

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA



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COMMISSIONER DARCIE HOUCK, in attendance

ADMINISTRATIVE LAW JUDGE THOMAS J. GLEGOLA, presiding

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133.	)	HEARING
	)	
	)	
	)	Rulemaking
	)	22-03-016
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REPORTERS' TRANSCRIPT
Virtual Proceeding
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1	INDEX	
2		
3	STATEMENTS	PAGE
	SPEAKER ADOMI	314
4	SPEAKER HAMILTON	317
	SPEAKER SOLOMON	318
5	SPEAKER NAVARRO	319
	SPEAKER WOO	320
6	SPEAKER MASON	321
	SPEAKER WHITE	322
7	SPEAKER BOUST	323
	SPEAKER JORDAN	324
8	SPEAKER MOORE	325
	SPEAKER MEW	327
9	SPEAKER GOMEZ	328
	SPEAKER REDBAR	329
10	SPEAKER CHINN	330
	SPEAKER KAMMERER	331
11	SPEAKER Riestra	333
	SPEAKER MARIUT	334
12	SPEAKER ASHER	335
	SPEAKER ANSAUL	336
13	SPEAKER CABODE	337
	SPEAKER McDONALD	338
14	SPEAKER FULLER	339
	SPEAKER NEVAN	340
15	SPEAKER McCULLA	341
	SPEAKER SUTTON	342
16	SPEAKER ADAMS	343
	SPEAKER HEKEEMEAN	344
17	SPEAKER ROBIN	345
	SPEAKER CARROLL	346
18	SPEAKER TAYLOR	347
	SPEAKER TAYLOR	348
19	SPEAKER ALFER	349
	SPEAKER RANDOLPH	350
20	SPEAKER TAYLOR	351
	SPEAKER UMBRIGHT	353
21	SPEAKER LOVEN	354
	SPEAKER UNKNOWN	355
22	SPEAKER BLAYSISKEE	356
	SPEAKER BROOKS	357
23	SPEAKER TORRES	358
	SPEAKER GARRETT	360
24	SPEAKER MOORE	361
	SPEAKER FLINT	362
25	SPEAKER LEE	363
	SPEAKER CHISOM	364

1	SPEAKER MATHISON	365
	SPEAKER LYND	367
2	SPEAKER GOLOMBEK	368
	SPEAKER HART	369
3	SPEAKER WALKER	370
	SPEAKER BRADFORD KITCHENS	372
4	SPEAKER LI	373
	SPEAKER CHAMPLIN	374
5	SPEAKER JUNG	375
	SPEAKER DARDICK	376
6	SPEAKER HERMAN	377
	SPEAKER BRUSTAL	379
7	SPEAKER IDI	380
	SPEAKER EVERDECIA	381
8	SPEAKER MAS	382
	SPEAKER ALBERTO	393
9	SPEAKER SHOEMAKER	394
	SPEAKER ROSEN	395
10	SPEAKER DOSEN	396
	SPEAKER JOHNSON	397
11	SPEAKER JILL	398
	SPEAKER PALVO	399
12	SPEAKER FREEDMAN	400
	SPEAKER HARP	401
13	SPEAKER PEAR	401
	SPEAKER AGUILAR	402
14	SPEAKER KNOWL	403
	SPEAKER SAYNERT	404
15	SPEAKER CHARLES	405
	SPEAKER GOODERMAN	406
16	SPEAKER COX	407
	SPEAKER YULI	408
17	SPEAKER MILES	409
	SPEAKER CORNELL	410
18	SPEAKER MELISSA	411
	SPEAKER JONES	412
19	SPEAKER WILLIAMS	413
	SPEAKER WEIR	415
20	SPEAKER WILSON	416
	SPEAKER ROGERS	416
21	SPEAKER THOMAS	418
	SPEAKER MARY	418
22	SPEAKER AMIR	420
	SPEAKER HERRERA	421
23	SPEAKER KAVASIK	422
24		
25		

VIRTUAL PROCEEDING

APRIL 18, 2023 - 2:02 P.M.

* * * * *

ADMINISTRATIVE LAW JUDGE GLEGOLA: We will now
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
Utilities Commission's Telecommunications Service
Quality Proceeding. This is Rulemaking 22-03-016.

I'm Thomas Glegola, the assigned administrative
law judge for this proceeding. We are also joined by
the Honorable Darcie Houck, who is the assigned
commissioner for this proceeding.

To those listening on the phone that wish to
speak or if you are watching us on the website video
feed, please call in and press star one on your 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 the forum today to speak simply by pressing star one
if you are calling into our conference line.

The purpose of today's hearing is to hear
directly from the public about their phone service.
This includes what many refer to as Plain Old Telephone

1 Service, also called POTS, as well as newer phone
2 service delivered using Voice over the Internet
3 Protocol, also called VoIP, as well as telephone
4 service. We especially want to hear about service
5 outages that you've encountered as well as any lengthy
6 service delays when you submit customer-service tickets
7 to your telephone provider.

8 If you have a billing question, please go to
9 the following website: www.cpuc.ca.gov/pph. You will
10 find more information there on this proceeding as well
11 as phone numbers to reach a customer-service
12 representative for your company at this time.

13 The Public Utilities Commission currently
14 regulates service quality standards for Plain Old
15 Telephone Service. These standards are contained in
16 General Order 133, which you can find on the
17 Commission's website. Due to changes in our
18 jurisdiction as well as a petition from the Commission's
19 Public Advocates Office, the Commission is reviewing the
20 service quality standards for Plain Old Telephone
21 Service and also is considering adopting rules for other
22 phone services.

23 In Phase 2 of this proceeding, the Commission
24 will consider service quality for internet service.
25 More information is available on the Commission's

1 website at www.cpuc.ca.gov/pph. This includes summaries
2 of the positions of the telecommunication service
3 providers in California as well as organizations
4 representing consumers.

5 The Public Utilities Commission has five
6 commissioners who are appointed by the governor and
7 confirmed by the state senate. This includes
8 Commissioner Houck. My responsibility as a judge is to
9 manage the day-to-day activities of the case and to help
10 Commissioner Houck evaluate all of the evidence in the
11 proceeding including your input. Commissioner Houck
12 will issue a proposed decision for the other
13 commissioners to consider. The five commissioners are
14 ultimately the ones who will decide and vote on whether
15 or not prove -- excuse me -- to approve any proposed
16 changes to existing rules or new rules.

17 Each piece of information on which we base our
18 decision is listed and available for you to review on
19 the Commission's website at a specific page we call the
20 Docket Card. Your comments today will also be listed
21 and published on the Docket Card because our court
22 reporters are transcribing today's hearing, taking down
23 everything that is said.

24 I thank you so much for spending your time with
25 us today to share your experiences as customers, your

1 perspectives or perhaps just to listen. The
2 commissioner and I will be paying close attention to
3 what you say. We received significant public interest
4 in this proceeding, which likely means that you will
5 have to wait before speaking. So I thank you for your
6 patience.

7 Today is not the only opportunity for you to
8 tell us how this proceeding will affect you. Throughout
9 the proceeding, we will accept written public comments
10 through a form on our website. It's the public comment
11 section of the Docket Card. To access the Docket Card,
12 again, go to the Commission's website, and -- in
13 particular, www.cpuc.ca.gov/pph. As of today, we have
14 received almost 2,700 written public comments.

15 This forum is being conducted remotely because
16 we have found remote hearings to be a very convenient
17 and effective way for us to engage with members of the
18 public especially on issues like this that affect all
19 parts of the state. Again, we are very appreciative
20 that you've joined us today. Now we will hear from
21 Commissioner Houck.

22 The floor is yours, Commissioner.

23 COMMISSIONER HOUCK: Thank you, Judge Glegola.
24 Good afternoon, everyone. Again, my name is Darcie
25 Houck. I'm the assigned commissioner for the service

1 quality rulemaking that we're here to hear from you on
2 today.

3 I would like to thank Judge Glegola, the Public
4 Advisor's Office for all of their work in preparing for
5 hosting today's public participation hearing. I
6 especially want to acknowledge Joyce Kwok, Allison
7 Brown, and Anne Kim, Mona Dee Dzvova, and Claudia
8 Sanchez.

9 I also want to thank our court reporters, Jason
10 Stacey and Doris Huaman and Ashley Button and our IT
11 staff, Robert Stanford and Joseph Haga. We could not
12 work and hold these hearings without their support.

13 I'd also like to thank all of you for taking
14 the time out of your day to provide your comments on
15 this important matter. I appreciate the opportunity to
16 hear from you, the public, before we make any decisions
17 in Phase 1 of the proceeding.

18 This proceeding, as the judge indicated, is to
19 evaluate our current service quality standards that are
20 set out in General Order 133-D and will set new service
21 standards for communications providers, as appropriate,
22 including examining wireless and VoIP services.

23 In Phase 2 of the proceeding, we will consider
24 service quality standards for internet service. And as
25 the judge indicated, to date, we have received 2,789

1 written comments in our docket, and we had over 250
2 people provide comments in the prior public
3 participation hearing held in the proceeding. Given
4 the -- and so that is extensive turnout, and we know
5 that you are very concerned and interested in this
6 topic.

7 Given the conditions of modern life, it's
8 critically important that customers receive reliable
9 telecommunication services, which include Plain Old
10 Telephone Service, or what's referred to as POTS,
11 wireless, VoIP and broadband. Communication services
12 are essential services as more and more Californians are
13 relying on these technologies for work, school, medical
14 services, to stay connected with one another and to
15 contact emergency services providers.

16 The purpose, again, of today's hearing is to
17 hear from you about the quality of services that you are
18 receiving from your providers. And with that, I'm going
19 to end my comments here to ensure we have as much time
20 as possible to hear from you, the public. I look
21 forward to hearing your comments today and will also
22 assure you that there is a transcript being prepared of
23 today's hearing, and both the judge and I will have that
24 available and will be able to review that to ensure that
25 the comments are considered.

1 And so with that, I want to thank everyone
2 again and will turn it back to Judge Glegola.

3 ALJ GLEGOLA: Thank you, Commissioner Houck.

4 We will now turn to the public. If you wish to
5 speak and have not already done so, please press star
6 one on your phone now, and the operator will add you to
7 the queue of speakers. You may decide at any time
8 before we end this forum at 4:30 to speak simply by
9 pressing star one. If you do speak, please remember to
10 speak slowly and clearly so that our court reporter is
11 able to capture everything you say. We ask that you
12 state and spell your name and, if you'd like, the city
13 where you are calling from.

14 To help ensure that we hear from everyone, each
15 speaker will have a time limit of one minute. A chime
16 will sound when you have 15 seconds left. Please
17 wrap-up shortly after that. I sincerely apologize for
18 this abrupt deadline. I hope you understand the reason
19 is to hear from as many people as possible.

20 Additionally, please know that we will be
21 stopping at 4:30. We will take a break then and start
22 the next prehearing conference at 6:00 p.m. tonight.
23 Also, if you are disconnected from your call before I am
24 able to take you, please know that -- just how much I
25 and Commissioner Houck appreciate you taking the time

1 today to share your experiences as telecommunications
2 customers with us.

3 Again, we will be able to hear you best if you
4 speak slowly and clearly and speak directly into your
5 phone or headset. It is best not to use a speakerphone.
6 And also, finally, if you are listening to this hearing
7 using our live video feed, please remember to mute the
8 speakers for that feed when you are speaking to us by
9 telephone.

10 With that, could our operator please proceed
11 with the first speaker in the queue.

12 THE OPERATOR: Thank you, sir. The public line
13 is now open. Our first speaker is Figi Adomi.

14 STATEMENT OF SPEAKER ADOMI

15 SPEAKER ADOMI: (Indecipherable) yes.

16 THE OPERATOR: Thank you.

17 SPEAKER ADOMI: Okay. I'm a teacher. And in
18 2022, January, I got a new phone and switched to
19 Verizon. They gave me a new phone. I pay a lot of
20 money. And the contract that I pay -- again, with
21 teachers' discounts and all of these, I pay \$76 that
22 they told me \$60. That's not important. The most
23 important part, that I don't have a connection. And
24 when I call them, they said, "Oh. This area, it doesn't
25 work. 5G and the other one is not working." So I said,

1 "I live in this area." And then I said, "Okay, how
2 about my school? I don't have connection in my" -- "Oh.
3 It's the same area. We don't have a connection there."
4 So what is the purpose of having phone --

5 (Timer notification.)

6 SPEAKER ADOMI: Hello?

7 (Call dropped.)

8 ALJ GLEGOLA: Hello. This is Judge Glegola.
9 My phone dropped off. Are we -- can other folks hear
10 me?

11 THE REPORTER: I can hear you, Judge. This is
12 the court stenographer.

13 SPEAKER ADOMI: I hear you.

14 THE REPORTER: And I --

15 ALJ GLEGOLA: (Indecipherable) -- before that.
16 Could you please continue with your comments.

17 SPEAKER ADOMI: Yes. So if I want to switch to
18 another company, I have to pay penalty for the rest
19 of the -- the end of 2004 (sic). So I am paying \$75 a
20 month and not having service because I have a contract
21 for two years with Verizon, and Verizon doesn't give me
22 a service because at the time I really -- it's
23 emergency, and I need to make a call. I don't have a
24 service. So that's the only thing that I am calling.
25 And on and on. I went to the Verizon, and they say,

1 "Oh. We can't do anything. If you want to switch, you
2 have to pay the penalty." But I said, "The reason I
3 want to switch because I don't have a service in my
4 area. I don't have a service in my work area."

5 So what should I do? Is it fair that I pay
6 more than -- altogether I pay \$600, and my new phone --
7 iPhone 12, I switch to the phone -- iPhone 13. And I
8 pay a lot of money. They lie about everything. They
9 told me, "With teachers' discount, you get \$60 a month
10 and Verizon credit card." I have Verizon credit card,
11 and I submit my teacher credential. Still I pay \$75.
12 But even this is not important as much as I need my
13 phone. I need to have a service. And this is --
14 really -- I cannot believe that the company like Verizon
15 they want to take advantage of the people like me. This
16 is why I got --

17 ALJ GLEGOLA: Ma'am. Ma'am, thank you so much
18 for calling in.

19 SPEAKER ADOMI: Yes. I got off from work to
20 talk to you guys (indecipherable) and let you know
21 what's happening.

22 ALJ GLEGOLA: Thank you so much, ma'am. We
23 really appreciate your calling in.

24 Operator, could you please bring the next
25 caller up.]

1 THE OPERATOR: Thank you. Our next speaker is
2 Greg Hamilton, your line is open.

3 STATEMENT OF SPEAKER HAMILTON

4 Thank you. Hi, this is Greg Hamilton,
5 H-a-m-i-l-t-o-n. My comments will be relating to AT&T's
6 cell service.

7 I live in Castro Valley's California -- Castro
8 Valley, California's Columbia housing division, which
9 includes about 500 homes. For at least the northern two
10 thirds of the Columbia division, there is at best poor,
11 and much of the time, nonexistent AT&T's cell service.
12 I found that all AT&T's customers in the Columbia
13 division that I have spoken to have poor to nonexistent
14 service.

15 I use AT&T's Mark the Spot mobile app to report
16 multiple dropped calls, multiple failures to connect, et
17 cetera, nobody has done anything. I called AT&T's
18 customers service and was told, and I quote, "It is not
19 a priority for AT&T to fix the issue."

20 We in the Columbia division would greatly
21 appreciate receiving reasonable service.

22 Thank you for listening.

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

25 Can we have our next caller, please, Operator?

1 THE OPERATOR: Yes. Our next caller comes from
2 Solomon. Your line is open.

3 STATEMENT OF SPEAKER SOLOMON

4 Hi, yes, my name is Solomon. Yeah, my call is
5 about my cell phone service. My service is -- I -- I
6 can speak the same as what everyone said before me so
7 far. It is terrible. It's the opposite of reliable.
8 Calls drop all the time. They dropped on two calls
9 today that were very long, very important calls with me
10 on hold, had to recycle in the queue.

11 So, this to say that what I pay for my service
12 versus the service that I get is ridiculous. The gap in
13 that, I would say, because it is, you know, a regular
14 call, like, right -- like, right -- I don't know if you
15 guys can hear me properly. You know, that's how --
16 that's how bad it is, so I would just like for some
17 improvement. It's happened for two years. I had a -- a
18 phone. You guys -- I spoke with about 400 different
19 representatives at AT&T who tried to troubleshoot and do
20 a bunch of things. They said, "We've done everything we
21 can." Then I -- they told me to get a new phone. I got
22 a new phone, and the new phone did the exact same thing,
23 so it's not the phone, but now I have a new phone that
24 doesn't work; and that's -- I hope you guys can do
25 something about it and make something right here,

1 because I don't like paying for my phone when it doesn't
2 work, so.

3 (Timer notification.)

4 ALJ GLEGOLA: Thank you so much for calling in
5 today. We very much appreciate your comment. That's
6 why we're here.

7 Operator, would you mind, I understand that we
8 have someone waiting on the Spanish language line.
9 Would you mind transferring to that one?

10 THE OPERATOR: Yes, sir, one moment.

11 Our next speaker comes from Francisco. Your --
12 your line is now open.

13 STATEMENT OF SPEAKER NAVARRO

14 Yes, my name is Francisco Navarro, and I am
15 calling in because I am having difficulties, and I am
16 having a lot of problems with my phone also. I have
17 T-Mobile -- or Simple Mobile. I also made a phone call
18 to the Department of Employment. I ended up receiving a
19 phone call -- or making a phone call, and it ended up
20 cutting out.

21 I've already reported this on several
22 occasions, and I think that I am going to have to change
23 companies.

24 I think that that would be all for today, or I
25 don't know if there's any other question?

1 ALJ GLEGOLA: Is that it from our caller?

2 (No response.)

3 ALJ GLEGOLA: Okay. Well, thank you so much.

4 So, with that, then, I think thank the caller
5 for calling in.

6 And, Operator, can you please move to our --
7 our next person waiting in the queue?

8 THE OPERATOR: Thank you, sir.

9 Our next caller is Alex Woo. Your line is
10 open.

11 STATEMENT OF SPEAKER WOO

12 Good afternoon honorable Judge and also
13 Commission. My name is Alex Woo. My office is in
14 Arcadia, California. My home is in El Monte,
15 California. I am using AT&T.

16 My point one, AT&T is running a wrong since --
17 systematic business model.

18 Two, the company just protects their own
19 interest, and they don't care. Anything to make sure a
20 favorable outcome whenever issues come up with their
21 service.

22 Three, there is proven that AT&T is using a
23 toll-free number system that would discourage the
24 customer.

25 (Timer notification.)

1 SPEAKER WOO: All 5G system is very slow. 10
2 minutes for one picture. Need management. I mean, the
3 5G is not expect -- reaching the expectation. The phone
4 tech system is nothing. Low tech just repeat the same
5 step. Advanced tech is just (indecipherable),
6 complaints say no such problem.

7 Commissioner, please turn it around.

8 Thank you.

9 ALJ GLEGOLA: Thank you for your time today.

10 Could we have our next caller, please?

11 THE OPERATOR: Our next caller is -- -- our
12 next caller is Mel Mason. Your line is open.

13 STATEMENT OF SPEAKER MASON

14 Thank you. It sounds like I am hearing
15 somebody's busy signal. Hello?

16 ALJ GLEGOLA: Please continue, sir.

17 THE OPERATOR: Your line is open.

18 SPEAKER MASON: Hello?

19 ALJ GLEGOLA: Hello, please continue, sir.

20 SPEAKER MASON: Oh, okay, I'm sorry.

21 Hello, my name is Mel Mason. I'm a resident of
22 Seaside, California, which is one of the communities
23 that has quality of services issues and certainly
24 impacted by the digital divide.

25 My question is, why is the Commission focusing

1 on old landline-type technology? I think most of the
2 problems that people talk about with their old landlines
3 would be solved if everyone had access to broadband, and
4 I would ask that the broadband funds be released as a
5 means of building out the network. I believe that that
6 needs to be done as a major means of closing the digital
7 divide and increasing the quality of service.

8 Thank you for your time.

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

11 Operator, can we please proceed with the next
12 caller?

13 THE OPERATOR: Our next public comment comes
14 from Barry White. Your line is open.

15 STATEMENT OF SPEAKER WHITE

16 Hello?

17 ALJ GLEGOLA: Hello, can you please continue,
18 sir.

19 SPEAKER WHITE: Yes, thank you. I am Barry
20 White. I am the president of the Carson Chamber of
21 Commerce. Thank you for your time. I will try to be
22 brief.

23 So, we have no service complaints for our
24 hundreds of members, and any issues that we've had have
25 been resolved in a timely fashion, so we're concerned

1 with that the quality of metrics that are being proposed
2 are not appropriate for the modern era, and we want to
3 make sure that we are not using metrics from 1975.

4 So, we're working with providers, with the
5 city, and our council of governments to expand broadband
6 to unserved areas of the community, and we're making
7 good progress on that; and we want to make sure that
8 that is the focus.

9 So, with that, I thank you very much for your
10 time, and have a good day.

11 ALJ GLEGOLA: Thank you and likewise, sir.

12 Can we please have our next caller, Operator?

13 THE OPERATOR: Our next public comment comes
14 from Natalie Boust. Your line is open.

15 STATEMENT OF SPEAKER BOUST

16 Good afternoon. My name is Natalie Boust, and
17 I am calling in on behalf of the California Business
18 Roundtable. We are a non-partisan organization that is
19 comprised of senior executives across the state, and I
20 am calling to speak on the positive impacts of mobile
21 telecommunications.

22 So, small businesses are relying on emerging
23 platforms, which are enabled by apps and connecting with
24 customers through wireless technology. This is creating
25 new job opportunities and improvements in many

1 businesses based in California. These wireless networks
2 have evolved and only improved over the past decade
3 because of permissionless innovation and not from
4 top-down utility-style regulations.

5 It's necessary to enable innovators and
6 entrepreneurs to offer their best and not hold them back
7 from competing in the marketplace.

8 Thank you.

9 ALJ GLEGOLA: Thank you for calling in today.

10 Operator, can we have the next public
11 commenter?

12 THE OPERATOR: Our next public comment comes
13 from Leticia Jordan. Your line is open.

14 STATEMENT OF SPEAKER JORDAN

15 Good afternoon. I am calling regarding an
16 issue with Verizon. We have been customers for over
17 15 years, and they approached us to consolidate to a
18 business line. An error made at the store caused -- it
19 triggered some kind of warning and instead of talking to
20 us about it, they dis -- disconnected all six of our
21 lines with no warning, and then they reported all of the
22 devices stolen, which is fraud; so, when we tried to go
23 to a -- a different carrier, we weren't even able to do
24 that, and since we -- they -- we didn't do the up sale
25 at Verizon, we had to end up buying \$6- or \$7,000 worth

1 of new phones --

2 (Timer notification.)

3 SPEAKER JORDAN: -- we paid for years with no
4 problems with billing. We want to know what the issue
5 is, and why this fraud was committed, and they told us
6 they don't have to give us a reason. We need
7 transparency, and we need accountability, and --

8 (Timer notification.)

9 SPEAKER JORDAN: Thank you.

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

12 Could we have our next commenter?

13 THE OPERATOR: Our next public comment comes
14 from Tony Moore.

15 Tony, your line is open.

16 STATEMENT OF SPEAKER MOORE

17 Yeah, hi, I'm a Verizon customer, and I -- a
18 couple of things I want to talk about. One is the
19 signal strength that I am getting where I live in
20 Southern California, but the main thing is cust -- the
21 tech support. I have been having problems with signal
22 strength for quite a while and each time I, you know,
23 would get dropouts from my hot spot, I called tech
24 support to get help; and each time, they would promise
25 me it's going to be fixed. They have all the right

1 buzzwords and tech speak. I am sure they have a list of
2 things that you're supposed to say in the best broken
3 English that they can. I understand we are
4 multilingual, but if you're going to speak English,
5 speak English so that I can understand, because that
6 takes a lot of time, too, to try to understand what
7 they're saying.

8 The bottom line is, I went through seven or
9 eight different tech support guys. They were supposed
10 to send me a new device that they helped break. I went
11 from poor service to no service because of what they
12 told me to do. I am still waiting for a resolution for
13 this. I am still waiting. They make promises after
14 promise after promise, and they don't keep any of them.
15 There is no accountability apparently, because they
16 don't feel like they have an obligation. There's no
17 pressure for them to keep their promises, do what they
18 say and provide quality service.

19 I think that has to be addressed seriously.

20 Thank you.

21 ALJ GLEGOLA: Thank you for calling in today.
22 Can we have the next commenter, please.

23 THE OPERATOR: Our next public comment comes
24 from Brian Neil.

25 Brian, your line is open.

1 STATEMENT OF SPEAKER MEW

2 Hi, can you hear me?

3 ALJ GLEGOLA: Yes, we can, please continue.

4 SPEAKER MEW: Hello?

5 ALJ GLEGOLA: Yes, hi.

6 SPEAKER MEW: Good afternoon. My name is --
7 oh, sorry, can you hear me?

8 ALJ GLEGOLA: Yes, we can. Please continue.

9 SPEAKER MEW: Okay. My name is Brian Mew, and
10 I am with the South Orange County Economic Coalition. I
11 just wanted to say thank you for providing me the
12 opportunity to provide public comment.

13 Firstly, we appreciate the Commissioner's
14 efforts to address whether the existing standards can
15 meet the current needs of Californians. We believe the
16 best way to do this is to focus on a path that closes
17 the digital divide and connects as many people to
18 broadband as possible.

19 The CPUC still focuses quite extensively on
20 landline technology and 1970's era service quality
21 metrics for copper-based wire services. While our world
22 is becoming increasingly reliant on internet access,
23 landlines are, for better or for worse, becoming
24 increasingly obsolete yet we're still obligating a
25 significant --

1 (Timer notification.)

2 SPEAKER MEW: -- number of resources to
3 maintain them.

4 Thank you.

5 ALJ GLEGOLA: Thank you for calling in today.
6 Could we have the next commenter, please?

7 THE OPERATOR: Our next public comment comes
8 from Marcus Gomez.

9 Your line is open.

10 STATEMENT OF SPEAKER GOMEZ

11 Thank you. Hello, my name is Marcus Gomez
12 living in the Sacramento area. I own a business where
13 our employees are on the road around the state, and it's
14 important to have reliable wireless service to stay
15 connected along their routes. Some of the routes go
16 through rural areas with lower cellular connectivity,
17 but because of network improvement and deployment and
18 new innovative technology, we have noticed less drop off
19 and clear communication.

20 Thank you for your day.

21 ALJ GLEGOLA: Thank you for calling in today.
22 Can we have our next commenter, please?

23 THE OPERATOR: Our next public comment comes
24 from Nicole Redbar.

25 Your line is open.

STATEMENT OF SPEAKER REDBAR

Hi there. Good afternoon. My name is Nicole Redbar. I work with veterans and low-income patients suffering from post-traumatic stress disorder to access resources for healing and harm reduction. Our company partners with brands and retailers to create meaningful giveback programs to underserved patients and veterans in our communities across the state.

We communicate with our partners through mobile and telecommunications services, but to provide access for these and other mental health resources, many folks are also in rural areas, our clients connect with us through these same mobile services to provide product details and patient education all provided through these valuable broadband connections. We have seen continued innovations to networks that are improving the quality of these communication services, and I appreciate --

(Timer notification.)

SPEAKER REDBAR: Have a good day.

ALJ GLEGOLA: Thank you for calling in today.
Can we have the next commenter, please.

THE OPERATOR: Our next public comment comes from Barry Chinn. Your line is open.

(No response.)

THE OPERATOR: Barry, your line is open.

1 STATEMENT OF SPEAKER CHINN

2 Hello?

3 ALJ GLEGOLA: Hello, please continue.

4 SPEAKER CHINN: Yes, I -- I think we got the
5 name incorrectly. It's not Barry, it's Wayne Chinn,
6 C-h-i-n-n; and I'm in San Francisco.

7 I was just wondering about the consumer
8 protection responsibility, who that falls upon, and who
9 we contact regarding enforcement in situations where you
10 have a contract with the provider, but their equipment
11 is failing, and their service is failing.

12 You know, I -- I assume there must be some
13 agency that we can contact, so we can rectify this
14 problem.

15 ALJ GLEGOLA: Thank you for calling in, sir.
16 There's a couple of things that you can do. One of them
17 is calling our -- I'm looking for the -- the actual
18 number right now. I would call our Public Advisors
19 Office, and the phone number for that is 1-866-849-8390.

20 So, that's -- that's this agency.

21 SPEAKER CHINN: Let me repeat that to you:
22 1-866-849-8360; is that correct?

23 ALJ GLEGOLA: That's 8390.

24 SPEAKER CHINN: 8390, yes. Let me ask --

25 ALJ GLEGOLA: Correct.

1 SPEAKER CHINN: -- doesn't the provider have
2 some responsibility for the equipment and the service?

3 ALJ GLEGOLA: So, it depends on the issue, sir,
4 but you probably need to file a complaint; and you
5 probably need -- I mean, yeah. So, then, we are looking
6 at adopting certain rules for wireless. It sounds like
7 you're talking about wireless, and we don't have those
8 rules yet.

9 SPEAKER CHINN: Yeah, you know, they signed me
10 up for a contract, and then they give you a piece of
11 equipment; and if the piece of equipment is faulty, you
12 know, they don't take any responsibility for it.

13 So, why am I tied into a two-year contract when
14 the equipment doesn't work?

15 ALJ GLEGOLA: Sir, thank you very much for
16 calling in today. I would encourage you to -- to -- to
17 call the Public Advisors Office, and they can help you
18 file a complaint.

19 Thank you very much.

20 Our next --

21 THE OPERATOR: Our next public comment comes
22 from Lori Kammerer.

23 Your line is open.

24 STATEMENT OF SPEAKER KAMMERER

25 Thank you. Good afternoon, chair and

1 commissioners. This is Lori Kammerer, L-o-r-i -- excuse
2 me -- last name, K-a-m-m-e-r-e-r; and I am calling on
3 behalf of the National Association of Women Business
4 Owners, California chapter, and we represent 1.4 or so
5 of the California women-owned businesses.

6 Our state is best served when women owned
7 businesses and start-ups are thriving, competing in the
8 marketplace, creating jobs and opportunities while also
9 improving the wellbeing of their customers. Key to this
10 success is when emerging platforms enabled by apps and
11 connected with customers through website -- I'm sorry --
12 through wireless technologies -- connected customers
13 through wireless technology.

14 These wireless networks have evolved and only
15 improved over the past decade, because of innovation.
16 We need a regulatory -- sorry, my voice. We need a
17 regulatory framework that encourages our innovators and
18 entrepreneurs to compete and produce the best products
19 and services.

20 Thank you for hearing --

21 (Timer notification.)

22 SPEAKER KAMMERER: -- my comments today.]

23 ALJ GLEGOLA: Thank you for calling in.

24 Could we have our next commenter, please.

25 THE OPERATOR: Our next public comment comes

1 from Yvonna. I couldn't get a last name.

2 Yvonna, your line is open.

3 STATEMENT OF SPEAKER Riestra

4 SPEAKER Riestra: Hi. Good afternoon. My name
5 is Yvonna Riestra. I live in Santa Monica, California.
6 I'm calling because last year, less than a year ago, me
7 and my mother changed our phone lines to Verizon. The
8 reason why we picked Verizon was because they said that
9 the service was better, they had coverage from around
10 the state, et cetera. We bought the two iPhone 13
11 phones, and within two weeks of owning them, my mom
12 started having bone issues, pain in her hands,
13 headaches. We start searching. And I think it's
14 because of 5G radiation.

15 We took the phones back to Verizon within two
16 weeks of buying them, and they refused to exchanging it
17 or like giving us the money back. We didn't know the
18 policy. So a couple of days later -- I mean -- ago from
19 now I was on the phone with their customer-service
20 agent, and she told me that we have the right to get
21 back --

22 (Timer notification.)

23 SPEAKER Riestra: -- with no problem. Now we
24 have information through them -- long story short, we
25 want to get rid of this contract with them. They don't

1 want to talk to us. We've been sending emails. They
2 don't reply. It's not just giving us issues to, you
3 know, connect with other people, but it's also giving us
4 issues physically. So if you can help us out, that
5 would be awesome.

6 Thank you.

7 ALJ GLEGOLA: Thank you for calling in today.
8 That's why we're here.

9 Could we have our next comment, please.

10 THE OPERATOR: Our next public comment comes
11 from Jesse Mariut.

12 Your line is open.

13 STATEMENT OF SPEAKER MARIUT

14 Hello. My name is Jesse Mariut. Last name is
15 spelled M-a-r-i-u-t. I'm the co-owner of a media
16 company called Render Social in Roseville, California.
17 Telecommunication services are very important to us not
18 only to communicate with the staff and clients, but it's
19 how we do business, promote our business and the
20 uniqueness of industry. Quite candidly and bluntly,
21 companies like ours and the rest of California's
22 entertainment industry would not be growing or actually
23 even survive, especially in the throws of this pandemic,
24 without having the properly functioning access to these
25 critical resources every single day. We need to allow

1 these services to continue to innovate and address the
2 needs of their users (indecipherable) top-down dictation
3 as is prescribed in the proposal.

4 Thank you very much.

5 ALJ GLEGOLA: Thank you for calling in today.

6 Could we have our next comment, please.

7 THE OPERATOR: Our next public comment comes
8 from Leslie Asher.

9 Your line is open.

10 STATEMENT OF SPEAKER ASHER

11 Thank you. Three quick points about Verizon
12 and Xfinity and Comcast in my neighborhood in the City
13 of Marina. Number one, the cell signals are very weak
14 in my neighborhood, called The Dunes, which is built on
15 former army Fort Ord property. Number two, if Comcast
16 fails, Verizon also fails leaving myself unable to make
17 any calls to people, businesses or government agencies.
18 And three, during a broad and lengthy --

19 (Timer notification.)

20 SPEAKER ASHER: -- as occurred late last week,
21 no communication is provided during or after from
22 Comcast or Verizon.

23 Thank you.

24 ALJ GLEGOLA: Thank you for calling in today.

25 Could we have our next comment, please.

1 THE OPERATOR: Our next public comment comes
2 from Peter Ansaul.

3 Your line is open.

4 STATEMENT OF SPEAKER ANSAUL

5 Good afternoon. My name is Peter Ansaul. I'm
6 the policy advocate for the California Farm Bureau.
7 Farm Bureau represents over 28,000 members across 28,000
8 farms delivering tens of billions of dollars in economic
9 output for California and feeding the state, nation and
10 world with over 400 different California-grown fruits,
11 nuts and vegetables. Agriculture, like any other
12 business, looks to technology to help bring efficiencies
13 to farming practices and business success. Precision
14 agriculture technology allows farmers to use artificial
15 intelligence and data services to more efficiently
16 manage public water, fertilizers and pesticides that are
17 used to bring in a crop, and automation technologies
18 help to alleviate the lack of labor in farming as farm
19 workers age out of the workforce and new workers
20 struggle to integrate or to be --

21 (Timer notification.)

22 SPEAKER ANSAUL: There's a need for ubiquitous
23 technology networks to exist across all rural
24 communities. Farmers need that connectivity to connect
25 their homes to cold storage facilities to millions of

1 irrigated acres across the state. Those networks are
2 vital for soil centers and for data to become a regular
3 part of the farming practice to make farming
4 businesses --

5 (Timer notification.)

6 SPEAKER ANSAUL: Thank you.

7 ALJ GLEGOLA: Thank you for calling in today.
8 Could we have our next comment, please.

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

11 Joy, your line is open.

12 STATEMENT OF SPEAKER CABODE

13 Hi. Thank you. Excuse me. My name is Joy
14 Cabode, and I live in Auburn, California. And I'm
15 calling to complain about, really, Optimum. Suddenlink
16 was purchased by Optimum, and we've been a client of
17 Suddenlink for over 17 years, and a wire was broken at
18 the pole. It had to do something with the node, and we
19 had numerous outages from November 2022 through March
20 2023.

21 There was several phone calls that were made,
22 and they told us they would come by and tell us when it
23 was fixed or give us a call, and they never did. And
24 they said it was fixed in February of 2023. We wouldn't
25 have noticed a difference because we were occurring

1 outages through March of 2023. So we've had nothing but
2 outages with --

3 (Timer notification.)

4 SPEAKER CABODE: -- with Optimum. And it's
5 been really substandard service.

6 ALJ GLEGOLA: Thank you so much for calling in
7 today. That's why we're here.

8 And can I have our next public comment, please.

9 THE OPERATOR: Our next public comment comes
10 from Kelly McDonald.

11 Your line is open.

12 STATEMENT OF SPEAKER McDONALD

13 Hi. My name is Kelly McDonald, and I'm a
14 mother of a five-year-old in the Sacramento area. And
15 like a lot of families in California, my son has
16 recently started going back to school -- or started
17 elementary school, and he's been exposed to lots and
18 lots of germs. So the easiest way that I communicate
19 with our pediatrician is through a mobile app and phone
20 calls on my cellphone number. And pretty much daily I'm
21 communicating with the doctor or his teacher for, you
22 know, his new educational adventure and homework and
23 helping out in his class. We love being able to utilize
24 this mobile service. It's great to keep in touch with
25 his doctor, his teacher, and we think that every

1 Californian parent and family deserves nothing but this
2 infrastructure --

3 (Timer notification.)

4 SPEAKER McDONALD: -- that allows us to care
5 for our loved ones in a way that fits our needs and
6 concerns.

7 Thank you for your time.

8 ALJ GLEGOLA: Thanks for calling in.

9 Could we have our next commenter, please.

10 THE OPERATOR: Our next public comment comes
11 from Gary Fuller.

12 Your line is open.

13 STATEMENT OF SPEAKER FULLER

14 Yes. Thank you. My name is Gary Fuller. I
15 have AT&T, and my concern is the line -- you pick up --
16 somebody calls you, you pick it up, there's nobody
17 there. You call the number back, and then it's not a
18 working number. Well, there's not a working number,
19 then how did they call me? I keep giving -- I keep
20 calling AT&T. They gave me a number to block these
21 numbers, but they still keep coming. That's my
22 concerns.

23 Have a good day. Be safe.

24 ALJ GLEGOLA: Thank you for calling, sir. You
25 too.

1 Could we have our next caller, please.

2 THE OPERATOR: Our next public comment comes
3 from Leslie Nevan.

4 Your line is open.

5 STATEMENT OF SPEAKER NEVAN

6 Good afternoon. I'm calling on behalf of my
7 client Alan Hunsaker (phonetic). There's a current CPUC
8 case file open. It's file No. 578351. It's an issue
9 with Frontier Communications. I know a lot of the
10 callers have been speaking about wireless
11 communications. I'm calling mostly regarding landline
12 communications. My clients have had numerous problems
13 and outages with their landline. It's been ongoing for
14 a couple of years now. They both had COVID for a period
15 of time and did not have phone service while they had
16 COVID. They are elderly. They require phone service.
17 They --

18 (Timer notification.)

19 SPEAKER NEVAN: Additionally, most recently,
20 since the end of 2022 up to current, there had been no
21 service but for one day. The service was, again, fixed
22 for one day but then stopped working. Frontier tried to
23 close the complaint by indicating that service was
24 repaired, but it hasn't been. So the -- I have asked
25 that the file remain open, but this is an ongoing issue

1 that has not been resolved.

2 These are elderly people. This -- they live in
3 a rural area in California Hot Springs. This is their
4 only source of communication for all intents and
5 purposes, and they require service.

6 ALJ GLEGOLA: Thank you, ma'am, for calling in
7 today. That's why we're here.

8 Could we have our next commenter, please.

9 THE OPERATOR: Our next public comment comes
10 from Joanne McCulla.

11 Your line is open.

12 STATEMENT OF SPEAKER McCULLA

13 Hi. Good afternoon. I live in Castaic,
14 C-a-s-t-a-i-c, California, and I've had AT&T for over 20
15 years for my cell service. And since mid-February until
16 today, I have no bars. There's no -- no phone calls, no
17 texting. And I called numerous times, talked to
18 customer service and IT, and they keep promising me that
19 it will be fixed and it hasn't. And I'm elderly, and I
20 need the phone to communicate with doctors.

21 Thank you.

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

24 Could we have our next commenter, please.

25 THE OPERATOR: Our next public comment comes

1 from Eve Sutton.

2 Your line is open.

3 STATEMENT OF SPEAKER SUTTON

4 Thank you. My name is Eve Sutton, E-v-e
5 S-u-t-t-o-n, calling from East Palo Alto, California,
6 which is San Mateo County, not regular Palo Alto. We
7 have numerous power outages, frequent power outages. In
8 February, my power was out for three days. And the
9 corded landline phone I'm using now with this beautiful
10 connection is the only way I had communication. It
11 lasted long after my cellphone battery died and my
12 internet connection was gone and my laptop battery died.

13 The corded landline phones are really a
14 lifesaver, and that's why I keep two of them. I'm
15 paying for two corded landline phones with AT&T. If one
16 phone is busy, I have it set up so that it
17 automatically -- the call -- incoming call
18 automatically --

19 (Timer notification.)

20 SPEAKER SUTTON: So I really want to keep my
21 POTS service, but if I get fiber internet, they are
22 going to cancel my copper line. And I need to have
23 both. If I'm going to have fiber, I want the copper
24 landline. I'm still bombarded with ads to switch to
25 fiber. I keep telling them, "Stop advertising to me" --

1 (Timer notification.)

2 SPEAKER SUTTON: -- robo calls that supposedly
3 cannot be stopped unless I have a fiber line. That's
4 ridiculous.

5 I'm suggesting you call two names at a time for
6 the commenters so we can get ready for your call to --

7 ALJ GLEGOLA: Okay. Thanks for calling in.

8 If we could have our next commenter, please.

9 THE OPERATOR: Our next public comment comes
10 from Walter Adams.

11 Your line is open.

12 STATEMENT OF SPEAKER ADAMS

13 Yes. Thank you for taking my call. I'll try
14 to consolidate the thought here. We live in a canyon
15 area in Los Angeles, and as a result of that, we have no
16 cell signal available to us. The real problem is the
17 infrastructure in our area is probably five or six
18 decades old. And we are continuously having problems
19 with the copper wirelines.

20 Internet is not really a good option for us
21 because when the power goes down -- we had 17 power
22 failures in our area since January '23. One was four
23 days long. When the power goes out, we have no cell, no
24 internet, and actually our phone system goes out as
25 well. So I understand the importance of working towards

1 new technology, but in some areas, especially in the
2 canyon areas, you may need to keep the copper wire for a
3 while.

4 Thank you.

5 ALJ GLEGOLA: Thank you for calling in.

6 Can we please have our next commenter.

7 THE OPERATOR: Our next public comment comes
8 from Steven Hekeemean.

9 Your line is open.

10 STATEMENT OF SPEAKER HEKEEMEAN

11 Thank you so much. I appreciate the ability to
12 share. A couple of thoughts and quick story. About
13 20-odd years ago, my wife took a position as a volunteer
14 up in Frasier Park. And not kind of knowing what cell
15 carrier was preferred up there, we called a video store,
16 and the young kid said, "Oh. You got to go with
17 Cingular," and we had a nice signal up at the camp.

18 My buddy just called, who works at Caltech JPL
19 here in Pasadena 91104 at the foothills about two
20 miles from -- one mile from a freeway and no hills
21 blocking our signal, and he was saying, "Hey, I got to
22 take a corporate phone. Should I go AT&T or Verizon?"
23 So I have both and neither provides a signal. So I'm
24 using WiFi calling at home. Would love a better signal
25 from both carriers.

1 Thank you for your consideration.

2 ALJ GLEGOLA: Thanks for calling in today.

3 Could we have our next commenter, please.

4 THE OPERATOR: My next public comment comes
5 from Robin.

6 Robin, your line is open.

7 STATEMENT OF SPEAKER ROBIN

8 Hi. Good afternoon. Thanks for taking the
9 call. One, I wanted to make three -- four points,
10 actually. The data -- we pay for full-price data. We
11 get hardly none with Verizon. If I schedule a date to
12 make a payment, let's say the 21st, they -- and they
13 can't do the 21st, it's like the 20th, and then I have
14 to call customer service. If I call customer service,
15 there's a \$10 fee to talk to somebody. Like just
16 these -- all these extra fees, and the service is really
17 poor. And then random call drops all the time. Like
18 just on the phone and then all sudden beep, beep, beep
19 and the phone goes out. It just -- what are we paying
20 for if we don't even have the security of a good
21 connection?

22 Thank you for hearing me.

23 (Timer notification.)

24 ALJ GLEGOLA: Thank you for calling in today.

25 Could we have our next commenter, please.

1 THE OPERATOR: Our next public comment comes
2 from Neiomia Carroll.

3 Your line is open.

4 STATEMENT OF SPEAKER CARROLL

5 Yes. My name is Neiomia. First name
6 N-e-i-o-m-i-a. Last name Carroll, C-a-r-r-o-l-l. I was
7 calling in with concerns because I found out recently
8 that an employee at AT&T had been using my identity. I
9 found out it was seven iPhones listed under AT&T under
10 my specific name using a different Gmail account. I
11 mean, not a Gmail account but an AT&T account link with
12 my first and last name to it. I tried to contact the
13 office of the president. They refused to communicate
14 with me. I filed a claim, and I received a letter from
15 an attorney. And he offered me \$250 credit for my
16 report, and I basically took it to court because I had
17 paid off my credit and everything and I had found out
18 through Chase just recently they cut my credit cards off
19 and everything. I lost \$1,900 from Chase, and I also
20 lost \$600 due to my credit from Victoria Secret. So I'm
21 just taking like major blows to my credit.

22 So I wanted to let AT&T know that they
23 employees are actually out here setting up cellphone
24 accounts using people --

25 (Timer notification.)

1 SPEAKER CARROLL: -- personal identification.

2 ALJ GLEGOLA: Thank you for calling in today.

3 Could we have our next commenter, please.

4 THE OPERATOR: Our next public comment comes
5 from Nancy Taylor.

6 Your line is open.

7 STATEMENT OF SPEAKER TAYLOR

8 Thank you. I'm calling about my POTS line.

9 It's Nancy Taylor, N-a-n-c-y T-a-y-l-o-r. I live in
10 Auburn, and I have a POTS line because I have a medical
11 condition that require me to have a reliable telephone.
12 Unfortunately VoIP or any of those other Internet type
13 of services all rely on electricity, which does not suit
14 my situation. Recently, in January, during a rainstorm,
15 our phone went out, called AT&T for service, and they
16 quoted me a 13-day due date to fix my service, which I
17 think is totally unreasonable.

18 (Timer notification.)

19 SPEAKER TAYLOR: Unfortunately, our service was
20 restored prior to that. I don't think AT&T ever came
21 out and did anything on it. The wires had gotten wet,
22 and it just dried out. And so it sort of fixed itself,
23 which means --

24 (Timer notification.)

25 SPEAKER TAYLOR: -- that every time the rain

1 starts, we have an issue. Thank you.

2 ALJ GLEGOLA: Thank you for calling in today.

3 Could we have our next commenter, please.

4 THE OPERATOR: Our next public comment comes
5 from Victoria Taylor.

6 Your line is open.

7 (No response.)

8 THE OPERATOR: Victoria Taylor, your line is
9 open.]

10 STATEMENT OF SPEAKER TAYLOR

11 Can you hear me okay?

12 ALJ GLEGOLA: Yes, please continue.

13 (No response.)

14 ALJ GLEGOLA: Please continue.

15 (No response.)

16 ALJ GLEGOLA: We hear you; can you please
17 continue?

18 THE OPERATOR: Your Honor, we can come back to
19 Victoria, if we get her back this the queue. If you
20 give me a couple of minutes, I will see if I can grab
21 her back.

22 ALJ GLEGOLA: Thank you for much.

23 THE PEOPLE: You're welcome.

24 Our next public comment comes from William
25 Alfer.

1 Your line is open.

2 STATEMENT OF SPEAKER ALFER

3 Yes, hi, my name is William Alfer. I live in
4 Los Angeles County, Torrance to with exact.

5 Where do I begin? It's been a nightmare ever
6 since pre-pandemic with, you name it, every phone
7 company there is -- Verizon, AT&T, T-Mobile, I've tried
8 them all, and none of them -- and, actually, it's not
9 100 percent their fault because it's just for this one
10 number that I call back east, a family member. She has
11 problems where she lives in her apartment complex for
12 the signal to get in. It's not coming through to her
13 building. So, that's part of the problem, too. It's on
14 the East Coast, and I have tried every -- every phone
15 company with her also and nothing works.

16 I have tried with Verizon. I have tried
17 every -- AT&T. I tried T-Mobile. None of them --

18 (Timer notification.)

19 SPEAKER ALFER: -- none of them are helping.
20 It's -- and -- and it's getting -- now, it's -- it was
21 working for a while; now it fluctuates. It goes back
22 and forth. I am talking about the phone signal. It's
23 really bad.

24 ALJ GLEGOLA: Thank you for calling in today.

25 Can we have our next commenter, please?

1 THE OPERATOR: Thank you, your Honor. Victoria
2 Taylor, can you please press star one to get back into
3 the queue? Victoria Taylor, please press star one to
4 get back into the queue.

5 Our next public comment comes from Cheryl
6 Randolph.

7 Your line is open.

8 STATEMENT OF SPEAKER RANDOLPH

9 Hi. My name is Cheryl Randolph, and I am -- I
10 want to make a complaint, because I have been going
11 through the PUC and the FCC since 2014. My problem is
12 my cable, internet and phone has not been fixed.

13 I just fixed -- I got a telephone number to
14 call the President's office. The President's Office
15 needs you to leave voicemails, and they don't call you
16 back. You talk to the tech; they don't call you back.
17 I have a technician, they called me saying everything
18 was fixed. I take pictures of my television when it
19 says no U-Verse connection. My internet -- I need the
20 internet, because they put me on this internet phone,
21 and I have an ill mother.

22 Now, how many times do you have to go to the
23 PUC and FCC for things to get fixed around, because
24 nothing is getting fixed, and that's all I do --

25 (Timer notification.)

1 SPEAKER RANDOLPH: -- FCC and PUC, FCC and PUC.
2 Again, AT&T is telling the FCC and PUC they fixed the
3 problem, and they have not fixed the problem. Like I
4 said, I got a voicemail, I left a voicemail with no
5 contact back. I --

6 (Timer notification.)

7 SPEAKER RANDOLPH: -- and you cannot
8 communicate with these people in these foreign countries
9 when you're talking about your problems, because they
10 don't understand me, and I don't understand them.

11 Thank you.

12 ALJ GLEGOLA: Thank you for calling in today.

13 Can we have our next commenter, please?

14 THE OPERATOR: Our next public comment comes
15 from Victoria Taylor.

16 Your line is open.

17 (No response.)

18 THE OPERATOR: Victoria, we currently cannot
19 hear you.

20 STATEMENT OF SPEAKER TAYLOR

21 Can you hear me now?

22 THE OPERATOR: Yes.

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

24 SPEAKER TAYLOR: Okay. I -- I had T-Mobile for
25 18 years. I have T-Mobile for my mobile services, and I

1 have Comcast for my internet services and my landline.

2 I discovered that I was hacked in January of
3 this year, I immediately went to T-Mobile to try to
4 resolve the issue and get a new device. \$6,000 later,
5 my phone is still being hacked. I found out that I had
6 10 open lines on my phone, unauthorized lines; and I had
7 no idea that was open.

8 T-Mobile would not be accountable for it. They
9 tried to brush me off, and I went to every T-Mobile in
10 my county, and I live in Visalia, and the county I live
11 in is Tulare. I filed a police report, and now it's
12 kind of like harassment, so -- but T-Mobile has did
13 absolutely nothing for me. And I think I may have to go
14 down that legal road, and I got this information in the
15 mail --

16 (Timer notification.)

17 SPEAKER TAYLOR: -- about today's hearing
18 through Comcast. I am looking for help, please.

19 Thank you.

20 ALJ GLEGOLA: Thank you for calling in today.
21 Could we have our next comment, please?

22 THE OPERATOR: Our next public comment comes
23 from Keith Umbroth (sic).

24 Your line is open.

25 ///

1 STATEMENT OF SPEAKER UMBRIGHT

2 Yes, this is Keith Umbright. I live in a large
3 housing track in Oceanside, California; and when I first
4 started with Verizon, I had five bars and great service.
5 Each year the signal strength goes down. Now it's at
6 one to no bars and no service where I am at. I haven't
7 moved.

8 When I make a call, a lot of times, it's
9 breaking up, and people tell me they can only hear the
10 third or fourth word I am saying. Sometimes when I go
11 to make a call, I get a message saying, "voice
12 communications not available in your location." Again,
13 I haven't moved. I call tech support and they tell you,
14 "oh, yeah, you're in a poor reception area, and there's
15 nothing we can do about that."

16 I have --

17 (Timer notification.)

18 SPEAKER UMBRIGHT: -- updated my phone, and I
19 have an up-to-date phone. It takes all the bands or 5G
20 ultra. It's not a phone. Basically, it sounds like the
21 cell towers are overloaded, and they say, it'll take
22 years and years before they can update that.

23 Thank you.

24 (Timer notification.)

25 ALJ GLEGOLA: Thank you for calling in today.

1 Can we have the next commenter, please?

2 THE OPERATOR: Our next comment comes from
3 Robin Loven.

4 Your line is open.

5 STATEMENT OF SPEAKER LOVEN

6 Hello, my name is Robin Loven. I am in LA
7 county in the San Diego Valley, and I am calling -- by
8 the way, thank you, Judge, and everyone there for giving
9 us this opportunity today.

10 My complaint is that as the gentleman
11 previously that spoke, I -- I upgraded to a 5G, and I
12 have been with Verizon since 2004 and every year it
13 seems like the signal strength goes down and the cell
14 towers are less and less and less, and they're
15 overloaded, I am also concerned with the fact that all
16 these calls that come in from robots and asking to
17 upgrade our solar and our roofs and all that stuff, and
18 then there's not really anybody there. You call the
19 number back, and it's an unusable line, so I am
20 wondering how that information is --

21 (Timer notification.)

22 SPEAKER LOVEN: -- is given out, how our phone
23 numbers are getting out to these things, and why isn't
24 the cell companies blocking all that stuff?

25 So, anyway, thank you for your time and --

1 (Timer notification.)

2 SPEAKER LOVEN: -- thank you for listening.

3 ALJ GLEGOLA: Thank you for calling in today.

4 Can we have our next commenter, please?

5 THE OPERATOR: Our next public comment comes
6 from -- your line is open.

7 (No response.)

8 THE OPERATOR: Your line is open.

9 ALJ GLEGOLA: Hello, can you please continue.

10 STATEMENT OF SPEAKER UNKNOWN

11 Yes, sorry, if you can hear me.

12 My problem is certainly outage and things like
13 that. So, basically, we have been with Verizon since
14 February 2001, and my wife will call from her work in
15 Orange; and she cannot get home to -- I work out of my
16 house in Irvine -- without it dropping off every time.
17 Without fail, every time.

18 We call customer service and describe the
19 situation, they told us, hey, you're in a bad area, but,
20 you know, basically we're working on it. So, I said,
21 "Okay, that's great." Another six months go by, we call
22 again, and they said, "Well, what's your ticket number?"
23 And we're, like, "Whoa, hold on. We didn't have a
24 ticket number."

25 So, anyway, we established a ticket number and

1 go through that process, and then, basically --

2 (Timer notification.)

3 SPEAKER UNKNOWN: -- we need to purchase a
4 booster, and we're like, "We pay over \$200 a month. I
5 am not buying your equipment just to be told that it
6 might work because we've had just this bad experience,"
7 but what I am hearing from everybody else, it doesn't
8 seem to matter what carrier you go through, but I did
9 just want to express that.

10 Thank you so much.

11 ALJ GLEGOLA: Thank you for calling in today.

12 Can we have our next commenter, please?

13 THE OPERATOR: Our next public comment comes
14 from Betsy Blaysiskee.

15 Your line is open.

16 STATEMENT OF SPEAKER BLAYSISKEE

17 Hi, my name is Betsy Blaysiskee. Can you hear
18 me?

19 ALJ GLEGOLA: Yes, please continue.

20 SPEAKER BLAYSISKEE: Okay. I live in San Juan
21 Capistrano Dana Point area in California, and my cell
22 phone service is Verizon; and I had the same problems
23 with everybody else, like, the drop off phone calls, and
24 the delayed of receiving emails and texts while, you
25 know, I have unlimited, you know, data.

1 And so, I would also like to know if there's
2 any time in the future to have a Starlink add-in for the
3 services here in California, since I am from -- so tired
4 of this Verizon problem, you know, and I would like to
5 have access to internet and connection anywhere I go,
6 like, even in the desert or the mountains.

7 Thank you.

8 ALJ GLEGOLA: Thank you for calling in today.

9 Can we please have our next commenter?

10 THE OPERATOR: Our next public comment comes
11 from Jordan Brooks.

12 Your line is open.

13 STATEMENT OF SPEAKER BROOKS

14 Hi. I live in Trinity County, Weaverville
15 specifically. I have been a Verizon customer about 15
16 years. Most recently, this year, they have already had
17 two outages. The last one being a total of eight days.
18 They only gave everyone \$20 off and maintained that
19 there was no outage, and we are talking well over 4,000
20 people calling them and bugging them.

21 They decreased the service to anyone that is
22 not emergency personnel when it's fire season, which I
23 can't express how dangerous that is up here. They
24 decrease service if you don't purchase their booster. I
25 pay over \$1,200 a year, and the last outage, their tech

1 told me that they were banned from working on towers
2 here in Trinity, which is false. I work for the Postal
3 Service, all communication employees were exempt from
4 COVID restrictions, and then he tried to tell me their
5 towers burned up in the fire; and we haven't had a fire
6 in over two years.

7 So, it's -- it's been problem after problem
8 with Verizon Wireless. Frankly, I don't know why I am
9 paying over \$100 a month for service that I am not
10 getting.

11 (Timer notification.)

12 SPEAKER BROOKS: Thank you.

13 ALJ GLEGOLA: Thank you so much for calling in
14 today. That's why we're here.

15 Can we have our next caller, please?

16 THE OPERATOR: Our next public comment comes
17 from Tina Torres.

18 Your line is open.

19 STATEMENT OF SPEAKER TORRES

20 Hi. This is Tina Torres. I would like to say
21 thank you Honorable Judge, commissioner and everyone.

22 My only complaint is -- I am happy with the
23 service, my only complaint is we have -- I had purchased
24 a 13 for my son, and then he wanted to upgrade to a 14.
25 He spoke with one of the managers after speaking with a

1 rep and his advice was to go to Apple and to talk with
2 them and see if they'll do that; and he did that, and he
3 went to Apple and he did. He got it upgraded. He got
4 it from the 13 to a 14 and paid it off, and then after
5 that, I noticed that my bill continued to still have the
6 charges. I thought it was only because -- maybe for
7 that month. I find out that they are still continuing
8 until now to give me those charges. They did waive them
9 twice to find out through further notice was going to
10 happen.

11 So, I am still being charged as of today \$300
12 and some, because they're still charging me the monthly
13 payments --

14 (Timer notification.)

15 SPEAKER TORRES: -- that is no longer existing.
16 We took it, they told us all we have to do is turn it in
17 to one of the companies there, and we went to AT&T on
18 McKendree, and we showed them, he wrote and said call
19 them back now, let me know. I've made notes --

20 (Timer notification.)

21 SPEAKER TORRES: -- they're still charging us.

22 ALJ GLEGOLA: Thank you very much for calling
23 in, and if I could just make one suggestion. I believe
24 you can call a customer service representative right now
25 if you'd like to if you just go to our website,

1 www.cpuc.ca.gov/PPH, and there should be a spreadsheet
2 with a number -- telephone numbers including your
3 company; and they are supposed to have someone available
4 at this time to help resolve these types of issues.

5 Hopefully that helps.

6 Can we have our next caller, please?

7 THE OPERATOR: Our next public comment comes
8 from Doris Garrett.

9 Your line is open.

10 STATEMENT OF SPEAKER GARRETT

11 Yes, I have some concerns about my cell phone
12 service. I have AT&T, and I live in Riverside in the
13 Canyon Crest area. I have had a lot of problems for a
14 lot of years, and I have had them come out many times.
15 Even the service people that come out that are working
16 on my service say, "I can't get a signal unless I walk
17 down the street," I am like, "Really? That's a
18 problem."

19 Okay. So, even in trying to resolve it, I have
20 upgraded my phone. I've changed EIM number. I have
21 done many things, and I am really tired of their being
22 problems. The calls drop. They get garbled, and
23 something needs to get done.

24 Do something. We're all fed up.

25 Thank you.

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

3 Can we please have our next commenter?

4 THE OPERATOR: Our next public comment comes
5 from Kevin Moore.

6 Your line is open.

7 STATEMENT OF SPEAKER MOORE

8 Hello, this is Kevin Moore from Petaluma,
9 California. I am calling about Verizon. I have lived
10 in the city for, like, 27 years, had great service until
11 they started moving, I guess, 2G and 3G cell towers.

12 So, for about three years now, I have had
13 very -- I can't make phone calls in my house. I have to
14 use WiFi calling in order to make calls, and they've
15 determined that I have poor service in my area; and I
16 finally talked with some higher-tier support, and they
17 said that there's nothing they can do; and I said, "Can
18 you put in a new cell tower?" And they were, like,
19 "Well, that would just cost too much money."

20 So, that is my comment.

21 ALJ GLEGOLA: Thank you so much for calling in
22 today. We appreciate that feedback.

23 Could I have the next caller, please?

24 THE OPERATOR: Our next caller is Sherry Flint.

25 Your line is open.

STATEMENT OF SPEAKER FLINT

Hi. I think it's Sherry Flint, F-l-i-n-t, and I am from Springville, California, which is a very rural community; and we only have AT&T available to us. They've been granted a monopoly, and some years ago, it was pretty reliable service, but I just wanted to connect and -- and make the plea for how expensive it is for them to have such bad service, and we don't have any other opportunity.

The cell phone goes out regularly. It drops off and on, and then sometimes it'll go out for days. Every time you call AT&T, it's hours for customer service. They've never acknowledged that they have a system failure even though I'm aware that many people in the community are having the same problem at the same time.

In retrospect, it has never been a phone problem, for me, at least; it has always been a service problem.

(Timer notification.)

SPEAKER FLINT: It requires that I go ahead and maintain a landline. It also requires that I maintain satellite internet service. Like I said, I live very rurally, and I am handicapped. I have to have the communication, and it costs me over \$300 a month.

1 (Timer notification.)

2 SPEAKER FLINT: Thank you.

3 ALJ GLEGOLA: Thank you so much for calling in.
4 Appreciate that feedback.

5 Can we have our next commenter, please?

6 THE OPERATOR: Our next comment comes from
7 Timothy Lee.

8 Your line is open.

9 STATEMENT OF SPEAKER LEE

10 Hi. Thank you so much for this opportunity to
11 comment. My name is Timothy Lee. I was calling to tell
12 you that we have lost the phone and internet service
13 between January 6th of this year and April 17th. I just
14 got phone service back in time to make this comment.

15 Anyways, we have Sonic and Sonic uses AT&Ts
16 infrastructure to provide service to us, and the delay
17 in the restoring our service is due to some problems
18 that AT&T has with their infrastructure; and I think
19 that the -- the thing is that I want to tell you that
20 landline is reliable, and it's -- it should be kept and
21 it should be maintained, so they can keep it up.

22 (Timer notification.)

23 SPEAKER LEE: The thing is the other land --
24 internet and phone -- cell phone service require
25 electric power, and the landline works with no power.

1 (Timer notification.)

2 SPEAKER LEE: -- once again. Bye-bye now.

3 ALJ GLEGOLA: Thank you so much for calling in.
4 Can we have our next commenter, please?

5 THE OPERATOR: Our next comment comes from
6 Curtis Chisom.

7 Your line is open.

8 STATEMENT OF SPEAKER CHISOM

9 Yes, how are you guys doing?

10 ALJ GLEGOLA: Doing great. Please continue.

11 SPEAKER CHISOM: All right. All right.

12 ALJ GLEGOLA: Yeah, I can hear you.

13 SPEAKER CHISOM: All right. I agree with some
14 of the callers that have called in. I -- I agree that
15 the system shouldn't be solvency, and it should be
16 broadband, and -- but I do not agree with -- with -- - I
17 think, Brian. Brian said he don't agree with landlines.
18 I feel that landlines should always been available as
19 well, but we should all also be mindful that we -- we --
20 we should be open and mindful that all whole people need
21 the access to utilities. Especially possession
22 utilities, so it -- it helps you to be creative to give
23 back to other American citizens that you know have dealt
24 with trauma -- unseen trauma and also trauma that also
25 is seen. But, you know, it's all -- it's all --

1 (Timer notification.)

2 SPEAKER CHISOM: -- beneficial -- it's all to
3 be beneficial to the companies moving forward, you know,
4 to help everyone involved, so, you know, AT&T needs to
5 do the same.

6 ALJ GLEGOLA: Thank you for calling in today
7 and sharing.

8 Can we have our next caller, please?

9 THE OPERATOR: Our next caller is Dawn
10 Mathison.

11 Your line is open.

12 STATEMENT OF SPEAKER MATHISON

13 Hi, can you hear me?

14 ALJ GLEGOLA: Yes, we can. Please continue.

15 SPEAKER MATHISON: Okay, thanks, sorry.

16 I am Dawn Mathison. I live in Larkspur in
17 Marin County. I have a few things.

18 Internet access should be considered an
19 essential service when one can't attend school or work
20 without it. From multiple personal experiences over the
21 years, I can tell you there is a significant difference
22 in response time between an essential service outage,
23 which can take hours to get somebody on site, to an
24 internet outage, which can take up to a week. Companies
25 can make the argument that reasonable response times are

1 required to maintain customer loyalty.

2 We have had the experience that when we tried
3 to upgrade our service with Sonic, which is run on top
4 of AT&T, that our service stops working and after a
5 month, they suggested we switch to another provider
6 rather than fix our service.

7 (Timer notification.)

8 SPEAKER MATHISON: -- provide a written formal
9 answer as to why they can't provide service in one of
10 their stated service areas. We solved -- after this,
11 you know, really traumatic experience, we resolved the
12 problem by subscribing to two services, and we're
13 privileged enough to be able to do this, but most can't
14 and all shouldn't have to.

15 And then, my question to you is, why is your
16 cell phone not considered a carrier of last resort when
17 it is your only connection to the world? I don't
18 understand that.

19 Another thing that I think should be -- should
20 be changed is forced arbitration. We don't have other
21 options due to government granted monopolies. Why do we
22 have to give up our rights to a jury trial just to use
23 an essential service?

24 The next thing I think that can --

25 ALJ GLEGOLA: Thank you so much for calling in,

1 ma'am. We do have a lot of people on the phone.

2 SPEAKER MATHISON: Okay.

3 ALJ GLEGOLA: I am trying to give everyone one
4 minute.

5 SPEAKER MATHISON: Okay. Well, that's fine if
6 those are the only ones that you want me to address. I
7 had two more, but go ahead.

8 ALJ GLEGOLA: Thank you very much for your
9 time, and we will move onto our next commenter.]

10 THE OPERATOR: Our next comment comes from Lisa
11 Lynd.

12 Your line is open.

13 STATEMENT OF SPEAKER LYND

14 Hi. My name is Lisa Lynd, L-y-n-d. I'm
15 calling regarding Frontier. We live in a rural area.
16 It is (indecipherable), but it is (indecipherable). We
17 lost internet and our landline on December 28th. I have
18 made -- documented over 30 phone calls. We have 15
19 different appointments under the same ticket. Our
20 appointment continues to be cancelled. We are with
21 Frontier called a dark zone. There is no cellphone
22 service. There is no other option. We have fire season
23 coming to this state. I still do not have full WiFi
24 calling. We continue -- our fire -- our fire season
25 will be here after May, and I am continuously being

1 overpromised and under-delivered. Sadly, we have 15
2 years of telecommunications. Frontier --

3 (Timer notification.)

4 SPEAKER LYND: -- is our only option. We have
5 no other options for internet. We can't have Starlight.
6 It is not in our area. And I would like to know who I
7 can contact to make sure that this is rectified. We do
8 have a lot of elderly that live in our communities --

9 (Timer notification.)

10 SPEAKER LYND: -- that does not have service as
11 well.

12 ALJ GLEGOLA: Thank you so much for calling in.
13 If we can have our next commenter, please.

14 THE OPERATOR: Our next comment comes from Ben
15 Golombek.

16 Your line is open.

17 STATEMENT OF SPEAKER GOLOMBEK

18 Hello. This is Ben Golombek with the
19 California Chamber of Commerce. On behalf of our nearly
20 15,000 members, which are businesses large and small,
21 they rely on merchant platforms enabled by apps and
22 connecting with customers through wireless technologies.
23 This is creating new job opportunities, improvements for
24 many California-based businesses. These wireless
25 networks have evolved and only improved over the past

1 decade. (indecipherable) not from top-down
2 utility-style regulations (indecipherable) independent
3 success and ability to thrive and has led to billions of
4 dollars of investment. We have been able, innovators
5 and entrepreneurs, to offer their best without holding
6 them back from competing in the marketplace.

7 Thank you, and have a good day.

8 ALJ GLEGOLA: Thank you for calling in today.

9 Could we have our next commenter, please.

10 THE OPERATOR: Our next comment comes from Time
11 Hart.

12 Your line is open.

13 STATEMENT OF SPEAKER HART

14 Good afternoon. I'm from Sherman Oaks. On
15 March -- I had a landline with AT&T from 1978 until just
16 recently. March the 10th, my line went out rather
17 unexpectedly after the rain had stopped, and when I
18 called in, what's -- well, it used to be 611 -- I had to
19 call the 800 number -- they promised me an April 3rd
20 date. And I thought, well, I'm not going to be without
21 a dial tone for all those weeks. So I switched to
22 Spectrum. My wife already had a Spectrum number here.
23 The price is right. We get some extra perks like Canada
24 and Mexico. But when I put in tickets that the star
25 codes didn't work for the custom call-in features, each

1 time they would erase both --

2 (Timer notification.)

3 SPEAKER HART: -- they erase both our lines --

4 group of features, and they erased my wife's 28

5 voicemails out of -- and they said they had no backup.

6 And so sometimes the features work; sometimes they

7 don't. And the reps don't seem to know -- you get --

8 (Timer notification.)

9 SPEAKER HART: -- as my wife says, three

10 different answers from four different reps. And they

11 said they are not trained. So it's kind of interesting

12 switching over. I might switch again -- we'll see --

13 after, you know, May or so.

14 Thanks so much for listening.

15 ALJ GLEGOLA: Thanks for calling in to share.

16 Can we have our next commenter, please.

17 THE OPERATOR: Our next comment comes from

18 Latrice Walker.

19 Your line is open.

20 STATEMENT OF SPEAKER WALKER

21 Hello.

22 ALJ GLEGOLA: Hello. Please continue.

23 SPEAKER WALKER: Okay. I was calling because

24 in our neighborhood, every time we're on a telephone

25 call, whenever there's an airplane that passes by, our

1 calls are automatically dropped. And because we're --
2 we have people in our residence who are elderly. A lot
3 of times we are on important calls with Medicare or
4 taking care of home health needs. So when these calls
5 are dropped, most likely the information is lost, and
6 they are unable to get back to us about where we are in
7 any situation.

8 So I was calling today to just -- to make sure
9 that I note that whenever airplanes -- or, you know -- I
10 mean, we live probably 15 minutes from the airport. So
11 we're going to have flyovers continuously. So imagine
12 that in a day --

13 (Timer notification.)

14 SPEAKER WALKER: -- talking and the phone is
15 dropping calls.

16 Like someone else mentioned, my mom is able to
17 afford another service. So she has two services at her
18 home, but it is not -- it is still costly, and --

19 (Timer notification.)

20 SPEAKER WALKER: -- it's been unnecessary
21 expense. So I would like for you all to take note that
22 when we do call in and try to get help -- my mother is
23 elderly -- so I have to get on the floor and reset and
24 do all the things that they ask me to do -- and she's
25 physically incapable of doing these things. So when I

1 got the notice, I wanted to make sure that I was on the
2 line to speak on her behalf, because a lot of people do
3 not have advocates. So please take in consideration
4 when we're talking to people -- maybe a technology
5 person can come out and take care of the issue.

6 ALJ GLEGOLA: Thank you so much for calling in
7 today.

8 Can we please have our next commenter.

9 THE OPERATOR: Our next comment comes from
10 Nancy Stevenson Smith.

11 Your line is open.

12 (No response.)

13 THE OPERATOR: That caller disconnected. Our
14 next caller comes from Kelly Bradford Kitchens.

15 Your line is open.

16 STATEMENT OF SPEAKER BRADFORD KITCHENS

17 April 18, 2023. My name is Kelly Bradford
18 Kitchens. I have Verizon and AT&T mobile phone service.
19 My Verizon service is very poor, one of five bars. My
20 AT&T service is excellent most of the time. Premium
21 payments deserve premium service, Verizon. Verizon
22 Mobile needs to invest in providing adequate coverage
23 and service to customers, especially newer customers.
24 This is Gardena, California in a rural or a remote
25 location. This poor phone service prevents me from

1 finding gainful employment coming out of homelessness as
2 a service disabled veteran of the United States armed
3 forces. Thank you for this administrative public
4 hearing and providing an outlet to address my grievance
5 about wireless phone service inadequate -- these
6 inefficiencies in the State of California.

7 Thank you.

8 ALJ GLEGOLA: Thank you for sharing.

9 Could we please have our next commenter.

10 THE OPERATOR: Our next caller is Dao Li.

11 Your line is open.

12 STATEMENT OF SPEAKER LI

13 Hi. Can you hear me?

14 ALJ GLEGOLA: Yes, we can. Please continue.

15 SPEAKER LI: Yes. I am from (indecipherable)

16 Ontario, California. I am the owner of my house. I

17 bought the house last year in September. And

18 our (indecipherable) -- my house from December last

19 year, and they told me -- what is the name of the

20 management company. The (indecipherable) management

21 company that send me here. I don't know why. And they

22 send me a letter about I cannot be (indecipherable) but

23 since they send me the letter last month I already

24 changed to (indecipherable). So I just want to clear my

25 violation. I don't want to (indecipherable). I already

1 told them, but if they -- they still told me here. I
2 don't know why.

3 (Timer notification.)

4 SPEAKER LI: Can you hear me?

5 ALJ GLEGOLA: Thanks for calling in today.

6 Can we please have our next commenter.

7 THE OPERATOR: Our next comment comes from Web
8 Champlin.

9 Your line is open.

10 STATEMENT OF SPEAKER CHAMPLIN

11 Yes. Can you hear me?

12 ALJ GLEGOLA: Yes, we can. Please continue.

13 SPEAKER CHAMPLIN: Okay. I'm in Torrance, and
14 I'm retired, limited income. And I have 4G service.
15 And I pay \$61 a month even with \$11 discount. So I
16 think that's excessive. I'm not going to be able to
17 continue with this. And I hope you can do something to
18 help us retired limited-income people with these monthly
19 costs.

20 Thank you.

21 ALJ GLEGOLA: Thank you for sharing.

22 Could we please have our next commenter.

23 THE OPERATOR: Our next comment comes from
24 Cecelia Jung.

25 Your line is open.

STATEMENT OF SPEAKER JUNG

My name is Cecelia Jung. I'm living in San Francisco. I'm talking about my iPhone and my phone line and my WiFi. It was hacked, I think, last January. It's a long story. And here, on limited time, I make it short. My phone is hacked, and then hack get into my WiFi for their own use. And I changed my phone -- all the phone lines, and I call the AT&T. And also I talk to the Apple company. They help me with something and also sent the case number, but hacker has high technology. They even to find my new phone, my new WiFi service. They continue to hack. And even right now --

(Timer notification.)

SPEAKER JUNG: My service is still -- still helping -- AT&T still helping me to provide -- to protect me, but it's very careful right now. Even right now when I make a phone call, I make a hide, and hacker use -- even use my cellular service -- unlimited cellular service. When I go to some company, when I go to some financial institution and even went to the symphony, they had the content, loaded it, their VPN configuration. That's terrible. And my phone -- even my phone call sometimes -- one time they say either remote caller. That's very strange. And even they hack my email address. They can modify my email. And they

1 monitoring and my phone call, my Face Time. They not
2 only went to my personal information, my family
3 information, they are spying some information for like
4 area here. Because I --

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

7 SPEAKER JUNG: Thank you.

8 ALJ GLEGOLA: Thank you for calling in to
9 share.

10 Can we please have our next commenter.

11 THE OPERATOR: Our next commenter comes from
12 Alex Dardick.

13 Your line is open.

14 STATEMENT OF SPEAKER DARDICK

15 Yeah. Hi. My name is Alex. I live in
16 Los Angeles. I live in Laurel Canyon. I have AT&T. I
17 pretty much never have cellphone service in my house.
18 As multiple people have said before me, I've lived here
19 since 2011. Everything has gotten progressively worse.
20 I also have very spotty cellphone service in the rest of
21 L.A. generally.

22 So I live in the second biggest city in the
23 United States, and I cannot rely on my cellphone
24 service. How is this happening? Why can I not reliably
25 use my cellphone? You've heard all these people talking

1 about it. We're all having the same problems. What
2 could be more basic in the year 2023 than being able to
3 use our cellphones regularly for phone calls?

4 Please let me know if there is anywhere I can
5 follow-up to see if anything is going --

6 (Timer notification.)

7 SPEAKER DARDICK: -- and just if the State of
8 California and the government of California is going to
9 do anything to meaningfully put pressure on any of these
10 mega companies to actually make our cell service better.

11 Thank you.

12 ALJ GLEGOLA: Thank you for that feedback
13 today.

14 Can we please have our next caller.

15 THE OPERATOR: Our next caller comes from
16 Dormain Herman.

17 Your line is open.

18 STATEMENT OF SPEAKER HERMAN

19 Yes. Hello. I live in Napa, California. I've
20 been a customer with Verizon for over 10 years. This
21 public hearing has been very eye opening, and I have a
22 lot of empathy and sympathy for a lot of the things that
23 I'm hearing. I also echo what Alex just said.

24 I've been having issues with Verizon since they
25 changed to 5G service and 5G phones, multiple dropped

1 calls, no service at all, no bars. Voicemail is not
2 taken, recorded even though you're paying for the
3 voice-to-text system. Calls not going through and
4 needing to restart the phone and wait for that to
5 restart. It feels like the phone is changing towers
6 through the Napa Valley.

7 On a three-mile radius, there are many areas
8 with no service at all. When we had 4G for over seven
9 years, we never had an issue. My whole family is on the
10 unlimited plan, and we pay \$420.16 per month for five
11 people. One individual is a teacher. I tried calling
12 Verizon a number of times. They act like they are doing
13 something in the settings to your phone to fix the
14 problem, but it does not correct the issue and you are
15 caused to call again and let them know about the
16 continuous issues. We are good customers --

17 (Timer notification.)

18 SPEAKER HERMAN: -- pay our bills on time, and
19 with auto-pay, never an issue with us on follow-through
20 of our requirements and commitments. And we upgrade our
21 phones and equipment on a regular basis.

22 Thank you for taking my comments.

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

25 Could we have our next commenter, please.

1 THE OPERATOR: Thank you. Before we go to the
2 next caller, I wish to note, if you wish to speak during
3 the comment period, please press star one on your
4 telephone and clearly state your first and last name
5 when prompted.

6 Our next caller is Jarbar Brustal.

7 Your line is open.

8 STATEMENT OF SPEAKER BRUSTAL

9 Yes. Hi. Good afternoon to everyone. I live
10 in the Hollywood area, and I've been a Verizon customer
11 for about two years now. I use my cellphone and devices
12 mostly for work. The issues I've been having, like most
13 of the people I've heard on this forum, are Verizon's
14 poor signal. Many of the robo -- I've been receiving
15 many robo calls lately, many dropped (indecipherable)
16 calls.

17 I tried to call for, you know, for the tech
18 support. It takes about two -- like over an hour on the
19 phone and getting dropped as well when you're in the
20 middle of that. The only way is to go to the
21 brick-and-mortar store, which is really a hassle. I've
22 sent several emails as well and never get any responses.
23 I have a top-of-the-line phone from them and pay their
24 highest fees.

25 (Timer notification.)

1 SPEAKER BRUSTAL: I appreciate the opportunity
2 to speak. Thank you.

3 ALJ GLEGOLA: Thanks so much for calling in to
4 share today.

5 Can we have our next commenter, please.

6 THE OPERATOR: Our next comment comes from Bret
7 Idi.

8 Your line is open.

9 STATEMENT OF SPEAKER IDI

10 Hello. My name is Bret Idi. I work in land
11 surveying throughout The North Bay area and up to
12 Sacramento. There are a lot of job sites that are in
13 remote parts of the state, and with increasing
14 technology, there are aspects of land surveying that
15 rely on realtime data streams over mobile networks for
16 our equipment to function. Without these -- without
17 access to stable wireless and mobile tools like we have,
18 I would literally be lost. These tools have been vital
19 to the success and navigation needed to do my job and
20 serve my clients.

21 Thank you for this opportunity to speak today.

22 ALJ GLEGOLA: Thanks so much for calling in to
23 share.

24 Could we please have our next commenter.

25 THE OPERATOR: Our next caller is George

1 Everdecia.

2 Your line is open.

3 STATEMENT OF SPEAKER EVERDECIA

4 Yeah. Hi. Hello, everyone. Thank you for
5 this opportunity. I live in L.A., and I totally agree
6 with the person who was like two or three calls before.
7 This is the second largest city in the country, and in
8 addition to that, like, we live in the United States.
9 It's -- like it's not top one. It's definitely like top
10 second -- like top two countries, like, in the world.
11 We have such a poor, like, wireless connection, and also
12 not only wireless but just in general.

13 I am a Verizon customer, and it's, like, a
14 shame for us, like, not having, like, this nice, like,
15 service. Like three years ago I was in Russia for a
16 business trip. I, like, spent like a month or so, and
17 their internet is amazing. Like their, like,
18 wireless -- and we're, like, blaming Russia for this and
19 that. But their, like -- their, like, service is way
20 better than ours when it comes to Internet --

21 (Timer notification.)

22 SPEAKER EVERDECIA: -- such as like -- that's
23 like wireless and like other like -- even 4G, like, used
24 to be better. Yeah. Like Verizon and like -- so this
25 mega -- like these companies they make, like, billions.

1 Like it's -- what a shame on them. Like -- like, I pay
2 like 60 bucks every month.

3 (Timer notification.)]

4 ALJ GLEGOLA: Thank you so much for calling in.
5 Can we have the next commenter, please?

6 THE OPERATOR: Our next comment comes from an
7 Ignascio Mas.

8 Your line is open.

9 STATEMENT OF SPEAKER MAS

10 Hi, this is Ignascio Mas. I am calling in
11 about the captions that you have on the bottom of the
12 screen for the Xfinity cable television. Lately, I have
13 been watching channel 378 at 7:00 Pacific Time, and
14 instead of it showing Geraldo like it says on the -- on
15 the bottom caption, it shows some guy named Ronnie Paul.
16 I was wondering why is there such a disparity -- such a
17 disconnect between what's shown in the caption and what
18 is showing on the screen?

19 I've seen this not just with channel 378, but
20 also I used to watch channel 375 Sunday morning to watch
21 the Armenian Orthodox Church, and on the bottom of the
22 screen, it would say Armenian Orthodox --

23 (Timer notification.)

24 SPEAKER MAS: -- and the caption would show
25 Saved By the Bell.

1 So, what I was wondering is what's wrong with
2 the --

3 (Timer notification.)

4 SPEAKER MAS: -- you put the bottom text --

5 (Timer notification.)

6 SPEAKER MAS: -- could you give me an
7 explanation?

8 ALJ GLEGOLA: We don't regulate cable TV, sir;
9 that is going to be with the FCC, I'm sorry.

10 SPEAKER MAS: So, you only deal with the --
11 okay, because I -- I was -- my mom and I haven't had
12 cable service with Xfinity cable and telephone. That's
13 why I am calling.

14 ALJ GLEGOLA: That's -- that's what we
15 regulate, but we don't regulate what -- what they show
16 you on TV.

17 SPEAKER MAS: Oh, okay then.

18 ALJ GLEGOLA: Thank you for calling in.

19 SPEAKER MAS: The FCC, right?

20 ALJ GLEGOLA: Yes, sir.

21 SPEAKER MAS: Okay, I will contact them.

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

24 Can we have our next commenter, please?

25 THE OPERATOR: I am showing no further

1 commenters on the telephone line at this time.

2 ALJ GLEGOLA: Well, I just want to check,
3 Commissioner Houck, do you have any final remarks?

4 COMMISSIONER HOUCK: I just want to thank
5 everyone for joining us today and appreciate people
6 taking time out of their days to give us their
7 perspective and let us know what their circumstances
8 are; and I thank all of our staff and everyone for
9 making the hearing possible today.

10 ALJ GLEGOLA: Thank you so much, Commissioner.
11 So, I, too, want to thank everyone for calling in, as
12 well as everyone for -- that helped make this possible.

13 This concludes all of the speakers who signed
14 up to speak. If anyone who is still listening would
15 like to provide additional input or comments after this
16 hearing, you may submit written comments on the docket
17 card for this proceeding, which can be found on the
18 Commission's website at www.cpuc.ca.gov/PPH.

19 If you need assistance with providing
20 additional comments, please contact the Commission's
21 Public Advisor Office during normal business hours at
22 1-866-849-8390, or by emailing
23 public.advisor@cpuc.ca.gov.

24 Finally, we will also have another public
25 participation hearing that will start at 6:00 p.m.

1 This concludes this afternoon public
2 participation hearing.

3 Thank you again for all your input and
4 comments. We are adjourned, and we will be off the
5 record.

6 (At the hour of 3:44 p.m., this matter having
7 been continued to 6:00 p.m., April 18, 2023,
8 the Commission then adjourned.)

9]

10 * * * * *

EVENING SESSION

APRIL 18, 2023 - 6:04 P.M.

* * * * *

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

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

I'm Thomas Glegola, the assigned administrative law judge for this proceeding. We are also joined by the Honorable Darcie Houck, who is the assigned commissioner for this proceeding.

To those listening on the phone that wish to speak, please press star one on your phone to be placed in line. After pressing star one, you 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 phone service. This includes what many refer to as Plain Old Telephone Service, also call POTS, as well as newer phone service delivered using Voice over Internet Protocol, also

1 called VoIP. Additionally, we're looking at cell phone
2 service. We especially want to hear about service
3 outages that you've encountered, as well as any lengthy
4 service delays when you submit customer service tickets
5 to your phone provider.

6 If you have a billing question, please go to
7 the following website: www.cpuc.ca.gov/pph. You will
8 find more information there on this proceeding,
9 including phone numbers to reach a customer service
10 representative for your company at this time.

11 The Public Utilities Commission currently
12 regulates service quality standards for Plain Old
13 Telephone Service. These standards are contained in
14 General Order 133, which you can find on the
15 Commission's website. Due to changes in our
16 jurisdiction, as well as a petition from the
17 Commission's Public Advocates Office, the Commission is
18 reviewing the service quality standards for Plain Old
19 Telephone Service and also is considering adopting new
20 rules for other phone services.

21 In Phase II of this proceeding, the Commission
22 will consider service quality for Internet service.
23 More information is available on the Commission's
24 website, at that website that I gave before,
25 www.cpuc.ca.gov/pph. This will include summaries of the

1 positions of the telecommunications service providers in
2 California, as well as other organizations representing
3 consumers that are participating in this hearing.

4 The Public Utilities Commission has five
5 commissioners who are appointed by the Governor and
6 confirmed by the State Senate, including Commissioner
7 Houck. My responsibility is to manage the day-to-day
8 activities of the case and to help Commissioner Houck
9 evaluate all of the evidence in the proceeding,
10 including your input. Commissioner Houck will issue a
11 proposed decision for the other Commissioners to
12 consider. The five commissioners are ultimately the
13 ones who will decide and vote on whether or not to
14 approve any proposed changes to existing rules or to
15 adopt new rules.

16 Each piece of information on which we base our
17 decision is listed and available for you to review at a
18 Commission web page we call "the Docket Card." Your
19 comments today will also be listed and published on the
20 Docket Card, because our court reporters are
21 transcribing today's hearing, taking down everything
22 that is said.

23 I thank you so much for spending your time
24 today to share your experiences as customers, your
25 perspectives or, perhaps, just to listen. The

1 commissioner and I will be paying close attention to
2 what you say. We have received significant public
3 interest in this proceeding, which likely means you will
4 have to wait before speaking. So, I also want to thank
5 you for your patience.

6 Today is not you're only opportunity to tell us
7 how this proceeding will impact you. Throughout the
8 proceeding, we will accept written public comments
9 through a form on our website, the public comments
10 section of the Docket Card. To access the Docket Card,
11 go to the Commission's website: www.cpuc.ca.gov/pph. As
12 of today, we have received almost 2800 written public
13 comments.

14 This forum is being conducted remotely, because
15 we have found remote hearings to be a very convenient
16 and effective way for us to engage with members of the
17 public, especially on issues like this that affect all
18 parts of the state. Again, we are so appreciative that
19 you have joined us today.

20 And now, we'll hear from Commissioner Houck.
21 Commissioner Houck, the floor is yours.

22 COMMISSIONER HOUCK: Thank you, Judge Glegola.

23 Good evening, everyone. Again, my name is
24 Darcie Houck. I'm the assigned commissioner for this
25 proceeding that's examining our service quality

1 requirements. I would like to thank Judge Glegola and
2 our Public Advisor's Office for hosting tonight's event,
3 especially, Joyce Kwok, Allison Brown, Anne Kim, Mona
4 Dee Dzvova, and Claudia Sanchez. I also want to thank
5 our court reporters that are here transcribing your
6 comments this evening: Jason Stacey, Karly Powers, and
7 Rebekah DeRosa. And our IT staff, Robert Stanford and
8 Joseph Haga. We couldn't have these meetings without
9 the work that they do.

10 So, again, I want to thank everyone for taking
11 time out of your day to provide your comments on the
12 important issues in front of us. I appreciate the
13 opportunity to hear from you, the public, before we make
14 any decisions in Phase I of this proceeding. The
15 proceeding, as the judge described, is going to evaluate
16 our current service quality standards set out in this
17 General Order 133-D. And it will set new service
18 quality standards for communications providers, as
19 appropriate, including examining wireless and VoIP
20 services. In Phase II of the proceeding, we will
21 consider service quality standards for Internet service.

22 We've received a tremendous amount of public
23 feedback in this proceeding. To date, we've received at
24 least 2,789 written comments in our Docket. And we've
25 heard from over 250 people that have provided public

1 comment during the public participation hearings, such
2 as the one that you're participating in this reviewing.

3 Given the conditions of the modern life,
4 especially coming out of the pandemic, it's critically
5 important that customers receive reliable
6 telecommunication service, which includes Plain Old
7 Telephone Service, or what's referred to as POTS,
8 wireless, VoIP, and broadband. Communication services
9 are essential services, as more and more Californians
10 are relying on these technologies for work, school,
11 medical services, to stay connected to one another, and
12 to contact emergency services providers.

13 Again, the purpose of the tonight's hearing is
14 to hear from you about the quality of service that
15 you're receiving from the providers. And as the judge
16 indicating, we're particularly concerned about outages
17 and the lengths of the outages.

18 And, with that, I want to end my comments to
19 ensure that we have as much time as possible to hear
20 from all of you return it back over to Judge Glegola.

21 ALJ GLEGOLA: Thank you, Commissioner.

22 We now will turn to the public. If you want to
23 speak, and have not already done so, please press star
24 one on your phone now, and the operator will add you to
25 the queue of speakers. You may decide at any time

1 before we end this forum to speak, simply by pressing
2 star one. And if you do speak, please remember the
3 speak slowly and clearly so that our court reporter is
4 able to capture everything you say.

5 We ask that you state and spell your name and,
6 if you would like, the city you are calling from. To
7 help ensure we hear from everyone, each speaker will
8 have a time limit of one minute. A chime will sound
9 when you have 15 seconds left. So please wrap up
10 shortly after that. I sincerely apologize for this
11 abrupt deadline. I hope you understand the reason is to
12 hear from as many people as possible.

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

18 Again, we'll be able to hear you best if you
19 speak slowly and clearly and speak directly into your
20 phone or head set. It is also best to use -- to not use
21 your speaker phone.

22 Also, if you are listening to this hearing
23 using our live video feed, please remember to mute
24 speakers for that feed when you are speaking on the
25 phone.

1 With that, could our operator please proceed to
2 the first speaker if the queue.

3 THE OPERATOR: Thank you, sir.

4 Our first speaker comes from Alberto (sic).
5 Your line is open.

6 STATEMENT OF SPEAKER ALBERTO

7 SPEAKER ALBERTO: Hello?

8 ALJ GLEGOLA: Hello. Please continue.

9 SPEAKER ALBERTO: Hello, yeah. My name is
10 Alberto (inaudible). I live in Watsonville, California.
11 And I'm calling because for the past decade, I've been
12 having terrible phone service quality. It's
13 unfortunate. Because 10 minutes up, in Santa Cruz, they
14 have 5G ultra wideband; 10 minutes to the south of where
15 I live, in Salinas, they have 5G ultra wideband. It's
16 like, why doesn't my town have good cell phone quality
17 service?

18 I have a Verizon store, like less than a mile
19 from where I live. And, at times, I can't even get a
20 connection. Like, it doesn't matter, like, if I have --
21 on the top corner my phone says 5G, and I have a couple
22 bars, like, my signal is obsolete --

23 (Timer notification.)

24 SPEAKER ALBERTO: And it comes to a situation
25 where I have to have WiFi if I need to look something

1 up. Like, yeah, it's just unacceptable how stores are
2 implemented in towns knowing they have bad connection.
3 And they have no incentive to improve. So that's all I
4 --

5 (Timer notification.)

6 ALJ GLEGOLA: Thank you so much for calling in
7 to share.

8 Could we have our next commenter?

9 THE OPERATOR: Our next comments come from
10 Daniel Shoemaker.

11 STATEMENT OF SPEAKER SHOEMAKER

12 Good evening. My name is Daniel Shoemaker.
13 I'm a resident of Los Angeles County. I'm just calling
14 in, in regards to the POTS program and the fact that
15 broadband seems to be the better way to go with all of
16 this. Because with things advancing, especially with
17 the pandemic as a great example, the older technology
18 just won't be able to support the bandwidth that we need
19 in order to talk to our doctors, in order to go to
20 school, and do the things that a lot of us have found
21 that we can do now through the pandemic.

22 So, I'm not entirely sure why the Commission is
23 focusing on old, outdated technology, when we should be
24 focusing on things that help close that digital divide
25 between what we currently have and where we are moving

1 to in the future.

2 Thank you.

3 ALJ GLEGOLA: Thank you for that feedback.

4 Can we have our next commenter, please?

5 UNIDENTIFIED SPEAKER: We need a name.

6 THE OPERATOR: Our next comment comes from
7 Marsha Rosen. Your line is open.

8 STATEMENT OF SPEAKER ROSEN

9 Yes. Thank you. My name is Marsha Rosen,
10 R-o-s-e-n. I have nothing but a land line to
11 communicate outside the house. I'm hypersensitive. I
12 don't have a computer. And I don't have a cell phone,
13 never have. I don't have another way to get to
14 emergency services. When my phone was out for 37 days,
15 it took five calls, or longer, to get someone to come
16 out. And I had to wait a long time.

17 When I try to get to customer service, they
18 don't answer for a long, long time, and I only have a
19 land line to listen through. The hyper electricity is
20 -- causes me illness. So I need to keep my land line.
21 My land line is very important to me. The lines that
22 service them and the way that they are connected is very
23 important to continue for people like me.

24 I thank you for this time, for the judge, the
25 commissioner, the advisory counsel, and the --

1 (Timer notification.)

2 SPEAKER ROSEN: I appreciate Veriz- -- I
3 appreciate Frontier, and I thank you for finally getting
4 service back. I live alone, and I need a land line.
5 Please don't take our land lines away.

6 Thank you for your time.

7 (Timer notification.)

8 ALJ GLEGOLA: Thank you so much for calling in.
9 Could we have our next commenter, please?

10 THE OPERATOR: Our next comment comes from
11 Layne Dosen (phonetic). Your line is open.

12 STATEMENT OF SPEAKER DOSEN

13 Hi, my name is a Layne Dosen; and I live in
14 Concord. And I have AT&T.

15 I've lived here for 12 years, and the signal
16 has never been good at my house or throughout my
17 neighborhood. And so, I have to use calling through
18 WiFi. And when the power went out in the first big
19 winter storm this year, of course, there was no WiFi. I
20 couldn't make any calls; in fact, I couldn't even text.
21 I was completely cut off from the world.

22 So it makes me wonder what will happen if
23 there's a major disaster, like an earth quake. Would we
24 all be cut off? You know, why -- why can't the cell
25 phone towers work, especially given the amount of money

1 that we pay for cell phone service. So, I definitely
2 think you need to tighten the rules for --

3 (Timer notification.)

4 SPEAKER DOSEN: Thank you.

5 ALJ GLEGOLA: Thank you so much for calling in
6 to share.

7 Could we have our next commenter, please?

8 THE OPERATOR: Our next comment comes from
9 Virginia Johnson. Your line is open.

10 STATEMENT OF SPEAKER JOHNSON

11 Yes. My name is Virginia Johnson. I live in
12 the San Bernardino area. I, too, have AT&T. And I get
13 really spotty service with AT&T. It drops a lot of
14 calls.

15 But my main concern is: How are the cell phone
16 companies able to continue to charge you for a person
17 that has deceased? They will not allow you to drop that
18 phone off of your bill.

19 ALJ GLEGOLA: Are you still with us, ma'am.

20 SPEAKER JOHNSON: Yes, I'm still here.

21 ALJ GLEGOLA: Could I just make a suggestion
22 before we continue on? So, if you go to our website --
23 again, it's www.cpuc.ca.gov/pph, you -- your phone
24 provider should have someone available to discuss this
25 with you right now. So I would suggest you doing that,

1 because they can -- they should be able to help you with
2 this billing issue.

3 SPEAKER JOHNSON: If you could say that one
4 more time -- I have the cc -- I have the ca.gov part,
5 the first part.

6 ALJ GLEGOLA: Oh, so, www.cpuc.ca.gov/pph. And
7 if you --

8 SPEAKER JOHNSON: Okay.

9 ALJ GLEGOLA: You'll find a spreadsheet there
10 that should have those numbers.

11 SPEAKER JOHNSON: Okay. Thank you.

12 ALJ GLEGOLA: Thank you so much for calling in.
13 Could we have our next commenter, please?

14 THE OPERATOR: Our next comment comes from
15 Jill. Your line open.

16 STATEMENT OF SPEAKER JILL

17 Hi, thank you for taking my call. I live in
18 Frazier Park, California, rural area, nearly 50 miles
19 from any major city. I live within a quarter mile of a
20 cell phone tower.

21 And all of my services are through AT&T, my
22 cell phone, my Internet, and my land line are all
23 shotty, at best, as far as service. I'm currently 33
24 days out of Internet service, and my supposed unlimited
25 data usage on my cell phone exceeds. And they got only

1 down to where I have no access to any of my banking, any
2 of my phone lines, anything --

3 (Timer notification.)

4 SPEAKER JILL: And there -- they are not in a
5 rush to rectify any of the situations we've been dealing
6 with.

7 (Timer notification.)

8 SPEAKER JILL: Thank you.

9 ALJ GLEGOLA: Thank you for calling in to
10 share. Can we have our next commenter, please?

11 THE OPERATOR: Yes, our next comment comes from
12 Palvo. Your line is open.

13 STATEMENT OF SPEAKER PALVO

14 Hello, my name is Palvo. I'm an undergraduate
15 at UCLA.

16 And the things I have to say about wireless
17 service is that it's played an important role, and I
18 believe it will continue to play a vital role for remote
19 and distance learning. It was very helpful during the
20 pandemic, but also helpful for students like myself with
21 more real-time info. It allowed us to communicate with
22 each other in study groups, access important information
23 for research and data gathering. And it helped us relay
24 info.

25 Thank you.

1 ALJ GLEGOLA: Thank you so much for calling in.
2 Could we have our next commenter, please?
3 THE OPERATOR: Our next comment comes from
4 Alexander Freedman. Your line is open.
5 STATEMENT OF SPEAKER FREEDMAN
6 Yes, hi. Good afternoon. I'm Alexander
7 Freedman.
8 Two things: One, is AT&T land line and the
9 Internet service. I live in Hollywood, California.
10 Every time it rains, we lose service, both the land line
11 and the Internet. This ridiculous. It's the 21st
12 Century, and we should not keep losing service. Again,
13 this is in the Hollywood area. And numerous buildings
14 lose service every time it rains. This should be fixed.
15 Number two, Verizon prepaid cell phone service.
16 The Internet speed has gotten ridiculously slow, only 2
17 megabits per a second, down from 25 to 35 megabits per a
18 second. I spoke with the executive office; they said
19 that it's on purpose. Because it's on prepaid, you're
20 supposed to (inaudible). So can you please make sure
21 that they increase the Internet speed? It should be
22 definitely faster than just 2 megabits per a second.
23 It's impossible to use a smart phone with Verizon
24 prepaid.
25 Thank you.]

1 ALJ GLEGOLA: Thank you so much for calling in.
2 Could we have our next caller, please?

3 THE OPERATOR: Our next caller is Foster Harp.
4 Your line is open.

5 STATEMENT OF SPEAKER HARP

6 This is Foster Harp, and I'm just calling in
7 today because wireless services, for me, played a big
8 role and will continue to play a big role for remote and
9 distance learning, especially during the pandemic,
10 because it was able to give students and teachers more
11 information in realtime, and also allows us to
12 communicate with each other in study groups, access
13 important information for researching, as well as data
14 gathering, and helping us relay info. Thank you.

15 ALJ GLEGOLA: Thank you so much for calling in.
16 Could we have our next commenter, please?

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

19 STATEMENT OF SPEAKER PEAR

20 Hello my name's Clarence Pear, and I live in
21 north hills area of Brea, California.

22 Myself and all my neighbors are -- a lot of
23 them neighbors are on Verizon, and we get dropped calls
24 continuously, very difficult to make a call out or in,
25 and especially if you're running a business from home.

1 Also, the alarm system used to run on the
2 landline, and they were -- stopped running on landline
3 because we had to get the new digital system in. And we
4 put in cellular radios, but the Verizon signal drops,
5 and my -- my alarm -- will not communicate with my
6 alarm. I constantly have a fail to communicate signal
7 on my --

8 (Timer notification.)

9 SPEAKER PEAR: So we need to solve the dropped
10 calls from Verizon, and I need to get the alarm systems
11 working in this area, because they cannot communicate to
12 the central station. Thank you.

13 (Timer notification.)

14 ALJ GLEGOLA: Thank you so much for calling in.
15 Could we have our next commenter, please?

16 THE OPERATOR: Our next comment comes from --
17 and I apologize for the name. I believe it's
18 Ms. Aguilar. Your line's open.

19 STATEMENT OF SPEAKER AGUILAR

20 Hi. Can you hear me?

21 ALJ GLEGOLA: Yes. Please continue.

22 SPEAKER AGUILAR: My name is -- my name is
23 Yesenia Aguilar, and I am a resident of Los Angeles
24 County, and I'm (indecipherable) with (indecipherable),
25 and I wonder why the Commission is just focusing on old

1 landline technology. The pandemic's opened our eyes to
2 (indecipherable) for broadband for education, health,
3 and workforce. Broadband made it possible for our
4 parents to receive essential health care services
5 virtually. I understand that (indecipherable)
6 technology can be challenging for our seniors; however,
7 we must continue progressing and evolving technology,
8 and ensure everyone has a broadband access.

9 I urge the Commission to continue to focus on
10 closing the digital divide, and connecting all
11 Californians to broadband. Thank you.

12 ALJ GLEGOLA: Thank you so much for calling in.
13 Could we have our next commenter, please?

14 THE OPERATOR: Our next comment comes from Matt
15 Knowl. Your line is open.

16 STATEMENT OF SPEAKER KNOWL

17 Thank you. We live in the Santa Cruz
18 Mountains, and since the storms started January 1st, our
19 landline has been out. There's been no dial tone. I've
20 reported that multiple times, and the -- Frontier has
21 continually done nothing about it.

22 The additional problem is they don't provide
23 backup power for when the power goes out, and we
24 regularly lose power for four to five days at a time.
25 There should be backup power provided. We -- we should

1 have a generator. Their excuse is that it keeps getting
2 stolen. I'm sure that they could figure out a way to
3 prevent that problem. Thank you.

4 ALJ GLEGOLA: Thank you for calling in.

5 Could we have our next commenter, please?

6 THE OPERATOR: Our next comment comes from Dan
7 Saynert. Your line open.

8 STATEMENT OF SPEAKER SAYNERT

9 Good evening. My name is Dan Saynert. I'm in
10 Williams, California, about five miles outside of town.
11 I have Frontier Communications for both my landline and
12 my Internet.

13 Since the first of the year, granted, we've had
14 storms, but I have had little to no service, had a
15 complete outage February 6th through February 28th. It
16 promptly went out again March 14th through -- I just got
17 it turned back on yesterday, April 17th, and they said
18 the cause of that one, there was a board down the road
19 from me, and the box had -- had been blown up because a
20 frog got in.

21 And like the previous commenter, anytime it
22 rains, my service goes out, and it might -- as it dries
23 out a bit, it comes back on with a lot of static where
24 the callers can't hear one another.

25 So again, that was Frontier, and --

1 (Timer notification.)

2 SPEAKER SAYNERT: Once they get here, they are
3 very nice. The technicians are great. But, as far as
4 communicating with them on the phone, it is horrible.
5 Thank you.

6 ALJ GLEGOLA: Thank you so much for calling and
7 share.

8 Could we have our next caller, please?

9 THE OPERATOR: Our next caller is Charles.
10 Your line is open.

11 STATEMENT OF SPEAKER CHARLES

12 Yes. Thank you for taking my call.

13 I'm hearing a lot of complaints, and I think
14 it's basically we're back down to we're at Enron.
15 Everyone's information they were trying to get -- our
16 phone is basically a commodity. They don't have a
17 responsibility. They want the money. They lease out
18 towers from each other.

19 I've had Verizon for 15 years, and the first
20 two years, we had great service, because they bid high
21 on the local tower. And then AT&T bumped them on their
22 bid. Then our service has been absolute spotty.

23 So this needs to stop being a commodity. It
24 needs to be a service for our community. Thank you.

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

1 Could we have our next caller, please?

2 THE OPERATOR: Our next caller comes from
3 Stewart Gooderman. Your line's open.

4 STATEMENT OF SPEAKER GOODERMAN

5 Thank you for taking my call. I am an
6 optometrist. We were forced out of -- of POTS service
7 because the price kept on skyrocketing. We had a -- we
8 had a contract. They disobeyed the contract. They
9 started raising us at \$100 every -- every three months,
10 so we had to go to VoIP. This is a concerted effort by
11 the companies to get rid of POTS service. They don't
12 want it.

13 And -- and we've had situations where we've had
14 VoIP. The system was flooded in our basement. We
15 didn't have service from AT&T for four months. How do
16 you run a medical office that way? People forget, POTS
17 service runs --

18 (Timer notification.)

19 SPEAKER GOODERMAN: -- without electricity.
20 That's why POTS is necessary. Thank you.

21 ALJ GLEGOLA: Thank you so much for calling in.

22 Could we have our next caller, please?

23 THE OPERATOR: Our next caller is Thomas Cox.
24 Your line is open.

25 ///

1 STATEMENT OF SPEAKER COX

2 Good evening. Thank you so much for taking my
3 call.

4 I've been having some problems with AT&T, and
5 I'm wondering if there's any initiative from their
6 company to maintain the infrastructure that supplies the
7 POTS system. The service people that have come out to
8 try to repair our phone that has not been working since
9 November reliably, November of 2022, that they have no
10 interest in maintaining the service, because there's no
11 money left in it.

12 We have a 500 pair of cables between two
13 telephone poles that has been exhibiting problems for
14 the better part of four years, and for the last six
15 months, we've had no phone; but, we've been getting a
16 bill for \$70.

17 (Timer notification.)

18 SPEAKER COX: So there's something wrong here.
19 This is a company that doesn't communicate with their
20 service people that suggests that this needs to have a
21 construction team come out and replace that wire, and
22 AT&T has no interest in doing that. This is ridiculous.

23 (Timer notification.)

24 SPEAKER COX: -- license revoked.

25 ALJ GLEGOLA: Thank you so much for calling in

1 to share. This is why we're here.

2 Can -- can we please have the next caller?

3 THE OPERATOR: The next caller is -- comes from
4 Catherine. Your line's open.

5 STATEMENT OF SPEAKER YULI

6 Hello. Can you hear me?

7 ALJ GLEGOLA: Yes, we can. Please continue.

8 SPEAKER YULI: Okay. Great. Hi. My name is
9 Catherine Yuli. I live in Los Banos, California. We
10 are a town of about just under 50,000 people.

11 I have Verizon wireless. I've had this service
12 for almost 20 years. Initially, it was really the best
13 service in the area, reliable. However, in the last
14 decade -- actually, a little longer than that, it has
15 really gone downhill, to the point of when I actually
16 called in to access this particular conference, nobody
17 could even hear me on my Verizon cell phone. This
18 happens all the time. My service -- I live one mile
19 from a Verizon store. I'm within city limits. And my
20 service is --

21 (Timer notification.)

22 SPEAKER YULI: So I just -- it pains me that
23 Verizon is focusing on 5G in large cities, and in
24 communities like ours, our service remains really poor.
25 Thank you so much for your time.

1 ALJ GLEGOLA: Thank you, as well, for calling
2 in. We appreciate it.

3 Could we have our next commenter, please?

4 THE OPERATOR: The comment comes from Kim
5 Miles. Your line is open.

6 STATEMENT OF SPEAKER MILES

7 Good evening. My name is Kim Miles. I live in
8 Pasadena. I'm calling regarding my AT&T landline and
9 Internet service.

10 I documented numerous times, without
11 resolution, the number of down times that the system
12 went down, and talked to many technical support people,
13 had technicians to my home. Through all of this, there
14 was never any change in the billing. It always stayed
15 the same. And when I tried to ask for customer service,
16 I was told AT&T did not have customer service, but I
17 could send a letter to AT&T in Dallas, Texas, which I
18 did, along with all of the documentation for the down
19 time. I got the letter back from AT&T indicating that I
20 should contact the technical support number that I had
21 been calling.

22 So I -- my concern is, at no time, do we ever
23 get compensated for the amount of time that our system
24 is down, as opposed to the amount of time that they
25 consider --

1 (Timer notification.)

2 SPEAKER MILES: Thank you for your help with
3 this. I hope someone takes that into consideration, and
4 thank you.

5 ALJ GLEGOLA: Thank you so much for calling in.
6 Could we have our next commenter, please?

7 THE OPERATOR: Our next comment comes from
8 Tanya Peter. Your line's open.

9 UNIDENTIFIED SPEAKER: Tanya, your line's open.

10 ALJ GLEGOLA: Do we have that caller with us?

11 THE OPERATOR: The caller's line is open.

12 ALJ GLEGOLA: Can we come back?

13 THE OPERATOR: Yes. The -- the next caller is
14 Clifford Cornell. Your line's open.

15 STATEMENT OF SPEAKER CORNELL

16 Thank you. I live in Orange County,
17 California, and I have AT&T POTS service landline. I've
18 lived in this area for 35 plus years with an AT&T POTS
19 line, and during that time, in the first 30 years, you
20 could count on one hand how many problems that we had.
21 In the past five years, it's multiple times that we've
22 lost service or had service that was unusable. And the
23 time it takes for them to respond and fix it has gotten
24 to be at least ten days each time. And I've lost
25 service in the past three --

1 (Timer notification.)

2 SPEAKER CORNELL: So the service from AT&T for
3 POTS is just deteriorating tremendously. And there is
4 a --

5 ALJ GLEGOLA: Thank you so much --

6 (Crosstalk.)

7 SPEAKER CORNELL: Thank you.

8 ALJ GLEGOLA: Thank you so much for calling in.

9 (Timer notification.)

10 ALJ GLEGOLA: Could we have our next caller,
11 please?

12 THE OPERATOR: Our next caller comes from
13 Melissa. Your line's open.

14 STATEMENT OF SPEAKER MELISSA

15 Hi. I'm calling from Madera, California,
16 central California, and I live a mile and a half from a
17 Verizon tower, and lose service all the time. I'm in
18 sales. And even at my house, I can't -- I am sitting
19 underneath the tower, because I can't -- if I go to the
20 house, I lose my service. I work in sales.

21 I pay \$264 a month on two cell phones and a
22 watch, and literally, I can't even use my phone at my
23 house. Nobody can hear me, and I'm a mile and a half
24 from a tower.

25 So it's come to the point that my entire

1 company is going to switch out of Verizon. It doesn't
2 sound like AT&T's any better. We're not really sure
3 what we're to do. I mean \$264, and we're not streaming,
4 we're not doing anything but emails --

5 (Timer notification.)

6 SPEAKER MELISSA: And it sounds like the rest
7 of the -- rest of the state is really having issues with
8 service. And you guys don't care to take the money, fix
9 the service. You got to work on that, because it's
10 really -- you're taking our money, and it's actual BS.
11 So --

12 (Timer notification.)

13 ALJ GLEGOLA: Thank you so much for calling in
14 and sharing.

15 Could we have our next caller, please?

16 THE OPERATOR: The next comment comes from Mary
17 Jones. Your line is open.

18 STATEMENT OF SPEAKER JONES

19 Good afternoon. My name is Mary Jones. I live
20 in Fresno city.

21 And my complaint is with Verizon. I have
22 Verizon 5G and unlimited Internet, and it's very
23 frustrating when I get and try to do a video call with
24 my surgeon, and it -- we can't do the video call. It
25 doesn't come through. And we tried for about

1 40 minutes, with no success.

2 Another frustrating -- frustrating situation is
3 my daughter is do -- is going to college, and it's
4 on-line college, and her -- she can't get to the
5 websites. It takes forever to get any websites to come
6 up and so forth, because the Internet is so bad with
7 Verizon.

8 So those are my main concerns. The calls have
9 been pretty good, some of them kind of fuzzy, but not
10 bad. But, it's the Internet service that we're paying
11 premium --

12 (Timer notification.)

13 SPEAKER JONES: It is -- the service is just
14 not there. It's really going down. So that's my
15 complaint and concern. Thank you for your time --

16 ALJ GLEGOLA: Thank you.

17 SPEAKER JONES: -- and you guys have a lovely
18 day.

19 ALJ GLEGOLA: And likewise. Thank you so much
20 for calling in.

21 Could we have our next commenter, please?

22 THE OPERATOR: Our next comment comes from
23 Lailani Williams. Your line is open.

24 STATEMENT OF SPEAKER WILLIAMS

25 Hello. I'm Lailani Williams. I'm up here in

1 Dobbins, California, Yuba County.

2 I have Verizon, and I also have horrible
3 service, and agree with a lot of the other comments
4 about being compensated for a service that's not being
5 provided or spotty. I'm having issues making calls.
6 Even 911, like it's not an option to make a call,
7 sending text messages. Text messages with pictures is
8 impossible. Using the Internet on our phones is also
9 horrible, as well. And tech support has been great, but
10 it doesn't seem like anything's being resolved. I've
11 had the same issues with my phone for what seems like a
12 year now, and I have more of a relationship with IT than
13 I do with my mom. And I think that's kind of horrible.
14 I think service could be better.

15 (Timer notification.)

16 SPEAKER WILLIAMS: And like what everybody else
17 says, Verizon used to be really great and reliable, and
18 now it's not so much. And I don't know if it's hearsay,
19 but I heard that there's only 3G equipment out here, but
20 yet, we're being --

21 (Timer notification.)

22 SPEAKER WILLIAMS: -- for 5G, and I don't think
23 that's okay. Thank you.

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

1 Could we have our next caller, please?

2 THE OPERATOR: Our next caller comes from
3 Darcie Weir. Your line's open.

4 STATEMENT OF SPEAKER WEIR

5 Hi. Can you hear me?

6 ALJ GLEGOLA: Yes, we can. Please continue.

7 SPEAKER WEIR: Okay. So I have a -- a concern
8 about the services that AT&T provides to its seniors. I
9 called about a senior program, and asked if they had
10 anything for seniors, because I've been with this --
11 AT&T for 35 years, I mean before they went to Cingular.
12 Remember when they went to Cingular, then they
13 backpedaled, and went back to AT&T? Well, I've been
14 there with them that long. And now I'm a senior, and
15 they're still wanting to charge me \$100 a month for two
16 lines. And that's ridiculous. And I said do they have
17 any plans of coming up with a senior plan for their
18 aging --

19 (Timer notification.)

20 SPEAKER WEIR: -- and they said, "No, we have
21 no foreseeable plans for that." I'd like them to
22 consider that as a feasible option for their long-term
23 customers. Thank you.

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

1 Could we have our next caller, please?

2 THE OPERATOR: Our next caller is Jay Wilson.

3 Your line's open.

4 STATEMENT OF SPEAKER WILSON

5 My name's Jay Wilson. I'm an undergraduate
6 student at University of South Carolina.

7 Wireless services support and will continue to
8 play a vital role for remote and distance learning. It
9 is helpful during the pandemic, but also helpful to
10 students and teachers, with more information in
11 realtime. It allows us to communicate with each other
12 in study groups, access important information for
13 research and data gathering, and helps us relay info.
14 Innovation has enabled this connectivity, not utility
15 rules. Thank you.

16 ALJ GLEGOLA: Thank you so much for calling in.

17 Could we have our next caller, please?

18 THE OPERATOR: Our next comment comes from
19 Aleni Rogers. Your line is open.

20 STATEMENT OF SPEAKER ROGERS

21 Hello. Hi. My name is Aleni Rogers, and I
22 live in Nevada City, California. I'm calling in. I
23 have POTS service. Can you guys hear me?

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

25 SPEAKER ROGERS: Okay. I have POTS service at

1 my home, which was out from February 27th until
2 April 6th. I have AT&T. It took me basically accosting
3 the AT&T workers on our roads to get someone to fix my
4 line, even though I would call.

5 I also have cell phone service through Verizon
6 that did not work at my house, so I actually had to
7 switch service providers, because I had no way to
8 communicate with the outside world from my home. I
9 switched to AT&T cell, which works marginally at my
10 house.

11 I think considering services for rural
12 California --

13 (Timer notification.)

14 SPEAKER ROGERS: -- affected by weather is very
15 important at this time.]

16 ALJ GLEGOLA: Thank you so much for calling in
17 and sharing your experience.

18 Can we have our next caller, please?

19 THE OPERATOR: Yes. Our next comment comes
20 from Brad Thomas. Your line is open.

21 (No response.)

22 THE OPERATOR: Brad Thomas, your line is open.

23 SPEAKER THOMAS: That's Brad Thomas?

24 ALJ GLEGOLA: Yes. Please continue.

25 ///

1 STATEMENT OF SPEAKER THOMAS

2 Yes, my name is Brad Thomas, and I live in
3 Lancaster, California. And my issue is with the
4 connectivity with Verizon. I've been with Verizon for
5 over 20 years. And in my neighborhood, I only get one
6 bar. I can get one bar inside of the house. But if I'm
7 going to a meeting with the public like I'm doing
8 tonight, I go inside of my car in a different part of
9 the city to get two or three bars, which is unfortunate.

10 When you call customer service, you're
11 basically put on hold for 45 minutes to an hour, or you
12 get a dropped call after waiting for 30 minutes. So I
13 was wondering if there's any kind of customer service
14 levels that Verizon --

15 (Timer Notification.)

16 SPEAKER THOMAS: -- dropped calls resolution
17 and no customer service delays.

18 Thank you very much.

19 ALJ GLEGOLA: Thank you so much for calling in
20 and sharing.

21 Can we have our next commenter, please?

22 THE OPERATOR: Our next comment comes from I
23 believe it's Mary. Your line is open from Marysville.

24 STATEMENT OF SPEAKER MARY

25 My name is Mary, and I'm in Marysville,

1 California. And I have Comcast for my landline, and I'm
2 constantly losing the service. I'll be in the Middle of
3 a phone call and the call drops and sometimes it will
4 just not ring. I get somebody calling me two-three days
5 later, "How come you haven't answered my calls?" Well,
6 the phone hasn't rung. There's something wrong with
7 this service.

8 And quite a few times I've had people say,
9 "Well, I can't hear you. Can you speak up?"

10 It's really windy here in this weather --
11 (Timer Notification.)

12 SPEAKER MARY: -- service. But as far as cell
13 phones go, I think Verizon needs to be shut down. I
14 really do. I've had Verizon for over 20 years.

15 (Timer Notification.)

16 SPEAKER MARY: They charge you to walk in their
17 door. They don't help you with anything. They say,
18 "Well, we're (inaudible) ticket for the store." They
19 charge you \$30 to do something they should have done in
20 the first place. Verizon --

21 ALJ GLEGOLA: Thank you so much for your call
22 and sharing your experience.

23 Can we have our next commenter, please?

24 THE OPERATOR: Our next comment comes from
25 Javier.

1 Your line is open.

2 (No response.)

3 THE OPERATOR: Javier, your line's open, sir.

4 STATEMENT OF SPEAKER AMIR

5 Hello?

6 ALJ GLEGOLA: Hello. We can hear you. Please
7 continue.

8 SPEAKER JAVIER: Yes, my name is Amir. And I
9 have had Verizon for 10 years. And recently Verizon is
10 just not providing the service you need. And when you
11 complain, they send you a letter basically threatening
12 you. The letter is just written by Verizon threatening
13 you to disconnect your phone service without even giving
14 you notice. So I'm not sure if that's extortion or
15 blackmailing or what it is, but it seems like it's
16 corporate Verizon wireless types of networks and
17 corporations have more power than anything else. And it
18 seems like in some cities, they make deals. So I live
19 in Chino Hills at 91709. In certain --

20 (Timer Notification.)

21 SPEAKER AMIR: So is that true that some cities
22 make deals with network providers so that they can only
23 make -- to provide you the network you need? It's
24 really unfortunate in a country like the United States.
25 We have no --

1 (Timer Notification.)

2 SPEAKER AMIR: -- countries. Some third-world
3 countries have better service than us. Thank you. Have
4 a great day. And thank you so much for giving us the
5 opportunity to speak.

6 ALJ GLEGOLA: Thank you so much for calling in
7 today.

8 Can we have our next commenter, please?

9 THE OPERATOR: Our next comment comes from
10 Regina Herrera.

11 Your line is open.

12 STATEMENT OF SPEAKER HERRERA

13 Hi. I'm calling in today from Vacaville,
14 California. And I'm calling to say that AT&T, I've had
15 them for 15 years. And the last five years have been
16 horrible. I was at the hospital. It took 17 tries for
17 me to get through to my husband. It took 20 tries to
18 try to get hold of my aunt who was also in emergency.
19 My mom needed me to drive her home because she was sick,
20 and I couldn't get the call because my mom couldn't call
21 out. She's on my plan.

22 And I went to Apple because AT&T kept saying it
23 was my phone service. That my cell phone was wrong and
24 that stuff. Well, when I went to the Apple, they said
25 it looked like my cell phone was having a heart attack

1 because the service looks like I have service for an
2 hour. Then it's gone for 30 minutes. Then I have it
3 for another two hours and its off for an hour. So I
4 just really hope that you guys can figure out what's
5 going on.

6 (Timer Notification.)

7 SPEAKER HERRERA: Thank you for your time.

8 ALJ GLEGOLA: Thank you so much for calling in
9 to share.

10 Can we have hour next commenter, please.

11 (No response.)

12 ALJ GLEGOLA: Next caller, please?

13 THE OPERATOR: Yes. The next comment comes
14 from I believe the name is Bilan.

15 Your line is open.

16 STATEMENT OF SPEAKER KAVASIK

17 Was it Simon?

18 ALJ GLEGOLA: Yes. Please continue, sir.

19 SPEAKER SIMON: Okay. My name is Simon
20 Kavasik. I was recently an undergraduate student at
21 UCLA until I graduated this winter. I believe that
22 wireless serving has played and continues to play a
23 vital role for remote and distance learning. It was
24 very helpful during the pandemic. But also not just
25 myself for other students and teachers in real time.

1 I believe communication -- communicate with
2 each other in study groups, access important information
3 for research, and in gathering and help us relay info.
4 Innovation has enabled us this connectivity, not
5 utilities --

6 (Timer notification.)

7 ALJ GLEGOLA: Thank you so much for calling in.
8 Could we have our next commenter, please.

9 THE OPERATOR: Your Honor, I have a couple of
10 people that are in the queue, but I don't have their
11 names and they're not responding.

12 ALJ GLEGOLA: Okay. Well, then I guess we are
13 close to being done.

14 Commissioner Houck, do you have any final
15 comments you wish to make?

16 COMMISSIONER HOUCK: I just want to thank
17 everyone. Just appreciate you taking the time to relay
18 to us your experiences and participate in this evening's
19 public participation hearing. And with that I don't
20 have any other comments other than to assure folks that
21 their comments will be taken down in the official
22 transcript for this hearing and reviewed.

23 ALJ GLEGOLA: Thank you so much, Commissioner
24 Houck.

25 That concludes all of the speakers who signed

1 up to speak. If anyone is still listening to our video
2 feed wants to provide -- or our audio feed -- wants to
3 provide additional input for comments after this
4 hearing, you may submit written comments on the docket
5 card for this proceeding, which can be found on the
6 Commission's website at www.cpuc.ca.gov/PPH.

7 If you need assistance with providing
8 additional comments, please contact the Commission's
9 Public Advisors Office during normal business hours at
10 1-866-849-8390 or by emailing [public.advisor](mailto:public.advisor@cpuc.ca.gov), that's
11 a-d-v-i-s-o-r, @cpuc.ca.gov.

12 This concludes this evening's public
13 participation hearing. Thank you so much for all of
14 your input and comments.

15 Thank you so much to folks in our Public
16 Advisors Office and IT and our operator for your help.

17 We are adjourned we'll be off the record.

18 (At the hour of 6:55 p.m. this matter having
19 been continued to 2:00 p.m. May 3, 2023, the
20 Commission then adjourned.)

21
22 * * * * *

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, ASHLEIGH BUTTON, CERTIFIED SHORTHAND REPORTER
NO. 14013, IN AND FOR THE STATE OF CALIFORNIA, DO
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON APRIL 18, 2023.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS JUNE 16, 2023.

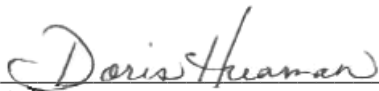

ASHLEIGH BUTTON
CSR NO. 14013

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, DORIS HUAMAN, CERTIFIED SHORTHAND REPORTER
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TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON APRIL 18, 2023.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.
EXECUTED THIS JUNE 16, 2023.


DORIS HUAMAN
CSR NO. 10538

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, JASON STACEY, CERTIFIED SHORTHAND REPORTER
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I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
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EXECUTED THIS JUNE 16, 2023.



JASON A. STACEY
CSR NO. 14092

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, KARLY POWERS, CERTIFIED SHORTHAND REPORTER
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THIS MATTER ON APRIL 18, 2023.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS JUNE 16, 2023.



KARLY POWERS
CSR NO. #13991

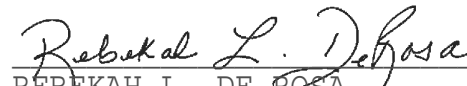
BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, REBEKAH L. DE ROSA, CERTIFIED SHORTHAND
REPORTER NO. 8708, IN AND FOR THE STATE OF CALIFORNIA,
DO HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON APRIL 18, 2023.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS JUNE 16, 2023.


REBEKAH L. DE ROSA
CSR NO. 8708

	359:4	23 343:22	5G 314:25 321:1,3
\$	13-day 347:16	25 400:17	333:14 353:19 354:11
\$1,200 357:25	133 387:14	250 312:1 390:25	377:25 393:14,15,21
\$1,900 346:19	133-D 311:20 390:17	27 361:10	408:23 412:22 414:22
\$10 345:15	14 358:24 359:4	27th 417:1	6
\$100 358:9 406:9 415:15	14th 404:16	28 370:4	60 382:2
\$11 374:15	15 313:16 324:17 357:15 367:18 368:1 371:10 392:9 405:19 421:15	28,000 336:7	611 369:18
\$20 357:18	15,000 368:20	2800 389:12	6:00 313:22 384:25 385:7
\$200 356:4	17 337:17 343:21 421:16	28th 367:17 404:15	6:04 386:2
\$250 346:15	17th 363:13 404:17	2G 361:11	6th 363:13 404:15 417:2
\$264 411:21 412:3	18 351:25 372:17 385:7 386:2	3	7
\$30 419:19	1970's 327:20	30 367:18 410:19 418:12 422:2	7:00 382:13
\$300 359:11 362:25	1975 323:3	33 398:23	8
\$420.16 378:10	1978 369:15	35 400:17 410:18 415:11	800 369:19
\$6,000 352:4	1st 403:18	37 395:14	8390 330:23,24
\$6- 324:25	2	375 382:20	9
\$60 314:22 316:9	2 311:23 400:16,22	378 382:13,19	911 414:6
\$600 316:6 346:20	2,700 310:14	3:44 385:6	91104 344:19
\$61 374:15	2,789 311:25 390:24	3G 361:11 414:19	91709 420:19
\$7,000 324:25	20 341:14 408:12 418:5 419:14 421:17	3rd 369:19	A
\$70 407:16	20-odd 344:13	4,000 357:19	ability 344:11 369:3
\$75 315:19 316:11	2001 355:14	40 413:1	abrupt 313:18 392:11
\$76 314:21	2004 315:19 354:12	400 318:18 336:10	absolute 405:22
1	2011 376:19	45 418:11	absolutely 352:13
1 311:17	2014 350:11	4:30 313:8,21	accept 310:9 389:8
1-866-849-8360 330:22	2022 314:18 337:19 340:20 407:9	4G 374:14 378:8 381:23	access 310:11 322:3 327:22 329:4,10 334:24 357:5 364:21 365:18 380:17 389:10 399:1,22 401:12 403:8 408:16 416:12 423:2
1-866-849-8390 330:19 384:22	2023 337:20,24 338:1 372:17 377:2 385:7 386:2	5	accosting 417:2
1.4 332:4	20th 345:13	50 398:18	account 346:10,11
10 321:1 352:6 377:20 393:13,14 420:9	21st 345:12,13 400:11	50,000 408:10	
100 349:9	22-03-016 386:10	500 317:9 407:12	
10th 369:16		578351 340:8	
12 316:7 396:15			
13 316:7 333:10 358:24			

accountability 325:7 326:15	Advisors 330:18 331:17	322:9,17 323:11 324:9 325:10 326:21 327:3,5, 8 328:5,21 329:20 330:3,15,23,25 331:3, 15 332:23 334:7 335:5, 24 337:7 338:6 339:8, 24 341:6,22 343:7 344:5 345:2,24 347:2 348:2,12,14,16,22 349:24 351:12,23 352:20 353:25 355:3,9 356:11,19 357:8 358:13 359:22 361:1,21 363:3 364:3,10,12 365:6,14 366:25 367:3,8 368:12 369:8 370:15,22 372:6 373:8,14 374:5,12,21 376:5,8 377:12 378:23 380:3,22 382:4 383:8, 14,18,20,22 384:2,10 391:21 393:8 394:6 395:3 396:8 397:5,19, 21 398:6,9,12 399:9 400:1 401:1,15 402:14, 21 403:12 404:4 405:6, 25 406:21 407:25 408:7 409:1 410:5,10,12 411:5,8,10 412:13 413:16,19 414:24 415:6,24 416:16,24 417:16,24 418:19 419:21 420:6 421:6 422:8,12,18 423:7,12, 23	answers 370:10 anything's 414:10 anytime 404:21 apartment 349:11 apologize 313:17 392:10 402:17 app 317:15 338:19 apparently 326:15 Apple 359:1,3 375:9 421:22,24 appointed 388:5 appointment 367:20 appointments 367:19 appreciative 310:19 389:18 approached 324:17 approve 388:14 apps 323:23 332:10 368:21 April 363:13 369:19 372:17 385:7 386:2 404:17 417:2 arbitration 366:20 Arcadia 320:14 area 314:24 315:1,3 316:4 328:12 338:14 341:3 343:15,17,22 353:14 355:19 356:21 360:13 361:15 367:15 368:6 376:4 379:10 380:11 397:12 398:18 400:13 401:21 402:11 408:13 410:18 areas 323:6 328:16 329:12 344:1,2 366:10 378:7 argument 365:25 armed 373:2 Armenian 382:21,22 army 335:15 artificial 336:14 Asher 335:8,10,20
accountable 352:8	advisory 395:25		
accounts 346:24	advocate 336:6		
acknowledge 311:6	advocates 372:3 387:17		
acknowledged 362:13	affect 310:8,18 389:17		
acres 337:1	affected 417:14		
act 378:12	afford 371:17		
activities 388:8	afternoon 310:24 320:12 323:16 324:15 327:6 329:2 331:25 333:4 336:5 340:6 341:13 345:8 369:14 379:9 385:1 400:6 412:19		
actual 330:17 412:10	age 336:19		
Adams 343:10,12	agencies 335:17		
add 313:6 386:18 391:24	agency 330:13,20		
add-in 357:2	agent 333:20		
addition 381:8	aging 415:18		
additional 384:15,20 403:22	agree 364:13,14,16,17 381:5 414:3		
Additionally 313:20 340:19 387:1	agriculture 336:11,14		
address 327:14 335:1 367:6 373:4 375:25	Aguilar 402:18,19,22, 23		
addressed 326:19	ahead 362:21 367:7		
adequate 372:22	airplane 370:25		
adjourned 385:4,8	airplanes 371:9		
administrative 373:3 386:4,11	airport 371:10		
Adomi 314:13,14,15,17 315:6,13,17 316:19	Alan 340:7		
adopt 388:15	alarm 402:1,5,6,10		
adopting 331:6 387:19	Alberto 393:4,6,7,9,10, 24		
ads 342:24	Aleni 416:19,21		
Advanced 321:5	Alex 320:9,13 376:12, 15 377:23		
advancing 394:16	Alexander 400:4,6		
advantage 316:15	Alfer 348:25 349:2,3,19		
adventure 338:22	ALJ 313:3 315:8,15 316:17,22 317:23 319:4 320:1,3 321:9,16,19		
advertising 342:25			
advice 359:1			
Advisor 384:21			
Advisor's 311:4 390:2			

Ashley 311:10	363:14 364:23 369:6	Betsy 356:14,17	Brian 326:24,25 327:9
aspects 380:14	371:6 391:20 396:4	bid 405:20,22	364:17
assigned 310:25	404:17,23 405:14	big 396:18 401:7,8	brick-and-mortar
386:11,13 389:24	409:19 410:12 415:13	biggest 376:22	379:21
assistance 384:19	backpedaled 415:13	Bilan 422:14	bring 316:24 336:12,17
Association 332:3	backup 370:5 403:23,25	bill 359:5 397:18 407:16	broad 335:18
assume 330:12	bad 318:16 349:23	billing 325:4 387:6	broadband 312:11
assure 312:22 423:20	355:19 356:6 362:8	398:2 409:14	322:3,4 323:5 327:18
AT&T 317:19 318:19	394:2 413:6,10	billions 336:8 369:3	329:15 364:16 391:8
320:15,16,22 339:15,20	bands 353:19	381:25	394:15 403:2,3,8,11
341:14 342:15 344:22	bandwidth 394:18	bills 378:18	broken 326:2 337:17
346:8,9,11,22 347:15,	banking 399:1	bit 404:23	Brooks 357:11,13
20 349:7,17 351:2	banned 358:1	blackmailing 420:15	358:12
359:17 360:12 362:4,12	Banos 408:9	blaming 381:18	Brown 311:7 390:3
363:18 365:4 366:4	bar 418:6	Blaysiskee 356:14,16,	brush 352:9
369:15 372:18,20	Barry 322:14,19	17,20	Brustal 379:6,8 380:1
375:8,15 376:16 396:14	329:23,25 330:5	block 339:20	BS 412:10
397:12,13 398:21 400:8	bars 341:16 353:4,6	blocking 344:21	bucks 382:2
405:21 406:15 407:4,22	372:19 378:1 393:22	354:24	buddy 344:18
409:8,16,17,19 410:17,	418:9	blown 404:19	bugging 357:20
18 411:2 415:8,11,13	base 388:16	blows 346:21	building 322:5 349:13
417:2,3,9 421:14,22	based 324:1	bluntly 334:20	buildings 400:13
AT&T's 317:5,11,12,	basement 406:14	board 404:18	built 335:14
15,17 412:2	basic 377:2	bombarded 342:24	bumped 405:21
AT&TS 363:15	basically 346:16	bone 333:12	bunch 318:20
attack 421:25	353:20 355:13,20 356:1	booster 356:4 357:24	Bureau 336:6,7
attend 365:19	405:14,16 417:2 418:11	bottom 326:8 382:11,	burned 358:5
attention 310:2 389:1	420:11	15,21 383:4	business 320:17
attorney 346:15	basis 378:21	bought 333:10 373:17	323:17 324:18 328:12
Auburn 337:14 347:10	battery 342:11,12	Boust 323:14,15,16	332:3 334:19 336:12,13
aunt 421:18	Bay 380:11	box 404:19	381:16 384:21 401:25
auto-pay 378:19	beautiful 342:9	Brad 417:20,22,23	businesses 323:22
automatically 342:17,	beep 345:18	418:2	324:1 332:5,7 335:17
18 371:1	begin 349:5	Bradford 372:14,16,17	337:4 368:20,24
automation 336:17	behalf 323:17 332:3	brands 329:6	busy 321:15 342:16
aware 362:14	340:6 368:19 372:2	Brea 401:21	Button 311:10
awesome 334:5	Bell 382:25	break 313:21 326:10	buying 324:25 333:16
B		breaking 353:9	356:5
back 313:2 324:6	Ben 368:14,18	Bret 380:6,10	buzzwords 326:1
333:15,17,21 338:16	beneficial 365:2,3		Bye-bye 364:2
339:17 348:18,19,21	Bernardino 397:12		
349:10,21 350:2,4,16			
351:5 354:19 359:19			

C

C-A-R-R-O-L-L 346:6

C-A-S-T-A-I-C 341:14

C-H-I-N-N 330:6

ca.gov 398:4

cable 350:12 382:12
383:8,12

cables 407:12

Cabode 337:12,14
338:4

California 317:7
320:14,15 321:22
323:17 324:1 325:20
332:4,5 333:5 334:16
336:6,9 337:14 338:15
341:3,14 342:5 353:3
356:21 357:3 361:9
362:3 368:19 372:24
373:6,16 377:8,19
386:8 388:2 393:10
398:18 400:9 401:21
404:10 408:9 410:17
411:15,16 414:1 416:22
417:12 418:3 419:1
421:14

California's 317:8
334:21

California-based 368:24

California-grown 336:10

Californian 339:1

Californians 312:12
327:15 391:9 403:11

call 313:23 314:24
315:7,23 318:4,14
319:17,19 330:18
331:17 337:23 339:17,
19 342:17 343:5,6,13
345:9,14,17 349:10
350:14,15,16 353:8,11,
13 354:18 355:14,18,21
359:18,24 362:12
369:19 370:25 371:22
375:8,17,23 376:1
378:15 379:17 386:24
388:18 392:13 398:17

401:24 405:12 406:5
407:3 412:23,24 414:6
417:4 418:10,12 419:3,
21 421:20

call-in 369:25

called 317:17 325:23
334:16 335:14 341:17
344:15,18 347:15
350:17 364:14 367:21
369:18 387:1 408:16
415:9

caller 316:25 317:25
318:1 320:1,4,9 321:10,
11,12 322:12 323:12
340:1 358:15 360:6
361:23,24 365:8,9
372:13,14 373:10
375:24 377:14,15
379:2,6 380:25 401:2,3
405:8,9 406:1,2,22,23
408:2,3 410:10,13
411:10,12 412:15
415:1,2 416:1,2,17
417:18 422:12

caller's 410:11

callers 340:10 364:14
404:24

calling 313:13 315:24
316:18,23 319:4,15
320:5 322:9 323:17,20
324:9,15 325:11 326:21
328:5,21 329:20
330:15,17 331:16
332:2,23 333:6 334:7
335:5,24 337:7,15
338:6 339:8,20,24
340:6,11 341:6,22
342:5 343:7 344:5,24
345:2,24 346:7 347:2,8
348:2 349:24 351:12
352:20 353:25 354:7
355:3 356:11 357:8,20
358:13 359:22 361:1,9,
14,21 363:3,11 364:3
365:6 366:25 367:15,24
368:12 369:8 370:15,23
371:8 372:6 374:5
376:5,8 378:11,23
380:3,22 382:4,10
383:13,18,22 384:11
392:6 393:11 394:6,13
396:8,17 397:5 398:12
399:9 400:1 401:1,6,15

402:14 403:12 404:4
405:6,25 406:21 407:25
409:1,8,21 410:5 411:8,
15 412:13 413:20
414:24 415:24 416:16,
22 417:16 418:19 419:4
421:6,13,14 422:8
423:7

calls 317:16 318:8,9
335:17 337:21 338:20
339:16 341:16 343:2
354:16 356:23 360:22
361:13,14 367:18
371:1,3,4,15 377:3
378:1,3 379:15,16
381:6 395:15 396:20
397:14 401:23 402:10
413:8 414:5 418:16
419:5

Caltech 344:18

camp 344:17

Canada 369:23

cancel 342:22

cancelled 367:20

candidly 334:20

canyon 343:14 344:2
360:13 376:16

Capistrano 356:21

caption 382:15,17,24

captions 382:11

capture 313:11 392:4

car 418:8

card 310:11 316:10
384:17 388:18,20
389:10

cards 346:18

care 320:19 339:4
371:4 372:5 403:4
412:8

careful 375:16

Carolina 416:6

carrier 324:23 344:15
356:8 366:16

carriers 344:25

Carroll 346:2,4,6 347:1

Carson 322:20

case 340:8 375:10
388:8

Castaic 341:13

Castro 317:7

Catherine 408:4,9

caused 324:18 378:15

Cecelia 374:24 375:2

cell 317:6,11 318:5
335:13 341:15 343:16,
23 344:14 353:21
354:13,24 356:21
360:11 361:11,18
362:10 363:24 366:16
377:10 387:1 393:16
395:12 396:24 397:1,15
398:20,22,25 400:15
408:17 411:21 417:5,9
419:12 421:23,25

cellphone 338:20
342:11 346:23 367:21
376:17,20,23,25 379:11

cellphones 377:3

cellular 328:16 375:18,
19 402:4

centers 337:2

central 402:12 411:16

Century 400:12

cetera 317:17 333:10

chair 331:25

challenging 403:6

Chamber 322:20
368:19

Champlin 374:8,10,13

change 319:22 409:14

changed 333:7 360:20
366:20 373:24 375:7
377:25

changing 378:5

channel 382:13,19,20

chapter 332:4

charge 397:16 415:15
419:16,19

charged 359:11	codes 369:25	comments 310:9,14 311:14 312:1,2,19,21, 25 315:16 317:5 332:22 378:22 384:15,16,20 385:4 388:19 389:8,9, 13 390:6,11,24 391:18 394:9 414:3 423:15,20, 21	408:24
charges 359:6,8	cold 336:25		community 323:6 362:4,15 405:24
charging 359:12,21	college 413:3,4		companies 319:23 334:21 354:24 359:17 365:3,24 377:10 381:25 397:16 406:11
Charles 405:9,11	Columbia 317:8,10,12, 20		
Chase 346:18,19	Comcast 335:12,15,22 352:1,18 419:1	Commerce 322:21 368:19	company 315:18 316:14 320:18 329:5 334:16 349:7,15 360:3 373:20,21 375:9,19 387:10 407:6,19 412:1
check 384:2	comment 310:10 319:5 322:13 323:13 324:12 325:13 326:23 327:12 328:7,23 329:22 331:21 332:25 334:9,10 335:6, 7,25 336:1 337:8,9 338:8,9 339:10 340:2 341:9,25 343:9 344:7 345:4 346:1 347:4 348:4,24 350:5 351:14 352:21,22 354:2 355:5 356:13 357:10 358:16 360:7 361:4,20 363:6, 11,14 364:5 367:10 368:14 369:10 370:17 372:9 374:7,23 379:3 380:6 382:6 391:1 395:6 396:10 397:8 398:14 399:11 400:3 401:17 402:16 403:14 404:6 409:4 410:7 412:16 413:22 416:18 417:19 418:22 419:24 421:9 422:13	Commission 320:13 321:25 385:8 386:5 387:11,17,21 388:4,18 394:22 402:25 403:9	
Cheryl 350:5,9		Commission's 310:12 384:18,20 386:8 387:15,17,23 389:11	
chime 313:15 392:8		commissioner 310:2, 21,22,23,25 313:3,25 321:7 358:21 384:3,4, 10 386:14 388:6,8,10 389:1,20,21,22,24 391:21 392:15 395:25 423:14,16,23	compensated 409:23 414:4
Chinn 329:23 330:1,4, 5,21,24 331:1,9			compete 332:18
Chino 420:19			competing 324:7 332:7 369:6
Chisom 364:6,8,11,13 365:2			complain 337:15 420:11
Church 382:21			complaint 331:4,18 340:23 350:10 354:10 358:22,23 412:21 413:15
Cingular 344:17 415:11,12			complaints 321:6 322:23 405:13
circumstances 384:7			complete 404:15
cities 408:23 420:18,21			completely 396:21
citizens 364:23			complex 349:11
city 313:12 323:5 335:12 361:10 376:22 381:7 392:6 398:19 408:19 412:20 416:22 418:9	commenter 324:11 325:12 326:22 328:6,22 329:21 332:24 339:9 341:8,24 343:8 344:6 345:3,25 347:3 348:3 349:25 351:13 354:1 355:4 356:12 357:9 361:3 363:5 364:4 367:9 368:13 369:9 370:16 372:8 373:9 374:6,22 376:10,11 378:25 380:5,24 382:5 383:24 394:8 395:4 396:9 397:7 398:13 399:10 400:2 401:16 402:15 403:13 404:5,21 409:3 410:6 413:21 418:21 419:23 421:8 422:10 423:8	Commissioner's 327:13	comprised 323:19
claim 346:14		commissioners 332:1 388:5,11,12	computer 395:12
Clarence 401:18,20		commitments 378:20	concern 339:15 397:15 409:22 413:15 415:7
class 338:23		committed 325:5	concerned 312:5 322:25 354:15 391:16
Claudia 311:7 390:4		commodity 405:16,23	concerns 339:6,22 346:7 360:11 413:8
clear 328:19 373:24		communicate 329:9 334:18 338:18 341:20 346:13 351:8 395:11 399:21 401:12 402:5,6, 11 407:19 416:11 417:8 423:1	concerted 406:10
client 337:16 340:7		communicating 338:21 405:4	concludes 384:13 385:1 423:25
clients 329:12 334:18 340:12 380:20		communication 312:11 328:19 329:17 335:21 341:4 342:10 358:3 362:25 391:8 423:1	Concord 396:14
Clifford 410:14		communications 311:21 340:9,11,12 353:12 390:18 404:11	condition 347:11
close 310:2 340:23 389:1 394:24 423:13		communities 321:22 329:8 336:24 368:8	conditions 312:7 391:3
closes 327:16	commenters 343:6 384:1		conducted 310:15
closing 322:6 403:10			
co-owner 334:15			
Coalition 327:10			
Coast 349:14			

389:14	365:14 367:24 370:22	402:24 410:16 414:1	cut 346:18 396:21,24
conference 313:22	373:14 374:12,17	couple 325:18 330:16	cutting 319:20
408:16	375:12 393:8 395:23	333:18 340:14 344:12	
configuration 375:22	397:16,22 399:18 401:8	348:20 393:21 423:9	
confirmed 388:6	402:21 403:7,9 408:7	court 311:9 313:10	D
connect 317:16 329:12	415:6 416:7,24 417:24	315:12 346:16 388:20	daily 338:20
334:3 336:24 362:7	420:7 422:18	390:5 392:3	Dallas 409:17
connected 312:14	continued 329:15	coverage 333:9 372:22	Dan 404:6,9
328:15 332:11,12	359:5 385:7	COVID 340:14,16 358:4	Dana 356:21
391:11 395:22	continues 367:20	Cox 406:23 407:1,18,24	dangerous 357:23
connecting 323:23	422:22	CPUC 327:19 340:7	Daniel 394:10,12
368:22 403:10	continuing 359:7	create 329:6	Dao 373:10
connection 314:23	continuous 378:16	creating 323:24 332:8	Darcie 310:24 386:13
315:2,3 342:10,12	continuously 343:18	368:23	389:24 415:3
345:21 350:19 357:5	367:25 371:11 401:24	creative 364:22	Dardick 376:12,14
366:17 381:11 393:20	contract 314:20 315:20	credential 316:11	377:7
394:2	330:10 331:10,13	credit 316:10 346:15,	dark 367:21
connections 329:15	333:25 406:8	17,18,20,21	data 336:15 337:2
connectivity 328:16	convenient 310:16	Crest 360:13	345:10 356:25 380:15
336:24 416:14 418:4	389:15	critical 334:25	398:25 399:23 401:13
423:4	copper 342:22,23	critically 312:8 391:4	416:13
connects 327:17	343:19 344:2	crop 336:17	date 311:25 345:11
consideration 345:1	copper-based 327:21	Crosstalk 411:6	347:16 369:20 390:23
372:3 410:3	corded 342:9,13,15	Cruz 393:13 403:17	daughter 413:3
considered 312:25	Cornell 410:14,15	current 311:19 327:15	Dawn 365:9,16
365:18 366:16	411:2,7	340:7,20 390:16	day 311:14 323:10
consolidate 324:17	corner 393:21	Curtis 364:6	328:20 329:19 334:25
343:14	corporate 344:22	cust 325:20	339:23 340:21,22 369:7
constantly 402:6	420:16	custom 369:25	371:12 390:11 413:18
419:2	corporations 420:17	customer 320:24	421:4
construction 407:21	correct 330:22,25	325:17 341:18 345:14	day-to-day 388:7
consumer 330:7	378:14	355:18 357:15 359:24	days 333:18 342:8
consumers 388:3	cost 361:19	362:12 366:1 377:20	343:23 357:17 362:11
contact 312:15 330:9,	costly 371:18	379:10 381:13 387:4,9	384:6 395:14 398:24
13 346:12 351:5 368:7	costs 362:25 374:19	395:17 409:15,16	403:24 410:24 419:4
383:21 384:20 391:12	council 323:5	418:10,13,17	deadline 313:18
409:20	counsel 395:25	customer-service	392:11
contained 387:13	count 410:20	333:19	deal 383:10
content 375:21	countries 351:8	customers 312:8	dealing 399:5
continually 403:21	381:10 421:2,3	314:2 317:12,18 323:24	deals 420:18,22
continue 315:16	country 381:7 420:24	324:16 332:9,11,12	dealt 364:23
321:16,19 322:17	county 327:10 342:6	368:22 372:23 378:16	decade 324:2 332:15
327:3,8 330:3 335:1	349:4 352:10 354:7	388:24 391:5 392:17	369:1 393:11 408:14
348:12,14,17 351:23	357:14 365:17 394:13	415:23	
355:9 356:19 364:10			

decades 343:18	digital 321:24 322:6 327:17 394:24 402:3 403:10	397:4	elderly 340:16 341:2,19 368:8 371:2,23
deceased 397:17		downhill 408:15	elected 386:18
December 367:17 373:18	directly 314:4 386:22 392:19	dried 347:22	electric 363:25
decide 313:7 386:19 388:13 391:25	dis 324:20	dries 404:22	electricity 347:13 395:19 406:19
decision 388:11,17	disabled 373:2	drive 421:19	elementary 338:17
decisions 311:16 390:14	disaster 396:23	drop 318:8 328:18 356:23 360:22 397:17	email 375:25
decrease 357:24	disconnect 382:17 420:13	dropouts 325:23	emailing 384:22
decreased 357:21	disconnected 313:23 324:20 372:13 392:13	dropped 315:7,9 317:16 318:8 371:1,5 377:25 379:15,19 401:23 402:9 418:12,16	emails 334:1 356:24 379:22 412:4
Dee 311:7 390:4	discount 316:9 374:15	dropping 355:16 371:15	emergency 312:15 315:23 357:22 391:12 395:14 421:18
delay 363:16	discounts 314:21	drops 345:17 362:10 397:13 402:4 419:3	emerging 323:22 332:10
delayed 356:24	discourage 320:23	due 346:20 347:16 363:17 366:21 387:15	empathy 377:22
delays 387:4 418:17	discovered 352:2	Dunes 335:14	employee 346:8
delivered 386:25	discuss 397:24	Dzvova 311:7 390:4	employees 328:13 346:23 358:3
delivering 336:8	disobeyed 406:8		employment 319:18 373:1
Department 319:18	disorder 329:4		enable 324:5
depends 331:3	disparity 382:16	E	enabled 323:23 332:10 368:21 416:14 423:4
deployment 328:17	distance 399:19 401:9 416:8 422:23	E-V-E 342:4	encountered 387:3
Derosa 390:7	divide 321:24 322:7 327:17 394:24 403:10	earth 396:23	encourage 331:16
describe 355:18	division 317:8,10,13, 20	easiest 338:18	encourages 332:17
desert 357:6	Dobbins 414:1	east 342:5 349:10,14	end 312:19 313:8 315:19 324:25 340:20 386:19 391:18 392:1
deserve 372:21	docket 310:11 312:1 384:16 388:18,20 389:10 390:24	echo 377:23	ended 319:18,19
deserves 339:1	doctor 338:21,25	economic 327:10 336:8	enforcement 330:9
details 329:14	doctors 341:20 394:19	education 329:14 403:2	engage 310:17 389:16
deteriorating 411:3	documentation 409:18	educational 338:22	English 326:3,4,5
determined 361:15	documented 367:18 409:10	effective 310:17 389:16	Enron 405:14
device 326:10 352:4	dollars 336:8 369:4	efficiencies 336:12	ensure 312:19,24 313:14 391:19 392:7 403:8
devices 324:22 379:11	door 419:17	efficiently 336:15	entertainment 334:22
dial 369:21 403:19	Doris 311:10 360:8	effort 406:10	entire 411:25
dictation 335:2	Dormain 377:16	efforts 327:14	
died 342:11,12	Dosen 396:11,12,13	EIM 360:20	
Diego 354:7		EI 320:14	
difference 337:25 365:21			
difficult 401:24			
difficulties 319:15			

entrepreneurs 324:6 332:18 369:5	exist 336:23	family 339:1 349:10 376:2 378:9	find 359:7,9 375:11 387:8,14 398:9
equipment 330:10 331:2,11,14 356:5 378:21 380:16 414:19	existing 327:14 359:15 388:14	farm 336:6,7,18	finding 373:1
era 323:2 327:20	expand 323:5	farmers 336:14,24	fine 367:5
erase 370:1,3	expect 321:3	farming 336:13,18 337:3	fire 357:22 358:5 367:22,24
erased 370:4	expectation 321:3	farms 336:8	Firstly 327:13
error 324:18	expense 371:21	fashion 322:25	fist 419:20
essential 312:12 365:19,22 366:23 391:9 403:4	expensive 362:7	faster 400:22	fits 339:5
established 355:25	experience 356:6 366:2,11 417:17 419:22	fault 349:9	five-year-old 338:14
evaluate 311:19 388:9 390:15	experiences 314:1 365:20 388:24 392:16 423:18	faulty 331:11	fix 317:19 347:16 366:6 378:13 410:23 412:8 417:3
Eve 342:1,4	explanation 383:7	favorable 320:20	fixed 325:25 337:23,24 340:21 341:19 347:22 350:12,13,18,23,24 351:2,3 400:14
evening 386:1,6 389:23 390:6 394:12 404:9 407:2 409:7	exposed 338:17	FCC 350:11,23 351:1,2 383:9,19	Flint 361:24 362:1,2,21 363:2
evening's 423:18	express 356:9 357:23	feasible 415:22	flooded 406:14
event 390:2	extensive 312:4	features 369:25 370:4, 6	floor 310:22 371:23 389:21
Everdecia 381:1,3,22	extensively 327:19	February 337:24 342:8 355:14 404:15 417:1	fluctuates 349:21
Everyone's 405:15	extortion 420:14	fed 360:24	flyovers 371:11
evidence 388:9	extra 345:16 369:23	fee 345:15	focus 323:8 327:16 403:9
evolved 324:2 332:14 368:25	eye 377:21	feed 314:7,8 392:23,24	focuses 327:19
evolving 403:7	eyes 403:1	feedback 361:22 363:4 377:12 390:23 395:3	focusing 321:25 394:23,24 402:25 408:23
exact 318:22 349:4		feeding 336:9	folks 315:9 329:11 423:20
examining 311:22 389:25 390:19	F	feel 326:16 364:18	follow-through 378:19
exceeds 398:25	F-L-I-N-T 362:2	feels 378:5	follow-up 377:5
excellent 372:20	Face 376:1	fees 345:16 379:24	foothills 344:19
excessive 374:16	facilities 336:25	fertilizers 336:16	forced 366:20 406:6
exchanging 333:16	fact 354:15 394:14 396:20	fiber 342:21,23,25 343:3	forces 373:3
excuse 332:1 337:13 404:1	fail 355:17 402:6	Figi 314:13	foreign 351:8
executive 400:18	failing 330:11	figure 404:2 422:4	foreseeable 415:21
executives 323:19	fails 335:16	file 331:4,18 340:8,25	forever 413:5
exempt 358:3	failure 362:14	filed 346:14 352:11	
exhibiting 407:13	failures 317:16 343:22	final 384:3 423:14	
	fair 316:5	finally 314:6 361:16 384:24 396:3	
	falls 330:8	financial 375:20	
	false 358:2		
	families 338:15		

forget 406:16	fuzzy 413:9	356:11,19 357:8 358:13	great 338:24 353:4
form 310:10 389:9		359:22 361:1,21 363:3	355:21 361:10 364:10
formal 366:8	G	364:3,10,12 365:6,14	394:17 405:3,20 408:8
Fort 335:15	gainful 373:1	366:25 367:3,8 368:12	414:9,17 421:4
forum 310:15 313:8	gap 318:12	369:8 370:15,22 372:6	greatly 317:20
379:13 386:20 389:14	garbled 360:22	373:8,14 374:5,12,21	Greg 317:2,4
392:1	Gardena 372:24	376:5,8 377:12 378:23	grievance 373:4
forward 312:21 365:3	Garrett 360:8,10	380:3,22 382:4 383:8,	group 370:4
Foster 401:3,6	Gary 339:11,14	14,18,20,22 384:2,10	groups 399:22 401:12
found 310:16 317:12	gathering 399:23	386:4,11 389:22 390:1	416:12 423:2
346:7,9,17 352:5	401:14 416:13 423:3	391:20,21 393:8 394:6	growing 334:22
384:17 389:15 394:20	gave 314:19 339:20	395:3 396:8 397:5,19,	guess 361:11 423:12
fourth 353:10	357:18 387:24	21 398:6,9,12 399:9	guy 382:15
framework 332:17	general 311:20 381:12	400:1 401:1,15 402:14,	guys 316:20 318:15,18,
Francisco 319:11,14	387:14 390:17	21 403:12 404:4 405:6,	24 326:9 364:9 412:8
330:6 375:3	generally 376:21	25 406:21 407:25 408:7	413:17 416:23 422:4
Frankly 358:8	generator 404:1	409:1 410:5,10,12	H
Frasier 344:14	gentleman 354:10	411:5,8,10 412:13	H-A-M-I-L-T-O-N
fraud 324:22 325:5	George 380:25	413:16,19 414:24	317:5
Frazier 398:18	Geraldo 382:14	415:6,24 416:16,24	hack 375:6,12,24
Freedman 400:4,5,7	germs 338:18	417:16,24 418:19	hacked 352:2,5 375:4,6
freeway 344:20	give 315:21 325:6	419:21 420:6 421:6	hacker 375:10,17
frequent 342:7	331:10 337:23 348:20	422:8,12,18 423:7,12,	Haga 311:11 390:8
Fresno 412:20	359:8 364:22 366:22	23	half 411:16,23
frog 404:20	367:3 383:6 384:6	Gmail 346:10,11	Hamilton 317:2,3,4
front 390:12	401:10	Golombek 368:15,17,	hand 410:20
Frontier 340:9,22	giveback 329:7	18	handcapped 362:24
367:15,21 368:2 396:3	giving 333:17 334:2,3	Gomez 328:8,10,11	hands 333:12
403:20 404:11,25	339:19 354:8 420:13	good 310:24 320:12	happen 359:10 396:22
fruits 336:10	421:4	323:7,10,16 324:15	happened 318:17
frustrating 412:23	Glegola 310:23 311:3	327:6 329:2,19 331:25	happening 316:21
413:2	313:2,3 315:8,15	333:4 336:5 339:23	376:24
full 367:23	316:17,22 317:23 319:4	340:6 341:13 343:20	happy 358:22
full-price 345:10	320:1,3 321:9,16,19	345:8,20 369:7,14	harassment 352:12
Fuller 339:11,13,14	322:9,17 323:11 324:9	378:16 379:9 386:6	harm 329:5
function 380:16	325:10 326:21 327:3,5,	389:23 393:16 394:12	Harp 401:3,5,6
functioning 334:24	8 328:5,21 329:20	396:16 400:6 404:9	Hart 369:11,13 370:3,9
funds 322:4	330:3,15,23,25 331:3,	407:2 409:7 412:19	hassle 379:21
future 357:2 395:1	15 332:23 334:7 335:5,	413:9	
	24 337:7 338:6 339:8,	Gooderman 406:3,4,	
	24 341:6,22 343:7	19	
	344:5 345:2,24 347:2	government 335:17	
	348:2,12,14,16,22	366:21 377:8	
	349:24 351:12,23	governments 323:5	
	352:20 353:25 355:3,9	Governor 388:5	
		grab 348:20	
		graduated 422:21	
		granted 362:5 366:21	
		404:13	

head 392:20	hey 344:21 355:19	housing 317:8 353:3	improving 329:16 332:9
headaches 333:13	hide 375:17	Huaman 311:10	inadequate 373:5
headset 314:5	high 375:10 405:20	hundreds 322:24	inaudible 393:10 400:20 419:18
healing 329:5	higher-tier 361:16	Hunsaker 340:7	incapable 371:25
health 329:11 371:4 403:2,4	highest 379:24	husband 421:17	incentive 394:3
hear 310:20 311:1,16 312:17,20 313:14,19 314:3 315:9,11,13 318:15 327:2,7 348:11, 16 351:19,21 353:9 355:11 356:17 364:12 365:13 373:13 374:4,11 386:21 387:2 389:20 390:13 391:14,19 392:7,12,18 402:20 404:24 408:6,17 411:23 415:5 416:23 419:9 420:6	hills 344:20 401:21 420:19	hyper 395:19	include 312:9 387:25
heard 376:25 379:13 390:25 414:19	hold 311:12 318:10 324:6 355:23 418:11 421:18	hypersensitive 395:11	includes 317:9 386:23 391:6
hearing 311:5 312:3, 16,21,23 314:6 321:14 332:20 345:22 352:17 356:7 373:4 377:21,23 384:9,16,25 385:2 386:7,21 388:3,21 391:13 392:22 405:13 423:19,22	holding 369:5	I	including 311:22 360:2 387:9 388:6,10 390:19
hearings 310:16 311:12 389:15 391:1	Hollywood 379:10 400:9,13	idea 352:7	income 374:14
hearsay 414:18	home 320:14 344:24 355:15 371:4,18 401:25 409:13 417:1,8 421:19	identification 347:1	incoming 342:17
heart 421:25	homelessness 373:1	identity 346:8	incorrectly 330:5
Hekeemean 344:8,10	homes 317:9 336:25	Idi 380:7,9,10	increase 400:21
held 312:3	homework 338:22	Ignascio 382:7,10	increasing 322:7 380:13
helped 326:10 384:12 399:23	Honor 348:18 350:1 423:9	II 387:21 390:20	increasingly 327:22, 24
helpful 399:19,20 416:9 422:24	honorable 320:12 358:21 386:13	ill 350:21	indecipherable 314:15 315:15 316:20 321:5 335:2 367:16 369:1,2 373:15,18,20, 22,24,25 379:15 402:24 403:2,5
helping 338:23 349:19 375:15 401:14	hope 313:18 318:24 374:17 392:11 410:3 422:4	illness 395:20	independent 369:2
helps 360:5 364:22 416:13	horrible 405:4 414:2,9, 13 421:16	imagine 371:11	indicating 340:23 391:16 409:19
Herman 377:16,18 378:18	hospital 421:16	immediately 352:3	individual 378:11
Herrera 421:10,12 422:7	hosting 311:5 390:2	impact 389:7	industry 334:20,22
	hot 325:23 341:3	impacted 321:24	inefficiencies 373:6
	Houck 310:21,23,25 313:3,25 384:3,4 386:13 388:7,8,10 389:20,21,22,24 392:15 423:14,16,24	impacts 323:20	info 399:21,24 401:14 416:13 423:3
	hour 379:18 385:6 418:11 422:2,3,10	implemented 394:2	information 333:24 352:14 354:20 371:5 376:2,3 387:8,23 388:16 399:22 401:11, 13 405:15 416:10,12 423:2
	hours 362:12 365:23 384:21 422:3	importance 343:25	infrastructure 339:2 343:17 363:16,18 407:6
	house 355:16 361:13 373:16,17,18 376:17 395:11 396:16 411:18, 20,23 417:6,10 418:6	important 311:15 312:8 314:22,23 316:12 318:9 328:14 334:17 371:3 390:12 391:5 395:21,23 399:17,22 401:13 416:12 417:15 423:2	Initially 408:12
		impossible 400:23 414:8	
		improve 394:3	
		improved 324:2 332:15 368:25	
		improvement 318:17 328:17	
		improvements 323:25 368:23	

initiative 407:5	334:2,4 360:4 377:24		404:11 409:8 410:17
innovate 335:1	378:16 379:12 389:17	K	419:1
	390:12 412:7 414:5,11		
innovation 324:3		K-A-M-M-E-R-E-R	landline-type 322:1
332:15 416:14 423:4	J	332:2	landlines 322:2 327:23
innovations 329:16		Kammerer 331:22,24	364:17,18
innovative 328:18	January 314:18 343:22	332:1,22	language 319:8
innovators 324:5	347:14 352:2 363:13	Karly 390:6	laptop 342:12
332:17 369:4	375:4 403:18	Kavasik 422:16,20	large 353:2 368:20
input 384:15 385:3	Jarbar 379:6	Keith 352:23 353:2	408:23
388:10	Jason 311:9 390:6	Kelly 338:10,13 372:14,	largest 381:7
inside 418:6,8	Javier 419:25 420:3,8	17	Larkspur 365:16
institution 375:20	Jay 416:2,5	Kevin 361:5,8	lasted 342:11
integrate 336:20	Jesse 334:11,14	Key 332:9	late 335:20
intelligence 336:15	Jill 398:15,16 399:4,8	kid 344:16	Latrice 370:18
intents 341:4	Joanne 341:10	Kim 311:7 390:3 409:4,	Laurel 376:16
interest 310:3 320:19	job 323:25 368:23	7	law 386:4,12
389:3 407:10,22	380:12,19	kind 324:19 344:14	Layne 396:11,13
interested 312:5	jobs 332:8	352:12 370:11 413:9	learning 399:19 401:9
interesting 370:11	Johnson 397:9,10,11,	414:13 418:13	416:8 422:23
internet 311:24 327:22	20 398:3,8,11	Kitchens 372:14,16,18	lease 405:17
342:12,21 343:20,24	joined 310:20 386:12	knowing 344:14 394:2	leave 350:15
347:12 350:12,19,20	389:19	Knowl 403:15,16	leaving 335:16
352:1 357:5 362:23	joining 384:5	Kwok 311:6 390:3	led 369:3
363:12,24 365:18,24	Jones 412:17,18,19		Lee 363:7,9,11,23 364:2
367:17 368:5 381:17,20	413:13,17	L	left 313:16 351:4 392:9
386:25 387:22 390:21	Jordan 324:13,14		407:11
398:22,24 400:9,11,16,	325:3,9 357:11	L-O-R-I 332:1	legal 352:14
21 404:12 409:9 412:22	Joseph 311:11 390:8	L-Y-N-D 367:14	lengths 391:17
413:6,10 414:8	Joy 337:10,11,13	L.A. 376:21 381:5	lengthy 335:18 387:3
invest 372:22	Joyce 311:6 390:3	LA 354:6	Leslie 335:8 340:3
investment 369:4	JPL 344:18	labor 336:18	Leticia 324:13
involved 365:4	Juan 356:20	lack 336:18	letter 346:14 373:22,23
iphone 316:7 333:10	judge 310:23 311:3,18,	Lailani 413:23,25	409:17,19 420:11,12
375:3	25 312:23 313:2 315:8,	Lancaster 418:3	levels 418:14
iphones 346:9	11 320:12 354:8 358:21	land 363:23 380:10,14	Li 373:10,12,15 374:4
irrigated 337:1	386:4,12 389:22 390:1,	395:10,19,20,21 396:4,	license 407:24
Irvine 355:16	15 391:15,20 395:24	5 398:22 400:8,10	lie 316:8
issue 317:19 324:16	Jung 374:24 375:1,2,14	landline 327:20	life 312:7 391:3
325:4 331:3 340:8,25	376:7	340:11,13 342:9,13,15,	lifesaver 342:14
348:1 352:4 372:5	jurisdiction 387:16	24 352:1 362:22	
378:9,14,19 388:10	jury 366:22	363:20,25 367:17	
398:2 418:3		369:15 402:2 403:1,19	
issues 310:18 320:20			
321:23 322:24 333:12			

likewise 323:11 413:19	long 318:9 333:24 342:11 343:23 375:5 395:16,18 415:14	mail 352:15	383:4,6,10,17,19,21
limit 313:15 392:8		main 325:20 397:15 413:8	Mason 321:12,13,18, 20,21
limited 374:14 375:5	long-term 415:22	maintain 328:3 362:22 366:1 407:6	Mateo 342:6
limited-income 374:18	longer 359:15 395:15 408:14	maintained 357:18 363:21	Mathison 365:10,12, 15,16 366:8 367:2,5
limits 408:19	looked 421:25	maintaining 407:10	Matt 403:14
line's 402:18 406:3 408:4 410:8,9,14 411:13 415:3 416:3 420:3	Lori 331:22 332:1	major 322:6 346:21 396:23 398:19	matter 311:15 356:8 385:6 393:20
lines 324:21 333:7 352:6 370:3 375:8 395:21 396:5 399:2 415:16	Los 343:15 349:4 376:16 394:13 402:23 408:9	make 311:16 315:23 318:25 320:19 323:3,7 326:13 335:16 337:3 345:9,12 350:10 353:8, 11 359:23 361:13,14 362:7 363:14 365:25 368:7 371:8 372:1 375:5,17 377:10 381:25 384:12 390:13 396:20 397:21 400:20 401:24 414:6 420:18,22,23 423:15	Mcculla 341:10,12
link 346:11	lose 400:10,14 403:24 411:17,20	makes 396:22	Mcdonald 338:10,12, 13 339:4
Lisa 367:10,14	losing 400:12 419:2	making 319:19 323:6 384:9 414:5	Mckendree 359:18
list 326:1	lost 346:19,20 363:12 367:17 371:5 380:18 410:22,24	manage 336:16 388:7	meaningful 329:6
listed 346:9 388:17,19	lot 314:19 316:8 319:16 326:6 338:15 340:9 353:8 360:13,14 367:1 368:8 371:2 372:2 377:22 380:12 394:20 397:13 401:22 404:23 405:13 414:3	management 321:2 373:20	meaningfully 377:9
listen 310:1 388:25 395:19	lots 338:17,18	managers 358:25	means 310:4 322:5,6 347:23 389:3
listening 314:6 317:22 355:2 370:14 384:14 386:15 392:22	love 338:23 344:24	March 337:19 338:1 369:15,16 404:16	media 334:15
literally 380:18 411:22	loved 339:5	Marcus 328:8,11	medical 312:13 347:10 391:11 406:16
live 314:7 315:1 317:7 325:19 333:5 337:14 341:2,13 343:14 347:9 349:3 352:10 353:2 356:20 357:14 360:12 362:23 365:16 367:15 368:8 371:10 376:15, 16,22 377:19 379:9 381:5,8 392:23 393:10, 15,19 396:4,13 397:11 398:17,19 400:9 401:20 403:17 408:9,18 409:7 410:16 411:16 412:19 416:22 418:2 420:18	lovely 413:17	marginally 417:9	meet 327:15
lived 361:9 376:18 396:15 410:18	Loven 354:3,5,6,22 355:2	Marin 365:17	meeting 418:7
lives 349:11	Low 321:4	Marina 335:13	meetings 390:8
living 328:12 375:2	low-income 329:3	Mariut 334:11,13,14	mega 377:10 381:25
loaded 375:21	lower 328:16	Mark 317:15	megabits 400:17,22
local 405:21	loyalty 366:1	marketplace 324:7 332:8 369:6	Mel 321:12,21
location 353:12 372:25	Lynd 367:11,13,14 368:4,10	Marsha 395:7,9	Melissa 411:13,14 412:6
		Mary 412:16,19 418:23, 24,25 419:12,16	member 349:10
		Marysville 418:23,25	members 310:17 322:24 336:7 368:20 389:16
		Mas 382:7,9,10,24	mental 329:11
			mentioned 371:16
			merchant 368:21
			message 353:11
			messages 414:7
			metrics 323:1,3 327:21
			Mew 327:1,4,6,9 328:2

Mexico 369:24	months 355:21 406:9, 15 407:15	network 322:5 328:17 420:22,23	417:13 418:15 419:11, 15 420:20 421:1 422:6 423:6
mid-february 341:15	Moore 325:14,16 361:5,7,8	networks 324:1 329:16 332:14 336:23 337:1 368:25 380:15 420:16	November 337:19 407:9
middle 379:20 419:2	morning 382:20	Nevada 416:22	number 320:23 328:2 330:18,19 335:13,15 338:20 339:17,18,20 349:10 350:13 354:19 355:22,24,25 360:2,20 369:19,22 375:10 378:12 400:15 409:11, 20
mile 344:20 393:18 398:19 408:18 411:16, 23	mother 333:7 338:14 350:21 371:22	Nevan 340:3,5,19	numbers 339:21 354:23 360:2 387:9 398:10
miles 344:20 398:18 404:10 409:5,6,7 410:2	mountains 357:6 403:18	newer 372:23 386:24	numerous 337:19 340:12 341:17 342:7 400:13 409:10
millions 336:25	move 320:6 367:9	nice 344:17 381:14 405:3	nuts 336:11
mind 319:7,9	moved 353:7,13	Nicole 328:24 329:2	
mindful 364:19,20	moving 361:11 365:3 394:25	nightmare 349:5	O
minute 313:15 367:4 392:8	multilingual 326:4	node 337:18	
minutes 321:2 348:20 371:10 393:13,14 413:1 418:11,12 422:2	multiple 317:16 365:20 376:18 377:25 403:20 410:21	non-partisan 323:18	
mobile 317:15 319:17 323:20 329:9,13 338:19,24 351:25 372:18,22 380:15,17	mute 314:7 392:23	nonexistent 317:11,13	
model 320:17		normal 384:21	
modern 312:7 323:2 391:3	N	north 380:11 401:21	
modify 375:25	N-A-N-C-Y 347:9	northern 317:9	
mom 333:11 371:16 383:11 414:13 421:19, 20	N-E-I-O-M-I-A 346:6	note 371:9,21 379:2	
moment 319:10	name's 401:20 416:5	notes 359:19	Oaks 369:14
Mona 311:7 390:3	named 382:15	notice 359:9 372:1 420:14	obligating 327:24
money 314:20 316:8 333:17 361:19 396:25 405:17 407:11 412:8,10	names 343:5 423:11	noticed 328:18 337:25 359:5	obligation 326:16
Monica 333:5	Nancy 347:5,9 372:10	notification 315:5 319:3 320:25 325:2,8 328:1 329:18 332:21 333:22 335:19 336:21 337:5 338:3 339:3 340:18 342:19 343:1 345:23 346:25 347:18, 24 349:18 350:25 351:6 352:16 353:17,24 354:21 355:1 356:2 358:11 359:14,20 362:20 363:1,22 364:1 365:1 366:7 368:3,9 370:2,8 371:13,19 374:3 375:13 377:6 378:17 379:25 381:21 382:3,23 383:3,5 393:23 394:5 396:1,7 397:3 399:3,7 402:8,13 405:1 406:18 407:17,23 408:21 410:1 411:1,9 412:5,12 413:12 414:15,21 415:19	obsolete 327:24 393:22
monitoring 376:1	Napa 377:19 378:6		occasions 319:22
monopolies 366:21	Natalie 323:14,16		occurred 335:20
monopoly 362:5	nation 336:9		occurring 337:25
Monte 320:14	National 332:3		Oceanside 353:3
month 315:20 316:9 356:4 358:9 359:7 362:25 366:5 373:23 374:15 378:10 381:16 382:2 411:21 415:15	Navarro 319:13,14		offer 324:6 369:5
monthly 359:12 374:18	navigation 380:19		offered 346:15
	needed 380:19 421:19		office 311:4 320:13 330:19 331:17 346:13 350:14 384:21 387:17 390:2 400:18 406:16
	needing 378:4		official 386:19 423:21
	neighborhood 335:12, 14 370:24 396:17 418:5		older 394:17
	neighbors 401:22,23		on-line 413:4
	Neil 326:24		ongoing 340:13,25
	Neiomia 346:2,5		Ontario 373:16
			open 314:13 317:2

318:2 319:12 320:10 321:12,17 322:14 323:14 324:13 325:15 326:25 328:9,25 329:23,25 331:23 333:2 334:12 335:9 336:3 337:11 338:11 339:12 340:4,8,25 341:11 342:2 343:11 344:9 345:6 346:3 347:6 348:6,9 349:1 350:7 351:16 352:6,7,24 354:4 355:6,8 356:15 357:12 358:18 360:9 361:6,25 363:8 364:7, 20 365:11 367:12 368:16 369:12 370:19 372:11,15 373:11 374:9,25 376:13 377:17 379:7 380:8 381:2 382:8 393:5 395:7 396:11 397:9 398:15 399:12 400:4 401:4,18 402:18 403:15 404:7 405:10 406:3,24 408:4 409:5 410:8,9,11,14 411:13 412:17 413:23 415:3 416:3,19 417:20, 22 418:23 420:1,3 421:11 422:15	398:14 399:11 400:3 401:3,17 402:16 403:14 404:6 405:9 406:2,23 408:3 409:4 410:7,11, 13 411:12 412:16 413:22 415:2 416:2,18 417:19,22 418:22 419:24 420:3 421:9 422:13 423:9	opportunities 323:25 332:8 368:23 opportunity 310:7 311:15 327:12 354:9 362:9 363:10 380:1,21 381:5 389:6 390:13 421:5 opposed 409:24 opposite 318:7 Optimum 337:15,16 338:4 option 343:20 367:22 368:4 414:6 415:22 options 366:21 368:5 optometrist 406:6 Orange 327:10 355:15 410:16 Ord 335:15 order 311:20 361:14 386:5 387:14 390:17 394:19 organization 323:18 organizations 388:2 Orthodox 382:21,22 outage 355:12 357:19, 25 365:22,24 404:15 outages 337:19 338:1, 2 340:13 342:7 357:17 387:3 391:16,17 outcome 320:20 outdated 394:23 outlet 373:4 output 336:9 overloaded 353:21 354:15	overpromised 368:1 25 owned 332:6 owner 373:16 Owners 332:4 owning 333:11 P p.m. 313:22 384:25 385:6,7 386:2 Pacific 382:13 paid 325:3 346:17 359:4 pain 333:12 pains 408:22 pair 407:12 Palo 342:5,6 Palvo 399:12,13,14 pandemic 334:23 391:4 394:17,21 399:20 401:9 416:9 422:24 pandemic's 403:1 parent 339:1 parents 403:4 Park 344:14 398:18 part 314:23 337:3 349:13 398:4,5 407:14 418:8 participate 423:18 participating 388:3 391:2 participation 311:5 312:3 384:25 385:2 386:7 391:1 423:19 partners 329:6,9 parts 310:19 380:13 389:18 Pasadena 344:19 409:8 passes 370:25 past 324:2 332:15 368:25 393:11 410:21,	path 327:16 patience 310:6 389:5 patient 329:14 patients 329:3,7 Paul 382:15 pay 314:19,20,21 315:18 316:2,5,6,8,11 318:11 345:10 356:4 357:25 374:15 378:10, 18 379:23 382:1 397:1 411:21 paying 310:2 315:19 319:1 342:15 345:19 358:9 378:2 389:1 413:10 payment 345:12 payments 359:13 372:21 Pear 401:19,20 402:9 pediatrician 338:19 penalty 315:18 316:2 people 312:2 313:19 316:15 322:2 327:17 334:3 335:17 341:2 346:24 348:23 351:8 353:9 357:20 360:15 362:14 364:20 367:1 371:2 372:2,4 374:18 376:18,25 378:11 379:13 384:5 390:25 392:12 395:23 406:16 407:7,20 408:10 409:12 419:8 423:10 percent 349:9 period 340:14 379:3 perks 369:23 permissionless 324:3 person 320:7 372:5 381:6 397:16 personal 347:1 365:20 376:2 personnel 357:22 perspective 384:7
---	---	---	--	---

perspectives 310:1 388:25	place 386:7 419:20	Precision 336:13	384:17 386:9,12,14 387:8,21 388:9 389:3,7, 8,25 390:14,15,20,23
pesticides 336:16	Plain 312:9 386:23 387:12,18 391:6	preferred 344:15	
Petaluma 361:8	plan 378:10 415:17 421:21	prehearing 313:22	process 356:1
Peter 336:2,5 410:8	plans 415:17,21	premium 372:20,21 413:11	produce 332:18
petition 387:16	platforms 323:23 332:10 368:21	prepaid 400:15,19,24	product 329:13
Phase 311:17,23 387:21 390:14,20	play 399:18 401:8 416:8 422:22	prepared 312:22	products 332:18
phone 313:6 314:5,18, 19 315:4,9 316:6,7,13 318:5,18,21,22,23 319:1,16,17,19 321:3 330:19 333:7,19 337:21 338:19 340:15,16 341:16,20 342:9,16 343:24 344:22 345:18, 19 347:15 349:6,14,22 350:12,20 352:5,6 353:18,19,20 354:22 356:22,23 360:11,20 361:13 362:10,17 363:12,14,24 366:16 367:1,18 371:14 372:18,25 373:5 375:3, 6,7,8,11,17,22,23 376:1 377:3 378:4,5,13 379:19,23 386:15,16, 22,24 387:1,5,9,20 391:24 392:20,21,25 393:12,16,21 395:12,14 396:25 397:1,15,18,23 398:20,22,25 399:2 400:15,23 405:4,16 407:8,15 408:17 411:22 414:11 417:5 419:3,6 420:13 421:23,25	played 399:17 401:7 422:22	preparing 311:4	program 394:14 415:9
	plea 362:7	prescribed 335:3	programs 329:7
	point 320:16 356:21 408:15 411:25	president 322:20 346:13	progress 323:7
	points 335:11 345:9	President's 350:14	progressing 403:7
	pole 337:18	press 313:5 350:2,3 379:3 386:16 391:23	progressively 376:19
	poles 407:13	pressing 313:9 386:17, 20 392:1	promise 325:24 326:14
	police 352:11	pressure 326:17 377:9	promised 369:19
	policy 333:18 336:6	pretty 338:20 362:6 376:17 413:9	promises 326:13,17
	poor 317:10,13 326:11 345:17 353:14 361:15 372:19,25 379:14 381:11 408:24	prevent 404:3	promising 341:18
	position 344:13	prevents 372:25	promote 334:19
	positions 388:1	previous 404:21	prompted 379:5 386:17
	positive 323:20	previously 354:11	promptly 404:16
	possession 364:21	price 369:23 406:7	properly 318:15 334:24
	post-traumatic 329:4	prior 312:2 347:20	property 335:15
	Postal 358:2	priority 317:19	proposal 335:3
	POTS 312:10 342:21 347:8,10 386:24 391:7 394:14 406:6,11,16,20 407:7 410:17,18 411:3 416:23,25	privileged 366:13	proposed 323:1 388:11,14
phones 325:1 333:11, 15 342:13,15 377:25 378:21 411:21 414:8 419:13	power 342:7,8 343:21, 23 363:25 396:18 403:23,24,25 420:17	problem 321:6 330:14 333:23 343:16 349:13 350:11 351:3 355:12 357:4 358:7 360:18 362:15,18,19 366:12 378:14 403:22 404:3	protect 375:16
phonetic 340:7 396:11		problems 319:16 322:2 325:4,21 340:12 343:18 349:11 351:9 356:22 360:13,22 363:17 377:1 407:4,13 410:20	protection 330:8
physically 334:4 371:25		proceed 314:10 322:11 393:1	protects 320:18
pick 339:15,16	Powers 390:6	proceeding 310:4,8,9 311:17,18,23 312:3	Protocol 386:25
picked 333:8	practice 337:3		proven 320:22
picture 321:2	practices 336:13		provide 311:14 312:2 326:18 327:12 329:10, 13 363:16 366:8,9 375:15 384:15 390:11 403:22 420:23
pictures 350:18 414:7	pre-pandemic 349:6		provided 329:14 335:21 390:25 403:25 414:5
piece 331:10,11 388:16			provider 330:10 331:1 366:5 387:5 397:24

providers 311:21 312:15,18 323:4 388:1 390:18 391:12,15 417:7 420:22	quarter 398:19	receiving 312:18 317:21 319:18 356:24 379:14 391:15	relying 312:13 323:22 391:10
providing 327:11 372:22 373:4 384:19 420:10	question 319:25 321:25 366:15 387:6	recently 338:16 340:19 346:7,18 347:14 357:16 369:16 420:9 422:20	remain 340:25
public 310:3,9,10,14,18 311:3,5,16 312:2,20 313:4 314:12 322:13 323:13 324:10,12 325:13 326:23 327:12 328:7,23 329:22 330:18 331:17,21 332:25 334:10 335:7 336:1,16 337:9 338:8,9 339:10 340:2 341:9,25 343:9 344:7 345:4 346:1 347:4 348:4,24 350:5 351:14 352:22 355:5 356:13 357:10 358:16 360:7 361:4 373:3 377:21 384:21,24 385:1 386:7,8,22 387:11,17 388:4 389:2,8,9,12,17 390:2,13,22,25 391:1, 22 418:7 423:19	queue 313:7 314:11 318:10 320:7 348:19 350:3,4 391:25 393:2 423:10	reception 353:14	remains 408:24
public.advisor@ cpuc.ca.gov. 384:23	quick 335:11 344:12	record 385:5 386:5	remarks 384:3
published 388:19	quote 317:18	recorded 378:2	remember 313:9 314:7 392:2,23 415:12
PUC 350:11,23 351:1,2	quoted 347:16	rectified 368:7	remote 310:16 372:24 375:24 380:13 389:15 399:18 401:8 416:8 422:23
purchase 356:3 357:24	R	rectify 330:13 399:5	remotely 310:15 389:14
purchased 337:16 358:23	R-O-S-E-N 395:10	recycle 318:10	Render 334:16
purpose 312:16 315:4 386:21 391:13 400:19	radiation 333:14	Redbar 328:24 329:1,3, 19	rep 359:1
purposes 341:5	radios 402:4	reduction 329:5	repair 407:8
put 350:20 361:18 369:24 377:9 383:4 402:4 418:11	radius 378:7	refer 386:23	repaired 340:24
Q	rain 347:25 369:17	referred 312:10 391:7	repeat 321:4 330:21
quake 396:23	rains 400:10,14 404:22	refused 333:16 346:13	replace 407:21
quality 311:1,19,24 312:17 321:23 322:7 323:1 326:18 327:20 329:16 386:9 387:12, 18,22 389:25 390:16, 18,21 391:14 393:12,16	rainstorm 347:14	Regina 421:10	reply 334:2
	raising 406:9	regular 318:13 337:2 342:6 378:21	report 317:15 346:16 352:11
	Randolph 350:6,8,9 351:1,7	regularly 362:10 377:3 403:24	reported 319:21 324:21 403:20
	random 345:17	regulate 383:8,15	reporter 313:10 315:11,14 392:3
	reach 387:9	regulates 387:12	reporters 311:9 388:20 390:5
	reaching 321:3	regulations 324:4 369:2	represent 332:4
	ready 343:6	regulatory 332:16,17	representative 359:24 387:10
	real 343:16 422:25	relating 317:5	representatives 318:19
	real-time 399:21	relationship 414:12	representing 388:2
	realtime 380:15 401:11 416:11	relay 399:23 401:14 416:13 423:3,17	represents 336:7
	reason 313:18 316:2 325:6 333:8 392:11	released 322:4	reps 370:7,10
	reasonable 317:21 365:25	reliable 312:8 318:7 328:14 347:11 362:6 363:20 391:5 408:13 414:17	require 340:16 341:5 347:11 363:24
	Rebekah 390:7	reliably 376:24 407:9	required 366:1
	receive 312:8 391:5 403:4	reliant 327:22	requirements 378:20 390:1
	received 310:3,14 311:25 346:14 389:2,12 390:22,23	rely 347:13 368:21 376:23 380:15	

requires 362:21,22	revoked 407:24	rurally 362:24	senior 323:19 415:9, 14,17
research 399:23 416:13 423:3	rid 333:25 406:11	rush 399:5	seniors 403:6 415:8,10
researching 401:13	ridiculous 318:12 343:4 400:11 407:22 415:16	Russia 381:15,18	September 373:17
reset 371:23	ridiculously 400:16	S	serve 380:20
residence 371:2	Riestra 333:3,4,5,23	S-U-T-T-O-N 342:5	served 332:6
resident 321:21 394:13 402:23	rights 366:22	Sacramento 328:12 338:14 380:12	service 310:25 311:19, 20,24 312:10 315:20, 22,24 316:3,4,13 317:6, 11,14,18,21 318:5,11, 12 320:21 322:7,23 326:11,18 327:20 328:14 330:11 331:2 333:9 338:5,24 340:15, 16,21,23 341:5,15,18 342:21 345:14,16 347:15,16,19 353:4,6 355:18 356:22 357:21, 24 358:3,9,23 359:24 360:12,15,16 361:10,15 362:6,8,13,18,23 363:12,14,16,17,24 365:19,22 366:3,4,6,9, 10,23 367:22 368:10 371:17 372:18,19,20, 21,23,25 373:2,5 374:14 375:12,14,18,19 376:17,20,24 377:10,25 378:1,8 381:15,19 383:12 386:9,22,24 387:2,4,9,12,13,18,19, 22 388:1 389:25 390:16,17,21 391:6,7, 14 393:12,17 395:17,22 396:4 397:1,13 398:23, 24 399:17 400:9,10,12, 14,15 404:14,22 405:20,22,24 406:6,11, 15,17 407:7,10,20 408:11,13,18,20,24 409:9,15,16 410:17,22, 25 411:2,17,20 412:8,9 413:10,13 414:3,4,14 416:23,25 417:5,7 418:10,13,17 419:2,7, 12 420:10,13 421:3,23 422:1
resolution 326:12 409:11 418:16	ring 419:4	Sadly 368:1	
resolve 352:4 360:4,19	Riverside 360:12	safe 339:23	
resolved 322:25 341:1 366:11 414:10	road 328:13 352:14 404:18	sale 324:24	
resort 366:16	roads 417:3	sales 411:18,20	
resources 328:2 329:5,11 334:25	Robert 311:11 390:7	Salinas 393:15	
respond 410:23	Robin 345:5,6,7 354:3, 6	San 330:6 342:6 354:7 356:20 375:2 397:12	
responding 423:11	robo 343:2 379:14,15	Sanchez 311:8 390:4	
response 320:2 329:24 348:7,13,15 351:17 355:7 365:22,25 372:12 417:21 420:2 422:11	robots 354:16	Santa 333:5 393:13 403:17	
responses 379:22	Rogers 416:19,20,21, 25 417:14	satellite 362:23	
responsibility 330:8 331:2,12 388:7 405:17	role 399:17,18 401:8 416:8 422:23	Saved 382:25	
rest 315:18 334:21 376:20 412:6,7	Ronnie 382:15	Saynert 404:7,8,9 405:2	
restart 378:4,5	roofs 354:17	schedule 345:11	
restored 347:20	Rosen 395:7,8,9 396:2	school 312:13 315:2 338:16,17 365:19 391:10 394:20	
restoring 363:17	Roseville 334:16	screen 382:12,18,22	
restrictions 358:4	Roundtable 323:18	searching 333:13	
result 343:15	routes 328:15	Seaside 321:22	
retailers 329:6	rulemaking 311:1 386:10	season 357:22 367:22, 24	
retired 374:14,18	rules 331:6,8 387:20 388:14,15 397:2 416:15	seconds 313:16 392:9	
retrospect 362:17	run 366:3 402:1 406:16	Secret 346:20	
return 391:20	rung 419:6	section 310:11 389:10	
review 312:24 388:17	running 320:16 401:25 402:2	security 345:20	
reviewed 423:22	runs 406:17	Senate 388:6	
reviewing 387:18 391:2	rural 328:16 329:12 336:23 341:3 362:3 367:15 372:24 398:18 417:11	send 326:10 373:21,22, 23 409:17 420:11	
		sending 334:1 414:7	

371:17 387:20 390:20 391:8,9,11,12 395:14 398:21 401:7 403:4 415:8 416:7 417:11	significant 310:3 327:25 365:21 389:2	sound 313:16 392:8 412:2	398:3,8,11,16 399:4,8, 13 400:5 401:5,19 402:9,19,22 403:16 404:8 405:2,11 406:4, 19 407:1,18,24 408:5,8, 22 409:6 410:2,9,15 411:2,7,14 412:6,18 413:13,17,24 414:16,22 415:4,7,20 416:4,20,25 417:14,23 418:1,16,24 419:12,16 420:4,8,21 421:2,12 422:7,16,19
serving 422:22	Simon 422:17,19	sounds 321:14 331:6 353:20 412:6	speakerphone 314:5
SESSION 386:1	Simple 319:17	source 341:4	speakers 313:7 314:8 384:13 391:25 392:24 423:25
set 311:20 342:16 386:7 390:16,17 392:20	simply 313:8 386:20 392:1	south 327:10 393:14 416:6	speaking 310:5 314:8 340:10 358:25 389:4 392:24
setting 346:23	sincerely 313:17 392:10	Southern 325:20	specific 346:10
settings 378:13	single 334:25	Spanish 319:8	specifically 357:15
shame 381:14 382:1	sir 314:12 317:24 319:10 320:8 321:16,19 322:10,18 323:11 330:15 331:3,15 339:24 383:8,20 393:3 420:3 422:18	speak 313:5,8,9,10 314:4 318:6 323:20 326:1,4,5 372:2 379:2 380:2,21 384:14 386:16,20 391:23 392:1,2,3,19 419:9 421:5	Spectrum 369:22
share 314:1 344:12 370:15 376:5,9 378:23 380:4,23 388:24 392:16 394:7 397:6 399:10 405:7 408:1 422:9	site 365:23	speaker 313:15 314:11,13,14,15,17 315:6,13,17 316:19 317:1,3 318:3 319:11, 13 320:11 321:1,13,18, 20 322:15,19 323:15 324:14 325:3,9,16 327:1,4,6,9 328:2,10 329:1,19 330:1,4,21,24 331:1,9,24 332:22 333:3,4,23 334:13 335:10,20 336:4,22 337:6,12 338:4,12 339:4,13 340:5,19 341:12 342:3,20 343:2, 12 344:10 345:7 346:4 347:1,7,19,25 348:10 349:2,19 350:8 351:1,7, 20,24 352:17 353:1,18 354:5,22 355:2,10 356:3,16,20 357:13 358:12,19 359:15,21 360:10 361:7 362:1,21 363:2,9,23 364:2,8,11, 13 365:2,12,15 366:8 367:2,5,13 368:4,10,17 369:13 370:3,9,20,23 371:14,20 372:16 373:12,15 374:4,10,13 375:1,14 376:7,14 377:7,18 378:18 379:8 380:1,9 381:3,22 382:9, 24 383:4,6,10,17,19,21 392:7,21 393:2,4,6,7,9, 24 394:11 395:5,8 396:2,12 397:4,10,20	speed 400:16,21
sharing 365:7 373:8 374:21 412:14 417:17 418:20 419:22	sites 380:12		spell 313:12 392:5
Sherman 369:14	sitting 411:18		spelled 334:15
Sherry 361:24 362:2	situation 347:14 355:19 371:7 393:24 413:2		spending 388:23
Shoemaker 394:10,11, 12	situations 330:9 399:5 406:13		spent 381:16
short 333:24 375:6	skyrocketing 406:7		spoke 318:18 354:11 358:25 400:18
shortly 313:17 392:10	slow 321:1 400:16		spoken 317:13
shotty 398:23	slowly 313:10 314:4 392:3,19		spot 317:15 325:23
show 382:24 383:15	small 323:22 368:20		spotty 376:20 397:13 405:22 414:5
showed 359:18	smart 400:23		spreadsheet 360:1 398:9
showing 382:14,18 383:25	Smith 372:10		Springs 341:3
shown 382:17	Social 334:16		Springville 362:3
shows 382:15	soil 337:2		spying 376:3
shut 419:13	solar 354:17		stable 380:17
sic 315:19 352:23 393:4	Solomon 318:2,3,4		Stacey 311:10 390:6
sick 421:19	solve 402:9		staff 311:11 334:18 384:8 390:7
signal 321:15 325:19, 21 343:16 344:17,21, 23,24 349:12,22 353:5 354:13 360:16 379:14 393:22 396:15 402:4,6	solved 322:3 366:10		standards 311:19,21, 24 327:14 387:12,13,18
signals 335:13	solvency 364:15		
signed 331:9 384:13 423:25	somebody's 321:15		
	son 338:15 358:24		
	Sonic 363:15 366:3		
	sort 347:22		

390:16,18,21	416:4,20 418:1,24 420:4 421:12 422:16	study 399:22 401:12 416:12 423:2	symphony 375:21
Stanford 311:11 390:7	States 373:2 376:23 381:8 420:24	stuff 354:17,24 421:24	system 320:23 321:1,4 343:24 362:14 364:15 378:3 402:1,3 406:14 407:7 409:11,23
star 313:5,9 350:2,3 369:24 379:3 386:16, 17,20 391:23 392:2	static 404:23	submit 316:11 384:16 387:4	systematic 320:17
Starlight 368:5	station 402:12	subscribing 366:12	systems 402:10
Starlink 357:2	stay 312:14 328:14 391:11	substandard 338:5	
start 313:21 333:13 384:25	stayed 409:14	success 332:10 336:13 369:3 380:19 413:1	T
start-ups 332:7	stenographer 315:12	sudden 345:18	T-A-Y-L-O-R 347:9
started 333:12 338:16 353:4 361:11 403:18 406:9	step 321:5	Suddenlink 337:15,17	T-MOBILE 319:17 349:7,17 351:24,25 352:3,8,9,12
starts 348:1	Steven 344:8	suffering 329:4	takes 326:6 353:19 379:18 410:3,23 413:5
state 310:19 313:12 323:19 328:13 329:8 332:6 333:10 336:9 337:1 367:23 373:6 377:7 379:4 380:13 388:6 389:18 392:5 412:7	Stevenson 372:10	suggest 397:25	taking 311:13 313:25 343:13 345:8 346:21 371:4 378:22 384:6 388:21 390:10 392:15 398:17 405:12 406:5 407:2 412:10 423:17
stated 366:10	Stewart 406:3	suggested 366:5	talk 316:20 322:2 325:18 334:1 345:15 350:16 359:1 375:8 394:19
STATEMENT 314:14 317:3 318:3 319:13 320:11 321:13 322:15 323:15 324:14 325:16 327:1 328:10 329:1 330:1 331:24 333:3 334:13 335:10 336:4 337:12 338:12 339:13 340:5 341:12 342:3 343:12 344:10 345:7 346:4 347:7 348:10 349:2 350:8 351:20 353:1 354:5 355:10 356:16 357:13 358:19 360:10 361:7 362:1 363:9 364:8 365:12 367:13 368:17 369:13 370:20 372:16 373:12 374:10 375:1 376:14 377:18 379:8 380:9 381:3 382:9 393:6 394:11 395:8 396:12 397:10 398:16 399:13 400:5 401:5,19 402:19 403:16 404:8 405:11 406:4 407:1 408:5 409:6 410:15 411:14 412:18 413:24 415:4	stolen 324:22 404:2	suggesting 343:5	talked 341:17 361:16 409:12
	stop 342:25 405:23	suggestion 359:23 397:21	talking 324:19 331:7 349:22 351:9 357:19 371:14 372:4 375:3 376:25
	stopped 340:22 343:3 369:17 402:2	suggests 407:20	Tanya 410:8,9
	stopping 313:21	suit 347:13	Taylor 347:5,7,9,19,25 348:5,8,10 350:2,3 351:15,20,24 352:17
	stops 366:4	summaries 387:25	teacher 314:17 316:11 338:21,25 378:11
	storage 336:25	Sunday 382:20	teachers 401:10 416:10 422:25
	store 324:18 344:15 379:21 393:18 408:19 419:18	supplies 407:6	teachers' 314:21 316:9
	stores 394:1	support 311:12 325:21, 24 326:9 353:13 361:16 379:18 394:18 409:12, 20 414:9 416:7	team 407:21
	storm 396:19	supposed 326:2,9 360:3 398:24 400:20	tech 321:4,5 325:21,23 326:1,9 350:16 353:13 357:25 379:17 414:9
	storms 403:18 404:14	supposedly 343:2	technical 409:12,20
	story 333:24 344:12 375:5	surgeon 412:24	
	strange 375:24	surveying 380:11,14	
	streaming 412:3	survive 334:23	
	streams 380:15	Sutton 342:1,3,4,20 343:2	
	street 360:17	switch 315:17 316:1,3, 7 342:24 366:5 370:12 412:1 417:7	
	strength 325:19,22 353:5 354:13	switched 314:18 369:21 417:9	
	stress 329:4	switching 370:12	
	struggle 336:20	sympathy 377:22	
	student 416:6 422:20		
	students 399:20 401:10 416:10 422:25		

technician 350:17	Thomas 386:11 406:23 417:20,22,23 418:1,2, 16	362:20 363:1,22 364:1 365:1 366:7 368:3,9 370:2,8 371:13,19 374:3 375:13 377:6 378:17 379:25 381:21 382:3,23 383:3,5 393:23 394:5 396:1,7 397:3 399:3,7 402:8,13 405:1 406:18 407:17,23 408:21 410:1 411:1,9 412:5,12 413:12 414:15,21 415:19 417:13 418:15 419:11, 15 420:20 421:1 422:6 423:6	toll-free 320:23
technicians 405:3 409:13	thought 343:14 359:6 369:20	thoughts 344:12	tone 369:21 403:19
technologies 312:13 332:12 336:17 368:22 391:10	threatening 420:11,12	three-mile 378:7	tonight 313:22 418:8
technology 322:1 323:24 327:20 328:18 332:13 336:12,14,23 344:1 372:4 375:11 380:14 394:17,23 403:1,6,7	thrive 369:3	thriving 332:7	tonight's 390:2 391:13
telecommunication 312:9 334:17 391:6	throws 334:23	ticket 355:22,24,25 367:19 419:18	Tony 325:14,15
telecommunications 314:1 323:21 329:10 368:2 386:9 388:1 392:16	tickets 369:24 387:4	ticket 355:22,24,25 367:19 419:18	tools 380:17,18
telephone 312:10 314:9 347:11 350:13 360:2 370:24 379:4 383:12 384:1 386:23 387:13,19 391:7 407:13	tied 331:13	times 341:17 350:22 353:8 360:14 365:25 371:3 378:12 393:19 403:20 409:10,11 410:21 419:8	top 366:3 381:9,10 393:21
television 350:18 382:12	tighten 397:2	Timothy 363:7,11	top-down 324:4 335:2 369:1
telling 342:25 351:2	time 311:14 312:19 313:7,15,25 315:22 317:11,23 318:8 321:9 322:8,21 323:10 325:10,22,24 326:6 339:7 340:15 343:5 345:17 347:25 354:25 355:16,17 357:2 360:4 362:12,16 363:14 365:22 367:9 369:10 370:1,24 372:20 375:5, 23 376:1 378:18 382:13 384:1,6 386:6,19 387:10 388:23 390:11 391:19,25 392:8,15 395:16,18,24 396:6 398:4 400:10,14 403:24 408:18,25 409:19,22, 23,24 410:19,23,24 411:17 413:15 417:15 422:7,25 423:17	Tina 358:17,20	top-of-the-line 379:23
ten 410:24	timely 322:25	tired 357:3 360:21	topic 312:6
tens 336:8	timer 315:5 319:3 320:25 325:2,8 328:1 329:18 332:21 333:22 335:19 336:21 337:5 338:3 339:3 340:18 342:19 343:1 345:23 346:25 347:18,24 349:18 350:25 351:6 352:16 353:17,24 354:21 355:1 356:2 358:11 359:14,20	today 310:7,13,20 311:2 312:21 314:1 317:23 318:9 319:5,24 321:9 322:9 324:9 325:10 326:21 328:5,21 329:20 331:16 332:22 334:7 335:5,24 337:7 338:7 341:7,16,23 345:2,24 347:2 348:2 349:24 351:12 352:20 353:25 354:9 355:3 356:11 357:8 358:14 359:11 361:2,22 365:6 369:8 371:8 372:7 374:5 376:6 377:13 378:24 380:4,21 383:23 384:5,9 388:19,24 389:6,12,19 392:16 401:7 414:25 415:25 421:7,13	Torrance 349:4 374:13
terrible 318:7 375:22 393:12		today's 311:5 312:16, 23 352:17 386:21 388:21	Torres 358:17,19,20 359:15,21
Texas 409:17		told 314:22 316:9 317:18 318:21 325:5 326:12 333:20 337:22 355:19 356:5 358:1 359:16 373:19 374:1 409:16	total 357:17
text 383:4 396:20 414:7			totally 347:17 381:5
texting 341:17			touch 338:24
texts 356:24			tower 361:18 398:20 405:21 411:17,19,24
thing 315:24 318:22 325:20 363:19,23 366:19,24			towers 353:21 354:14 358:1,5 361:11 378:5 396:25 405:18
things 318:20 325:18 326:2 330:16 350:23 354:23 355:12 360:21 365:17 371:24,25 377:22 394:16,20,24 399:16 400:8			town 393:16 404:10 408:10
third-world 421:2			towns 394:2
thirds 317:10			track 353:3
			trained 370:11
			transcribing 388:21 390:5
			transcript 312:22 423:22
			transferring 319:9
			transparency 325:7
			trauma 364:24
			traumatic 366:11
			tremendous 390:22
			tremendously 411:3
			trial 366:22
			triggered 324:19

Trinity 357:14 358:2	UNIDENTIFIED 395:5 410:9	vegetables 336:11	
trip 381:16	uniqueness 334:20	Veriz- 396:2	W
troubleshoot 318:19	United 373:2 376:23 381:8 420:24	Verizon 314:19 315:21, 25 316:10,14 324:16,25 325:17 333:7,8,15 335:11,16,22 344:22 345:11 349:7,16 353:4 354:12 355:13 356:22 357:4,15 358:8 361:9 372:18,19,21 377:20,24 378:12 379:10 381:13, 24 393:18 400:15,23 401:23 402:4,10 405:19 408:11,17,19,23 411:17 412:1,21,22 413:7 414:2,17 417:5 418:4, 14 419:13,14,20 420:9, 12,16	wait 310:5 378:4 389:4 395:16
true 420:21	University 416:6	Verizon's 379:13	waiting 319:8 320:7 326:12,13 418:12
Tulare 352:11	UNKNOWN 355:10 356:3	versus 318:12	waive 359:8
turn 313:2,4 321:7 359:16 391:22	unlimited 356:25 375:18 378:10 398:24 412:22	veteran 373:2	walk 360:16 419:16
turned 404:17	unnecessary 371:20	veterans 329:3,7	Walker 370:18,20,23 371:14,20
turnout 312:4	unreasonable 347:17	Victoria 346:20 348:5, 8,19 350:1,3 351:15,18	Walter 343:10
TV 383:8,16	unseen 364:24	video 314:7 344:15 392:23 412:23,24	wanted 327:11 345:9 346:22 358:24 362:6 372:1
two-three 419:4	unserved 323:6	violation 373:25	wanting 415:15
two-year 331:13	unusable 354:19 410:22	Virginia 397:9,11	warning 324:19,21
type 347:12	up-to-date 353:19	virtually 403:5	watch 382:20 411:22
types 360:4 420:16	update 353:22	Visalia 352:10	watching 382:13
U	updated 353:18	vital 337:2 380:18 399:18 416:8 422:23	water 336:16
U-VERSE 350:19	upgrade 354:17 358:24 366:3 378:20	voice 332:16 353:11 386:25	Watsonville 393:10
ubiquitous 336:22	upgraded 354:11 359:3 360:20	voice-to-text 378:3	Wayne 330:5
UCLA 399:15 422:21	urge 403:9	voicemail 351:4 378:1	weak 335:13
ultimately 388:12	usage 398:25	voicemails 350:15 370:5	weather 417:14 419:10
ultra 353:20 393:14,15	users 335:2	Voip 311:22 312:11 347:12 387:1 390:19 391:8 406:10,14	Weaverville 357:14
Umbright 353:1,2,18	utilities 364:21,22 386:8 387:11 388:4 423:5	volunteer 344:13	web 374:7 388:18
Umbroth 352:23	utility 416:14	vote 388:13	website 310:10,12 332:11 359:25 384:18 387:7,15,24 389:9,11 397:22
unable 335:16 371:6	utility-style 324:4 369:2	VPN 375:21	websites 413:5
unacceptable 394:1	utilize 338:23		week 335:20 365:24
unauthorized 352:6	V		weeks 333:11,16 369:21
under-delivered 368:1	Vacaville 421:13		Weir 415:3,4,7,20
undergraduate 399:14 416:5 422:20	Valley 317:8 354:7 378:6		wellbeing 332:9
underneath 411:19	Valley's 317:7		wet 347:21
underserved 329:7	valuable 329:15		White 322:14,15,19,20
understand 313:18 319:7 326:3,5,6 343:25 351:10 366:18 392:11 403:5			Whoa 355:23
unexpectedly 369:17			wideband 393:14,15
unfortunate 393:13 418:9 420:24			wife 344:13 355:14

369:22 370:9	works 344:18 349:15 363:25 417:9	Yuba 414:1
wife's 370:4	world 327:21 336:10 366:17 381:10 396:21 417:8	Yuli 408:5,8,9,22
Wifi 344:24 361:14 367:23 375:4,7,11 393:25 396:18,19	worse 327:23 376:19	Yvonna 333:1,2,5
William 348:24 349:3	worth 324:25	Z
Williams 404:10 413:23,24,25 414:16,22	wrap 392:9	zone 367:21
Wilson 416:2,4,5	wrap-up 313:17	
windy 419:10	written 310:9,14 312:1 366:8 384:16 389:8,12 390:24 420:12	
winter 396:19 422:21	wrong 320:16 383:1 407:18 419:6 421:23	
wire 327:21 337:17 344:2 407:21	wrote 359:18	
wireless 311:22 312:11 323:24 324:1 328:14 331:6,7 332:12,13,14 340:10 358:8 368:22,24 373:5 380:17 381:11, 12,18,23 390:19 391:8 399:16 401:7 408:11 416:7 420:16 422:22	www.cpuc.ca.gov/ pph 360:1 397:23 www.cpuc.ca.gov/ pph. 310:13 384:18 387:7,25 389:11 398:6	
wirelines 343:19	X	
wires 347:21	Xfinity 335:12 382:12 383:12	
women 332:3,6	Y	
women-owned 332:5	year 333:6 352:3 353:5 354:12 357:16,25 363:13 373:17,19 377:2 396:19 404:13 414:12	
wondering 330:7 354:20 382:16 383:1 407:5 418:13	years 315:21 318:17 324:17 325:3 337:17 340:14 341:15 344:13 351:25 353:22 357:16 358:6 360:14 361:10,12 362:5 365:21 368:2 377:20 378:9 379:11 381:15 396:15 405:19, 20 407:14 408:12 410:18,19,21 415:11 418:5 419:14 420:9 421:15	
Woo 320:9,11,13 321:1	Yesenia 402:23	
word 353:10	yesterday 404:17	
work 311:4,12 312:13 314:25 316:4,19 318:24 319:2 329:3 331:14 355:14,15 356:6 358:2 365:19 369:25 370:6 379:12 380:10 390:9 391:10 396:25 411:20 412:9 417:6	young 344:16	
workers 336:19 417:3		
workforce 336:19 403:3		
working 314:25 323:4 339:18 340:22 343:25 349:21 355:20 358:1 360:15 366:4 402:11 407:8		