BEFORE THE PUBLIC UTILITIES COMMISSION

OF THE

STATE OF CALIFORNIA

FILED
06/29/23
02:38 PM
R2203016

ADMINISTRATIVE LAW JUDGE THOMAS J. GLEGOLA, presiding

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

REPORTERS' TRANSCRIPT
Virtual Proceeding
May 3, 2023
Pages 430 - 517
Volume 4

Reported by: Karly Powers, CSR No. 13991
Shannon Ross Winters, CSR No. 8916
Lisa M. Welch, CSR No. 10928
Ashleigh E. Button, CSR No. 14013

INDEX

STATEMENTS	PAGE
SPEAKER SAULMIETA	440
SPEAKER SNOW	441
SPEAKER HUDSON	442
SPEAKER MORGAN	443
SPEAKER FLANAGAN PARISH	444
SPEAKER GALE	445
SPEAKER FLOYD	446
SPEAKER CROCKETT	447
SPEAKER DUPONT	448
SPEAKER GRAYHACK	449
SPEAKER HERRING	451
SPEAKER GALE	452
SPEAKER GRAVES	454
SPEAKER PICA	455
SPEAKER RICHARDSON	456
SPEAKER VENSKY	457
SPEAKER FAJKOS	459
SPEAKER DOKEY	460
SPEAKER KILBURN	461
SPEAKER GURLACK	462
SPEAKER WINFREY	463
SPEAKER MEDINA	464
SPEAKER SWAIN	465
SPEAKER POTTER	466
SPEAKER SAUL	468
SPEAKER KIDDINGER	469
SPEAKER JOY	470
SPEAKER HOFFMAN	471
SPEAKER ROTELL	472
SPEAKER GOULTER	474
SPEAKER SABELLOICO	484
SPEAKER MANSCH	485
SPEAKER TAYLOR	486
SPEAKER DOMINO	487
SPEAKER HAGEN	488
SPEAKER MARINO	488
SPEAKER NALBANDIAN	489
SPEAKER KNECHT	490
SPEAKER KNOEL	491
SPEAKER KLAUSNER	492
SPEAKER MARTINO	494
SPEAKER SHARP	495
SPEAKER FRIEDMAN	496

1 SPEAKER HALL 497
SPEAKER SAVAY 498
2 SPEAKER ROSS 499
SPEAKER ALONLEE 501
3 SPEAKER LUISO 506
SPEAKER GRAYHAN 507
4 SPEAKER ESSER 508
UNIDENTIFIED SPEAKER 511
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

1 VIRTUAL PROCEEDING
2 MAY 3, 2023 - 1:45 P.M.
3 * * * * *
4 ADMINISTRATIVE LAW JUDGE GLEGOLA: We are on
5 the record. The Commission will come to order. Good
6 afternoon, everyone. This is the time and place for a
7 public participation hearing on the California Public
8 Utility Commission's Telecommunications Service Quality
9 Proceeding. This is R.22-03-016.
10 I am Thomas Glegola, the assigned
11 administrative law judge for this proceeding. The
12 assigned commissioner is the honorable Darcie Houck.
13 For those listening on the phone that wish to
14 speak, please press star one on your phone to be placed
15 in line; and after pressing star one, you will be
16 prompted for your name. Please also add if you are an
17 elected official.
18 You may decide at any time before we end the
19 forum to speak simply by pressing star one. And I also
20 want to thank those who are viewing in who -- who may
21 choose to not call in but are still viewing this, thank
22 you so much for your time as well.
23 The purpose of today's hearing is to hear
24 directly from the public about their telephone service.
25 This includes what many refer to as plain old telephone

service also called POTS, as well as newer phone service delivered using voice over the internet protocol, also called VoIP, as well as cell phone service.

We especially want to hear about service outages that you have encountered as well as any lengthy service delays when you submit customer service tickets to your phone provider.

If you have a billing question, please go to the following website: www.cpuc.ca.gov/PPH. There, you will find more information on this proceeding as well as phone numbers to reach a customer service representative for your company at this time.

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

Due to changes in our jurisdiction as well as a petition from the Commission's Public Advocates Office, the Commission is reviewing the service quality standards for plain old telephone service and also is considering adopting new rules for other phone services.

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

website at www.cpuc.ca.gov/PPH. This includes summaries of the positions of the telecommunications service providers in California as well as organizations representing consumers.

The Public Utilities Commission has five commissioners who are appointed by the governor and confirmed by the state senate including Commissioner Houck. My responsibility is to manage the day-to-day activities of the case and to help Commissioner Houck evaluate all the evidence in this proceeding including your input.

Commissioner Houck will issue a proposed decision for the other commissioners to consider. The five commissioners are ultimately the ones who will decide and vote on whether or not to approve any proposed changes to existing rules or to adopt new rules.

Each piece of information, which we base our decision, is listed and available for you to review on a Commission webpage called the docket card. Your comments today will also be listed and published on the docket card because our court reporters are transcribing today's hearing, taking down everything that is said.

I thank you for spending your time with us today to share your experience as customers, your

1 perspectives or perhaps just to listen.
2 I, as well as one of Commissioner Houck's
3 advisors, will be paying close attention to what you
4 say. We have received significant public interest in
5 this proceeding, which likely means you will have to
6 wait before speaking, so I both ask and thank you for
7 your patience.
8 Today is not your only opportunity to tell us
9 how this proceeding will affect you. Throughout the
10 proceeding, we accept written and public comments
11 through a form on our website, the public comment
12 section of the docket card.
13 To access the docket card, go to the
14 Commission's website: www.cpuc.ca.gov/PPH. As of today,
15 we have received over -- or almost 3,000 written public
16 comments.
17 This forum is being conducted remotely because
18 we have found remote hearings to be a very convenient
19 and effective way for us to engage with members of the
20 public especially on issues like this that affect all
21 parts of the state.
22 Again, we are very appreciative that you have
23 joined us today, and now we will hear from a
24 representative of Commissioner Houck's office.
25 Mr. Smith?

1 MR. SMITH: Thank you, Judge Glegola.
2 Good afternoon. My name is Victor Smith. I'm
3 the telecommunications advisor to Commissioner Darcie
4 Houck, who is the assigned commissioner for the service
5 quality proceeding.
6 I am here this afternoon to make the following
7 statement on the commissioner's behalf:
8 I would like to thank Judge Glegola and the
9 Public Advisor's Office for hosting the event this
10 afternoon, especially Joyce Kwok, Allison Brown, Anne
11 Kim, Mona Dee Dzvova and Claudia Sanchez. I also would
12 like to thank our court reporters, Lisa Welch and
13 Ashleigh Button and our IT staff, Robert Stanford,
14 Jacob Willman and Joseph Haga. We could not hold these
15 hearings without their support.
16 Commissioner Houck would like to thank you all
17 for taking the time to provide your comments on this
18 important matter. She appreciates the opportunity to
19 hear from you, the public, before making any decision in
20 Phase 1 of the proceeding.
21 This proceeding will evaluate our current
22 service quality standards set by General Order 133-D and
23 will set new service quality standards for communication
24 providers as appropriate including examining wireless
25 and VoIP services.

1 In Phase 2 of this proceeding, the Commission
2 will consider service quality standards for internet
3 service. As of yesterday, we have received over 3,330
4 public comments in the proceeding docket. We have also
5 had over 280 people provide public comments in the three
6 prior public participation hearings held in this
7 proceeding.
8 Given the conditions of modern life, it is
9 critically important that customers receive reliable
10 telecommunication services, which include plain old
11 telephone service, or what is referred to in the
12 industry as POTS, wireless, VoIP and broadband.
13 Communication services are essential services
14 as more and more Californians are relying on these
15 technologies for work, school, medical services, to stay
16 connected and to contact emergency services.
17 The purpose of today's hearing is to hear from
18 you about the quality of these services you are
19 receiving from providers. Although Commissioner Houck
20 could not be here this afternoon, she will review the
21 transcripts for today's hearing and confer with the ALJ
22 and CPUC Communications Division staff regarding the
23 comments received today prior to a proposed decision
24 being issued in this proceeding.
25 Thank you, and I will turn it back over to

1 Judge Glegola.
2 ALJ GLEGOLA: Thank you, Mr. Smith.
3 We now turn to the public. If you want to
4 speak and have not already done so, and are on our
5 conference line, please press star one on your phone and
6 the operator will add you to our queue of speakers.
7 You may decide at any time before we end the
8 forum today to speak simply be pressing star one. If
9 you do speak, please remember to speak slowly and
10 clearly so that our court reporter is able to capture
11 everything you say. We ask that you state and spell
12 your name, and if you'd like, the city you're calling
13 from.
14 To 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 wrap up
17 shortly after that.
18 I sincerely apologize for this abrupt deadline.
19 I hope you understand the reason is to hear from as many
20 people as possible. This is a popular topic for many
21 people, or at least one that is of great interest.
22 If you are disconnected before I am able to
23 thank you, please know just how much I and
24 Commissioner Houck appreciate you taking the time today
25 to share your experiences.

1 Again, we will be able to hear you best if you
2 speak slowly and clearly and speak directly into your
3 phone or headset. It is best not to use a speakerphone.
4 Also, if you are listening to this hearing
5 using our live video feed, please remember to mute the
6 speakers for that feed when you call in.
7 Finally, I just want to mention that this PPH
8 will end at 4:30. That is to give folks a break before
9 we continue with the second PPH at 6:00 p.m. tonight.
10 With that, Operator, can you please proceed
11 with the first speaker in the queue?
12 THE OPERATOR: The public comment line is now
13 open. Our first speaker is Eric Saulmieta.
14 Your line is now open.
15 STATEMENT OF SPEAKER SAULMIETA
16 Thank you, your Honor, for hearing this public
17 matter. My biggest focus is on public safety. I know
18 that the Commission tries to do their best with the
19 lines -- the phone lines which are invisible. It's very
20 difficult to see what is going on, but the
21 technicians -- we have very good personnel working
22 throughout our systems; and I just want our public to
23 know that our children -- Title 42 of the U.S. Code
24 12301, it's going to show -- it does have that our
25 children are our greatest resources.

1 So, 5G has actually excelled and has kind of
2 put us in a different range as far as it being a little
3 bit faster to learn and have accessibility, so sometimes
4 we just kind of need to slow it down a little bit and
5 really focus on those children, so we can have happy
6 healthy children and our future can do a little better.
7 It's not an easy thing to do but thank you for
8 having this Commission line open.
9 (Timer notification.)
10 SPEAKER SAULMIETA: Thank you, your Honor.
11 ALJ GLEGOLA: Thank you so much for calling in
12 today.
13 Could we have our next caller please?
14 THE OPERATOR: Our next public comment comes
15 from Shannon Snow.
16 Shannon, your line is open.
17 STATEMENT OF SPEAKER SNOW
18 Well, hello. This is Shannon Snow, last name
19 S-n-o-w. We have lived in our home for 21 years now.
20 We have no cell service here. No towers. No signal.
21 No cell phone. We rely heavily on our landline
22 telephone, especially during nearby fires. It's a
23 public safety issue to have a working landline
24 telephone. Code red calls are crucial. Being able to
25 contact emergency services is crucial. We cannot ever

1 rely on having a dial tone. It's stressful.
2 Some neighbors were phoneless for months this
3 winter. Our inter option is HughesNet, period. No DSL,
4 no Starlink, no DigitalPath, no other option. HughesNet
5 is --
6 (Timer notification.)
7 SPEAKER SNOW: -- extremely unreliable and
8 slow. I spent 30 minutes today loading Gmail. Just
9 wanted you to know. 21 years of this. It's just scary.
10 Thank you, bye.
11 ALJ GLEGOLA: Thank you so much for calling in
12 today. That's why we're here.
13 Can we have our next commenter, please?
14 THE OPERATOR: Our next public comment comes
15 from Vicki Hudson.
16 Vicki, your line is open.
17 STATEMENT OF SPEAKER HUDSON
18 Hi, my name is Vicki Hudson, H-u-d-s-o-n. I
19 live in the Hayward Hills, H-a-y-w-a-r-d.
20 My comments have regard for AT&T's poor service
21 in the Hayward Hills. We literally have not a bar, but
22 a dot. We got our service two weeks into April, and two
23 weeks later, we had to move because the house was
24 uninhabitable. We moved to the area, and we were
25 expecting service; however, as a result of this, we want

1 to ask for the following things be considered to be put
2 into law:
3 That consumers have increased time to determine
4 if a provider is sufficient. 14 days is not enough.
5 Return of trade-in value with services canceled
6 and the phones are returned. AT&T wants to keep my
7 $1500 trade-in value.
8 Option to pay off the new phone with full
9 trade-in value applied.
10 Ability to cancel services --
11 (Timer notification.)
12 SPEAKER HUDSON: -- before and, finally, a
13 signal booster at no cost to assist our service.
14 Thank you for the opportunity to give these
15 comments.
16 ALJ GLEGOLA: Thank you so much for calling in.
17 That's why we're here.
18 Can we have our next caller, please?
19 THE OPERATOR: Our next public comment comes
20 from Eileen Morgan.
21 Eileen, your line is open.
22 STATEMENT OF SPEAKER MORGAN
23 Hello, Judge. My name is Eileen Morgan; last
24 name: M-o-r-g-a-n, and I live in Walnut Creek,
25 California. I am a grad student attending the

University of San Francisco, and I recently became a grandmother for the first time.

Juggling being present for my family and also furthering my education at a university that is over an hour away from my home takes constant communication. Reliable wireless service has played and will continue to play a vital role for many important services like remote and distance learning and being there for my family.

Personally, I have seen my services improve through innovation, not top-down regulation like this hearing.

Thank you.

ALJ GLEGOLA: Thank you so much for calling in.

Can we have our next caller, please?

THE OPERATOR: Our next public comment comes from Dionne Flanagan PARISH.

Your line is open.

STATEMENT OF SPEAKER FLANAGAN PARISH

Hello, my name is Dionne Flanagan Parish, and I live in Oakland, California.

I work in a healthcare system that provides additional health care plans such as diet and exercise plans for our patients. Wireless technology allows my team and me to communicate effectively and quickly with

1 our patients. These individualized plans -- diet and
2 exercise plans are sent out through the patient's phone
3 app. Over the past several years, the need for
4 telemedicine has skyrocketed. And even though COVID --
5 excuse me -- even through COVID, innovation, not
6 regulation, made this emerged technology a reality.
7 Thank you.
8 ALJ GLEGOLA: Thank you so much for calling in.
9 Can we have our next caller, please?
10 THE OPERATOR: Our next public comment comes
11 from Bethel Gale.
12 Your line is open.
13 STATEMENT OF SPEAKER GALE
14 Hi, my name is Cessiley Gale, C-e-s-s-i-l-e-y,
15 and I live in Elk Grove, California.
16 I teach a virtual fitness class several times a
17 week, and I am constantly using next generation mobile
18 networks to not only teach my class, but communicate
19 with my students, promote myself and my class and to
20 accept payments.
21 I rely on stability, and I have seen major
22 improvements to connectivity technologies even since I
23 started teaching virtually three years ago. I need
24 dynamic wireless communication networks to teach my
25 classes.

1 Thank you so much.
2 ALJ GLEGOLA: Thank you for calling in.
3 Can we have our next commenter, please?
4 THE OPERATOR: Our next public comment comes
5 from Nathan Floyd.
6 Your line is open.
7 STATEMENT OF SPEAKER FLOYD
8 Hi, my name is Nathan Floyd. I live in
9 Sacramento. I -- I play a lot of video games, and most
10 modern games currently rely on connectivity, reliable
11 networks and things like that. I rely on stability and
12 latency and prefer to choose network speeds that fit my
13 lifestyle. To fully enjoy my hobby and evening past
14 time, complicated networks like this need to allow their
15 engineers and network managers the flexibility to fully
16 enable their full capacity. Not -- you know, not allow
17 a top-down approach from another government bureaucracy
18 or others to -- who have no experience in network
19 prioritization. Cloud beaming is -- is a growing
20 industry, gaming on the go with the Nintendo Switch or
21 Xbox --
22 (Timer notification.)
23 SPEAKER FLOYD: -- Cloud Gaming. A lot of that
24 relies on -- on a lot of this new network technology.
25 Thank you for your time.

1 ALJ GLEGOLA: Thank you for calling in.
2 Can we have our next commenter, please.
3 THE OPERATOR: Our next public comment comes
4 from Cathy Crockett.
5 Your line is open.
6 STATEMENT OF SPEAKER CROCKETT
7 Hi. My name is Cathy Crockett,
8 C-r-o-c-k-e-t-t, and I live in the unincorporated part
9 of Desert Hot Springs. I am calling about my plain old
10 telephone service from Frontier.
11 The lines are old and decrepit, and they refuse
12 to fix them. I have had multiple visits from the
13 Frontier repair technicians in the past couple of years.
14 I have counted, like, 10 times. It takes anywhere from
15 one day to more than a week from the time that I call
16 them and tell them that I am having a problem, they
17 actually come out. The technicians say that Frontier
18 doesn't want to replace these lines, which is what
19 really needs to be done because it's too expensive.
20 Every few months, I have to call them because I
21 am having problems with my line including times when I
22 have not been able to make calls at all.
23 They just keep doing the same old, same old.
24 They keep coming out. Sometimes it's fixed. Sometimes,
25 it's not fixed. They'll come the next day, and then

1 make sure it's fixed for a little while, and then again,
2 the cycle keeps going on and on. They just do not want
3 to maintain their -- or improve --
4 (Timer notification.)
5 SPEAKER CROCKETT: -- their lines and do what
6 they should be doing to give, you know, just a normal
7 telephone service to their paying customers.
8 Thank you very much.
9 ALJ GLEGOLA: Thank you so much for calling in
10 today. That's why we're here.
11 Can we have our next commenter, please?
12 THE OPERATOR: Our next public comment comes
13 from Mark Dupont.
14 Your line is open.
15 STATEMENT OF SPEAKER DUPONT
16 Hi. Thanks for listening. My name is Mark
17 Dupont. I live in Orleans, California. Our zip code is
18 95556.
19 For the past several years, Frontier has
20 provided substandard telephone service to our private
21 business and our community at large. Ongoing problems
22 with our service include frequent, almost daily
23 inability to place outgoing calls. Frequent inability
24 to receive incoming calls. Static on the line,
25 sometimes to the point of being unable to use, and calls

1 being dropped mid-conversations. These problems are
2 more acute following power outages, which are frequent
3 in the rural community. Sources have indicated this is
4 because Frontier has antiquated equipment that does not
5 reset properly after an outage, and they refuse to
6 invest in new equipment, because we are such a small
7 town --
8 (Timer notification.)
9 SPEAKER DUPONT: -- and just few customers.
10 My own business has suffered repeatedly from
11 this and several people in the community have been put
12 at health risk by not being able being able to dial out
13 9-1-1 --
14 (Timer notification.)
15 SPEAKER DUPONT: -- at critical points.
16 Please review Frontier and encourage them to
17 provide full service for which they're charging.]
18 ALJ GLEGOLA: Thank you so much for calling in
19 today.
20 Can we have our next commenter, please.
21 THE OPERATOR: Our next public comment comes
22 from Gail Grayhack.
23 Your line is open.
24 STATEMENT OF SPEAKER GRAYHACK
25 Hello. My name is Gail Grayhack. I am calling

1 from Mammoth Lake, California.
2 As you know, we had a record winter year up
3 here, and due to that we lost power a lot.
4 Unfortunately, our town is very small. We didn't --
5 only had issues in the past with cell service during our
6 busy holiday weekends and Christmas week, but now it
7 seems to be all the time.
8 So my understanding is Verizon got rid of two
9 of their three towers up here. And basically, I have to
10 stay on wifi calling in order to do anything out of my
11 house. And when I leave, it's hit and mess whether I
12 get service. Can't even send a text message. And when
13 we lose power, I don't have wifi. So I'm in my house in
14 the middle of storms not being able to get on line, not
15 being able to call anyone, not being able to text
16 anyone, or find out any information about what's going
17 on and how long the power is going to be out.
18 (Timer notification.)
19 SPEAKER GRAYHACK: Verizon has been contacted a
20 million times over this from all of our local customers
21 and doesn't seem to want to do anything about it. So
22 having it fixed would be great for our safety.
23 (Timer notification.)
24 SPEAKER GRAYHACK: Thank you.
25 ALJ GLEGOLA: Thank you so much for calling in.

1 That's why we're here.
2 Could we have our next public commenter,
3 please.
4 THE OPERATOR: Our next public comment comes
5 from Alan Herring.
6 Your line is open.
7 STATEMENT OF SPEAKER HERRING
8 Hello. And thank you for the time you're
9 giving us to be able to make these comments.
10 I was with the previous Verizon who sold and
11 now my main company is Verizon. I have three different
12 devices. I've called in ten times in the last year and
13 a half, and I continue to call. But I want you guys to
14 know that when they switch from 3G to 4G to 5G, that
15 they didn't have as many problems in the beginning.
16 And I live within a half a mile of three cell
17 towers. I don't know who owns them, but I could almost
18 throw a rock at one of them. But I don't know what each
19 one of those towers are putting out. But they have
20 tried to force me into getting a signal extender. I
21 don't have broadband so I can't -- that won't work for
22 me. I've actually changed the home connect device when
23 I gave up the landline to this Verizon device three
24 different times. And they're wanting to push back on
25 me. And I know with new equipment that I should be able

to --

(Timer notification.)

SPEAKER HERRING: It should work and even work better, but it falls in line with a lot of the things that people have already said so I'm not going to repeat that but as far as I can't call, dropped calls, can't take calls, and it's just horrendous. And I feel like there isn't enough time and attention to put to that as well as compensation which would be a credit.

(Timer notification.)

SPEAKER HERRING: They send jokes around about that. And so you don't get compensation and they don't ever forget to bill you.

Thank you.

ALJ GLEGOLA: Thank you so much for calling in.

Could we have our next caller, please.

THE OPERATOR: Our next public comment comes from Mark Gale.

Your line is open.

STATEMENT OF SPEAKER GALE

Hi. Good afternoon. My name is Mark Gale, G-a-l-e. I live in West Hills, California, which is the far west San Fernando Valley, zip code 91304.

For years I have asked Verizon Wireless -- and I've been a customer of theirs for 30 years -- to please

1 put a cell tower so we could get a signal in our home.
2 I have to use wifi calling. But when -- and we get that
3 through Spectrum and Time Warne Cable. So when the
4 power goes out and the cable goes out, we have no cell
5 signal. So it's a safety issue. If I had to call
6 emergency services and needed cell access, I have none.
7 There's -- we get no signal.
8 After years of complaining, being transferred
9 to supervisors who did nothing --
10 (Timer notification.)
11 SPEAKER GALE: -- they finally created a case.
12 Came back to me and said "Your case has been resolved,"
13 and they did nothing.
14 At what -- at some point a citizen has nothing
15 to do except to complain to the government. They needed
16 to provide cell service.
17 (Timer notification.)
18 SPEAKER GALE: And my neighbors say the same
19 thing. Nobody has got a cell signal in our
20 neighborhood. It makes no sense. How do I get them to
21 provide service that I'm paying for every month?
22 Thank you very much for listening.
23 ALJ GLEGOLA: Thank you so much for calling in
24 today.
25 Can we have our next commenter, please.

1 THE OPERATOR: Our next public comment comes
2 from Gale Graves.
3 Your line is open.
4 STATEMENT OF SPEAKER GRAVES
5 Hello. My name is Gale Graves. I live -- it's
6 G-r-a-v-e-s -- in Kernville, California.
7 As a customer communication is vital. I am a
8 senior. I live in a remote mountain area. Recently my
9 husband had been in an acute care hospital for the last
10 two weeks. I needed maps, directions, multi-contacts on
11 my phone. And what I pay $80 a month for twenty plus
12 spam messages per day. And I'm constantly pulling up
13 the phone "Is this the hospital? Is this our son?"
14 It's nerve racking when you try to go to a
15 Verizon call center. The younger employees -- they're
16 useless to help. They only want to sell new phones;
17 sell, sell, sell.
18 I've been with Verizon when they used to be
19 General Telephone Company. (Inaudible) a month. This
20 is just outrageous. I have maybe one raw nerve left
21 alone with a heart full of love for the only important
22 person that has ever filled my life with joy.
23 I'm sorry. Thank you for listening.
24 ALJ GLEGOLA: Thank you so much for calling,
25 Ma'am, and sharing your experience. I hope -- best of

luck to you and your husband.

Could we have our next commenter.

SPEAKER GRAVES: He passed away.

THE OPERATOR: Our next public comment comes from Patricia A. Pica.

Your line is open.

STATEMENT OF SPEAKER PICA

Hello. My name is Patricia A. Pica, P-i-c-a.

The problem I have with my landline is they have voice mail and it makes the phone go out. I've had two phones. Also, I don't think -- like they say, it's frustrating. And I depend on the landline. I have a cellphone, but the land phone I need.

Thank you for listening. And I'm glad to hear the -- and the one woman that lost her husband, I'll pray for her. I feel sorry for her. I know what it is.

Have a blessed day and please be safe and take care. Bye and thank you.

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

Could we have our next caller, please.

THE OPERATOR: Our next public comment comes from Robert Richardson.

Your line is open.

///

1 STATEMENT OF SPEAKER RICHARDSON
2 Good afternoon. My name is Robert Richardson,
3 R-i-c-h-a-r-d-s-o-n. I reside in Coalinga,
4 C-o-a-l-i-n-g-a, which is on the west side of the
5 Central Valley.
6 The problem I'm having is I started my cell
7 service with Verizon May 13th; almost a year ago. And I
8 have had nothing but problems. And I've called them
9 about it and called them about it. They said, "Oh it's
10 something in your house. Oh, it must be those T-Mobile
11 phones that you brought over" with us when we put our
12 new sim cards in them and on and on and on.
13 And I live 500 yards away from the tower. I
14 have spoke to residents that live even closer, next door
15 to me.
16 (Timer notification.)
17 SPEAKER RICHARDSON: All in that general area.
18 And they tell me that they have the same problem, but
19 none of them has complained about it.
20 (Timer notification.)
21 SPEAKER RICHARDSON: So I've been fighting this
22 for almost a year. And they told me the best thing you
23 can do is upgrade your phone. So we got the free i14.
24 Well, same problem.
25 (Timer notification.)

1 SPEAKER RICHARDSON: They keep saying they send
2 people out to check, but I never get an update. The
3 last time I complained about it, they sent me an e-mail
4 with this information for these meetings that we're
5 having today. And if I switch to another company, I
6 can't use it where I work at up in the High Sierra
7 because Verizon is the only one that works up there, and
8 that's the only reason why I have Verizon.
9 And thank you, Gentlemen, for your time. Have
10 a good day.
11 ALJ GLEGOLA: Thank you so much for calling in
12 and sharing.
13 Could we have our next caller, please.
14 THE OPERATOR: Our next public comment comes
15 from Michael Vensky.
16 Your line is open.
17 STATEMENT OF SPEAKER VENSKY
18 Hi. Can you hear? This is Michael Vensky.
19 Can you hear me?
20 ALJ GLEGOLA: Yes, we can. Please continue.
21 SPEAKER VENSKY: Yeah, I live in Acton,
22 California, A-c-t-o-n. My last name is Vensky.
23 My complaint with -- we've lived in Acton for
24 35 years, and they've never upgraded the telephone
25 system. So we have plain old pots, very crackly. We

1 pay, like the other woman said, 80 plus dollars a month.
2 We're on the do-not-call list and most of the calls we
3 get are just spam. Matter of fact, the same message
4 about, you know, discount solar loans.
5 We are -- and the other thing I wanted to talk
6 about, we had the landline because we're in a fire area,
7 and it's the only reliable thing that goes out. They
8 have ran --
9 (Timer notification.)
10 SPEAKER VENSKY: -- fiberoptic about
11 three-quarters of a mile down the road, but they refuse
12 to upgrade the switch station. It's about $10,000. And
13 (indecipherable) tie into the IRA money that's been lead
14 out by Congress.
15 I've spoke with the FCC and I've gotten a call
16 back from the president of AT&T on both issues, and they
17 have no timeline at all. And they can't even say "Okay.
18 We'll do it this month. We'll do it this year. We'll
19 do it this decade." No ballpark at all.
20 That's it.
21 ALJ GLEGOLA: Thank you so much for calling in.
22 Could we have our next caller, please.
23 THE OPERATOR: Our next public comment comes
24 from Chris Fajkos.
25 Your line is open.

1 STATEMENT OF SPEAKER FAJKOS
2 Thank you. Hello. My name Chris Fajkos,
3 F-a-j-k-o-s, and I'm a full-time resident of Truckee,
4 California.
5 I'm a Verizon customer, and they're very dead
6 zones in the Truckee/Tahoe area that need to be
7 addressed, not just because I pay for the service and
8 should have reliable service or for the personal usage I
9 enjoy from that service, but more importantly for the
10 safety and security of the Truckee/Tahoe area. We are a
11 tourism-based economy and have seen influxes of hundreds
12 of thousands of people throughout the year especially
13 during the summer and ski season. Having reliable
14 communication is crucial in the event our area that's
15 located within a high-fire hazard area experiences a
16 wildfire even in the winter when we experience intense
17 winter storm activity much like we did this year which
18 was a record-setting year with over 65 feet of snow.
19 Please we need to bolsters these services immediately
20 for the shear sake of public safety.
21 And I actually have a connection to the CPUC.
22 When I first moved to Truckee from the Bay Area, I took
23 a project manager position with a local non-profit --
24 (Timer notification.)
25 SPEAKER FAJKOS: -- (indecipherable) Center to

1 help them carry out their connected title project, a
2 project funded through a grant from the CPUC to help
3 extend cell and internet service to underserved carriers
4 around Lake Tahoe basin. I was there for two years, and
5 it was absolutely frustrating dealing with the
6 multi-billion dollar communications companies that never
7 seemed to take --
8 (Timer notification.)
9 SPEAKER FAJKOS: -- it seriously. If it
10 doesn't pan out for them, they simply don't care, which
11 I completely understand. So perhaps that particular
12 grant could have been better used toward building the
13 actual infrastructure rather than paying me to convene
14 meetings and conduct more studies.
15 Again, please we need to bolster these services
16 immediately. Thank you for your time.
17 ALJ GLEGOLA: Thank you so much for calling in.
18 Can we have our next commenter, please.
19 THE OPERATOR: Our next public comment comes
20 from Darlene Dokey.
21 Your line is open.
22 STATEMENT OF SPEAKER DOKEY
23 Hi. My name is Darlene Dokey, D-o-k-e-y. My
24 husband and I live in Lincoln, California. And since
25 moving here last year, we have no cell service. It's

very spotty even with AT&T, T-Mobile. We've checked around with other neighbors out here to see if they have better cell service. And like the lady said earlier, we have like one dot.

We are stuck with having to do wifi calling of which we have with AT&T, and it's pretty bad itself. So we're kind of in the same situation. We're in a 55 and older community along with another one that backs up to Sunset Lincoln Hills, which is huge. And we run risk of not getting any care from emergency services.

(Timer notification.)

SPEAKER DOKEY: The other thing is we've driven around numerous times to find cell towers, and there's not one anywhere near us.

Thank you.

ALJ GLEGOLA: Thank you so much for calling in.

Could we have our next commenter, please.

THE OPERATOR: Our next public comment comes from Joann Kilburn.

Your line is open.

STATEMENT OF SPEAKER KILBURN

Hi. I also have a comment about Lake Tahoe. I noticed that there has been some pushback from local residents and other groups that are trying to not have more cell towers put into the area. So I wanted to know

1 if there was going to be any sort of change to that, if
2 there was going to be -- if these lawsuits have made any
3 progress or if we're going to be able to see any change
4 with the cell service here.
5 There are several spotty areas. And a lot of
6 us here don't have land lines and this is our only
7 source of connection with the outside world. Also being
8 able to perform business functions at home or at work.
9 (Timer notification.)
10 SPEAKER KILBURN: That's all I have.
11 ALJ GLEGOLA: Well, thank you very much. Okay.
12 Well, thank you so much for calling in.
13 Can we have our next caller, please.
14 THE OPERATOR: Our next public comment comes
15 from Tyler Gurlack.
16 Your line is open.
17 STATEMENT OF SPEAKER GURLACK
18 Good afternoon. My name is Tyler Gurlack, and
19 I'm calling on behalf of the California Asian Pacific
20 Chamber of Commerce which represents the interest of the
21 over 746,000 Asian American and Pacific Islander or
22 AAPI-owned businesses across the state. We'd like to
23 emphasis how emerging technologies like wireless
24 networks have improved the availability of Asian-owned
25 small businesses to thrive and compete in today's

economy. And our business owners rely on developments like apps, internet of things, 5G networks to connect, operate, communicate, (indecipherable), and expand their operations. And these opportunities have not been enabled by every expanding regulatory regimes but by innovators and entrepreneurs who are engaged in leveraging technologies and services to improve the experiences of their customers.

Thank you for your time.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next commenter, please.

THE OPERATOR: Our next commenter is Jake.

And, Jake, if you could provide your last name for us, please.

STATEMENT OF SPEAKER WINFREY

Yes. Winfrey, W-i-n-f-r-e-y. I'm in Eureka, California.

I'm having great issues with Optima. They keep -- my father is on Life Alert, and he was without a phone for two and a half weeks. He couldn't call 9-1-1. He couldn't do anything. And I keep getting the run-around from Optima. Finally after two and a half weeks they finally fixed it, but it went out again.

The technician that came out, he gladly says "Oh, yeah, we're supposed to say that we were here and

they never showed up." I had an appointment with them. I drove two and a half hours to meet them. I spent 16 hours at my house --

(Timer notification.)

SPEAKER WINFREY: -- waiting for them to show up, finally calling at midnight. And I get "Oh, sorry. The technician didn't make it. We're going to reschedule for tomorrow." And tomorrow comes and went. And I drove another two hours to sit there and deal with this. And they never even showed up again. Talked to a manager, went nothing. It's ongoing with Optima up here. I pay $80 a month for two phones that should be working. I just -- it's disgusting.

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

Could we have our next commenter, please.

THE OPERATOR: Our next public comment comes from Benjamin Medina.

Your line is open.

STATEMENT OF SPEAKER MEDINA

Good afternoon. My name is Benjamin Medina. I'm the Director of Operations at the San Juan Capistrano Chamber of Commerce.

My comments are brief. I just want to reiterate that the small businesses in our community

1 that are relying on emerging platforms enabled by
2 applications are helping them connect with customers
3 through wireless technology. This has been embraced and
4 creating new job opportunities and improvements for many
5 of our businesses down here much less than the rest of
6 California.
7 These wireless networks have only evolved from
8 our vantage point and improved over the past decade.
9 Innovation not from the top down utility-style
10 regulations have enhanced independent success and
11 ability to drive.
12 Thank you.
13 ALJ GLEGOLA: Thank you so much for calling in.
14 Could we have our next commenter, please.
15 THE OPERATOR: Our next public comment comes
16 from Pat Swain.
17 Your line is open.
18 STATEMENT OF SPEAKER SWAIN
19 Yes. Hi. I'm Pat Swain. S-w-a-i-n is my last
20 name. I'm in Novato.
21 And I'm calling because I've had my e-mail for
22 56 years because I used to work for Pacific Bell. And
23 all of a sudden it said that it's temporarily blocked.
24 I got a text message. And the issue is from then on I
25 called repair. There is no repair in AT&T. It all goes

1 to customer service. So I go to customer service.
2 Customer service tried to fix it but couldn't.
3 (Timer notification.)
4 SPEAKER SWAIN: Then I went and I got ahold of
5 someone who was in Tulsa because (indecipherable) their
6 normal is offshore. And they (indecipherable) technical
7 upgraded at all. And so I got to Tulsa and she said,
8 "Oh, yes. You have to fill out this form on AT&T's
9 line --
10 (Timer notification.)
11 SPEAKER SWAIN: -- "and, oh, by the way, there
12 are many, many, many people who have said the same thing
13 as you. And so it goes off to the special e-mail place,
14 and we have no idea when you'll ever get back on service
15 again."
16 That was from their own people at AT&T. That's
17 all I have to say. I just need some help. Thank you.
18 Bye.]
19 ALJ GLEGOLA: Thank you for calling in today.
20 Can we have our next commenter, please?
21 THE OPERATOR: Our next public comment comes
22 from Julie Potter.
23 Your line is open.
24 STATEMENT OF SPEAKER POTTER
25 Hello, my name is Julie Potter, P-o-t-t-e-r. I

1 live in Squaw Valley, just outside of Kings Canyon
2 National Park. I am 65 years old. I am disabled and a
3 widow. (Audio failure) -- and my phone has barely
4 worked over the 11 years that I have been here. Over
5 the last three months, it's almost been non-existent. I
6 have had poor service off and on. My phone worked five
7 days in February. It worked April 17th and the morning
8 of the 18th, so I couldn't even call you the last
9 hearing that was on the 18th.
10 Since the 1st of May, just the last few days,
11 it's been -- I can make some calls out, but I -- they'll
12 get dropped in the middle of a conversation, but nobody
13 can call in. I need my phone to work.
14 I am not able to get warning alerts. We have
15 had a lot of fires up here. We've got flooding. We had
16 heavy snow, as I'm sure you're aware of.
17 (Timer notification.)
18 SPEAKER POTTER: I just want to remain in my
19 home, and I want to live independently. When I call
20 Frontier, they tell me that they've been here and my
21 phone is working. I have to drive 3.2 miles for cell
22 service, so my landline is it.
23 (Timer notification.)
24 SPEAKER POTTER: And when I called last week
25 and complained, they told me I need to move to the city.

1 I shouldn't be living up here. I think that is
2 ridiculous, and it's inappropriate and as another person
3 said earlier, most of the time when I call, I receive
4 somebody that has been outsourced. They are not even in
5 this country.
6 Thank you. That's all I have to say. I hope
7 you can resolve these issues.
8 ALJ GLEGOLA: Thank you so much for calling and
9 sharing.
10 Can we have our next commenter, please?
11 THE OPERATOR: Our next public comment comes
12 from Carol Saul.
13 Your line is open.
14 STATEMENT OF SPEAKER SAUL
15 Thank you. My name is Carol Saul. I'm the
16 acting chief of the Trinity Center Volunteer Fire
17 Department in Trinity Center, California.
18 I am calling about public safety concerns
19 regarding about the failure of both the landline and
20 cell service in our area this winter. The Verizon tower
21 does not have a backup power system, so when the power
22 goes out, which has been frequently this winter,
23 residents with cell phones are unable to call 9-1-1.
24 We have a text group for the volunteer
25 firefighters to coordinate responses fur energies and

they did not work. We also had an issue with TDS landline. We were down for a month due to ice on the tower and lack of a backup system. Both of these outages affected public safety in our area. Residents were actually driving to firefighter's houses to access a radio to dispatch help.

So, we would greatly appreciate your help in --

(Timer notification.)

Resolving these issues.

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

Can we have our next caller, please?

THE OPERATOR: Our next public comment comes from David Kiddinger.

Your line is open.

STATEMENT OF SPEAKER KIDDINGER

Thank you very much for holding this forum. This is David Kiddinger, and I live in Camarillo, California. My concern is with AT&T's wireless. We live in an area where we don't get very good cell service. This is a new community; and so, I would like to get -- I tried to get my phone on wireless calling, but I can't seem to do that, because it says my address is not in 9-1-1 database. I have been in this house in a year and a half. Multiple calls to AT&T over the past

1 year without any resolution, and with the wildfires that
2 are -- you know, have gone on, we've had power outages.
3 I do have a landline with -- through Spectrum and VoIP,
4 and it's less than adequate as well, so having that cell
5 service is vital.
6 But I have been complaining about the cell
7 service with AT&T for years. I commute from Camarillo
8 down to the San Fernando Valley, which is the main
9 corridor down the 101 and the service is so poor.
10 Thank you very much for your time.
11 ALJ GLEGOLA: Thank you for calling in today.
12 That's why we're here.
13 Can we have our next caller, please?
14 THE OPERATOR: Our next public comment comes
15 from John Joy. Your line is open.
16 STATEMENT OF SPEAKER JOY
17 Yes, hi. My name is John Joy, Costa Mesa,
18 California in Orange County. My issue is with Verizon
19 Wireless.
20 The signal -- we live in town, and the signal
21 is terrible. It's usually only one bar. We have
22 dropped calls constantly. We have -- told we were
23 eligible for a free booster, and that's been four and a
24 half years ago; and they keep saying, well, it's back
25 ordered. Back ordered. Then the last time I spoke with

them, they say, oh, we are not eligible in our area.

We have service outages all the time. I have advised of dropped calls. The billing, we have been billed multiple times for the same invoice.

(Timer notification.)

SPEAKER JOY: I am told we will get the invoice in the mail, and we don't, so then we get online because they want us to sign up for auto pay. The terr -- the service is terrible. The customer service --

(Timer notification.)

SPEAKER JOY: -- they keep saying they are going to help, but they never ever do; and like many of the other callers, you know, we paid for this service. Why can't something be done?

Thank you for your time.

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

Can we have our next commenter, please?

THE OPERATOR: Our next public comment comes from Erica Hoffman.

Your line is open.

STATEMENT OF SPEAKER HOFFMAN

Good afternoon, my name is Erica Hoffman, H-o-f-f-m-a-n. I am with the California School Board Association, and I am just calling in great support of

1 the comments you've already received.
2 The need for cell service that is steady and
3 accurate, broadband service that is steady and accurate
4 for our students is huge in order for them to
5 participate fully in their educational program.
6 We look forward to the work that you are going
7 to do on this issue, and we look forward to the further
8 Phase 2 hearing on actual internet services.
9 Thank you very much.
10 ALJ GLEGOLA: Thank you so much for calling in.
11 Can we have our next caller, please?
12 THE OPERATOR: Our next comment comes from Lisa
13 Rotell.
14 Your line is open.
15 STATEMENT OF SPEAKER ROTELL
16 Hi, my name is Lisa Rotell. It is R-o-t-e-l-l,
17 and I am a former employee of AT&T for 22 years. I live
18 in Crockett, California, which is part of the San
19 Francisco metro Bay Area; and I have lived in this home
20 for a year and a half.
21 Last summer, I had an emergency at my home. I
22 get one bar in parts of my home. I have a wifi
23 extender, which does not work in the rest of my home.
24 The rest of my home gives an SOS signal, but I had an
25 outdoor emergency, and I was unable to call 9-1-1 during

1 that outdoor emergency on my front lawn. I had to go
2 inside the home to make a 9-1-1 call and look at the
3 person who was in distress from my window, so I could
4 speak to the 9-1-1 operator.
5 (Timer notification.)
6 SPEAKER HOFFMAN: As an employee of AT&T, I
7 called the office of the president to see if I could get
8 this resolved. I actually live two doors down from the
9 CEO, and they recommended a cell booster. That cell
10 booster has to be put into a window next to the modem,
11 which is in the garage and there are no windows.
12 I just think that --
13 (Timer notification.)
14 SPEAKER HOFFMAN: -- anybody who is in the same
15 type of situation, this is a safety concern. I use wifi
16 calling in my home. Anybody else who comes into my home
17 would not be able to make a phone call unless I was
18 there to give them the wifi password.
19 So, I just -- please see if something can be
20 done about getting better service in our area.
21 Thank you.
22 ALJ GLEGOLA: Thank you so much for calling in
23 today.
24 Can we have our next caller, please?
25 THE OPERATOR: Our next public comment comes

from Gerald Goulter.

Your line is open.

STATEMENT OF SPEAKER GOULTER

Yes, this is Gerald Goulter, G-o-u-l-t-e-r. I live in Cottonwood, California, and we developed this property 28 years ago; and we have had nothing but hardship on it. And we have telephones, our computer, and then we have boosters on the computer for the cell phones; and there's times that we have no service whatsoever. And I mean, it -- it's -- it's bad, and -- but not quite as bad as what it used to be, but every technician that comes out says, "Your lines are completely wore out," --

(Timer notification.)

SPEAKER GOULTER: -- "you're not a high priority," and I am disabled, my wife is disabled; our daughter is disabled. And I call all the time for our neighbor, which is --

(Timer notification.)

SPEAKER GOULTER: -- 26, his phone -- the other neighbors are going straight with cell phones, and we -- we -- I keep hearing this from the office of the president of AT&T that "We will make this right to you," and they never do.

(Timer notification.)

1 SPEAKER GOULTER: And our computer goes down,
2 our phone lines go down. I speak with my doctors from
3 Stanford and stuff, and a lot of times they cannot get
4 ahold of me through the computer or the phone lines; and
5 this has been going on for 28 years, and we faithfully
6 pay our bill for everything that we are not getting.
7 And when they say that they will make it right
8 with us, and they never do, and I thank you for your
9 time; and I hope this can be straightened up.
10 Thank you.
11 ALJ GLEGOLA: Thank you so much for calling in
12 today.
13 Can we have our next caller?
14 THE OPERATOR: Your Honor, there are no more on
15 the public comment line.
16 ALJ GLEGOLA: Thank you very much then.
17 This concludes our -- this concludes all the
18 speakers who are signed up to speak. We thank everyone
19 for taking the time to join us today and share their
20 experiences as telephone customers with us.
21 If any of you would like to provide additional
22 input or comments after this hearing, you may submit
23 written comments on the docket card for this proceeding,
24 which can be found on the Commission's website at:
25 www.cpuc.ca.gov/PPH.

1 If you need assistance with providing
2 additional comments, please contact the Commission's
3 Public Advisors Office during normal business hours at
4 1-866-498-9390 or by emailing public.advisor -- that's
5 A-d-v-i-s-o-r-R @cpuc.ca.gov.
6 This concludes this afternoon's public
7 participation hearing. Thank you all for your input and
8 comments. We are adjourned, and we will be off the
9 record.
10 Operator, please disconnect this call.
11 Thank you so much.
12 (At the hour of 2:58 P.M., this matter having
13 been continued to 6:00 p.m., May 3, 2023, the
14 Commission then adjourned.)
15]
16 * * * * *
17
18
19
20
21
22
23
24
25

1 VIRTUAL PROCEEDING

2 MAY 3, 2023 - 6:00 P.M.

3 * * * * *

4 ADMINISTRATIVE LAW JUDGE GLEGOLA: This is the
5 time and place for the public participation hearing on
6 the California Public Utilities Commission's
7 Telecommunications Service Quality Proceeding. This is
8 Rulemaking 22-03-016.
9 I'm Thomas Glegola, the assigned administrative
10 law judge for this proceeding. The Honorable Darcie
11 Houck is the assigned commissioner for this proceeding.
12 To those listening in on the phone that wish to
13 speak, please press star one on the phone to be placed
14 in line. After pressing star one, you will be prompted
15 for your name. Please add if you are an elected
16 official. If you are not in line right now, please know
17 that you need a may decide at any time before we end
18 this forum to speak, simply by pressing star one.
19 The purpose of today's hearing is to hear
20 directly from the public about their phone service.
21 This includes what many refer to as Plain Old Telephone
22 Service, also called POTS, as well as newer phone
23 service delivered using Voice over the Internet
24 Protocol, also called VoIP, and, also, cell phone
25 service. We especially want to hear about service

1 outages you've encountered, as well as any lengthy
2 service delays when you submit customer service tickets
3 to your phone provider.
4 If you have a billing question, please go to
5 the following website: Www.cpuc.ca.gov/pph. You will
6 find more information there on this proceeding, as well
7 as phone numbers to reach a customer serves
8 representative for your company at this time.
9 The Public Utilities Commission currently
10 regulates service quality standards for Plain Old
11 Telephone Service. These standards are contained in
12 General Order 133, which you can find on the
13 Commission's website. Due to changes in our
14 jurisdiction, as well as a petition from the
15 Commission's Public Advocates Office, the Commission is
16 reviewing the service quality standards for Plain Old
17 Telephone Service and also is considering adopting new
18 rules for other phone services.
19 The Phase 2 of this proceeding, the Commission
20 will consider service quality for internet service.
21 More information is available on the Commission's
22 website at www.cpuc.ca.gov/pph, this will include
23 summaries of the positions of the telecommunications
24 service providers in California, as well as other
25 organizations representing consumers.

1 The Public Utilities Commission has five
2 commissioners who are -- and to help Commissioner Houck
3 evaluate all of the including your input.
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 for spending your you time with us
24 today to share your experiences as customers, your
25 perspectives, or perhaps just to listen. Please know, I

1 will be paying close attention to what you say. We've
2 received significant interest in this proceeding, which
3 means you may have to wait before speaking. So, I also
4 thank you for your patience.
5 Today is not your only opportunity to tell us
6 how this proceeding will affect you. Throughout the
7 proceeding, we accept written public comments through a
8 form on our website, the comments section of the Docket
9 Card. To access the Docket Card, go to the Commission's
10 website, www.cpuc.ca.gov/pph. As of today, we have
11 received over 3,000 written public comments.
12 This forum is being conducted remotely, because
13 we have found remote hearings to be a very convenient
14 and effective way for us to engage with members of the
15 public, especially on issues like this that affect all
16 parts of the state. Again, we are very appreciative
17 that you have joined us today.
18 Now, we'll hear from a member of the
19 Commissioner Houck's office.
20 Ms. Sung, the floor is yours.
21 MS. SUNG: Good evening. My name is
22 Karin Sung. I am the Chief of Staff and Legal Advisor
23 to Commissioner Darcie Houck, who is the assigned
24 commissioner for the Service Quality Proceeding. I'm
25 here this evening to make the following statement on the

1 commissioner's behalf:
2 I would like to thank Judge Glegola and the
3 Public Advisor's Office for hosting our event tonight,
4 especially Joyce Kwok, Allison Brown, Anne Kim, Mona Dee
5 Dzvoza, and Claudia Sanchez. I would also like to thank
6 our court reporters, Karly Powers Shannon Ross Winters,
7 and our IT staff, Robert Stanford, Jacob Willman, and
8 Joseph Haga. We couldn't hold these hearings without
9 their support.
10 Commissioner Houck would like to thank you all
11 for taking the time to provide your comments on this
12 important matter. She appreciates the opportunity to
13 hear from you, the public, before making any decisions
14 in Phase I of this proceeding. This proceeding will
15 evaluate our current service quality standards set by
16 General Order 133 and will set new service quality
17 standards for communication providers, as appropriate,
18 including examining wireless and Voice Over IP services.
19 In Phase 2 of this proceeding, we will consider service
20 quality standards for Internet service.
21 As of yesterday, we have received over 3,330
22 public comments in the proceeding docket. We have also
23 had over 300 people provide public comments in the last
24 three prior PPHs held in this proceeding. Given the
25 conditions of modern life, it is critically important

1 that customers receive reliable telecommunications
2 services, which includes plain old telephone service, or
3 what is referred to in this industry agency POTS,
4 wireless, VoIP and broadband. Communication services
5 are essential services. And more and more Californians
6 are relying on these technologies for work, school,
7 medical services to stay connected and to contact
8 emergency services.
9 The purpose of tonight's hearing is to hear
10 from you about the quality of your services you are
11 receiving from your providers. Although Commissioner
12 Houck could not be here this evening, she will review
13 the transcript for today's hearing and confer with Judge
14 Glegola and CPUC Communications staff regarding the
15 comments received today, prior to a proposed decision
16 being issued in this proceeding.
17 Thank you. And I will turn it over to Judge
18 Glegola.
19 ALJ GLEGOLA: Thank you, Ms. Sung.
20 We now turn to the public. If you want to
21 speak, and have not already done so, please press star
22 one of your phone now. And the operator will add you
23 too our queue of speakers. You may decide at any time
24 before we end the forum to speak simply by pressing
25 start one. If you do speak, please remember to speak

slowly and clearly so that our court reporter is able to capture everything you say.

We ask that you state and spell your name and, if you would like, the city you are calling from. To help ensure we hear from everyone, each speaker will have a time limit of 1 minute and 30 seconds. A chime will sound when you have 15 seconds left and when you're at time. So, please wrap up shortly after the chime.

I sincerely apologize for this abrupt deadline. I hope you understand the reason is to hear from as many people as possible. At previous public participation hearings for this proceeding, we've had as many as 300 callers. And I very much want to hear from everyone.

Also, if you are disconnected from your phone before I'm able to thank you, please know just how much I, Commissioner Houck, and everyone here appreciate you taking the time today to share your experiences as telecommunications customers with us.

We'll be able to hear you best if you speak slowly and clearly and speak directly into your phone or headset. It is best not to use speaker phone. Also, if you are listening to this hearing using our live video feed, please remember to mute your speakers for that feed when you are talking on the telephone.

With that, Operator, would you please proceed

1 to the first speaker in our queue.
2 THE OPERATOR: Thank you. The public comment
3 line is now open.
4 Our first speaker is Michael Sabelloico. Your
5 line is open.
6 STATEMENT OF SPEAKER SABELLOICO
7 Hello, my name is Mike Sabelloico. My last
8 name is spelled S-a-b-e-l-l-o-i-c-o.
9 I wanted to quickly comment on how important
10 these services are for veterans in need of business and
11 contracting opportunities, and how they can access these
12 valuable opportunities in real-time. Vets and their
13 families need access to the vital medical and health
14 information from their doctors or veterans' home or
15 CalVet. Researching that can be a problem. The rollout
16 of the 988 hotline has also greatly improved the ability
17 of veterans to connect with mental health professionals,
18 saving lives and improving well-being.
19 Lastly, digital and mobile services have
20 allowed services men and women to communicate with their
21 families while serving our nation oversees or even at
22 training in a local duty station. When they don't have
23 that ability to be with them, this connects our brave
24 service men and women with their loved ones in times
25 when they need it most.

1 Thank you for your time.
2 ALJ GLEGOLA: Thank you so much for calling and
3 sharing that feedback.
4 Could we have our next commenter, please.
5 THE OPERATOR: Our next public comment comes
6 from Perry Mansch. Your line is open.
7 STATEMENT OF SPEAKER MANSCH
8 Good evening, your Honor. My name is Perry
9 Mansch, M-a-n-s-c-h. I live in Cameron Park,
10 California. I am a high school teacher and a mock trial
11 coach. And I am a proud special ops operator for that
12 United States Air Force.
13 As a teacher, I need these mobile services to
14 continue to innovate and improve in the classroom,
15 without being hindered by any kind of utility. We need
16 to ensure these life-saving technology and resource are
17 available in times that -- that I realize this school --
18 recent stuff that -- occurring at public schools, just
19 the recent events across the nation, including today in
20 Atlanta, have demonstrated how impactful these
21 technologies have been in providing data, locations to
22 local police and first responders and even in the
23 networks at the schools themselves.
24 Cell phones with upgraded network connections
25 have saved lives. We see the benefits improving from

1 these technologies in the classroom. I use it all the
2 time, over the past decade. They have increased safety
3 and response times. And we appreciate your time.
4 Thank you.
5 ALJ GLEGOLA: Thank you so much for calling in.
6 And, also, thank you for your service.
7 Can we have our next commenter, please.
8 THE OPERATOR: Our next public comment comes
9 from Tim Taylor. Your line is open.
10 STATEMENT OF SPEAKER TAYLOR
11 Hi, good evening. This is Tim Taylor,
12 T-a-y-l-o-r, in Sacramento on behalf of NFIB, the
13 National Federation of Independent Business.
14 Businesses, both large and small, rely on
15 emerging platforms, such as apps, that connect customers
16 to businesses via wireless technologies. Without access
17 to reliable wireless connectivity, businesses that are
18 already vulnerable, turnover market influences, can
19 become even nor vulnerable. Consumers who do business
20 without members are also increasingly reliant on online
21 services.
22 NFIB does not believe that innovation stems
23 from (indecipherable) regulatory-type environment, but
24 rather from market-driven forces, which are critical to
25 ongoing wireless connectivities for both businesses and

consumers.

Thank you very much.

ALJ GLEGOLA: Thank you for calling in sharing.

Can we have our next commenter, please.

THE OPERATOR: Our next public comment comes from Tyler Domino. Your line is open.

STATEMENT OF SPEAKER DOMINO

My name is Tyler Domino from Carmichael, California. And I'm a student at Sacramento City College.

Wireless services have played and will continue to play a vital role in my education. These services have gotten way better and are more reliable then when I was younger, and even when I was in high school. Connectivity is improving because of innovation, not because it is regulated. It allows me the ability to communicate with other students in study groups, access important information for research, and helps me stay connected.

Thank you.

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

THE OPERATOR: Our next public comment comes from Payton Hagen. Your line is open.

///

1 STATEMENT OF SPEAKER HAGEN
2 Hi, my name is Payton Hagen, P-a-y-t-o-n,
3 H-a-g-e-n. I'm a student at American River College.
4 Wireless services have played, and will
5 continue to play, a vital role in my education.
6 Connectivity is improving because of innovation, not
7 because it is regulated. It allows me the ability to
8 communicate with other students in study groups, access
9 important for research, and helps me stay connected.
10 These services have gotten way better and more reliable
11 from when I was younger, and even when I was in high
12 school.
13 Thank you.
14 ALJ GLEGOLA: Thank you for calling in today.
15 Can we please have our next commenter.
16 THE OPERATOR: Our next public comment comes
17 from Marianne Marino. Your line is open.
18 STATEMENT OF SPEAKER MARINO
19 Hello. My name is Marianne, spelled
20 M-a-r-i-n-o. I am a second generation family business
21 owner in the Los Angeles area.
22 Next generation technology empowers me to
23 operate and evolve my family's legacy. One change we
24 made was migrating to VoIP, the Voice over Internet
25 Protocol. It's must for cost-effective for us. It's

very stable and does not drop out. Our phone bills went from $700 a month to a little over $200 a month with Internet service.

We also like the 5G works for us. We have an e-commerce platform that allows our customers to buy our products from our website. We like 5G because it's all about speed. While our customers are shopping, 5G allows delivery providers to bid on picking up the order in real-time and delivering it to the customer. AI, through its algorithms, selects the best provider --

(Timer notification.)

SPEAKER MARINO: We like the way 5G works now. We're very happy what it. We make the choices for the we want to use. It should never be regulated.

Thank you.

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

THE OPERATOR: Our next public comment comes from Allen Nalbandian. Your line is open.

STATEMENT OF SPEAKER NALBANDIAN

Good evening. My name is Allen Nalbandian, N-a-l-b-a-n-d-i-a-n. And I'm a radiologist in the San Diego area.

What is unique about my practice is that a significant portion of what we do is through

1 teleradiology. This allows us to review X-Rays, MRIs,
2 and other imaging data and communicate the results with
3 other physicians, clinics, and hospitals in real-time.
4 We need to access to these types of telecommunication
5 innovations without utility-style regulations so we can
6 report on individuals' findings, health, and well-being
7 quickly and in an effective manner. These continued
8 innovations on networks have been improving the quality
9 of communication services through innovation and not
10 regulations.
11 Thank you.
12 ALJ GLEGOLA: Thank you for calling in.
13 Can we have our next commenter, please.
14 THE OPERATOR: Our next public comment comes
15 from Tim Knecht. Your line is open.
16 STATEMENT OF SPEAKER KNECHT
17 Hi, my name is Ken Knecht, K-n-e-c-h-t. I'm
18 based in Folsom, California. And I run a digital
19 business there where staying connected is crucial to the
20 work that I do. So, thankfully, with the admin of
21 NextGen communication technology, I've been able to
22 constantly rely on reliable connectivity. And it has
23 allowed my business to thrive throughout its continued
24 innovation.
25 The approved quality communication services

1 have been great. The improvements come from innovations
2 rather than regulations. Over the last decade, I have
3 seen remarkable difference in my ability to stay
4 connected with my clients, employees, and vendors.
5 Thank you.
6 ALJ GLEGOLA: Thank you for calling in. Can we
7 please have our next commenter.
8 THE OPERATOR: Our next public comment comes
9 from Nancy Knoel. Your line is open.
10 STATEMENT OF SPEAKER KNOEL
11 Hi, I'm Nancy Knoel, K-n-o-e-l. I'm in --
12 (indecipherable).
13 (Audio failure.)
14 ALJ GLEGOLA: I'm sorry, ma'am. You're
15 breaking up.
16 SPEAKER KNOEL: Well, I'm breaking up because I
17 have such a bad phone connection.
18 (Audio interruption.)
19 ALJ GLEGOLA: Ah, there we go.
20 SPEAKER KNOEL: I have sympathy for people who
21 are using 5G (inaudible). All I want is a working
22 telephone. The land line has not (inaudible) January
23 1st. (Inaudible) they are unwilling to do anything
24 about it. And it's a matter of health and safety.
25 From the storms, they have closed our road. We

1 are totally isolated. What power does the CPUC actually
2 have to make these companies do what they are supposed
3 to be doing? That's my frustration, is you can listen
4 to us, you can talk about Rule 133(b), you can say how
5 appreciative you are for us calling, but we want this
6 problem fixed. We need phone service.
7 Thank you.]
8 ALJ GLEGOLA: Thank you for calling in and
9 sharing your experience.
10 Can we have our next caller, please.
11 THE OPERATOR: Our next public comment comes
12 from David Klausner. Your line is open.
13 STATEMENT OF SPEAKER KLAUSNER
14 Thank you. I'm David Klausner,
15 K-l-a-u-s-n-e-r. I've been a computer expert for almost
16 55 years, and my phone number is being shared by AT&T
17 with complete strangers in both texts to create a group
18 text and with phone calls, where I end up the third
19 party on the phone call.
20 I've called 16 times over the last year and a
21 half to try to correct this with AT&T, and it has
22 something to do the switching system, but I can never
23 get through the service at AT&T to actually talk to a
24 really technical person with whom I can communicate
25 reasonably, and, hopefully, solve the problem.

1 I'm very upset the service that I get from the
2 support number from AT&T on a variety of different
3 occasions. I hope this gets clear up. Thank you very
4 much.
5 ALJ GLEGOLA: Before you hang up, if I could
6 make a suggestion, if you are able to go to our
7 website -- and it's www.cpuc.ca.gov/pph -- you should be
8 able to get a customer representative at AT&T. We
9 should have a phone number there for you to call, and
10 they should be available now.
11 SPEAKER KLAUSNER: What are the last three
12 characters on that?
13 ALJ GLEGOLA: PPH.
14 SPEAKER KLAUSNER: PPH. Okay. I'm just sick
15 of being shown photographs of naked people that I don't
16 know, having my life threatened by others, asking me who
17 I am and hacking my phone. This is a dangerous
18 situation. I intended to call the police, but I thought
19 maybe you would help.
20 ALJ GLEGOLA: I'm hoping they can help fix this
21 problem for you.
22 SPEAKER KLAUSNER: Thank you. Att.com/pph?
23 ALJ GLEGOLA: No, I'm sorry.
24 Www.cpuc.ca.gov/pph.
25 SPEAKER KLAUSNER: Thank you. Thank you very

1 much.
2 ALJ GLEGOLA: Thank you. Cheers.
3 Can we have our next commenter, please.
4 THE OPERATOR: Our next public comment comes
5 from Maxim Martino. Your line is open.
6 STATEMENT OF SPEAKER MARTINO
7 My name is Maxim Martino. I live in Los Gatos,
8 California. It's Silicon Valley, south side. We live
9 in the urban setting; not in the woods; just really
10 close to a school, close to the stores, within walking
11 distance.
12 Our phone provider is AT&T. Our phone signal,
13 nearly nonexistent. I currently calling you through the
14 wifi calling, through my internet connection. When the
15 electricity is down, which sometimes happens during
16 heavy rains, we are left without any phone service.
17 We see barely any signal. We cannot make any
18 calls. It's been going on for as long as we live here,
19 which is since 2018. I would like something to be done
20 to this because this is very inconvenient. It's not
21 like we live in the middle of the woods. We live in the
22 middle of the town, of the city, and we don't have any
23 reliable cell connection at all. Thank you.
24 ALJ GLEGOLA: Thank you for calling in to share
25 your experience.

1 Can we have our next commenter, please.
2 THE OPERATOR: Our next public comment comes
3 from Mashay. Can you provide us with your last name,
4 please.
5 STATEMENT OF SPEAKER SHARP
6 Yes. My last name is Sharp.
7 ALJ GLEGOLA: Please continue with your
8 comments.
9 SPEAKER SHARP: Oh, I'm sorry. Okay.
10 So this service is voice over service. I have
11 it with Comcast. I'm kind of forced to have it because
12 the new place I live don't have AT&T landline connector
13 anymore. I don't even know why they didn't put that in
14 there, but the voice over has its purpose and place, but
15 it's not better for me than the landline. I also had
16 too many problems with the voice over stuff.
17 So I, actually, prefer landlines over voice
18 over: Better connection, the 911 calls, just less
19 problems with landlines. So I think that needs to be
20 taken into consideration as well. That's all I have.
21 ALJ GLEGOLA: Thank you so much for calling in.
22 Can we have our next commenter, please.
23 THE OPERATOR: Our next public comment comes
24 from Alexander Friedman. Your line is open.
25 ///

1 STATEMENT OF SPEAKER FRIEDMAN
2 Yes. Hi. Alexander Friedman, F-r-i-e-d-m-a-n.
3 Two things: One is AT&T. Every time it rains -- and by
4 the way, I live in Hollywood, California. It's in the
5 middle of the city. It's not, as the other commenter
6 said, you know, it's not in the middle of the woods.
7 It's a major metropolitan area.
8 So every single time it rains, especially this
9 past year, we lose both the landline and internet
10 service. This is ridiculous. It's 21st century. We
11 are not in stone age.
12 I don't understand how today, this day and age,
13 AT&T cannot install sufficient insulation, protections
14 from rain. This is ridiculous. So, please, do
15 something about it.
16 The second thing is about my cell phone
17 service, which is with Verizon. I have Verizon prepaid,
18 and they purposely have downgraded the speed to a
19 shameful 1.9 megabits for second, which is ridiculously
20 slow. I used to have Verizon prepaid about 25 to 35
21 megabits per second. Then they acquired another company
22 and they said that was due to some maintenance so to
23 speak. They downgraded the speed. So it's nearly
24 impossible to use the cell phone.
25 Also, can you please reach out and do something

1 to increase the internet speed. Thank you very much.
2 ALJ GLEGOLA: Thanks very much for calling in.
3 Can we have our next caller, please.
4 THE OPERATOR: Our next public comment comes
5 from Mindy Hall. Your line is open.
6 STATEMENT OF SPEAKER HALL
7 Yes. Hi. My name is Mindy Hall. I have the
8 phone. My provider is Verizon. I bought the phone with
9 the 5G service. So two, three years already, and I
10 never can use this at 5G. And the signal, the maximum
11 signal, only two bars only.
12 And I call and talk to the customer service of
13 the technical customer service from Verizon, and they
14 couldn't do anything. So I don't know what to do.
15 Every month they charge the fee at 5G, like
16 $77, almost $80-something, every month. When I bought
17 the phone, I can never use my 5G service.
18 ALJ GLEGOLA: I'd like to suggest -- this
19 sounds like a billing issue. If you would go to our
20 website, www.cpuc.ca.gov/pph, there's a -- you should be
21 able to find a phone number to call Verizon and have a
22 service representative help you immediately.
23 SPEAKER HALL: Thank you. Thank you very much.
24 ALJ GLEGOLA: Thanks for calling in.
25 Can we have our next caller, please.

1 THE OPERATOR: Our next public comment comes
2 from Ed Savay. Your line is open.
3 STATEMENT OF SPEAKER SAVAY
4 Hello. My name is Ed Savay. I'm a doctor.
5 I'm an emergency physician in Santa Cruz. I just want
6 to say technology is ever-changing, and telemedicine is
7 no exception. I'm continually on my cell phone for
8 consultations and often a consultation is via a mobile
9 robot that goes from room to room visiting patients for
10 easy access, mobility.
11 We need access to these types of
12 telecommunications innovations without utility-style
13 regulations so we can report individual's health and
14 well-being quickly and effectively. These continued
15 innovations on networks have been improving the quality
16 of communication services through innovation and not
17 regulation. So thank you.
18 ALJ GLEGOLA: Thank you for calling in.
19 Can we have our next commenter, please.
20 THE OPERATOR: If you would like to make a
21 public comment, please press star one, unmute your
22 phone, and clearly state your name and location for
23 public comment introduction.
24 Our next public comment comes from Jim Ross.
25 Your line is open.

1 STATEMENT OF SPEAKER ROSS
2 Yes. Hi. My name is Jim Ross, R-o-s-s. I'm
3 in Richmond, California. And I'd like to piggyback on a
4 couple of comments I heard about landline access here in
5 California.
6 I have a landline that I like to use for the
7 same reasons a number of the other people mentioned:
8 For 911, just to have access if there's a power outage,
9 and so forth, and to have another phone in the house.
10 Our phone here has been out since March after
11 one of the storms knocked it out, and I've been trying
12 to get AT&T to do something about it. It still hasn't
13 been fixed after all this time being billed for it.
14 I really don't like calling AT&T because it
15 takes, like, a half a day. I spent a half a day on the
16 phone yesterday. Someone was supposed to call me back
17 yesterday. I still have not heard anybody back.
18 I'm just trying to cancel my land- -- I would
19 prefer to have a landline, but I'm just trying to cancel
20 it at this point and resolve the amount I'm being billed
21 for it.
22 (Timer notification.)
23 SPEAKER ROSS: It seems pretty shortsighted to
24 put wires on new telephone phones in my neighborhood
25 when we're expecting to have more severe weather and so

1 forth.
2 Again, I'm not sure if they're doing away with
3 landlines or not. One AT&T person actually told me that
4 they're trying, you know, not to maintain that system
5 any longer and have everybody switch to cell. Anyway,
6 you know, I'm just trying to get some resolution here.
7 Thank you.
8 ALJ GLEGOLA: So, sir, before you go, if I
9 could just make a suggestion because you mentioned not
10 wanting to spend a lot of time on the line with someone
11 from AT&T. If you go to our website -- and the website
12 I'm referring to is www.cpuc.ca.gov/pph -- you'll be
13 able to click on --
14 SPEAKER ROSS: I appreciate that. I'm looking
15 at it as we speak. I just found your website, and I was
16 looking at my AT&T issue, and I saw that you were --
17 just, again, I've never heard of this. That's why I
18 actually tuned in and it's been very helpful to see that
19 you have this site. I will definitely explore it more.
20 ALJ GLEGOLA: Okay. And they'll have a
21 representative available right now, just saying, but
22 thank you so much for calling in.
23 Can we have next commenter, please.
24 THE OPERATOR: Our next public comment comes
25 from Jamie Alonlee. You line is open.

1 STATEMENT OF SPEAKER ALONLEE

2 Thank you. Yes. I -- ah, the latest: I've
3 been dealing with AT&T over the last year. Um, for,
4 um -- when I -- I had to switch over to AT&T mostly
5 because I was dealing with a surgery last year, and the
6 hospital that I was working with was wanting to do a
7 study.

8 They were working with the Apple watch. So I
9 ended up -- there was a deal with -- AT&T was dealing
10 with -- the best deal for the Apple phone. I was
11 dealing with Samsung prior to that with my previous
12 carrier.

13 Fine. All of that. I was okay with all of
14 that; however, when I went into the store, apparently,
15 the fellow that I worked with was fairly new. His
16 manager, I was given -- led to believe he knew what he
17 was talking about. And yet what I've had to deal with,
18 not only dealing with really traumatic medical issues
19 for the last year, not only the one surgery, but now a
20 second surgery, and I explained all of this to AT&T.

21 The fellow who set up my phone had no idea what
22 he was doing. The manager had no idea what they were
23 doing. And I have spent -- not only dealing with having
24 to carry around two phones, my previous phone, because
25 the contacts were corrupted.

1 I've gone back into the store on crutches with
2 someone else driving me. It -- it --
3 (Timer notification.)
4 SPEAKER ALONLEE: -- repeatedly called in.
5 Yes. A person would be there to help me once I got in
6 there. And yet every time I got there to the store, the
7 person was unavailable. They were at lunch. There was
8 no one to help me.
9 And, unfortunately, with the back that had been
10 reconstructed and then collapsed subsequently over the
11 year, I can't even begin to describe what it was like to
12 try and stand there and the amount of effort I had gone
13 through and have gone through over the last year trying
14 to work with AT&T to get this corrected.
15 I've had to carry around two phones and what
16 this has also meant is I have been charged -- because I
17 could not return the previous phone. So instead of what
18 I was quoted, my, quote, unquote, $104, I've been paying
19 $157, $203, $204.
20 I have never paid what they quoted. Not even
21 once have I paid the originally quoted amount when I
22 walked in the door.
23 And not because of anything I've done. It's
24 been because this fellow never could set up the phone
25 correctly. His manager corrupted -- and got emails

1 incorrect. I've been dealing with multiple email
2 addresses. AT&T IDs were never correct.
3 I can't even begin --
4 ALJ GLEGOLA: Ma'am, it's -- it's --
5 SPEAKER ALONLEE: -- hell, the unbelievable
6 hell I've dealt with.
7 So, finally, today, this last week, because,
8 again, I had another surgery. I -- I begged them,
9 begged them: Please, I spent $600 above what my bill
10 should have been. Please could you work with me? And
11 coming out of the hospital went, well --
12 (Crosstalk.)
13 ALJ GLEGOLA: Ma'am, Ma'am? Could I interrupt
14 you for a second? It sounds like --
15 SPEAKER ALONLEE: -- please stop.
16 ALJ GLEGOLA: -- you have a billing dispute,
17 and what I would suggest you do is --
18 SPEAKER ALONLEE: I have been dealing with
19 them, trying to work with -- trying to correct my phone.
20 They couldn't do that. And trying to work with me --
21 I'm just trying to rectify what on multiple levels could
22 not be fixed --
23 (Crosstalk.)
24 ALJ GLEGOLA: Ma'am, ma'am. I'm trying to
25 help.

1 SPEAKER ALONLEE: -- technically or otherwise.
2 I can't even tell you -- so, yeah, please.
3 (Crosstalk.)
4 ALJ GLEGOLA: Can you let me help you?
5 SPEAKER ALONLEE: Yeah, please.
6 ALJ GLEGOLA: If I could make a suggestion,
7 it's go to www.cpuc.ca.gov/pph. There you're going to
8 get a phone number --
9 (Crosstalk.)
10 SPEAKER ALONLEE: I'm sorry. Characters again.
11 ALJ GLEGOLA: It's www --
12 (Crosstalk.)
13 SPEAKER ALONLEE: I got all the beginning of
14 that. I already have that written down. So what are
15 the last characters again?
16 ALJ GLEGOLA: So it's after -- after "dot
17 g-o-v" --
18 (Crosstalk.)
19 SPEAKER ALONLEE: Paul? What? Paul? Romeo
20 what? PHP? What are the last characters --
21 ALJ GLEGOLA: It's Paul Paul --
22 SPEAKER ALONLEE: Because I'm so tired of this.
23 Rather not if I can help it. Yes. Go ahead. Paul
24 what?
25 ALJ GLEGOLA: Paul, Paul, Hector. Two P's,

one H.

SPEAKER ALONLEE: Two Pauls, one H.

ALJ GLEGOLA: Yes.

SPEAKER ALONLEE: Okay.

ALJ GLEGOLA: You can get their phone number. You can get a representative from AT&T right now, and I'm sure they will be happy to help you.

SPEAKER ALONLEE: No. They aren't, but thank you so much for your incredibly idealistic view of the world.

ALJ GLEGOLA: They've been told to help, so thank you for calling in.

SPEAKER ALONLEE: Yeah.

ALJ GLEGOLA: Could we have our next commenter, please.

THE OPERATOR: Your Honor, I have no additional public comments at this time.

ALJ GLEGOLA: So then, if that's the case, let's wait a few seconds, and see if anyone else wants to make a comment since we have no one in the queue.

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

THE OPERATOR: Your Honor, we have John Luiso.

1 Your line is open.
2 STATEMENT OF SPEAKER LUISO
3 Thank you. My name is John Luiso, L-u-i-s-o,
4 and I live Los Angeles. And thank you for the
5 opportunity to call in today.
6 My service provider is Spectrum. They provide
7 me with a landline and internet service. And according
8 to my records, I've lost service seven times so far this
9 year. Usually when it has rained, and one time it was
10 out for more than 24 hours.
11 And I know that this means that they have
12 provided service for the vast majority of the time, but
13 as important as the internet is to modern life, I still
14 feel that losing service for seven days is too much, and
15 I would like them to do a better job. Thank you.
16 ALJ GLEGOLA: Thank you for calling in.
17 Can we have our next caller.
18 THE OPERATOR: Our next public comment comes
19 from --
20 (Electronically recorded: "R-A-M.")
21 THE OPERATOR: Your line is open.
22 ALJ GLEGOLA: Hello. Could you please
23 continue.
24 (No response.)
25 THE OPERATOR: Your line is open.

1 Your Honor, the line is open. I'm not sure if
2 they can hear us, but the line is open.
3 And, your Honor, we're going to wait for them
4 to jump back in the queue just a moment and see if they
5 come back to us. One moment.
6 ALJ GLEGOLA: Okay. Thank you.
7 THE OPERATOR: You're welcome.]
8 Our next public comment comes from Pauline
9 Grayhan. Your line is open.
10 STATEMENT OF SPEAKER GRAYHAN
11 Good afternoon. I am a teacher in Cascade,
12 California. I've been teaching at the same school for
13 eight years. Recently, this year, I -- my service
14 provider is AT&T. I've always had excellent service.
15 But beginning this (inaudible) --
16 (Audio failure.)
17 SPEAKER GRAYAHN: -- I no longer have service,
18 when I'm at school. And that's a great concern to me --
19 (Audio failure.)
20 SPEAKER GRAYAHN: -- climate. There's been
21 active shooters, and without service. And if anything
22 were to happen at our school, I would not be able to
23 call 9-1-1 and assist the students, or to seek help,
24 without any service there at school. So all day then,
25 out there at school, I'm without any service with AT&T.

1 I tried calling customer service. They told me that the
2 cell tower would be fixed in a week. And then it would
3 be fixed in two weeks. And then, they don't know when
4 it would be fixed. And now they have no resolution.
5 Thank you.
6 ALJ GLEGOLA: Thank you for calling in and
7 sharing.
8 Do we have any callers?
9 THE OPERATOR: Yes. We have -- our next public
10 comment is Michael Esser.
11 STATEMENT OF SPEAKER ESSER
12 Yes, Hello. My name is spelled Michael Esser,
13 spelled E-s-s-e-r. I'm calling from Los Angeles where I
14 have a small business that provides tech support to
15 other small businesses.
16 And my complaint is that very often has to do
17 with the big company's customer service, and the quality
18 of the connection to the customer service is very often
19 very unacceptable. It is barely understandable what the
20 people on the other side are saying. And, often, these
21 lines go to other continents and to the speakers on the
22 other side are non-English speakers, which makes it even
23 more difficult.
24 But my main complaint is that the quality of
25 the lines that these companies use is obviously in -- in

1 the way that it makes communication very, very
2 difficult. And I would plead for a way to make these
3 companies provide better service to -- better technical
4 service to their customers.
5 Thank you very much.
6 ALJ GLEGOLA: Thank you for calling in and
7 sharing.
8 Do we have any additional commenters?
9 THE OPERATOR: Your Honor, I have no additional
10 public comments at this time.
11 ALJ GLEGOLA: Okay. Well, if anyone else wants
12 to make a comment, since we have no one else in the
13 queue, if you want to speak, and have not done so,
14 please press star one on your phone now. And the
15 operator will add you to our queue of speakers. We'll
16 wait a few seconds for our final call.
17 THE OPERATOR: I have no additional public
18 comments at this time.
19 ALJ GLEGOLA: Okay. Well, then, with that,
20 this concludes all the speakers who have signed up to
21 speak. If you have -- or would like to make additional
22 input or comments after this hearing, you may submit
23 written comments on the Docket Card for this proceeding
24 --
25 (Crosstalk.)

1 MS. SANCHEZ: This is Claudia from the Public
2 Advisor's Office. We have a caller on the Spanish line.
3 ALJ GLEGOLA: Oh, well, okay. Thank you very
4 much for that interruption.
5 Could we proceed to that caller?
6 (No response.)
7 THE INTERPRETER: The interpreter is not
8 hearing anyone on the Spanish-speaking line.
9 MS. SANCHEZ: Judge, it looks like they may
10 have dropped off. I'M not really sure what happened.
11 ALJ GLEGOLA: Should we -- why don't we wait a
12 few seconds to see if they call back in.
13 Have they tried to call back?
14 MS. SANCHEZ: No. They have not called back,
15 your Honor.
16 ALJ GLEGOLA: Okay. Then -- and since we have
17 no speakers in the line, this concludes all the speakers
18 who have signed up.
19 If you would like to provide additional input
20 or comments after this hearing, you may submit written
21 comments on the Docket Card for this proceeding, which
22 can be found on the Commission's website at
23 www.ca.gov/pph. If you need assistance with providing
24 additional comments, please contact the Commission's
25 Public Advisor's Office during normal business hours a

1(866) 849-8390 or by emailing --

MS. SANCHEZ: I'm so sorry, Judge. Okay. Looks like they called back in, or somebody has called become in and queued up on the Spanish-speaking line.

(Crosstalk.)

ALJ GLEGOLA: Okay. Let's try again.

MS. SANCHEZ: Okay. Operator, can we try that again?

STATEMENT OF UNIDENTIFIED SPEAKER

I'm calling in from Los Angeles, California. And the reason I'm calling in is to be able to give a complaint, because I've been having difficulty with my service.

Yes, so the reason for my calling is because I'm very upset with the service that I have been receiving. I was told that with 5G I would be able to have better service. However -- and I was able the get some devices on it. However, even with just the one device, I've been having issues with Verizon. And it doesn't seem to be able to get better.

And I really feel like this is fraudulent, because it's a problem that has not improved. And sometimes they tell you that, you know, if you pay more, the things -- you know, the situation will be improved or that my phone will be better. But it really hasn't

1 gotten better. And even just a few days back, I tried
2 to contact the bank, my service provider, I wasn't able
3 to be able to do that. And this is very frustrating;
4 because even with paying more, I'm not getting better
5 service. And it feels fraudulent.
6 (Reporter clarification.)
7 THE INTERPRETER: The interpreter cannot hear
8 the person on the line any longer. But I heard
9 (indecipherable).
10 MS. SANCHEZ: This is Claudia. It looks like
11 he's no longer on the line.
12 ALJ GLEGOLA: Okay. Well, do we have any
13 additional commenters online?
14 MS. SANCHEZ: That appears to be the only --
15 the last Spanish commenter, Judge.
16 ALJ GLEGOLA: Okay. Thank you.
17 And I've been informed that there are no
18 commenters while waiting in the queue in our
19 English-speaking line. So, this concludes all the
20 speakers who have signed up to speak.
21 If anyone would like to provide additional
22 input or comments after this hearing, you may submit
23 written comments on the Docket Card for this
24 proceedings, which can be found on the Commission's
25 website at www.cpuc.ca.gov/pph. If you need assistance

1 with providing additional comments, please contact the
2 Commission's Public Advisor's Office during normal
3 business hours at the following phone number,
4 1-866-849-8390, or by emailing at public.advisor --
5 that's public.advisor, a-d-v-i-s-o-r, @cpuc.ca.gov.
6 This concludes this evening's public
7 participation hearing. I want to thank everyone who
8 called in, everyone who listened in, as well as everyone
9 who helped out on the Commission's side; that's the
10 court reporters, our interpreters, other folks in the
11 Public Advisor's Office, our IT folks, our operator,
12 everyone. Thank you so much.
13 With that, we are adjourned. And we'll be off
14 the record.
15 (At the hour of 5:54 p.m., this matter having
16 been concluded, the Commission then
17 adjourned.)
18
19 * * * * *]
20
21
22
23
24
25

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 MAY 3, 2023.

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

EXECUTED THIS JUNE 29, 2023.

ASHLEIGH BUTTON
CSR NO. 14013

BEFORE THE PUBLIC UTILITIES COMMISSION

OF THE

STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, KARLY POWERS, CERTIFIED SHORTHAND REPORTER NO. 13991, 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 MAY 3, 2023.

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

EXECUTED THIS JUNE 29, 2023.

KPowers

KARLY POWERS
CSR NO.#13991

BEFORE THE PUBLIC UTILITIES COMMISSION

OF THE

STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, LISA WELCH, CERTIFIED SHORTHAND REPORTER NO. 10928, 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 MAY 3, 2023.

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

EXECUTED THIS JUNE 29, 2023.

Lisa Welch

LISA WELCH
CSR NO. 10928

BEFORE THE PUBLIC UTILITIES COMMISSION

OF THE

STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, SHANNON ROSS, CERTIFIED SHORTHAND REPORTER NO. 8916, 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 MAY 3, 2023.

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

EXECUTED THIS JUNE 29, 2023.

SHANNON ROSS
CSR NO. 8916

$

$10,000 458:12
$104 502:18
$1500 443:7
$157 502:19
$200 489:2
$203 502:19
$204 502:19
$600 503:9
$700 489:2
$77 497:16
$80 454:11 464:12
$80-something 497:16

1

1 437:20 483:6
1-866-498-9390 476:4
1.9 496:19
10 447:14
101 470:9
11 467:4
12301 440:24
133 478:12 481:16
133(b) 492:4
133-D 437:22
13th 456:7
14 443:4
15 439:16 483:7
16 464:3 492:20
17th 467:7
18th 467:8,9
1st 467:10 491:23

2

2 438:1 472:8 478:19 481:19
2018 494:19
2023 476:13 477:2
21 441:19 442:9
21st 496:10
22 472:17
22-03-016 477:8
24 506:10
25 496:20
26 474:20
28 474:6 475:5
280 438:5
2:58 476:12

3

3 476:13 477:2
3,000 436:15 480:11
3,330 438:3 481:21
3.2 467:21
30 442:8 452:25 483:6
300 481:23 483:12
35 457:24 496:20
3G 451:14

4

42 440:23
4:30 440:8
4G 451:14

5

500 456:13
55 461:7 492:16
56 465:22
5G 441:1 451:14 463:2 489:4,6,7,12 491:21 497:9,10,15,17

6

65 459:18 467:2
6:00 440:9 476:13 477:2

7

746,000 462:21

8

80 458:1

9

9-1-1 449:13 463:20 468:23 469:24 472:25 473:2,4 507:23
911 495:18 499:8
91304 452:23
95556 448:18
988 484:16

@

@cpuc.ca.gov 476:5

A

A-C-T-O-N 457:22
A-D-V-I-S-O-R-R 476:5
AAPI-OWNED 462:22
ability 443:10 465:11 484:16,23 487:16 488:7 491:3
abrupt 439:18 483:9
absolutely 460:5
accept 436:10 445:20 480:7
access 436:13 453:6 469:5 480:9 484:11,13 486:16 487:17 488:8 490:4 498:10,11 499:4,8
accessibility 441:3
accurate 472:3
acquired 496:21
acting 468:16
active 507:21
activities 479:8
activity 459:17
Acton 457:21,23
actual 460:13 472:8
acute 449:2 454:9
add 439:6 477:15 482:22 505:23 509:15
additional 444:23 475:21 476:2 505:16 509:8,9,17,21
address 469:23
addressed 459:7
addresses 503:2
adequate 470:4
adjourned 476:8,14
admin 490:20
administrative 477:4,9
adopt 479:15
adopting 478:17
advised 471:3
advisor 437:3 480:22
Advisor's 437:9 481:3
advisors 436:3 476:3
Advocates 478:15
affect 436:9,20 480:6,15
affected 469:4
afternoon 437:2,6,10 438:20 452:21 456:2 462:18 464:21 471:23 507:11
afternoon's 476:6

age 496:11,12
agency 482:3
ahead 504:23
ahold 466:4 475:4
AI 489:9
Air 485:12
Alan 451:5
Alert 463:19
alerts 467:14
Alexander 495:24 496:2
algorithms 489:10
ALJ 438:21 439:2 441:11 442:11 443:16 444:14 445:8 446:2 447:1 448:9 449:18 450:25 452:15 453:23 454:24 455:19 457:11, 20 458:21 460:17 461:16 462:11 463:10 464:14 465:13 466:19 468:8 469:10 470:11 471:16 472:10 473:22 475:11,16 482:19 485:2 486:5 487:3,21 488:14 489:16 490:12 491:6, 14,19 492:8 493:5,13, 20,23 494:2,24 495:7, 21 497:2,18,24 498:18 500:8,20 503:4,13,16, 24 504:4,6,11,16,21,25 505:3,5,11,14,18 506:16,22 507:6 508:6 509:6,11,19
Allen 489:19,21
Allison 437:10 481:4
allowed 484:20 490:23
Alonlee 500:25 501:1 502:4 503:5,15,18 504:1,5,10,13,19,22 505:2,4,8,13
American 462:21 488:3
amount 499:20 502:12, 21
Angeles 488:21 506:4 508:13
Anne 437:10 481:4
antiquated 449:4
anymore 495:13
apologize 439:18 483:9
app 445:3
apparently 501:14
Apple 501:8,10
applications 465:2
applied 443:9
appointed 479:5
appointment 464:1
appreciates 437:18 481:12
appreciative 436:22 480:16 492:5
approach 446:17
approve 479:14
approved 490:25
apps 463:2 486:15
April 442:22 467:7
area 442:24 454:8 456:17 458:6 459:6,10, 14,15,22 461:25 468:20 469:4,20 471:1 472:19 473:20 488:21 489:23 496:7
areas 462:5
Ashleigh 437:13
Asian 462:19,21
Asian-owned 462:24
assigned 437:4 477:9, 11 480:23
assist 443:13 507:23
assistance 476:1
Association 471:25
AT&T 443:6 458:16 461:1,6 465:25 466:16 469:25 470:7 472:17 473:6 474:23 492:16, 21,23 493:2,8 494:12 495:12 496:3,13 499:12,14 500:3,11,16 501:3,4,9,20 502:14 503:2 505:6 507:14,25
AT&T's 442:20 466:8 469:19
Atlanta 485:20
Att.com/pph 493:22
attending 443:25
attention 436:3 452:8 480:1
audio 467:3 491:13,18 507:16,19
auto 471:8
availability 462:24
aware 467:16

B

back 438:25 451:24 453:12 458:16 466:14 470:24,25 499:16,17 502:1,9 507:4,5
backs 461:8
backup 468:21 469:3
bad 461:6 474:10,11 491:17
ballpark 458:19
bar 442:21 470:21 472:22
barely 467:3 494:17 508:19
bars 497:11
base 479:16
based 490:18
basically 450:9
basin 460:4
Bay 459:22 472:19
beaming 446:19
begged 503:8,9
begin 502:11 503:3
beginning 451:15 504:13 507:15
behalf 437:7 462:19 481:1 486:12
Bell 465:22
benefits 485:25
Benjamin 464:18,21
Bethel 445:11
bid 489:8
big 508:17
biggest 440:17
bill 452:13 475:6 503:9
billed 471:4 499:13,20
billing 471:3 478:4 497:19 503:16
bills 489:1
bit 441:3,4
blessed 455:17
blocked 465:23
Board 471:24
bolster 460:15
bolsters 459:19
booster 443:13 470:23 473:9,10
boosters 474:8
bought 497:8,16
brave 484:23
break 440:8
breaking 491:15,16
broadband 438:12 451:21 472:3 482:4
brought 456:11
Brown 437:10 481:4
building 460:12
bureaucracy 446:17
business 448:21 449:10 462:8 463:1 476:3 484:10 486:13,19 488:20 490:19,23 508:14
businesses 462:22,25 464:25 465:5 486:14,

16,17,25 508:15

busy 450:6

Button 437:13

buy 489:5

bye 442:10 455:18 466:18

C

C-E-S-S-I-L-E-Y 445:14

C-O-A-L-I-N-G-A 456:4

C-R-O-C-K-E-T-T 447:8

cable 453:3,4

California 443:25 444:21 445:15 448:17 450:1 452:22 454:6 457:22 459:4 460:24 462:19 463:17 465:6 468:17 469:19 470:18 471:24 472:18 474:5 477:6 478:24 485:10 487:9 490:18 494:8 496:4 499:3,5 507:12

Californians 438:14 482:5

call 440:6 447:15,20 450:15 451:13 452:6 453:5 454:15 458:15 463:20 467:8,13,19 468:3,23 472:25 473:2, 17 474:17 476:10 479:18 492:19 493:9,18 497:12,21 499:16 506:5 507:23 509:16

called 451:12 456:8,9 465:25 467:24 473:7 477:22,24 492:20 502:4

caller 441:13 443:18 444:15 445:9 452:16 455:21 457:13 458:22 462:13 469:12 470:13 472:11 473:24 475:13 492:10 497:3,25 506:17

callers 471:13 483:13 508:8

calling 439:12 441:11 442:11 443:16 444:14 445:8 446:2 447:1,9 448:9 449:18,25 450:10,25 452:15 453:2,23 454:24 455:19 457:11 458:21 460:17 461:5,16 462:12,19 463:10 464:6,15 465:13,21 466:19 468:8,18 469:10,22 470:11 471:16,25 472:10 473:16,22 475:11 483:4 485:2 486:5 487:3,21 488:14 489:16 490:12 491:6 492:5,8 494:13,14,24 495:21 497:2,24 498:18 499:14 500:22 505:12 506:16 508:1,6,13 509:6

calls 441:24 447:22 448:23,24,25 452:6,7 458:2 467:11 469:25 470:22 471:3 492:18 494:18 495:18

Calvet 484:15

Camarillo 469:18 470:7

Cameron 485:9

cancel 443:10 499:18, 19

canceled 443:5

Canyon 467:1

capacity 446:16

Capistrano 464:23

capture 439:10 483:2

card 436:12,13 475:23 479:18,20 480:9 509:23

cards 456:12

care 444:23 454:9 455:18 460:10 461:10

Carmichael 487:8

Carol 468:12,15

carrier 501:12

carriers 460:3

carry 460:1 501:24 502:15

Cascade 507:11

case 453:11,12 479:8 505:18

Cathy 447:4,7

cell 441:20,21 450:5 451:16 453:1,4,6,16,19 456:6 460:3,25 461:3, 13,25 462:4 467:21 468:20,23 469:20 470:4,6 472:2 473:9 474:8,21 477:24 485:24 494:23 496:16,24 498:7 500:5 508:2

cellphone 455:13

center 454:15 459:25 468:16,17

Central 456:5

century 496:10

CEO 473:9

Cessiley 445:14

Chamber 462:20 464:23

change 462:1,3 488:23

changed 451:22

characters 493:12 504:10,15,20

charge 497:15

charged 502:16

charging 449:17

check 457:2

checked 461:1

Cheers 494:2

chief 468:16 480:22

children 440:23,25 441:5,6

chime 439:15 483:6,8

choices 489:13

choose 446:12

Chris 458:24 459:2

Christmas 450:6

citizen 453:14

city 439:12 467:25 483:4 487:9 494:22 496:5

class 445:16,18,19

classes 445:25

classroom 485:14 486:1

Claudia 437:11 481:5

clear 493:3

click 500:13

clients 491:4

climate 507:20

clinics 490:3

close 436:3 480:1 494:10

closed 491:25

closer 456:14

Cloud 446:19,23

coach 485:11

Coalinga 456:3

code 440:23 441:24 448:17 452:23

collapsed 502:10

College 487:10 488:3

Comcast 495:11

comment 436:11 440:12 441:14 442:14 443:19 444:16 445:10 446:4 447:3 448:12 449:21 451:4 452:17 454:1 455:4,22 457:14 458:23 460:19 461:18, 22 462:14 464:17 465:15 466:21 468:11 469:13 470:14 471:19 472:12 473:25 475:15 484:2,9 485:5 486:8 487:5,23 488:16 489:18 490:14 491:8 492:11 494:4 495:2,23 497:4 498:1,21,23,24 500:24 505:20 506:18 507:8 508:10 509:12

commenter 442:13 446:3 447:2 448:11 449:20 451:2 453:25 455:2 460:18 461:17 463:11,12 464:16 465:14 466:20 468:10 471:18 485:4 486:7 487:4,22 488:15 489:17 490:13 491:7 494:3 495:1,22 496:5 498:19 500:23 505:14

commenters 509:8

comments 436:10,16 437:17 438:4,5,23 442:20 443:15 451:9 464:24 472:1 475:22,23 476:2,8 479:19 480:7,8, 11 481:11,22,23 482:15 495:8 499:4 505:17 509:10,18,22,23

Commerce 462:20 464:23

Commission 438:1 440:18 441:8 476:14 478:9,15,19 479:1,4,18

Commission's 436:14 475:24 476:2 477:6 478:13,15,21 480:9

commissioner 436:2, 24 437:3,4,16 438:19 439:24 477:11 479:2,6, 8,10 480:19,23,24 481:10 482:11 483:16

commissioner's 437:7 481:1

commissioners 479:2,5,11,12

communicate 444:25 445:18 463:3 484:20 487:17 488:8 490:2 492:24

communication 437:23 438:13 444:5 445:24 454:7 459:14 481:17 482:4 490:9,21, 25 498:16 509:1

communications 438:22 460:6 482:14

community 448:21 449:3,11 461:8 464:25 469:21

commute 470:7

companies 460:6 492:2 508:25 509:3

company 451:11 454:19 457:5 478:8 496:21

company's 508:17

compensation 452:9, 12

compete 462:25

complain 453:15

complained 456:19 457:3 467:25

complaining 453:8 470:6

complaint 457:23 508:16,24

complete 492:17

completely 460:11 474:13

complicated 446:14

computer 474:7,8 475:1,4 492:15

concern 469:19 473:15 507:18

concerns 468:18

concludes 475:17 476:6 509:20

conditions 438:8 481:25

conduct 460:14

conducted 436:17 480:12

confer 438:21 482:13

conference 439:5

confirmed 479:6

Congress 458:14

connect 451:22 463:2 465:2 484:17 486:15

connected 438:16 460:1 482:7 487:19 488:9 490:19 491:4

connection 459:21 462:7 491:17 494:14,23 495:18 508:18

connections 485:24

connectivities 486:25

connectivity 445:22 446:10 486:17 487:15 488:6 490:22

connector 495:12

connects 484:23

consideration 495:20

considered 443:1

constant 444:5

constantly 445:17 454:12 470:22 490:22

consultation 498:8

consultations 498:8

consumers 443:3 478:25 486:19 487:1

contact 438:16 441:25 476:2 482:7

contacted 450:19

contacts 501:25

contained 478:11

continents 508:21

continually 498:7

continue 440:9 444:6 451:13 457:20 485:14 487:11 488:5 495:7 506:23

continued 476:13 490:7,23 498:14

contracting 484:11

convene 460:13

convenient 436:18 480:13

conversation 467:12

coordinate 468:25

correct 492:21 503:2, 19

corrected 502:14

correctly 502:25

corridor 470:9

corrupted 501:25 502:25

cost 443:13

cost-effective 488:25

Costa 470:17

Cottonwood 474:5

counted 447:14

country 468:5

County 470:18

couple 447:13 499:4

court 437:12 439:10 479:20 481:6 483:1

COVID 445:4,5

CPUC 438:22 459:21 460:2 482:14 492:1

crackly 457:25

create 492:17

created 453:11

creating 465:4

credit 452:9

Creek 443:24

critical 449:15 486:24

critically 438:9 481:25

Crockett 447:4,6,7 448:5 472:18

Crosstalk 503:12,23 504:3,9,12,18 509:25

crucial 441:24,25 459:14 490:19

crutches 502:1

Cruz 498:5

current 437:21 481:15

customer 452:25 454:7 459:5 466:1,2 471:9 478:2,7 489:9 493:8 497:12,13 508:1, 17,18

customers 438:9 448:7 449:9 450:20

463:8 465:2 475:20 479:24 482:1 483:18 486:15 489:5,7 509:4

cycle 448:2

D

D-O-K-E-Y 460:23

daily 448:22

dangerous 493:17

Darcie 437:3 477:10 480:23

Darlene 460:20,23

data 485:21 490:2

database 469:24

daughter 474:17

David 469:14,18 492:12,14

day 447:15,25 454:12 455:17 457:10 496:12 499:15 507:24

day-to-day 479:7

days 443:4 467:7,10 506:14

dead 459:5

deadline 439:18 483:9

deal 464:9 501:9,10,17

dealing 460:5 501:3,5, 9,11,18,23 503:1,18

dealt 503:6

decade 458:19 465:8 486:2 491:2

decide 439:7 477:17 479:13 482:23

decision 437:19 438:23 479:11,17 482:15

decisions 481:13

decrepit 447:11

Dee 437:11 481:4

delays 478:2

delivered 477:23

delivering 489:9

delivery 489:8

demonstrated 485:20

Department 468:17

depend 455:12

describe 502:11

Desert 447:9

determine 443:3

developed 474:5

developments 463:1

device 451:22,23

devices 451:12

dial 442:1 449:12

Diego 489:23

diet 444:23 445:1

difference 491:3

difficult 440:20 508:23 509:2

digital 484:19 490:18

Digitalpath 442:4

Dionne 444:17,20

directions 454:10

directly 440:2 477:20 483:20

Director 464:22

disabled 467:2 474:16, 17

disconnect 476:10

disconnected 439:22 483:14

discount 458:4

disgusting 464:13

dispatch 469:6

dispute 503:16

distance 444:8 494:11

distress 473:3

Division 438:22

do-not-call 458:2

docket 436:12,13 438:4 475:23 479:18,20 480:8,9 481:22 509:23

doctor 498:4

doctors 475:2 484:14

Dokey 460:20,22,23 461:12

dollar 460:6

dollars 458:1

Domino 487:6,7,8

door 456:14 502:22

doors 473:8

dot 442:22 461:4 504:16

downgraded 496:18, 23

drive 465:11 467:21

driven 461:12

driving 469:5 502:2

drop 489:1

dropped 449:1 452:6 467:12 470:22 471:3

drove 464:2,9

DSL 442:3

due 450:3 469:2 478:13 496:22

Dupont 448:13,15,17 449:9,15

duty 484:22

dynamic 445:24

Dzvova 437:11

Dzvoza 481:5

E

e-commerce 489:5

e-mail 457:3 465:21 466:13

E-S-S-E-R 508:13

earlier 461:3 468:3

easy 441:7 498:10

economy 459:11 463:1

Ed 498:2,4

education 444:4 487:12 488:5

educational 472:5

effective 436:19 480:14 490:7

effectively 444:25 498:14

effort 502:12

Eileen 443:20,21,23

elected 477:15

electricity 494:15

electronically 506:20

eligible 470:23 471:1

Elk 445:15

email 503:1

emailing 476:4

emails 502:25

embraced 465:3

emerged 445:6

emergency 438:16 441:25 453:6 461:10 472:21,25 473:1 482:8 498:5

emerging 462:23 465:1 486:15

emphasis 462:23

employee 472:17 473:6

employees 454:15 491:4

empowers 488:22

enable 446:16

enabled 463:5 465:1

encountered 478:1

encourage 449:16

end 439:7 440:8 477:17 482:24 492:18

ended 501:9

energies 468:25
engage 436:19 480:14
engaged 463:6
engineers 446:15
enhanced 465:10
enjoy 446:13 459:9
ensure 439:14 483:5 485:16
entrepreneurs 463:6
environment 486:23
equipment 449:4,6 451:25
Eric 440:13
Erica 471:20,23
essential 438:13 482:5
Esser 508:10,11,12
Eureka 463:16
evaluate 437:21 479:3, 9 481:15
evening 446:13 480:21,25 482:12 485:8 486:11 489:21
event 437:9 459:14 481:3
events 485:19
ever-changing 498:6
evidence 479:9
evolve 488:23
evolved 465:7
examining 437:24 481:18
excelled 441:1
excellent 507:14
exception 498:7
excuse 445:5
exercise 444:23 445:2
existing 479:14
expand 463:3
expanding 463:5
expecting 442:25 499:25
expensive 447:19
experience 446:18 454:25 459:16 492:9 494:25
experiences 439:25 459:15 463:8 475:20 479:24 483:17
expert 492:15
explained 501:20
explore 500:19
extend 460:3
extender 451:20 472:23
extremely 442:7

F

F-A-J-K-O-S 459:3
F-R-I-E-D-M-A-N 496:2
fact 458:3
failure 467:3 468:19 491:13 507:16,19
fairly 501:15
faithfully 475:5
Fajkos 458:24 459:1,2, 25 460:9
falls 452:4
families 484:13,21
family 444:3,9 488:20
family's 488:23
faster 441:3
father 463:19
FCC 458:15
February 467:7
Federation 486:13
fee 497:15
feed 440:5,6 483:23,24
feedback 485:3
feel 452:7 455:16 506:14
feet 459:18
fellow 501:15,21 502:24
Fernando 452:23 470:8
fiberoptic 458:10
fighting 456:21
fill 466:8
filled 454:22
final 509:16
finally 440:7 443:12 453:11 463:22,23 464:6 503:7
find 450:16 461:13 478:6,12 497:21
findings 490:6
Fine 501:13
fire 458:6 468:16
firefighter's 469:5
firefighters 468:25
fires 441:22 467:15
fit 446:12
fitness 445:16
fix 447:12 466:2 493:20
fixed 447:24,25 448:1 450:22 463:23 492:6 499:13 503:22 508:2,3, 4
Flanagan 444:17,19,20
flexibility 446:15
flooding 467:15
floor 480:20
Floyd 446:5,7,8,23
focus 440:17 441:5
folks 440:8
Folsom 490:18
force 451:20 485:12
forced 495:11
forces 486:24
forget 452:13
form 436:11 466:8 480:8
forum 436:17 439:8 469:17 477:18 480:12 482:24
forward 472:6,7
found 436:18 475:24 480:13 500:15
Francisco 444:1 472:19
free 456:23 470:23
frequent 448:22,23 449:2
frequently 468:22
Friedman 495:24 496:1,2
front 473:1
Frontier 447:10,13,17 448:19 449:4,16 467:20
frustrating 455:12 460:5
frustration 492:3
full 443:8 446:16 449:17 454:21
full-time 459:3
fully 446:13,15 472:5
functions 462:8
funded 460:2
fur 468:25
furthering 444:4
future 441:6

G

G-A-L-E 452:22
G-O-U-L-T-E-R 474:4
g-o-v 504:17
G-R-A-V-E-S 454:6
Gail 449:22,25

Gale 445:11,13,14 452:18,20,21 453:11,18 454:2,5

games 446:9,10

gaming 446:20,23

garage 473:11

Gatos 494:7

gave 451:23

general 437:22 454:19 456:17 478:12 481:16

generation 445:17 488:20,22

Gentlemen 457:9

Gerald 474:1,4

give 440:8 443:14 448:6 473:18

giving 451:9

glad 455:14

gladly 463:24

Glegola 437:1,8 439:1, 2 441:11 442:11 443:16 444:14 445:8 446:2 447:1 448:9 449:18 450:25 452:15 453:23 454:24 455:19 457:11, 20 458:21 460:17 461:16 462:11 463:10 464:14 465:13 466:19 468:8 469:10 470:11 471:16 472:10 473:22 475:11,16 477:4,9 481:2 482:14,18,19 485:2 486:5 487:3,21 488:14 489:16 490:12 491:6,14,19 492:8 493:5,13,20,23 494:2, 24 495:7,21 497:2,18, 24 498:18 500:8,20 503:4,13,16,24 504:4,6, 11,16,21,25 505:3,5,11, 14,18 506:16,22 507:6 508:6 509:6,11,19

Gmail 442:8

good 437:2 440:21 452:21 456:2 457:10 462:18 464:21 469:20 471:23 480:21 485:8 486:11 489:21 507:11

Goulter 474:1,3,4,15, 20 475:1

government 446:17 453:15

Governor 479:5

grad 443:25

grandmother 444:2

grant 460:2,12

Graves 454:2,4,5 455:3

GRAYAHN 507:17,20

Grayhack 449:22,24, 25 450:19,24

Grayhan 507:9,10

great 439:21 450:22 463:18 471:25 491:1 507:18

greatest 440:25

greatly 469:7 484:16

group 468:24 492:17

groups 461:24 487:17 488:8

Grove 445:15

growing 446:19

Gurlack 462:15,17,18

guys 451:13

H

H-A-G-E-N 488:3

H-A-Y-W-A-R-D 442:19

H-O-F-F-M-A-N 471:24

H-U-D-S-O-N 442:18

hacking 493:17

Haga 437:14 481:8

Hagen 487:24 488:1,2

half 451:13,16 463:20, 22 464:2 469:25 470:24 472:20 492:21 499:15

Hall 497:5,6,7,23

hang 493:5

happen 507:22

happy 441:5 489:13 505:7

hardship 474:7

Hayward 442:19,21

hazard 459:15

headset 440:3 483:21

health 444:23 449:12 484:13,17 490:6 491:24 498:13

healthcare 444:22

healthy 441:6

hear 436:23 437:19 438:17 439:14,19 440:1 455:14 457:18,19 477:19,25 480:18 481:13 482:9 483:5,10, 13,19 507:2

heard 499:4,17 500:17

hearing 438:17,21 440:4,16 444:12 467:9 472:8 474:22 475:22 476:7 477:5,19 479:21 482:9,13 483:22 509:22

hearings 436:18 437:15 438:6 480:13 481:8 483:12

heart 454:21

heavily 441:21

heavy 467:16 494:16

Hector 504:25

held 438:6 481:24

hell 503:5,6

helpful 500:18

helping 465:2

helps 487:18 488:9

Herring 451:5,7 452:3, 11

high 457:6 474:15 485:10 487:14 488:11

high-fire 459:15

Hills 442:19,21 452:22 461:9

hindered 485:15

hit 450:11

hobby 446:13

Hoffman 471:20,22,23 473:6,14

hold 437:14 481:8

holding 469:17

holiday 450:6

Hollywood 496:4

home 441:19 444:5 451:22 453:1 462:8 467:19 472:19,21,22, 23,24 473:2,16 484:14

Honor 440:16 441:10 475:14 485:8 505:16,25 507:1,3 509:9

Honorable 477:10

hope 439:19 454:25 468:6 475:9 483:10 493:3

hoping 493:20

horrendous 452:7

hospital 454:9,13 501:6 503:11

hospitals 490:3

hosting 437:9 481:3

Hot 447:9

hotline 484:16

Houck 437:4,16 438:19 439:24 477:11 479:2,7, 8,10 480:23 481:10 482:12 483:16

Houck's 436:2,24 480:19

hour 444:5 476:12

hours 464:2,3,9 476:3 506:10

house 442:23 450:11, 13 456:10 464:3 469:24 499:9

houses 469:5

Hudson 442:15,17,18 443:12
huge 461:9 472:4
Hughesnet 442:3,4
hundreds 459:11
husband 454:9 455:1, 15 460:24

I

i14 456:23
ice 469:2
idea 466:14 501:21,22
idealistic 505:9
IDS 503:2
imaging 490:2
immediately 459:19 460:16 497:22
impactful 485:20
important 437:18 438:9 444:7 454:21 481:12,25 484:9 487:18 488:9 506:13
importantly 459:9
impossible 496:24
improve 444:10 448:3 463:7 485:14
improved 462:24 465:8 484:16
improvements 445:22 465:4 491:1
improving 484:18 485:25 487:15 488:6 490:8 498:15
inability 448:23
inappropriate 468:2
inaudible 454:19 491:21,22,23 507:15
include 438:10 448:22 478:22
includes 477:21 482:2
including 437:24 447:21 479:3,6,10 481:18 485:19
incoming 448:24
inconvenient 494:20
incorrect 503:1
increase 497:1
increased 443:3 486:2
increasingly 486:20
incredibly 505:9
indecipherable 458:13 459:25 463:3 466:5,6 486:23 491:12
independent 465:10 486:13
independently 467:19
individual's 498:13
individualized 445:1
individuals' 490:6
industry 438:12 446:20 482:3
influences 486:18
influxes 459:11
information 450:16 457:4 478:6,21 479:16 484:14 487:18
infrastructure 460:13
innovate 485:14
innovation 444:11 445:5 465:9 486:22 487:15 488:6 490:9,24 498:16
innovations 490:5,8 491:1 498:12,15
innovators 463:6
input 475:22 476:7 479:3,10 509:22
inside 473:2
install 496:13
insulation 496:13
intended 493:18
intense 459:16
inter 442:3
interest 436:4 439:21 462:20 480:2
internet 438:2 460:3 463:2 472:8 477:23 478:20 481:20 488:24 489:3 494:14 496:9 497:1 506:7,13
interrupt 503:13
interruption 491:18
introduction 498:23
invest 449:6
invisible 440:19
invoice 471:4,6
IP 481:18
IRA 458:13
Islander 462:21
isolated 492:1
issue 441:23 453:5 465:24 469:1 470:18 472:7 479:10 497:19 500:16
issued 438:24 482:16
issues 436:20 450:5 458:16 463:18 468:7 469:9 480:15 501:18

J

Jacob 437:14 481:7
Jake 463:12,13
Jamie 500:25
January 491:22
Jim 498:24 499:2
Joann 461:19
job 465:4 506:15
John 470:15,17 505:25 506:3
join 475:19
joined 436:23 480:17
jokes 452:11
Joseph 437:14 481:8
joy 454:22 470:15,16,17 471:6,11
Joyce 437:10 481:4
Juan 464:22
judge 437:1,8 439:1 443:23 477:4,10 481:2 482:13,17
Juggling 444:3
Julie 466:22,25
jump 507:4
jurisdiction 478:14

K

K-L-A-U-S-N-E-R 492:15
K-N-E-C-H-T 490:17
K-N-O-E-L 491:11
Karin 480:22
Karly 481:6
Ken 490:17
Kernville 454:6
Kiddinger 469:14,16, 18
Kilburn 461:19,21 462:10
Kim 437:11 481:4
kind 441:1,4 461:7 485:15 495:11
Kings 467:1
Klausner 492:12,13,14 493:11,14,22,25
Knecht 490:15,16,17
knew 501:16
knocked 499:11
Knoel 491:9,10,11,16, 20
Kwok 437:10 481:4

L

L-U-I-S-O 506:3
lack 469:3
lady 461:3
Lake 450:1 460:4 461:22
land 455:13 462:6 491:22
land- 499:18
landline 441:21,23 451:23 455:9,12 458:6 467:22 468:19 469:2 470:3 495:12,15 496:9 499:4,6,19 506:7
landlines 495:17,19 500:3
large 448:21 486:14
Lastly 484:19
latency 446:12
latest 501:2
law 443:2 477:4,10
lawn 473:1
lawsuits 462:2
lead 458:13
learn 441:3
learning 444:8
leave 450:11
led 501:16
left 439:16 454:20 483:7 494:16
legacy 488:23
Legal 480:22
lengthy 478:1
levels 503:21
leveraging 463:7
life 438:8 454:22 463:19 481:25 493:16 506:13
life-saving 485:16
lifestyle 446:13
Likewise 455:20
limit 439:15 483:6
Lincoln 460:24 461:9
lines 440:19 447:11,18 448:5 462:6 474:12 475:2,4 508:21,25
Lisa 437:12 472:12,16
list 458:2
listed 479:17,19
listen 436:1 479:25 492:3
listening 440:4 448:16 453:22 454:23 455:14 477:12 483:22
literally 442:21
live 440:5 442:19 443:24 444:21 445:15 446:8 447:8 448:17 451:16 452:22 454:5,8 456:13,14 457:21 460:24 467:1,19 469:18,20 470:20 472:17 473:8 474:5 483:22 485:9 494:7,8, 18,21 495:12 496:4 506:4
lived 441:19 457:23 472:19
lives 484:18 485:25
living 468:1
loading 442:8
loans 458:4
local 450:20 459:23 461:23 484:22 485:22
located 459:15
location 498:22
locations 485:21
long 450:17 494:18
longer 500:5 507:17
Los 488:21 494:7 506:4 508:13
lose 450:13 496:9
losing 506:14
lost 450:3 455:15 506:8
lot 446:9,23,24 450:3 452:4 462:5 467:15 475:3 500:10
love 454:21
loved 484:24
luck 455:1
Luiso 505:25 506:2,3
lunch 502:7

M

M-A-N-S-C-H 485:9
M-A-R-I-N-O 488:20
M-O-R-G-A-N 443:24
made 445:6 462:2 488:24
mail 455:10 471:7
main 451:11 470:8 508:24
maintain 448:3 500:4
maintenance 496:22
major 445:21 496:7
majority 506:12
make 437:6 447:22 448:1 451:9 464:7 467:11 473:2,17 474:23 475:7 480:25 489:13 492:2 493:6 494:17 498:20 500:9 504:6 505:20 509:2,12,21
makes 453:20 455:10 508:22 509:1
making 437:19 481:13
Mammoth 450:1
manage 479:7
manager 459:23 464:11 501:16,22 502:25
managers 446:15
manner 490:7
Mansch 485:6,7,9
maps 454:10
March 499:10
Marianne 488:17,19
Marino 488:17,18 489:12
Mark 448:13,16 452:18, 21
market 486:18
market-driven 486:24
Martino 494:5,6,7
Mashay 495:3
matter 437:18 440:17 458:3 476:12 481:12 491:24
Maxim 494:5,7
maximum 497:10
means 436:5 480:3 506:11
meant 502:16
medical 438:15 482:7 484:13 501:18
Medina 464:18,20,21
meet 464:2
meetings 457:4 460:14
megabits 496:19,21
member 480:18
members 436:19 480:14 486:20
men 484:20,24
mental 484:17
mention 440:7
mentioned 499:7 500:9
Mesa 470:17
mess 450:11
message 450:12 458:3 465:24
messages 454:12
metro 472:19
metropolitan 496:7

Michael 457:15,18 484:4 508:10,12
mid-conversations 449:1
middle 450:14 467:12 494:21,22 496:5,6
midnight 464:6
migrating 488:24
Mike 484:7
mile 451:16 458:11
miles 467:21
million 450:20
Mindy 497:5,7
minute 439:15 483:6
minutes 442:8
mobile 445:17 484:19 485:13 498:8
mobility 498:10
mock 485:10
modem 473:10
modern 438:8 446:10 481:25 506:13
moment 507:4,5
Mona 437:11 481:4
money 458:13
month 453:21 454:11, 19 458:1,18 464:12 469:2 489:2 497:15,16
months 442:2 447:20 467:5
Morgan 443:20,22,23
morning 467:7
mountain 454:8
move 442:23 467:25
moved 442:24 459:22
moving 460:25
MRIS 490:1
multi-billion 460:6
multi-contacts 454:10
multiple 447:12 469:25 471:4 503:1,21
mute 440:5 483:23

N

N-A-L-B-A-N-D-I-A-N 489:22
naked 493:15
Nalbandian 489:19,20, 21
Nancy 491:9,11
Nathan 446:5,8
nation 484:21 485:19
National 467:2 486:13
nearby 441:22
needed 453:6,15 454:10
neighbor 474:18
neighborhood 453:20 499:24
neighbors 442:2 453:18 461:2 474:21
nerve 454:14,20
network 446:12,15,18, 24 485:24
networks 445:18,24 446:11,14 462:24 463:2 465:7 485:23 490:8 498:15
newer 477:22
Nextgen 490:21
NFIB 486:12,22
Nintendo 446:20
non-english 508:22
non-existent 467:5
non-profit 459:23
nonexistent 494:13
normal 448:6 466:6 476:3
noticed 461:23
notification 441:9 442:6 443:11 446:22 448:4 449:8,14 450:18, 23 452:2,10 453:10,17 456:16,20,25 458:9 459:24 460:8 461:11 462:9 464:4 466:3,10 467:17,23 469:8 471:5, 10 473:5,13 474:14,19, 25 489:11 499:22 502:3
Novato 465:20
number 492:16 493:2,9 497:21 499:7 504:8 505:5
numbers 478:7
numerous 461:13

O

Oakland 444:21
occasions 493:3
occurring 485:18
office 436:24 437:9 473:7 474:22 476:3 478:15 480:19 481:3
official 477:16
offshore 466:6
older 461:8
ongoing 448:21 464:11 486:25
online 471:7 486:20
open 440:13,14 441:8, 16 442:16 443:21 444:18 445:12 446:6 447:5 448:14 449:23 451:6 452:19 454:3 455:6,24 457:16 458:25 460:21 461:20 462:16 464:19 465:17 466:23 468:13 469:15 470:15 471:21 472:14 474:2 484:3,5 485:6 486:9 487:6,24 488:17 489:19 490:15 491:9 492:12 494:5 495:24 497:5 498:2,25 500:25 506:1, 21,25 507:1,2,9
operate 463:3 488:23
operations 463:4 464:22
operator 439:6 440:10, 12 441:14 442:14 443:19 444:16 445:10 446:4 447:3 448:12 449:21 451:4 452:17 454:1 455:4,22 457:14 458:23 460:19 461:18 462:14 463:12 464:17 465:15 466:21 468:11 469:13 470:14 471:19 472:12 473:4,25 475:14 476:10 482:22 483:25 484:2 485:5,11 486:8 487:5,23 488:16 489:18 490:14 491:8 492:11 494:4 495:2,23 497:4 498:1,20 500:24 505:16,23,25 506:18, 21,25 507:7 508:9 509:9,15,17
opportunities 463:4 465:4 484:11,12
opportunity 436:8 437:18 443:14 480:5 481:12 506:5
ops 485:11
Optima 463:18,22 464:11
option 442:3,4 443:8
Orange 470:18
order 437:22 450:10 472:4 478:12 481:16 489:8
ordered 470:25
organizations 478:25
originally 502:21
Orleans 448:17
outage 449:5 499:8
outages 449:2 469:4 470:2 471:2 478:1
outdoor 472:25 473:1
outgoing 448:23
outrageous 454:20
outsourced 468:4

oversees 484:21
owner 488:21
owners 463:1
owns 451:17

P

P's 504:25
P-A-Y-T-O-N 488:2
P-I-C-A 455:8
P-O-T-T-E-R 466:25
p.m. 440:9 476:12,13 477:2
Pacific 462:19,21 465:22
paid 471:13 502:20,21
pan 460:10
Parish 444:17,19,20
Park 467:2 485:9
part 447:8 472:18
participate 472:5
participation 438:6 476:7 477:5 483:11
parts 436:21 472:22 480:16
party 492:19
passed 455:3
password 473:18
past 445:3 446:13 447:13 448:19 450:5 465:8 469:25 486:2 496:9
Pat 465:16,19
patience 436:7 480:4
patient's 445:2
patients 444:24 445:1 498:9
Patricia 455:5,8
Paul 504:19,21,23,25
Pauline 507:8
Pauls 505:2
pay 443:8 454:11 458:1 459:7 464:12 471:8 475:6
paying 436:3 448:7 453:21 460:13 480:1 502:18
payments 445:20
Payton 487:24 488:2
people 438:5 439:20,21 449:11 452:5 457:2 459:12 466:12,16 481:23 483:11 491:20 493:15 499:7 508:20
perform 462:8
period 442:3
Perry 485:6,8
person 454:22 468:2 473:3 492:24 500:3 502:5,7
personal 459:8
Personally 444:10
personnel 440:21
perspectives 436:1 479:25
petition 478:14
Phase 437:20 438:1 472:8 478:19 481:14,19
phone 439:5 440:3,19 441:21 443:8 445:2 454:11,13 455:10,13 456:23 463:20 467:3,6, 13,21 469:22 473:17 474:20 475:2,4 477:12, 13,20,22,24 478:3,7,18 482:22 483:14,20,21 489:1 491:17 492:6,16, 18,19 493:9,17 494:12, 16 496:16,24 497:8,17, 21 498:7,22 499:9,10, 16 501:10,21,24 502:17,24 503:19 504:8 505:5,21,23 509:14
phoneless 442:2
phones 443:6 454:16 455:11 456:11 464:12 468:23 474:9,21 485:24 499:24 501:24 502:15
photographs 493:15
PHP 504:20
physician 498:5
physicians 490:3
Pica 455:5,7,8
picking 489:8
piece 479:16
piggyback 499:3
place 448:23 466:13 477:5 495:12,14
plain 438:10 447:9 457:25 477:21 478:10, 16 482:2
plans 444:23,24 445:1, 2
platform 489:5
platforms 465:1 486:15
play 444:7 446:9 487:12 488:5
played 444:6 487:11 488:4
plead 509:2
point 448:25 453:14 465:8 499:20
points 449:15
police 485:22 493:18
poor 442:20 467:6 470:9
popular 439:20
portion 489:25
position 459:23
positions 478:23
pots 438:12 457:25 477:22 482:3
Potter 466:22,24,25 467:18,24
power 449:2 450:3,13, 17 453:4 468:21 470:2 492:1 499:8
Powers 481:6
PPH 440:7,9 493:13,14
PPHS 481:24
practice 489:24
pray 455:16
prefer 446:12 495:17 499:19
prepaid 496:17,20
present 444:3
president 458:16 473:7 474:23
press 439:5 477:13 482:21 498:21 505:22 509:14
pressing 439:8 477:14, 18 482:24
pretty 461:6 499:23
previous 451:10 483:11 501:11,24 502:17
prior 438:6,23 481:24 482:15 501:11
prioritization 446:19
priority 474:16
private 448:20
problem 447:16 455:9 456:6,18,24 484:15 492:6,25 493:21
problems 447:21 448:21 449:1 451:15 456:8 495:16,19
proceed 440:10 483:25
proceeding 436:5,9,10 437:5,20,21 438:1,4,7, 24 475:23 477:1,7,10, 11 478:6,19 479:9 480:2,6,7,24 481:14,19, 22,24 482:16 483:12 509:23
products 489:6
professionals 484:17
program 472:5
progress 462:3

project 459:23 460:1,2
promote 445:19
prompted 477:14
properly 449:5
property 474:6
proposed 438:23 479:11,14 482:15
protections 496:13
Protocol 477:24 488:25
proud 485:11
provide 437:17 438:5 449:17 453:16,21 463:13 475:21 481:11, 23 495:3 506:6 509:3
provided 448:20 506:12
provider 443:4 478:3 489:10 494:12 497:8 506:6 507:14
providers 437:24 438:19 478:24 481:17 482:11 489:8
providing 476:1 485:21
public 436:4,10,11,15, 20 437:9,19 438:4,5,6 439:3 440:12,16,17,22 441:14,23 442:14 443:19 444:16 445:10 446:4 447:3 448:12 449:21 451:2,4 452:17 454:1 455:4,22 457:14 458:23 459:20 460:19 461:18 462:14 464:17 465:15 466:21 468:11, 18 469:4,13 470:14 471:19 473:25 475:15 476:3,6 477:5,6,20 478:9,15 479:1,4 480:7, 11,15 481:3,13,22,23 482:20 483:11 484:2 485:5,18 486:8 487:5, 23 488:16 489:18 490:14 491:8 492:11 494:4 495:2,23 497:4 498:1,21,23,24 500:24 505:17 506:18 507:8 508:9 509:10,17
public.advisor 476:4
published 479:19
pulling 454:12
purpose 438:17 477:19 482:9 495:14
purposely 496:18
push 451:24
pushback 461:23
put 441:2 443:1 449:11 452:8 453:1 456:11 461:25 473:10 495:13 499:24
putting 451:19

Q

quality 437:5,22,23 438:2,18 477:7 478:10, 16,20 480:24 481:15, 16,20 482:10 490:8,25 498:15 508:17,24
question 478:4
queue 439:6 440:11 482:23 484:1 505:20,23 507:4 509:13,15
quickly 444:25 484:9 490:7 498:14
quote 502:18
quoted 502:18,20,21

R

R-A-M 506:20
R-I-C-H-A-R-D-S-O-N 456:3
R-O-S-S 499:2
R-O-T-E-L-L 472:16
racking 454:14
radio 469:6
radiologist 489:22
rain 496:14
rained 506:9
rains 494:16 496:3,8
ran 458:8
range 441:2
raw 454:20
reach 478:7 496:25
real-time 484:12 489:9 490:3
reality 445:6
realize 485:17
reason 439:19 457:8 483:10
reasons 499:7
receive 438:9 448:24 468:3 482:1
received 436:4,15 438:3,23 472:1 480:2, 11 481:21 482:15
receiving 438:19 482:11
recent 485:18,19
recently 444:1 454:8 507:13
recommended 473:9
reconstructed 502:10
record 450:2 476:9
record-setting 459:18
recorded 506:20
records 506:8
rectify 503:21
red 441:24
refer 477:21
referred 438:11 482:3
referring 500:12
refuse 447:11 449:5 458:11
regard 442:20
regimes 463:5
regulated 487:16 488:7 489:14
regulates 478:10
regulation 444:11 445:6 498:17
regulations 465:10 490:5,10 491:2 498:13
regulatory 463:5
regulatory-type 486:23
reiterate 464:25
reliable 438:9 444:6 446:10 458:7 459:8,13 482:1 486:17 487:13 488:10 490:22 494:23
reliant 486:20
relies 446:24
rely 441:21 442:1 445:21 446:10,11 463:1 486:14 490:22
relying 438:14 465:1 482:6
remain 467:18
remarkable 491:3
remember 439:9 440:5 482:25 483:23
remote 436:18 444:8 454:8 480:13
remotely 436:17 480:12
repair 447:13 465:25
repeat 452:5
repeatedly 449:10 502:4
replace 447:18
report 490:6 498:13
reporter 439:10 483:1
reporters 437:12 479:20 481:6
representative 436:24 478:8 493:8 497:22 500:21 505:6
representing 478:25
represents 462:20
reschedule 464:8
research 487:18 488:9

Researching 484:15
reset 449:5
reside 456:3
resident 459:3
residents 456:14 461:24 468:23 469:4
resolution 470:1 500:6 508:4
resolve 468:7 499:20
resolved 453:12 473:8
Resolving 469:9
resource 485:16
resources 440:25
responders 485:22
response 486:3 506:24
responses 468:25
responsibility 479:7
rest 465:5 472:23,24
result 442:25
results 490:2
return 443:5 502:17
returned 443:6
review 438:20 449:16 479:17 482:12 490:1
reviewing 478:16
Richardson 455:23 456:1,2,17,21 457:1
Richmond 499:3
rid 450:8
ridiculous 468:2 496:10,14
ridiculously 496:19
risk 449:12 461:9
River 488:3
road 458:11 491:25
Robert 437:13 455:23 456:2 481:7
robot 498:9
rock 451:18
role 444:7 487:12 488:5
rollout 484:15
Romeo 504:19
room 498:9
Ross 481:6 498:24 499:1,2,23 500:14
Rotell 472:13,15,16
Rule 492:4
Rulemaking 477:8
rules 478:18 479:14,15
run 461:9 490:18
run-around 463:22
rural 449:3

S

S-A-B-E-L-L-O-I-C-O 484:8
S-N-O-W 441:19
S-W-A-I-N 465:19
Sabelloico 484:4,6,7
Sacramento 446:9 486:12 487:9
safe 455:17
safety 440:17 441:23 450:22 453:5 459:10,20 468:18 469:4 473:15 486:2 491:24
sake 459:20
Samsung 501:11
San 444:1 452:23 464:22 470:8 472:18 489:22
Sanchez 437:11 481:5
Santa 498:5
Saul 468:12,14,15
Saulmieta 440:13,15 441:10
Savay 498:2,3,4
saved 485:25
saving 484:18
scary 442:9
school 438:15 471:24 482:6 485:10,17 487:14 488:12 494:10 507:12, 18,22,24,25
schools 485:18,23
season 459:13
seconds 439:16 483:6, 7 505:19 509:16
section 436:12 480:8
security 459:10
seek 507:23
selects 489:10
sell 454:16,17
Senate 479:6
send 450:12 452:11 457:1
senior 454:8
sense 453:20
serves 478:7
service 437:4,22,23 438:2,3,11 441:20 442:20,22,25 443:13 444:6 447:10 448:7,20, 22 449:17 450:5,12 453:16,21 456:7 459:7, 8,9 460:3,25 461:3 462:4 466:1,2,14 467:6, 22 468:20 469:21 470:5,7,9 471:2,9,13 472:2,3 473:20 474:9 477:7,20,22,23,25 478:2,10,11,16,17,20, 24 480:24 481:15,16, 19,20 482:2 484:24 486:6 489:3 492:6,23 493:1 494:16 495:10 496:10,17 497:9,12,13, 17,22 506:6,7,8,12,14 507:13,14,17,21,24,25 508:1,17,18 509:3,4
services 437:25 438:10,13,15,16,18 441:25 443:5,10 444:7, 10 453:6 459:19 460:15 461:10 463:7 472:8 478:18 481:18 482:2,4, 5,7,8,10 484:10,19,20 485:13 486:21 487:11, 12 488:4,10 490:9,25 498:16
serving 484:21
set 437:22,23 481:15,16 501:21 502:24
setting 494:9
severe 499:25
shameful 496:19
Shannon 441:15,16,18 481:6
share 439:25 475:19 479:24 483:17 487:22 494:24
shared 492:16
sharing 454:25 457:12 464:15 468:9 469:11 485:3 487:3 492:9 508:7 509:7
Sharp 495:5,6,9
shear 459:20
shooters 507:21
shopping 489:7
shortly 439:17 483:8
shortsighted 499:23
show 440:24 464:5
showed 464:1,10
shown 493:15
sick 493:14
side 456:4 494:8 508:20,22
Sierra 457:6
sign 471:8
signal 441:20 443:13 451:20 453:1,5,7,19 470:20 472:24 494:12, 17 497:10,11
signed 475:18 509:20
significant 436:4 480:2 489:25
Silicon 494:8

sim 456:12

simply 439:8 460:10 477:18 482:24

sincerely 439:18 483:9

single 496:8

sir 500:8

sit 464:9

site 500:19

situation 461:7 473:15 493:18

ski 459:13

skyrocketed 445:4

slow 441:4 442:8 496:20

slowly 439:9 440:2 483:1,20

small 449:6 450:4 462:25 464:25 486:14 508:14,15

Smith 436:25 437:1,2 439:2

snow 441:15,17,18 442:7 459:18 467:16

solar 458:4

sold 451:10

solve 492:25

son 454:13

sort 462:1

SOS 472:24

sound 439:16 483:7

sounds 497:19 503:14

source 462:7

Sources 449:3

south 494:8

spam 454:12 458:3

speak 439:4,8,9 440:2 473:4 475:2,18 477:13, 18 482:21,24,25 483:19,20 496:23 500:15 505:21 509:13, 21

speaker 439:15 440:11,13,15 441:10,17 442:7,17 443:12,22 444:19 445:13 446:7,23 447:6 448:5,15 449:9, 15,24 450:19,24 451:7 452:3,11,20 453:11,18 454:4 455:3,7 456:1,17, 21 457:1,17,21 458:10 459:1,25 460:9,22 461:12,21 462:10,17 463:15 464:5,20 465:18 466:4,11,24 467:18,24 468:14 469:16 470:16 471:6,11,22 472:15 473:6,14 474:3,15,20 475:1 483:5,21 484:1,4, 6 485:7 486:10 487:7 488:1,18 489:12,20 490:16 491:10,16,20 492:13 493:11,14,22,25 494:6 495:5,9 496:1 497:6,23 498:3 499:1, 23 500:14 501:1 502:4 503:5,15,18 504:1,5,10, 13,19,22 505:2,4,8,13 506:2 507:10,17,20 508:11

speakerphone 440:3

speakers 439:6 440:6 475:18 482:23 483:23 505:24 508:21,22 509:15,20

speaking 436:6 480:3

special 466:13 485:11

Spectrum 453:3 470:3 506:6

speed 489:7 496:18,23 497:1

speeds 446:12

spell 439:11 483:3

spelled 484:8 488:19 508:12,13

spend 500:10

spending 479:23

spent 442:8 464:2 499:15 501:23 503:9

spoke 456:14 458:15 470:25

spotty 461:1 462:5

Springs 447:9

Squaw 467:1

stability 445:21 446:11

stable 489:1

staff 437:13 438:22 480:22 481:7 482:14

stand 502:12

standards 437:22,23 438:2 478:10,11,16 481:15,17,20

Stanford 437:13 475:3 481:7

star 439:5,8 477:13,14, 18 482:21 498:21 505:22 509:14

Starlink 442:4

start 482:25

started 445:23 456:6

state 436:21 439:11 462:22 479:6 480:16 483:3 498:22

statement 437:7 440:15 441:17 442:17 443:22 444:19 445:13 446:7 447:6 448:15 449:24 451:7 452:20 454:4 455:7 456:1 457:17 459:1 460:22 461:21 462:17 463:15 464:20 465:18 466:24 468:14 469:16 470:16 471:22 472:15 474:3 480:25 484:6 485:7 486:10 487:7 488:1,18 489:20 490:16 491:10 492:13 494:6 495:5 496:1 497:6 498:3 499:1 501:1 506:2 507:10 508:11

States 485:12

Static 448:24

station 458:12 484:22

stay 438:15 450:10 482:7 487:18 488:9 491:3

staying 490:19

steady 472:2,3

stems 486:22

stone 496:11

stop 503:15

store 501:14 502:1,6

stores 494:10

storm 459:17

storms 450:14 491:25 499:11

straight 474:21

straightened 475:9

strangers 492:17

stressful 442:1

stuck 461:5

student 443:25 487:9 488:3

students 445:19 472:4 487:17 488:8 507:23

studies 460:14

study 487:17 488:8 501:7

stuff 475:3 485:18 495:16

submit 475:22 478:2 509:22

subsequently 502:10

substandard 448:20

success 465:10

sudden 465:23

suffered 449:10

sufficient 443:4 496:13

suggest 497:18 503:17

suggestion 493:6 500:9 504:6

summaries 478:23

summer 459:13 472:21

Sung 480:20,21,22 482:19

Sunset 461:9
supervisors 453:9
support 437:15 471:25 481:9 493:2 508:14
supposed 463:25 492:2 499:16
surgery 501:5,19,20 503:8
Swain 465:16,18,19 466:4,11
switch 446:20 451:14 457:5 458:12 500:5 501:4
switching 492:22
sympathy 491:20
system 444:22 457:25 468:21 469:3 492:22 500:4
systems 440:22

T

T-A-Y-L-O-R 486:12
T-MOBILE 456:10 461:1
Tahoe 460:4 461:22
takes 444:5 447:14 499:15
taking 437:17 439:24 475:19 479:21 481:11 483:17
talk 458:5 492:4,23 497:12
Talked 464:10
talking 483:24 501:17
Taylor 486:9,10,11
TDS 469:1
teach 445:16,18,24
teacher 485:10,13 507:11
teaching 445:23 507:12
team 444:25
tech 508:14
technical 466:6 492:24 497:13 509:3
technically 504:1
technician 463:24 464:7 474:12
technicians 440:21 447:13,17
technologies 438:15 445:22 462:23 463:7 482:6 485:21 486:1,16
technology 444:24 445:6 446:24 465:3 485:16 488:22 490:21 498:6
telecommunication 438:10 490:4
telecommunications 437:3 477:7 478:23 482:1 483:18 498:12
telemedicine 445:4 498:6
telephone 438:11 441:22,24 447:10 448:7,20 454:19 457:24 475:20 477:21 478:11, 17 482:2 483:24 491:22 499:24
telephones 474:7
teleradiology 490:1
temporarily 465:23
ten 451:12
terr 471:8
terrible 470:21 471:9
text 450:12,15 465:24 468:24 492:18
texts 492:17
thankfully 490:20
thing 441:7 453:19 456:22 458:5,7 461:12 466:12 496:16
things 443:1 446:11 452:4 463:2 496:3
Thomas 477:9
thought 493:18
thousands 459:12
threatened 493:16
three-quarters 458:11
thrive 462:25 490:23
throw 451:18
tickets 478:2
tie 458:13
Tim 486:9,11 490:15
time 437:17 439:7,15, 24 443:3 444:2 446:14, 25 447:15 450:7 451:8 452:8 453:3 457:3,9 460:16 463:9 468:3 470:10,25 471:2,15 474:17 475:9,19 477:5, 17 478:8 479:23 481:11 482:23 483:6,8,17 485:1 486:2,3 496:3,8 499:13 500:10 502:6 505:17 506:9,12 509:10,18
timeline 458:17
timer 441:9 442:6 443:11 446:22 448:4 449:8,14 450:18,23 452:2,10 453:10,17 456:16,20,25 458:9 459:24 460:8 461:11 462:9 464:4 466:3,10 467:17,23 469:8 471:5, 10 473:5,13 474:14,19, 25 489:11 499:22 502:3
times 445:16 447:14,21 450:20 451:12,24 461:13 471:4 474:9 475:3 484:24 485:17 486:3 492:20 506:8
tired 504:22
title 440:23 460:1
today 436:8,14,23 438:23 439:8,24 441:12 442:8,12 448:10 449:19 453:24 455:20 457:5 464:15 466:19 469:11 470:11 471:17 473:23 475:12,19 479:19,24 480:5,10,17 482:15 483:17 485:19 488:14 489:16 496:12 503:7 506:5
today's 438:17,21 462:25 477:19 479:21 482:13
told 456:22 467:25 470:22 471:6 500:3 505:11 508:1
tomorrow 464:8
tone 442:1
tonight 440:9 481:3
tonight's 482:9
top 465:9
top-down 444:11 446:17
topic 439:20
totally 492:1
tourism-based 459:11
tower 453:1 456:13 468:20 469:3 508:2
towers 441:20 450:9 451:17,19 461:13,25
town 449:7 450:4 470:20 494:22
trade-in 443:5,7,9
training 484:22
transcribing 479:21
transcript 482:13
transcripts 438:21
transferred 453:8
traumatic 501:18
trial 485:10
Trinity 468:16,17
Truckee 459:3,22
Truckee/tahoe 459:6, 10
Tulsa 466:5,7
tuned 500:18
turn 438:25 439:3 482:17,20

turnover 486:18
twenty 454:11
Tyler 462:15,18 487:6,8
type 473:15
types 490:4 498:11

U

U.S. 440:23
ultimately 479:12
unable 448:25 468:23 472:25
unacceptable 508:19
unavailable 502:7
unbelievable 503:5
underserved 460:3
understand 439:19 460:11 483:10 496:12
understandable 508:19
understanding 450:8
unincorporated 447:8
uninhabitable 442:24
unique 489:24
United 485:12
university 444:1,4
unmute 498:21
unquote 502:18
unreliable 442:7
unwilling 491:23
update 457:2
upgrade 456:23 458:12
upgraded 457:24 466:7 485:24
upset 493:1
urban 494:9
usage 459:8
useless 454:16
Utilities 477:6 478:9 479:1,4
utility 485:15
utility-style 465:9 490:5 498:12

V

Valley 452:23 456:5 467:1 470:8 494:8
valuable 484:12
vantage 465:8
variety 493:2
vast 506:12
vendors 491:4
Vensky 457:15,17,18, 21,22 458:10
Verizon 450:8,19 451:10,11,23 452:24 454:15,18 456:7 457:7, 8 459:5 468:20 470:18 496:17,20 497:8,13,21
veterans 484:10,17
veterans' 484:14
Vets 484:12
Vicki 442:15,16,18
Victor 437:2
video 440:5 446:9 483:22
view 505:9
virtual 445:16 477:1
virtually 445:23
visiting 498:9
visits 447:12
vital 444:7 454:7 470:5 484:13 487:12 488:5
voice 455:10 477:23 481:18 488:24 495:10, 14,16,17
Voip 437:25 438:12 470:3 477:24 482:4 488:24
volunteer 468:16,24
vote 479:13
vulnerable 486:18,19

W

W-I-N-F-R-E-Y 463:16
wait 436:6 480:3 505:19 507:3 509:16
waiting 464:5
walked 502:22
walking 494:10
Walnut 443:24
wanted 442:9 458:5 461:25 484:9
wanting 451:24 500:10 501:6
Warne 453:3
warning 467:14
watch 501:8
weather 499:25
web 479:18
website 436:11,14 475:24 478:5,13,22 480:8,10 489:6 493:7 497:20 500:11,15
week 445:17 447:15 450:6 467:24 503:7 508:2
weekends 450:6
weeks 442:22,23 454:10 463:20,23 508:3
Welch 437:12
well-being 484:18 490:6 498:14
west 452:22,23 456:4
whatsoever 474:10
widow 467:3
wife 474:16
wifi 450:10,13 453:2 461:5 472:22 473:15,18 494:14
wildfire 459:16
wildfires 470:1
Willman 437:14 481:7
window 473:3,10
windows 473:11
Winfrey 463:15,16 464:5
winter 442:3 450:2 459:16,17 468:20,22
Winters 481:6
wireless 437:24 438:12 444:6,24 445:24 452:24 462:23 465:3,7 469:19, 22 470:19 481:18 482:4 486:16,17,25 487:11 488:4
wires 499:24
woman 455:15 458:1
women 484:20,24
woods 494:9,21 496:6
wore 474:13
work 438:15 444:22 451:21 452:3 457:6 462:8 465:22 467:13 469:1 472:6,23 482:6 490:20 502:14 503:10, 19,20
worked 467:4,6,7 501:15
working 440:21 441:23 464:13 467:21 491:21 501:6,8
works 457:7 489:4,12
world 462:7 505:10
wrap 439:16 483:8
written 436:10,15 475:23 480:7,11 504:14 509:23
www 504:11
www.cpuc.ca.gov/pph 478:22 493:7 497:20 500:12
www.cpuc.ca.gov/pph. 436:14 475:25 478:5 480:10 493:24 504:7

X

X-RAYS 490:1

Xbox 446:21

Y

yards 456:13

year 450:2 451:12 456:7,22 458:18 459:12,17,18 460:25 469:25 470:1 472:20 492:20 496:9 501:3,5, 19 502:11,13 506:9 507:13

years 441:19 442:9 445:3,23 447:13 448:19 452:24,25 453:8 457:24 460:4 465:22 467:2,4 470:7,24 472:17 474:6 475:5 492:16 497:9 507:13

yesterday 438:3 481:21 499:16,17

younger 454:15 487:14 488:11

Z

zip 448:17 452:23

zones 459:6