobile
15 services. It's how I do everything: Teach,
16 communicate with students, provide feedback,
17 enter grades.

18 Without my reliable connection,
19 this would not be possible. Even my weekly
20 office hours are virtual via mobile or
21 internet so more students can connect with me
22 outside of class hours.

23 Thank you so much.

24 ALJ GLEGOLA: Thank you for calling in
25 today.

26 THE OPERATOR: Next we have Amy
27 Fuentes.

28 Amy, your line is open.

1 (No response.)

2 THE OPERATOR: Amy, your line is open.

3 STATEMENT OF SPEAKER FUENTES

4 Hi. This is Amy Fuentes. I'm the
5 chief operating officer with the Fresno
6 Chamber of Commerce. We're about a
7 1,000-member business organization of which
8 not only does Comcast serve a large part of
9 our area and provide excellent service, but
10 their partnership in our community as you can
11 understand is such a (indecipherable) digital
12 divide. And their partnership and
13 willingness to always come to the table have
14 had a huge public impact on our community.

15 So thank you for having this
16 hearing and, you know, we're very thankful
17 that Comcast is a partner.

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

20 THE OPERATOR: Next we have Damien
21 Jordan.

22 Damien, your line is open.

23 SPEAKER JORDAN: Hello. Can you hear
24 me?

25 ALJ GLEGOLA: Yes, we can. Please
26 continue.

27 STATEMENT OF SPEAKER JORDAN

28 It's Vivian Jordan actually. I'm

1 calling in for the -- I have Comcast. I got
2 out of the hospital on strong pain medicines
3 and went to get the free internet and
4 landline that I desperately need for 911 in
5 case I get sick because I don't like the cell
6 phone. I don't feel that they're accurate
7 for 911.

8 And I'm being charged a lot, a lot
9 of money that I do not ever -- the employees
10 that work there, got my phone and started
11 doing things and ordering things. And now
12 I'm getting charged for it and threatened to
13 be sent to small claims court. They just --
14 I mean to the correction -- the collections
15 office. They just recently turned off my
16 phone. And they today turned it back on.

17 So that is -- I think that somebody
18 can look into that. And a landline is very
19 important to the disabled. Thank you for
20 your time.

21 ALJ GLEGOLA: Thank you for your time.]

22 THE OPERATOR: Next, we have Cindy
23 Hollister. Cindy, your line is open.

24 STATEMENT OF SPEAKER HOLLISTER

25 Hello, my name is Cindy Hollister,
26 H-o-l-l-i-s-t-e-r. I'm a member of the
27 Comptche Broadband Committee.

28 Please extend the quality standards

1 in Section 3 of the General Order 133-D to
2 not only apply to traditional POTS, but to
3 all technologies used to deliver essential
4 services. Our small community of Comptche is
5 served only by AT&T POTS with no other major
6 cellular or internet services available. Our
7 written comments of November 26th document
8 the many outages we've sustained in 2022 and
9 demonstrated the neglect essential service
10 providers will use when strict laws aren't in
11 place.

12 Our committee has worked with AT&T
13 to draft Advice Letter 49108-A to replace our
14 aging copper network with a fiber network for
15 essential broadband services. Thank you very
16 much.

17 ALJ GLEGOLA: Thank you.

18 THE OPERATOR: Next, we have Fern
19 Burch. Fern, your line is open.

20 STATEMENT OF SPEAKER BURCH

21 Hi, I'm here. My name is Fern,
22 F-e-r-n, Burch, B-u-r-c-h.

23 We have POTS and DSL. We've been
24 told that AT&T will no longer support DSL and
25 will force us to move to U-verse in 2023. If
26 there's no electricity, we will have no 911,
27 no phone service, no internet, and no ability
28 to inform AT&T service is down. We don't

1 appreciate being slammed to a more expensive
2 and less reliable service. Thank you for
3 letting me speak.

4 ALJ GLEGOLA: Thank you for calling in
5 today.

6 THE OPERATOR: Next, we have Shannon
7 Snow. Shannon, your line is open.

8 STATEMENT OF SPEAKER SNOW

9 Hello, this is Shannon Snow,
10 S-h-a-n-n-o-n S-n-o-w, and I live in North
11 San Juan, California, and I've lived here for
12 20 years. I'm still two miles away from any
13 electricity, so no fiber's going to come up
14 here any time soon.

15 I'm speaking for myself and my
16 neighbors, some of which do not even have
17 landlines. If a landline is disconnected up
18 here, AT&T will not connect the line again,
19 ever again. My son and family live half a
20 mile away. They have all of this set up, but
21 AT&T will not hook them up. So I hate to say
22 this, but if we have an emergency, we shoot
23 three times into the air. I don't know where
24 to go for that.

25 I have offered AT&T my property for
26 solar powered cell towers. We have no cell
27 towers, we have no cell phones. Our phone
28 goes out every time it rains, just like

1 everybody else's. And when there's an
2 emergency, we just have to --

3 (Timer notification.)

4 ALJ GLEGOLA: Thanks for calling in.

5 THE OPERATOR: Our next caller is Mona
6 Froyd [sic]. Mona, your line is open. Once
7 again, Mona Froyd, your line is open. We'll
8 try again in a moment.

9 Next, we're going to try Margaret
10 [sic] Love. Margaret, your line is open.

11 STATEMENT OF SPEAKER LOVE

12 Margaret or Barbara?

13 THE OPERATOR: Ms. Love, your line is
14 open.

15 SPEAKER LOVE: Can you hear me?

16 ALJ GLEGOLA: Yes, we can. Please
17 continue.

18 SPEAKER LOVE: It's Barbara,
19 B-a-r-b-a-r-a, Love, L-o-v-e.

20 I'm a senior citizen, and I also
21 have a disability, and I can't be around
22 Wi-Fi either, so I have to have a landline.
23 I have AT&T. I've been stranded many times
24 with no phone service as much as two weeks at
25 a time. So the landline is my only, my only,
26 means of communication, and for that and long
27 distance I pay \$80 a month. And I can't
28 afford call waiting, so if I'm on the phone,

1 I miss a lot of important phone calls.

2 I just really quickly want to thank
3 all the callers. There have been many valid
4 points that have been stated. And I really
5 like the idea of not a monopoly. Good point.
6 Thank you very much.

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

9 THE OPERATOR: Next up, we have Mona
10 Froyd [sic]. Mona, your line is open.

11 SPEAKER BOYD: Are you saying Lorna?

12 THE OPERATOR: Yes, your line is open.

13 STATEMENT OF SPEAKER BOYD

14 Lorna Boyd, B-o-y-d, from Sherman
15 Oaks.

16 I work at the LAPD in the Elderly
17 Abuse Division as a volunteer, and hundreds
18 of thousands of dollars is being stolen from
19 elderly people on a daily basis from all of
20 the fraudulent calls that are placed and the
21 people who don't know any better than how to
22 avoid, you know, being defrauded. And I
23 think there must be something that the phone
24 companies can do on their end since these
25 people are so vulnerable. And not them
26 alone. The whole -- you take the less than
27 elderly, billions and billions of dollars is
28 being taken from the public on these horrible

1 phone calls I get day-to-day myself. And I
2 think they need to put an end to it, and I
3 think they can. Thank you.

4 ALJ GLEGOLA: Thank you for your time
5 today.

6 THE OPERATOR: Next, we have Dan Furt
7 (phonetic). Dan, your line is open. Dan,
8 your line is open.

9 STATEMENT OF SPEAKER FURT

10 Yeah, I called AT&T today cause my
11 line's been out for a couple of months, and I
12 was checking to see if it was my end or their
13 end. But anyway, they told me they're trying
14 to get all the landlines -- they're trying to
15 get rid of landlines in my area of Sunnyvale.
16 I think the people are correct when they're
17 saying that they're trying to phase out
18 copper wiring landlines, because apparently
19 many people need them at their place. So
20 thank you for letting us be heard, our two
21 cents.

22 ALJ GLEGOLA: Thank you for taking the
23 time to share with us.

24 THE OPERATOR: Next up, we have Nancy
25 Young. Nancy, your line is open.

26 STATEMENT OF SPEAKER YOUNG

27 Thank you. It's about time. I've
28 got the same complaints.

1 I live in El Cajon Mobile Home
2 Park. My phone the last year, year and a
3 half, has gone dead twice. I have to use a
4 neighbor to call. They tell me it's
5 interior. I said no. They'll send somebody
6 out so much an hour. I said no. Within two,
7 two and a half days, I pick the phone up and
8 it works. I wrote a letter, I got a call.
9 They said it was maintenance, they were doing
10 maintenance. And this is happening now. And
11 several years ago I went dead. She says,
12 take the phone off the hook for about -- or
13 unplug it about 15 minutes, plug it back in.
14 I did, it worked. It doesn't do that
15 anymore.

16 I'm elderly, 80 years old,
17 disabled. I don't have internet, I have no
18 cell phone. All I got is a landline. And
19 when it goes out, I'm bad off. You need to
20 fix these problems. And those people that
21 answer the phones, they need to learn how to
22 figure out what's wrong --

23 (Timer notification.)

24 ALJ GLEGOLA: Thank you for calling in
25 today.

26 THE OPERATOR: Next, we have Roger
27 Dean. Roger, your line is open.

28 ///

1 STATEMENT OF SPEAKER DEAN

2 Yes, Roger Dean, R-o-g-e-r D-e-a-n.

3 I come at this from a slightly
4 different perspective. Not only am I a
5 consumer from AT&T, I'm also a former
6 technician with the company for 22 years, so
7 I'm intimately aware of all these problems
8 that people are having. And rather than just
9 recap everything that's been said, I'd like
10 to provide you with a solution.

11 Number one, AT&T needs to hire more
12 technicians. We are down from 60,000
13 employees to less than 15,000. The work
14 volumes have not dropped off. So you can do
15 the math on that one. And the other, is the
16 company refuses to invest in maintaining the
17 copper plants. It's an expense to them.
18 It's not an investment, as far as they're
19 concerned, and they're never going to do it
20 unless they are forced to do it. This
21 Commission has the ability to force AT&T to
22 maintain, properly maintain, the lines. That
23 requires manpower --

24 (Timer notification.)

25 ALJ GLEGOLA: Thank you for your time
26 today.

27 THE OPERATOR: Next, we have Jean
28 Berkley-Molina (phonetic).

1 STATEMENT OF SPEAKER BERKLEY-MOLINA

2 Hello.

3 ALJ GLEGOLA: Hello, please continue.

4 SPEAKER BERKLEY-MOLINA: Thank you for
5 the Commission for hearing me.

6 I am a retired legal secretary, and
7 I am on Social Security. That's what I live
8 on. My income is a little less than \$3,000 a
9 month, plus I have still have the house
10 payment. And I keep getting bills, of
11 course, from (indecipherable), and it's gone
12 up to 85 -- let's see, I had it here. In
13 2017 -- 2019, it was 50 something. And it's
14 just -- it's outrageous, because I don't
15 qualify for help, for a reduction in the
16 price, and I'm wondering why. The City of
17 Santa Clara gives me 25 percent off, and I
18 don't -- I --

19 (Timer notification.)

20 ALJ GLEGOLA: Thank you for calling in
21 today.

22 THE OPERATOR: Next, we have Josh Hart.
23 Josh, your line is open.

24 STATEMENT OF SPEAKER HART

25 Hi, this is actually Heidi Hart,
26 H-e-i-d-i H-a-r-t.

27 I want to echo what everyone has
28 said. Landlines are super vital. They are

1 the difference between life and death. We
2 live in a wildfire zone. Half our county
3 burned two summers ago, and landlines are
4 absolutely critical for us to receive
5 evacuation information. We need to be
6 protected, serviced and also the rates need
7 to be lowered. Also, we have recently had
8 911 outages in our area. That is something
9 that is not acceptable.

10 In our rural area we cannot get any
11 high-speed internet. Our neighbors have DSL.
12 All AT&T has to do is flip a switch and
13 connect us, but they refuse, and so we're
14 living on dial-up internet. And we cannot
15 access medical, or social services, or any
16 municipal services from home, we have to go
17 to the library. And this is greedy and
18 unacceptable. Thank you.

19 ALJ GLEGOLA: Thank you for calling in
20 today.

21 THE OPERATOR: Next, we have Orseto
22 Michella (phonetic). Orseto, your line is
23 open.

24 STATEMENT OF SPEAKER MICHELLA

25 Hi. Thank you in advance for your
26 help.

27 We would like a permanent
28 preservation of our POTS line, especially

1 during these dangerous times that we're
2 living in. Specifically, I live in Solano
3 County, City of Vallejo, and we have a
4 problem where communications are being
5 completely controlled by the City of Vallejo
6 and the Vallejo Police Department. And we're
7 living in critical times here.

8 We also need it to be obviously
9 affordable, without having to compromise the
10 rest of our lives, whatever time we have
11 left, and without having to deal with silly
12 games that, for example, AT&T is playing,
13 that is very obvious and on purpose. There
14 is no other company to go to, because they've
15 obviously been able to gain a lot of power
16 and --

17 (Timer notification.)

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

20 THE OPERATOR: Next, we have Elaine
21 Esteban (phonetic). Elaine, your line is
22 open. Elaine, your line is open.

23 SPEAKER ESTEBAN: I think it's Jelaine,
24 so I will start off.

25 Thank you, Commissioner. Thank you
26 for continuing the supporting landlines and
27 copper lines.

28 I live in Glendale, California. I

1 have AT&T for many years. More than a couple
2 of lines, and always the service has been
3 down. There's no point in the U-verse, as
4 they have changed copper plans to VoIP and
5 U-verse, and then they're (indecipherable) we
6 have to go back to the landline. Customer
7 service is not invested in landline support.
8 And we have an old call number, 33827-A in
9 Glendale, California and (indecipherable)
10 that they have just stuck (indecipherable) to
11 the new pole, and it's since 2016 that we are
12 having problems and, you know, broken lines
13 and everything, and they are not fixing it,
14 after talking to many of the managers. So
15 the support system is not there for the
16 customer service regardless of even --

17 (Timer notification.)

18 ALJ GLEGOLA: Thank you for calling in.

19 THE OPERATOR: Next, we have Roger
20 Ansom. Roger, your line is open.

21 STATEMENT OF SPEAKER ANSOM

22 Roger Ansom from Orange County,
23 California.

24 Regarding Lifeline service, many of
25 the service providers provide quad-core
26 processor phones which don't operate properly
27 if they operate at all. The Commission
28 should mandate that they provide good quality

1 octa-core processor cell phones. And
2 currently, the warranty on these phones is
3 one year. After that, it becomes the owner's
4 responsibility for maintenance and
5 replacement. The Commission should mandate
6 that they provide lifetime warranty,
7 including battery replacement, if necessary,
8 on lifeline phones, because if you're on a
9 limited income, in this case \$14,000 a year,
10 you can't afford to provide a new -- or buy a
11 new unit.

12 Also, regarding spam, and phone
13 calls and texts, which I receive, I
14 understand that many of these calls are
15 coming from disposable numbers, but I'm also
16 finding that many calls --

17 (Timer notification.)

18 ALJ GLEGOLA: Thank you for calling in
19 today.

20 THE OPERATOR: Next, we have Berret
21 (phonetic).

22 STATEMENT OF SPEAKER BERRET

23 Hi. Thank you so much.

24 I am calling from La Honda,
25 California, an unincorporated area of San
26 Mateo County that's mountainous and covered
27 with redwoods. We have no cell service
28 there. We don't have the option for cell

1 service. Most of us have cell phones, but
2 it's a 20-minute drive to make a call.

3 We're about a hundred year old
4 community, and I'm calling for about 50
5 households who have been battling with AT&T
6 for the last six years. We've gone up
7 through CPUC, the FCC. They've always found
8 in our favor. AT&T says they're going to
9 take care of the problem, and we'll have
10 phones for more than nine or 10 months of the
11 year. We often have outages as long a month.

12 Everything that we're told by
13 everybody at AT&T appears to either be a lie
14 or repeating what they've been told to say.
15 It is clear to me that there's no
16 accountability with AT&T with anybody, either
17 the CPU -- whatever, California or the
18 federal government --

19 (Timer notification.)

20 ALJ GLEGOLA: Thank you for your time
21 today.

22 THE OPERATOR: Next, we have Dave
23 Thomas. Dave, your line is open.

24 STATEMENT OF SPEAKER THOMAS

25 Yes, I'm a resident of up in the
26 mountains, and I just want to speak for
27 everybody else. We're in the same boat. We
28 have no phones, you know. We have -- when

1 the internet's down, we have no connection to
2 the world, you know, for safety, for fires,
3 and just for anything, emergencies.

4 I'm a long time resident of
5 (indecipherable) since 1990. I was in my
6 20's, now I'm in my 50's. And I just want to
7 speak my voice, you know, to let everybody
8 know that I hope, you know, that we're able
9 to keep our phones. We need them. I
10 appreciate it. Thank you.

11 ALJ GLEGOLA: Thank you for calling in.

12 THE OPERATOR: Next, we have Mary
13 Avala. Mary, your line is open. Mary, your
14 line is open.

15 STATEMENT OF SPEAKER AVALA

16 I talked to you earlier. Unless
17 you want me to finish. I can finish. Can
18 you hear me?

19 ALJ GLEGOLA: Yes.

20 THE OPERATOR: You were in the queue
21 again, ma'am.

22 SPEAKER AVALA: Oh, I don't know how
23 that happened.

24 To finish, my neighbors, they use my
25 landline when their cell phones are out,
26 because they don't have computers. And so my
27 landline is practically the only one on the
28 street.

1 And then the other thing, is that
2 the repair fellas, the ladies too, they're
3 not being trained to repair the landline
4 equipment. They told me that. They said
5 unless it's an old guy, they don't know what
6 to do. And then, of course the person who
7 said if the electric is out, then your Voice
8 over Internet, Wi-Fi, that's it. You got
9 nothing.

10 So I do hope that the PUC will vote
11 to -- it's a regulated service. Please let
12 us keep the landlines. It's very important.
13 This is a farm area. We have a lot of poor
14 people, and they don't have the ability to
15 buy expensive services.

16 (Timer notification.)]

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

19 THE OPERATOR: Again, as an
20 announcement, if you would like to enter the
21 queue to make comments, it is star one. Be
22 sure to unmute your phone and record your
23 name slowly and clearly for me.

24 Again, if you would like to enter
25 the queue to comment, please press star one,
26 unmute your phone and record your name slowly
27 and clearly.

28 Next, we have Karen Sherry.

1 Karen, your line is open.

2 Again, Karen, your line is open.

3 STATEMENT OF SPEAKER SHERRY

4 I'm sorry, did you say Karen Sherry?

5 Karen Sherry?

6 THE OPERATOR: Yes, your line is open.

7 SPEAKER SHERRY: Okay. Thank you. I
8 have been listening for both sessions. One
9 of the things -- I am a T-Mobile customer.
10 I've had a couple of tickets open since last
11 year for no connection, and I was told it
12 would get no better, so I had to buy a new
13 \$1,200 phone. I had a 4G phone in a 5G
14 world, and T-Mobile doesn't support old --
15 older phone, and I am walking three years
16 old. They don't plan it into their new
17 technology plans obsolescence or whatever, so
18 I wasn't getting any security updates or
19 anything, which is -- I am vulnerable. I was
20 a part of the data breach that they had.
21 They just -- they don't do it because they
22 don't have to, and it forces us to buy new
23 phones.

24 That was one thing I wanted to bring
25 up and thank you for your time and doing all
26 of this.

27 ALJ GLEGOLA: Thank you for your time
28 as well.

1 THE OPERATOR: Next we have Samantha.

2 Samantha, your line is open.

3 STATEMENT OF SPEAKER SAMANTHA

4 Yes, hello. S-a-m-a-n-t-h-a.

5 I want -- I can -- I -- I have been
6 listening from the beginning, and I haven't
7 heard one person say, "Yay, let's get rid of
8 landline phones," everybody is saying,
9 "Please, keep landline phones." So, I,
10 again, am saying please keep landline phones;
11 and I know that AT&T is phasing it out, but
12 they need to be stopped; and they need to
13 train people to work on the lines, and they
14 need to do the right thing.

15 I know it's not a profit maker for
16 them, but that's too bad. That's just too
17 bad. They need to do the right thing, and
18 you, as the CPUC, need to force them to do
19 the right thing because, obviously, they're
20 not going to do it on their own.

21 Thank you.

22 ALJ GLEGOLA: Thank you for calling in
23 today.

24 THE OPERATOR: Next we have Thyme
25 McKinnon.

26 Your line is now open.

27 STATEMENT OF SPEAKER MCKINNON

28 Yes, thank you. I live in Grass

1 Valley. We need our necessary public
2 utilities protected. We are dependent on
3 AT&T and PG&E for our survival and safety.
4 This is way our society is set up and
5 functions. Myself and millions of
6 Californians need to have access to use
7 landlines and internet services.

8 AT&T is purposely intimidating --
9 yes, intimidating individuals and
10 communities. They are very much aware of the
11 issues we are experiencing and lack of
12 necessary services.

13 We all pay for our utilities, and we
14 have a right to expect necessary public
15 utilities to be maintained properly. AT&T
16 needs to be forced to acknowledge their
17 responsibility to properly maintain their
18 equipment.

19 Please protect us.

20 Thank you.

21 ALJ GLEGOLA: Thank you for calling in.

22 THE OPERATOR: Next, we have Rocito
23 Ochoa.

24 Rocito, your line is open.

25 STATEMENT OF SPEAKER OCHOA

26 Thank you in advance again.

27 Restoring all -- requesting restoring the
28 aging and disabled loyalty department that

1 has been changed recently this year. I
2 experienced having to learn about everything
3 that is going on while I was the victim of
4 violent crime trying to request service calls
5 from the B -- local BPD and was unable to
6 call out from my landline and, also, from my
7 cell -- from my cell phone because, of
8 course, they are controlling the
9 communications here.

10 So, experienced a lot of game
11 playing when I called the aging and disabled
12 department. And, additionally, had to have
13 serious concern when the safety of our
14 physical lines were put at risk when they
15 sent out crews that I guess are subcontracted
16 or something -- when they were putting up the
17 5G wiring or whatever, the fiber optics --
18 there were people that came out unannounced
19 without badges, some of them all tattooed,
20 and when asked what was going on, they were
21 rude and laughing and didn't even want to
22 answer --

23 (Timer notification.)

24 ALJ GLEGOLA: Thank you for calling in.

25 THE OPERATOR: Next, we have Jean
26 Burkley-Molina.

27 Your line is now open, Jean.

28 ///

1 STATEMENT OF SPEAKER MOLINA

2 Thank you. I just wanted to finish
3 what I had been saying earlier. My name is
4 spelled J-e-a-n, last name is hyphenated
5 B-u-r-k-l-e-y hyphen M-o-l-i-n-a.

6 The reason I am concerned is because
7 my bill keeps going up, and the amount that
8 I -- I earn too much. I am earning about
9 3,000 or under, plus I have a house payment,
10 and the -- AT&T only allows the -- let's see,
11 for a single person -- I don't have that in
12 front of me because I got dis -- discouraged
13 and did away with it when I was applying for
14 the assistance; and it's only -- you could
15 only make a little over 2,000 a month, and
16 that does not -- that is just not right; and
17 then they keep upping the -- the charges.
18 Like, it's 85, and I'm in Santa Clara,
19 California.

20 And I just -- that is my complaint
21 and thank you for listening.

22 ALJ GLEGOLA: Thank you for calling in.

23 THE OPERATOR: Next we have Roberta
24 Rams.

25 Roberta, your line is open.

26 STATEMENT OF SPEAKER RAMS

27 Oh, hello. Yeah, what I wanted to say
28 was that, basically, I call my parents every

1 Sunday morning for the most part, and every
2 time I call them, I get disconnected not
3 once -- sometimes it's once, but most of the
4 time it's twice or three times; and it's as
5 though someone is listening in on the
6 conversation, and they just gently disconnect
7 me, and then I will call the -- my parents
8 back again, and then before you know it, I
9 will get disconnected again.

10 So, it's just -- it's just too
11 regular to be a coincidence, so it's like
12 somebody is listening in on the conversation.
13 There's no privacy. I have gotten something
14 in my bill saying that we are being listened
15 in on, and if you hear any kind of clicking
16 noises and you continue with the phone call
17 that means that you consent to the
18 surveillance and -- otherwise, you need to
19 hang up.

20 So, they're outright telling us that
21 they're listening in on our phone
22 conversations; that message from the CPUC.

23 (Timer notification.)

24 ALJ GLEGOLA: Thank you for calling in.

25 MR. WILLMAN: This is Jacob from IT.
26 We are pausing at the moment, because it
27 seems that our feed for admin monitor has
28 gone down, so we will pause for a few minutes

1 until we can get that working again.

2 Thank you.

3 ALJ GLEGOLA: Okay. We are still
4 having some technical challenges with the
5 video feed, but since we have everyone still
6 able to communicate with us on the audio
7 feed, why don't we just continue with the
8 conference line?

9 MR. WILLMAN: This is Jacob from IT
10 again. We are working with the Operator to
11 move on at the moment.

12 ALJ GLEGOLA: Okay. Thank you very
13 much.

14 MR. WILLMAN: No problem.

15 ALJ GLEGOLA: Why don't we go off the
16 record while we're waiting to handle these
17 technical issues.

18 (Off the record.)

19 THE OPERATOR: KK(sic), your line is
20 now open if you'd like to comment.

21 ALJ GLEGOLA: We are now on the record.
22 Our next caller is Ms. Kennedy.

23 Ms. Kennedy, please go ahead.

24 STATEMENT OF SPEAKER KENNEDY

25 Okay. I have had a landline for 50
26 years. I live in San Leandro. I tried to
27 call my doctor's office in Emeryville, which
28 is 510 area code. I was given a recording

1 that said I'm out of my area. When I tried
2 to call AT&T, I got some company. I was on
3 the phone for two hours, six transfers, and
4 they promised to give me some sort of \$20
5 credit, which I never got. But, at any rate,
6 they -- no, then I called again, and I got
7 someone in Kentucky who said, "Oh, you have a
8 thousand area codes," which is not true. So,
9 you're dealing with people that -- well, AT&T
10 just does not provide customer service, let's
11 face it.

12 And so, I'm -- I'm very -- and --
13 and like the other callers, they want to get
14 rid of landlines because the last time I
15 called someone there, they said, "Oh,
16 wouldn't you like to have one of our cell
17 phones?" So, they no longer want to support
18 landlines, and they should; and they don't
19 want to repair the lines, because I live in a
20 complex where I get scratchiness on the
21 phone, and a repairman here said, "Oh, they
22 haven't upgraded your area," well, it's
23 obvious they don't want to upgrade our area.

24 So, those are my comments. So, I
25 hope the PUC will keep landlines and make
26 AT&T do the proper repairs and upgrades that
27 are necessary for landlines.

28 ALJ GLEGOLA: Thank you so much for

1 your time.

2 Can we have our next caller, please?

3 THE OPERATOR: Next we have Deborah
4 Glassglow.

5 Deborah, your line is open.

6 STATEMENT OF SPEAKER GLASSGLOW

7 Hello there. I am calling again,
8 because when they lied to me about taking
9 away everybody's landline, which I know
10 people still have it, I was on a fixed income
11 and my payment was under \$50 for everything
12 on my phone due to what I have to pay for
13 medicine and everything. And when they
14 switched me to U-verse, it doubled; and I was
15 having a hardship financially, and it
16 shouldn't have never been, because everybody
17 didn't get switched to that and taken to
18 U-verse; and they shouldn't have took away my
19 landline. They knew I was old, and I -- they
20 just convinced me. Because the guy that came
21 to switch it over, he said, "No, ma'am, you
22 don't didn't have to switch." He said, "They
23 lied to you," and that's what I would like to
24 bring forth to the judge.

25 Thank you.

26 ALJ GLEGOLA: Thank you for sharing.

27 THE OPERATOR: Next we have Anita
28 Bray[sic].

1 Anita, your line is open.

2 STATEMENT OF SPEAKER BLEA

3 I'm sorry, is this Celmira Blea?

4 THE OPERATOR: Yes, it is.

5 SPEAKER BLEA: Oh, thank you, and if
6 you can hear me, sir, thank you, I appreciate
7 the time. It's spelled C-e-l-m-i-r-a,
8 B-l-e-a; and I thank everybody for the
9 opportunity to participate in the hearing.

10 For 22 years, I have had AT&T
11 landline at my house in the East Bay
12 connected with my security service, and due
13 to this reason, I was unable to switch
14 carriers; and over the years, my phone, which
15 could only receive incoming calls, had
16 monthly overcharges. I did write to the AT&T
17 president with all of the documentation, and
18 I did get a response, but they never
19 correctly addressed it, nor did they credit
20 it correctly; and it appears that many
21 seniors have landlines and have been subject
22 to predatory billing practices over many
23 years.

24 I thank you for all the work that
25 you're doing to help support the needed
26 correction.

27 Thank you.

28 ALJ GLEGOLA: Thank you for your time

1 today.

2 THE OPERATOR: Next, we have Frank
3 Mason.

4 Frank, your line is open.

5 STATEMENT OF SPEAKER MASON

6 Frank Mason, F-r-a-n-k, M-a-s-o-n.

7 Essential landline function during
8 the 1989 Bay Area earthquake. Solicitation,
9 or as I call it, "junk calls," require
10 control.

11 Last year, I registered with the
12 federal do-not-call list. Received calls
13 beginning at 5:30 a.m. and about the quarter
14 hour until about 5:00 or 6:00 p.m.

15 Unnecessary duty cycles wear the
16 answering machine. I disconnected the phone
17 during the day preventing essential
18 communication.

19 Internet calls must be stopped and
20 regulated.

21 I have a non-listed phone at \$1.75 a
22 month and still receive Xfinity
23 solicitations. I believe that corporate
24 greed is at the heart of AT&T profits and
25 stock options by the employees.

26 This -- this -- I have listened to
27 this, and I am just appalled and concur with
28 everything that is --

1 (Timer notification.)

2 ALJ GLEGOLA: Thank you for your time
3 today.

4 THE OPERATOR: Next up, we have Elaine
5 Estaban[sic].

6 Elaine, your line is open.

7 Again, Elaine, your line is open.

8 STATEMENT OF SPEAKER ESTABAN

9 I think it's Gelaine, sorry.

10 Actually, I am in line with the
11 other person who is saying there is a
12 clicking sound on the phone when it gets
13 disconnected. I do have some international
14 calls to make, family members, friends, and
15 it was getting blocked and not getting
16 through, so that was very interesting for me.
17 When I called customer service many times,
18 they didn't even find any problem and say if
19 they were cutting off on it or not, but not
20 any single recontacting event and not
21 anything has been done until, finally, I
22 figured that about maybe by pushing star 82
23 would help to go through the international
24 calls or anything -- we are in the health
25 care, too, and we do call out back to the
26 hospitals and clinics or patients, so
27 landlines and copper is very necessary to
28 maintain; and, also, support system for AT&T

1 customer service, because they are not
2 investing in their customer service --

3 (Timer notification.)]

4 ALJ GLEGOLA: Thank you for your time.

5 Operator, do we have additional
6 callers?

7 THE OPERATOR: I'm sorry, your Honor,
8 yes. We have two more callers.

9 ALJ GLEGOLA: Okay. Thank you.

10 (Electronically recorded: Delan
11 Isralien.)

12 THE OPERATOR: Your line is now open.

13 STATEMENT OF SPEAKER ISRALIEN

14 I'm calling for my wife. We've had
15 perfect service. She's been with AT&T, then
16 Verizon, and Comcast. It was an employee at
17 Comcast that told her that they have been
18 able to get into her phone and -- because
19 she's had problems with her -- all her
20 connections for last six months. And even
21 trying to get on here, she has had a
22 difficult time, so I said I will do it for
23 her.

24 There is no reason why they should
25 be able to get into our systems and get into
26 her information. She feels that her
27 information has been compromised, and that is
28 a problem. I hope you guys do something

1 about blocking -- all we have Comcast for is
2 internet. We don't have cell phones. We
3 don't have it for her work (inaudible) or for
4 work cell phone use. We have other agencies.

5 They should not be able to get into
6 her system. Her system -- her computer has a
7 database that is secured and --

8 (Timer notification.)

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

11 THE OPERATOR: Our last caller we have
12 in queue is for Cicily Shelley.

13 Your line is now open.

14 STATEMENT OF SPEAKER SHELLEY

15 Thank you again in advance. I
16 experience continued problems with AT&T
17 during the time that I was a victim of a
18 violent crime and I tried to call up for
19 help. When I wasn't able to call out on my
20 cell phone or my landline and I began to
21 realize what was really going on with these
22 game playing things going on. This is
23 seriously disrupting human life.

24 Please we beg you and also as a
25 special request and special accommodations
26 for Americans with disabilities we would also
27 like to know how we can get a secure website
28 to report (indecipherable) or be able to

1 communicate. Because the one that you've
2 listed is www. It is not secure with ATPS.
3 And that's just for some people. Not
4 everybody can go online or even type
5 especially if there's (indecipherable) going
6 on or spying going on. So there's a verbal
7 request could you please consider this for
8 those of us, Americans with disabilities,
9 that really rely on a POTS lines.

10 (Timer notification.)

11 ALJ GLEGOLA: Thank you for your time.
12 Operator, did I hear you correctly
13 that we have no other calls?

14 THE OPERATOR: That was correct, your
15 Honor. We did have two more come in.

16 ALJ GLEGOLA: Okay. Thank you.

17 (Crosstalk.)

18 THE OPERATOR: Next we have -- thank
19 you, sir.

20 Ruth Jiron, your line is now open.

21 SPEAKER JIRON: Yes, hello? Can you
22 hear me?

23 ALJ GLEGOLA: Yes, we can. Please
24 continue.

25 STATEMENT OF SPEAKER JIRON

26 So my name is Ruth, R-u-t-h. Last
27 name Jiron, J-i-r-o-n. I'm calling -- my
28 carrier is the Verizon. And on September

1 3rd, I live in downtown San Francisco and I
2 didn't have data or call. You know, my phone
3 wasn't working. I injured my myself. I
4 couldn't get a call back or call anybody. So
5 somebody helped me to get home using their
6 Uber application. So I just want to know if
7 you guys can do something about that.

8 I've been having a lot of problems
9 with connections, with data, and phone dial.

10 Thank you for your time. That's
11 all my complaint. Thank you.

12 ALJ GLEGOLA: Thank you for calling in
13 today.

14 THE OPERATOR: Next we have Mr. Harvey.

15 Mr. Harvey, your line is open, sir.

16 STATEMENT OF SPEAKER HARVEY

17 I just wanted to -- I called a
18 little bit ago. I just wanted to add that
19 Comcast is a good provider. I think it's an
20 individual there. (Inaudible) and they need
21 to stop. Somebody needs to do something
22 about that.

23 Thank you for your time.

24 ALJ GLEGOLA: Thank you for your time
25 as well.

26 Operator, do we have additional
27 callers?

28 THE OPERATOR: We do have another one,

1 your Honor. Nancy Finders.

2 Nancy, your line is now open.

3 STATEMENT OF SPEAKER FINDERS

4 Thank you. How are you?

5 ALJ GLEGOLA: Great. Please continue.

6 SPEAKER FINDERS: Yes. I concur with
7 the other callers and I'm also disabled. And
8 I count on my landline. And the point is
9 that my plan wasn't supposed to deviate from,
10 you know, the price that I was quoted. It
11 wasn't supposed to be based on specials. And
12 like I was saying, they are doing away with
13 the landline service. That's evident.

14 But an issue that we're not offering
15 any bundles or any kind of discount. I
16 wasn't basing my plan on a discount. It's
17 not supposed to fluctuate. I've been double
18 billed for long distance and I'm disabled.
19 They still (indecipherable) doctor. They
20 charged me for the local 411 within a 50 mile
21 radius. They're not supposed to legally.

22 And also when I -- I have problems
23 with my phone if I have a chance --
24 (inaudible). We should all be able to get
25 together, all of the callers maybe through
26 this number in case we get cut off or
27 something. I think it's imperative we stick
28 together on this. Because if AT&T doesn't

1 step it, there should be some kind of
2 class-action lawsuit since no one pays any
3 attention to it.

4 (Timer notification.)

5 ALJ GLEGOLA: Thank you for your time.

6 Do we have our next caller?

7 THE OPERATOR: Standby one moment, your
8 Honor.

9 Next we have Billy Jean Carter.

10 Ms. Carter, your line is open.

11 STATEMENT OF SPEAKER CARTER

12 Yes. I just want to make a request
13 to all of the participants. If you can if
14 you will, call the state attorney general
15 office Rob Bonta and make him aware of these
16 hearings, which took place on the 6th and the
17 8th. They have been recorded. And request
18 that his office listens to these recordings,
19 the full length of them. Also your State
20 Assembly members. Please make a call and ask
21 them to listen to these recordings also.
22 This is a very serious issue.

23 As I said on a previous call -- on
24 a previous call. It is life challenging and
25 even life threatening for the residents of
26 California. These abuses have got to stop.

27 Thank you. Bye.

28 ALJ GLEGOLA: Thank you for your time.

1 Do we have additional callers,
2 operator?

3 THE OPERATOR: Checking now, your Honor
4 stand by.

5 We do, your Honor. We have Linda
6 Leonard.

7 Linda, your line is open.

8 STATEMENT OF SPEAKER LEONARD

9 Thank you. My name is Linda
10 Leonard. It's L-i-n-d-a L-e-o-n-a-r-d. And
11 I live in Tuolumne County. And I've been
12 listening the whole time and concur
13 completely if not more with all of the
14 complaints with AT&T.

15 My landline is now \$102.84. But
16 I'm not going to go over that. I'm going to
17 go over the customer service. I decided to
18 see how long it would take to get any kind of
19 resolution of a problem. And I spent
20 15 hours. Every time I got transferred to
21 somebody who couldn't help me I would hang up
22 and call back. And did it every single time
23 for 15 hours without a resolution.

24 You get -- they talk with you for
25 15 minutes and then say, "I'm going to have
26 to transfer you to --"

27 (Timer notification.)

28 ALJ GLEGOLA: Thank you for your time.

1 Operator, do we have additional
2 callers?

3 THE OPERATOR: That was the last caller
4 we have in queue, your Honor.

5 ALJ GLEGOLA: Thank you.

6 Commissioner Houck, do you have any
7 final remarks?

8 COMMISSIONER HOUCK: I just want to
9 thank everyone for their participation today
10 and for their patience given the large number
11 of callers that we had today. And, again,
12 just we are listening and appreciate the
13 information. And you can also leave comments
14 on the docket card as well in the public
15 comments section.

16 And thank you to staff and our court
17 reporters and IT for all of your support
18 today.

19 And thank you to you, Judge.

20 ALJ GLEGOLA: Thank you, Commissioner.

21 That concludes all the speakers who
22 have sign up to speak.

23 As Commissioner Houck mentioned, if
24 anyone would like to provide additional
25 comments after this hearing, they can submit
26 written comments on the docket card for this
27 proceeding. And that can be found at the
28 Commission's website. In particular the

1 following website: It's www.cpuc.ca.gov/PPH.

2 If you need additional assistance
3 with providing comments, please contact the
4 Commission's Public Advisors Office during
5 normal business hours at 1-866-849-8390. Or
6 by emailing to the Public Advisors Office at
7 public.advisor, that's a-d-v-i-s-o-r,
8 @cpuc.ca.gov.

9 This concludes this afternoon's
10 public participation hearing. Thank you so
11 much to everyone for your input and comments.

12 Thank you also to everyone who
13 helped behind the scenes so make this
14 possible. We are adjourned and we will be
15 off the record.

16 (Off the record.)

17 (At the hour of 4:30 p.m. this
18 matter having been concluded, the
19 Commission then adjourned.)

20

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BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, ASHLEIGH BUTTON, CERTIFIED SHORTHAND REPORTER
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TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON DECEMBER 8, 2022.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
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EXECUTED THIS FEBRUARY 02, 2023.


ASHLEIGH BUTTON
CSR NO. 14013

BEFORE THE PUBLIC UTILITIES COMMISSION
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A handwritten signature in black ink, appearing to read 'JAS STACEY', written over a horizontal line.


JASON A. STACEY
CSR NO. 14092

BEFORE THE PUBLIC UTILITIES COMMISSION
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STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

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TAMARA DAWSON
CSR NO. 11497

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