

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF CALIFORNIA



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R2302016

COMMISSIONER DARCIE L. HOUCK, in attendance

ADMINISTRATIVE LAW JUDGE THOMAS J. GLEGOLA, presiding

Order Instituting Rulemaking Proceeding ) PUBLIC  
to Consider Rules to Implement the ) PARTICIPATION  
Broadband Equity, Access, and Deployment ) HEARING  
Program. )  
) Rulemaking  
) 23-02-016

REPORTERS' TRANSCRIPT  
Virtual Proceeding  
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VIRTUAL PROCEEDING

NOVEMBER 8, 2023 - 3:04 P.M.

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

Good afternoon, everyone. This is the time and place set for a public participation hearing on the California Public Utilities Commission's proceeding to Develop Rules to Implement the Broadband Equity Access and Deployment Program also known as BEAD. The proceeding number is Rulemaking 23-02-016.

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

To those listening in who wish to speak, please call 1-800-857-1917 and use the following passcodes: For English, it's passcode 1767567, and then hit pound. For Spanish, it is 3799627 and then pound. And for Russian, it is 1710544 pound. After that, press star one on your phone to be placed in line. And after pressing star one, you'll be prompted for your name. Please also alert the operator if you are an elected official. You may decide at any time before we end today's forum to speak simply by pressing star one.

1           The purpose of today's hearing is to hear  
2 directly from the public about what rules the Commission  
3 should adopt when implementing this new Broadband Equity  
4 Access and Deployment Program, which I mentioned that  
5 it's also known as BEAD. California's scheduled to  
6 receive up to \$1.8 billion in federal funds to provide  
7 grants to build out internet infrastructure in unserved  
8 and underserved communities.

9           As a background, the Public Utilities  
10 Commission has five commissioners who are appointed by  
11 the governor and confirmed by the state senate. This  
12 includes Commissioner Houck. My responsibility is to  
13 manage the day-to-day activities of this case and to  
14 help Commissioner Houck evaluate all of the evidence in  
15 the proceeding including your input.

16           Commissioner Houck will issue a proposed  
17 decision for the other commissioners to consider. The  
18 five Commissioners ultimately are the ones who will  
19 decide and vote whether to approve or not approve any --  
20 any new rules.

21           Each piece of information on which -- on which  
22 the Commission basis its decision is listed and  
23 available for you to review on a Commission web page  
24 that we call the Docket Card. In fact, your comments  
25 today will also be listed and published on the Docket

1 Card because our court reporters are transcribing  
2 today's hearing, taking down everything that is said.  
3 So today's transcript will be available on the Docket  
4 Card.

5 I thank you for spending your precious time  
6 with us today to share your experiences. If you've  
7 attended any of the almost 20 public forums the  
8 Commission has either hosted or co-hosted with the  
9 California Department of Technology, I thank you for  
10 making double the effort.

11 Today is not your only opportunity to tell us  
12 how this proceeding will affect you. Throughout the  
13 proceeding, we will accept written public comments on  
14 our website and, in particular, the public comment  
15 section on the Docket Card for this proceeding. To  
16 access the public comment section of this proceeding, go  
17 to [apps.cpuc.ca.gov/c/R2302016](https://apps.cpuc.ca.gov/c/R2302016).

18 For now, I'm going to ask speakers to limit  
19 their remarks to three minutes. If we have more people  
20 join in the discussion, please know that we'll need to  
21 change that. I appreciate your patience in helping us  
22 make sure we hear from everyone. Again, we are very,  
23 very appreciative that you have joined us today, and now  
24 we will hear from Commissioner Houck.

25 COMMISSIONER HOUCK: Thank you, Judge Glegola.

1           Good afternoon, everyone. Again, I'm  
2 Commissioner Houck, one of the five commissioners at the  
3 Public Utilities Commission. I'm the lead commissioner,  
4 as Judge Glegola said, for the Broadband Equity Access  
5 and Deployment or BEAD proceeding. I'm also the lead  
6 commissioner on our California advanced services fund  
7 and telecommunications service quality proceedings.

8           Broadband is a top priority for me as a  
9 commissioner, and I believe we are going to be able to  
10 accomplish historic deployment of broadband during my  
11 term, and I want to, as Judge Glegola, recognize the  
12 events that we've held with CDT. So we are working in  
13 partnership with the California Department of  
14 Technology, with Caltrans, our local regional and tribal  
15 government partners, telecommunications carriers and, of  
16 course, our community-based partners that we rely on to  
17 ensure we address the needs of communities that are  
18 currently unserved and underserved.

19           BEAD is a \$42 billion program created by the  
20 Infrastructure Investment and Jobs Act administered by  
21 the National Telecommunications and Information  
22 Administration, or NTIA, and the goal of the program is  
23 to bring everyone in the nation online by building  
24 infrastructure and increasing adoption of high-speed  
25 internet.

1           The central goal of BEAD is to deploy reliable  
2 last-mile service to all unserved and underserved  
3 locations with wireline connection or licensed fixed  
4 wireless. Federal Rules require prioritization of  
5 end-to-end fiber deployments, but there's also -- if  
6 that's not feasible, fixed wireless can be used as an  
7 alternative. NTIA, through the BEAD program, has  
8 allocated \$1.86 billion to the State of California to go  
9 towards eliminating the digital divide.

10           We will be able to award subgrants through the  
11 BEAD Program to carry out broadband deployment  
12 activities, such as planning for the deployment of  
13 infrastructure, deploying or upgrading internet  
14 infrastructure, deploying infrastructure in multi-tenant  
15 buildings, implementing adoption and digital equity  
16 programs and workforce and job training. However,  
17 before that can happen, we must develop a plan and a  
18 process for implementing BEAD in California.

19           The Commission has opened this rulemaking  
20 R.23-02-016 to set out the program rules for BEAD. The  
21 PUC completed its initial wave of public engagements  
22 that were jointly coordinated with CDT over the summer.  
23 Feedback received from these 21 engagements in our  
24 tribal consultations have informed the staff proposal  
25 that -- for our initial plan, which was recently



1 released.

2           As part of this rulemaking, communications  
3 division staff is continuing to work on the staff  
4 proposal, and we will be looking forward to seeing  
5 comments that we get on the proposal as they come in.

6           So today's public participation hearing is an  
7 op -- I'm looking forward to the continued coordination  
8 with community stakeholders including the community  
9 organizations, carriers and the public to ensure that  
10 this funding contributes to our greater broadband  
11 infrastructure deployment, digital equity and  
12 affordability objectives. We need to hear from you, and  
13 these PPHs are a key opportunity to inform the  
14 development of this initial proposal.

15           Today's public participation hearing is an  
16 opportunity for the public to provide comments on your  
17 expectations for the BEAD Program and what you would  
18 like to see prioritized as we develop the program over  
19 the next couple of months.

20           We encourage you to provide comments today  
21 and/or to provide written comments through the  
22 mechanisms that were described by Judge Glegola. And  
23 before closing and turning back to Judge Glegola, I want  
24 to recognize and thank our Commission communications  
25 division staff their work. I want to thank Judge

1 Glegola for all of his work on the proceeding and  
2 organizing and facilitating today's public participation  
3 hearing and my staff for all of their work on moving  
4 this proceeding forward as well as my Bagley-Keene  
5 partner, President Alice Reynolds, and her advisor,  
6 Michael Mullaney. And, again, my advisor, Niki Bawa, is  
7 the lead on this from my office. So thank you to  
8 everyone. Thank you to the IT staff and our Public  
9 Advisor's Office for ensuring that we are able to have  
10 these opportunities to hear from the public.

11 And with that, I will turn back over to you,  
12 Judge Glegola.

13 ALJ GLEGOLA: Thank you, Commissioner.

14 We now will turn to the public. If you want to  
15 speak and have not already done so, please press star  
16 one on your phone now. And the operator will add you to  
17 our queue of speakers. If you do speak, we ask that you  
18 speak slowly and clearly so that our court reporters and  
19 interpreters are able to capture everything that is  
20 said. We ask that you state and spell your name and, if  
21 you'd like, to provide the city you are calling from.

22 You may decide at any time before we end this  
23 forum to speak simply by pressing star one. At this  
24 time, each speaker will have a time limit of three  
25 minutes. As I mentioned, that may change depending on

1 how large our queue gets. A chime will be sounded when  
2 you have 15 seconds left, and we ask that you wrap up  
3 then. We will be able to hear you most clearly if you  
4 speak directly into your phone or headset. It is best  
5 to not use a speaker phone.

6 With that, Operator, could you please proceed  
7 to the first speaker in our queue.

8 THE OPERATOR: Thank you. Our first caller is  
9 Daniella Espinoza. Your line is open.

10 STATEMENT OF SPEAKER ESPINOZA

11 Hi. Thank you. So my name is Daniella  
12 Espinoza. It is spelled D-a-n-i-e-l-l-a  
13 E-s-p-i-n-o-z-a. And I'm the tech equity fellow at the  
14 Greenlining Institute. In alignment with the goals of  
15 closing the digital divide within the state, it's  
16 imperative for the Commission to consider an increased  
17 acceptable minimum internet speed above the federal  
18 minimum and prioritize speeds that are higher than 100  
19 megabits per second.

20 In many communities which have been  
21 historically affected by practices such as redlining,  
22 we're still seeing trends where critical tools such as  
23 internet access is being withheld from the very groups  
24 who have endured long-lasting affects of discrimination  
25 in our state. To battle this, it's not enough just to

1 set higher standards. Further action also needs to be  
2 taken, and the burden of responsibility needs to be  
3 placed on the service providers when it comes to meeting  
4 needs. Thus this funding should create teams within the  
5 state to enforce an audit deed requirement at any point  
6 to let -- there is transparency between service  
7 providers in the communities they serve.

8           Additionally, such entity needs to bridge the  
9 needs of the people and demand that service providers  
10 prove their claims of service match the determined  
11 standards on a consistent basis, and if this isn't the  
12 case, it should be up to this entity to then determine  
13 and enforce appropriate regulations of the BEAD Program  
14 so that the money invested does not go to waste.

15           In a different but equally important vein, I  
16 raise the issue of focussing on certain areas of the  
17 state. For far too long communities such as mine, the  
18 Central Valley, have been overlooked in favor of  
19 advancing the needs of larger cities. In my own  
20 experience of living and growing up in Fresno, I  
21 experienced firsthand how the lack of access to devices  
22 and adequate internet service negatively affected my  
23 ability to succeed in school.

24           In the years since I've finished schooling in  
25 the area, this reality has only grown and been

1 exacerbated by the COVID-19 pandemic. As a result, it's  
2 critical that the Commission heavily prioritize these  
3 areas like the Central Valley when implementing these  
4 dollars. And, specifically, the funding should be used  
5 to ensure that people residing in designated areas have  
6 access to devices such as routers and laptops to allow  
7 for adequate internet service and its usage.

8           Lastly, in order to achieve the goals  
9 pertaining to public participation, BEAD funding should  
10 also be allocated to community outreach and engagement  
11 efforts. (Indecipherable) in Goal 5 of the  
12 Environmental and Social Justice Action Plan which aims  
13 to enhance outreach and public participation  
14 opportunities for ESJ communities to meaningfully  
15 participate in decision making processes and benefit  
16 from CPUC programs, the Commission has the opportunity  
17 to ensure that the public is well-prepared to benefit  
18 from and provide input on technological programs in the  
19 state.

20           Specifically, funding should be directed to  
21 workshops that not only serve as a place for comment but  
22 more importantly spaces for learning where participants  
23 can learn how to report challenges with internet access,  
24 how to access and navigate low-cost internet options  
25 available and even how to use and set up devices that

1 are provided.

2           Moreover, these workshops should be advertised  
3 through channels that haven't historically been utilized  
4 and --

5                         (Timer notification.)

6           SPEAKER ESPINOZA: Examples of this can be  
7 social media ads or text messaging campaigns in  
8 partnerships with groups that can reach users in their  
9 respective languages, such as El Timpano which connects  
10 users in the Bay Area to resources and news in Spanish.  
11 Adequate funding should be allocated to this  
12 thoughtfully.

13           Through basic knowledge of programs and  
14 procedures, community members can then have the tools to  
15 benefit from state offerings and then have the drive to  
16 participate in future program improvements.

17           Thank you.

18           ALJ GLEGOLA: Thank you for sharing.

19           Could we have our next speaker, please.

20           THE OPERATOR: Yes. Our next comment comes  
21 from Len Degroot. Your line is open.

22                         STATEMENT OF SPEAKER DEGROOT

23           Hi. This is Len Degroot, L-e-n D-e-g-r-o-o-t.

24 I'm a broadband project manager from Paloma County.

25 Thank you for the opportunity to speak.

1 I would like to encourage the Commission to  
2 include in the rules the mechanism for municipalities  
3 including cities and counties to respond to BEAD  
4 applications prior to the negotiation phase. These key  
5 stakeholders often possess valuable insights into  
6 existing infrastructure and the needs of the residents  
7 and businesses. Given that the Commission will have the  
8 ability to develop solutions for conflicts in  
9 applications, this input would provide additional  
10 context especially in extremely high-cost-per-location  
11 areas.

12 And then, secondly, during a previous  
13 rulemaking hearing, a representative from Comcast  
14 proposed the phased approach to be that prioritizes the  
15 expansion of internet access in areas that are partially  
16 served. I encourage the Commission to reject the phased  
17 approach as it would delay work -- or it could delay  
18 work in low-income areas. While there are valuable cost  
19 savings in building out existing infrastructure, ISPs  
20 have historically built in higher income areas. So  
21 adjacent areas are more likely to be higher income as  
22 well.

23 That's all I have, and thank you for your time.

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

25 Ms. Sheriff (phonetic), could we have our next

1 speaker, please.

2 THE OPERATOR: Thank you.

3 ALJ GLEGOLA: Can we have our next speaker,  
4 please. Thank you.

5 THE OPERATOR: Yes.

6 ALJ GLEGOLA: Please continue.

7 THE OPERATOR: Rola Masri, your line is open.

8 STATEMENT OF SPEAKER MASRI

9 Hi. My name is Rola Masri, R-o-l-a M-a-s-r-i,  
10 and I am the director of government outreach for the  
11 Environmental Health Trust, a scientific nonprofit think  
12 tank that publishes research on environmental health.  
13 We urge the Commission to ensure BEAD funding is only  
14 used for fiber all the way to homes and businesses and  
15 do not give into corporate entities that wish to divert  
16 this funding to wireless infrastructure. Only fiber  
17 will meet the speed, latency, reliability fiber security  
18 and privacy demands of our future networks.

19 Fiber is 50 times more energy efficient than  
20 wireless and has the potential to reduce our carbon  
21 footprint unlike 5G and wireless infrastructure which  
22 significantly increases energy consumption.

23 Today, massive regulatory gaps exist regarding  
24 the health effects of radial frequency radiation  
25 emitting from cell towers and wireless infrastructure.



1 This puts public health and the environment at risk.  
2 The FCC's refusal to update the current radial frequency  
3 limits that were set in 1996 was recently ruled as  
4 arbitrary and capricious by the US Court of Appeals D.C.  
5 Circuit in EH Trust versus the FCC. The court found the  
6 FCC ignored studies associating wireless to health  
7 effects such as impacts to the neurological, immune and  
8 reproductive systems as well as children's unique  
9 vulnerabilities, long-term exposure and impacts to the  
10 environment.

11           Allowing wireless infrastructure near homes and  
12 schools will put the government at increased liability.  
13 Insurance authorities rank 5G and wireless as a high  
14 risk and compare the issue to led and asbestos.  
15 Insurance carriers currently define it as a type of  
16 pollution and exclude damages to health from general  
17 liability coverage. Companies themselves -- themselves  
18 warn shareholders about the risk, but they do not warn  
19 the people most exposed to the emissions from their  
20 infrastructure.

21           Thank you for your time, and I urge you to put  
22 fiber all the way to every home in the -- in California.  
23 I would like to also add, other countries, such as  
24 China, Korea, even the United Arab Emirates and most of  
25 Europe are putting fiber to every single home and making

1 it a priority, and we hope the CPUC will do the same.

2 Thank you. ]

3 ALJ GLEGOLA: Thank you for calling in.

4 Could we please have our next caller?

5 THE OPERATOR: Thank you. Our next comment  
6 comes from Joatam Sanchez. Your line is open.

7 STATEMENT OF SPEAKER SANCHEZ

8 Hi. My name is Joatam Sanchez, J-o-a-t-a-m  
9 S-a-n-c-h-e-z.

10 I am a resident of Riverside. I have been for  
11 a year. I currently live in a very underserved area for  
12 Internet. Currently, our area -- my complex,  
13 specifically, the entire complex of 750 units, has  
14 speeds of 25 down and five up, and I believe that is way  
15 below what the standard should be at this age. Because  
16 I have two other roommates, and we are constantly having  
17 to battle with AT&T over data caps and price, because  
18 they are charging us fiber prices for these very slow  
19 speeds, and when you live about a mile away from where  
20 they actually do have fiber.

21 And since October of last year, I have been  
22 promised every month that fiber will be coming to our  
23 area, and they keep moving the goalposts, telling me  
24 "Okay. You can sign up at the end of the month"; and it  
25 has been a year since then, and still nothing.

1           So I hope that all this funding will light a  
2 fire in the companies that serve our area, and will get  
3 them to actually provide us with Internet that's  
4 appropriate for our day and age, considering some of us  
5 have worked from home for a little while.

6           (Audio interruption.)

7           SPEAKER SANCHEZ: And I will -- hello?

8           THE RUSSIAN INTERPRETER: Hello?

9           SPEAKER SANCHEZ: I hear someone else on the  
10 line, so I'm not sure what's going on. Anyway --

11          ALJ GLEGOLA: Can you continue, Mr. Sanchez?

12          SPEAKER SANCHEZ: -- if you can still hear me,  
13 I will --

14          ALJ GLEGOLA: We can -- we can still hear you.  
15 Can you please continue, sir? I'm not sure what's going  
16 on, but if you could continue.

17          SPEAKER SANCHEZ: I heard a Russian voice on  
18 the other end. Sorry.

19          ALJ GLEGOLA: That's okay.

20          SPEAKER SANCHEZ: I just wanted to say I  
21 will -- I will hope that you use this funding to  
22 actually put fiber in our homes, too, not wireless,  
23 because apparently, they are trying to offer us  
24 wireless. But, I -- aside from like costs and energy, I  
25 think wireless would be the best for stability, and

1 that's what I would personally like to see me and our  
2 friends in our area have. Because, right now, we -- we  
3 can hardly sustain our Internet usage in our place,  
4 because I have to go to a friend's house, just so I  
5 don't go over data caps to -- to do my hobbies, and I  
6 don't think that's a great way to live right now.

7 But, that's all I got to say. Thank you for  
8 your time.

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

11 Could we have our next caller, please?

12 THE OPERATOR: Thank you. Our next comment  
13 comes from Mark Cowart. Your line is open.

14 STATEMENT OF SPEAKER COWART

15 Hi. Good afternoon. My name is Mark Cowart,  
16 C-o-w-a-r-t. I am the director of Administrative  
17 Services Department and chief information officer for  
18 Merced County. Thank you for the opportunity to speak.

19 Merced County is requesting the CPUC allocate  
20 BEAD funding utilizing the formula used for the Federal  
21 Funding Account grant. We further request the inclusion  
22 of provision for a hybrid approach to accepting and  
23 approving applications that includes support for  
24 applications from existing service providers, where they  
25 are available, so the funds are effectively utilized

1 following requirements included in the BEAD Notice of  
2 Funding Opportunity document. Leveraging existing  
3 infrastructure will reduce costs and maximize the  
4 implementation of last-mile broadband to underserve- --  
5 underserved areas of our economy.

6 Furthermore, supporting collaboration and  
7 coordination efforts between local jurisdictions and  
8 providers will ensure that we maximize the outreach and  
9 the implementation of last-mile broadband to our  
10 residents, which is the goal and the spirit and intent  
11 of the -- of the program, in general.

12 Thank you for the opportunity to speak.

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

15 Could we have our next caller, please?

16 THE OPERATOR: Thank you. Our next comment  
17 comes from Max White. Your line is open.

18 (No response.)

19 THE OPERATOR: Max White, your line is open.  
20 Please hit your mute button.

21 (No response.)

22 THE OPERATOR: Mr. White, we're unable to hear  
23 you. Please hit your mute button.

24 (No response.)

25 THE OPERATOR: We'll go to the next commenter.

1           Our next comment comes from Yvonne Melton.  
2           Your line is open.

3                           STATEMENT OF SPEAKER MELTON

4           Hi. Good afternoon. My name is Yvonne Melton,  
5           spelled Y-v-o-n-n-e "M," as in Mary, e-l-t-o-n. I live  
6           in Long Beach, California.

7                   It's important to me that this broadband  
8           funding creates good jobs for Californians, and that the  
9           work is done safely. I am a union member, and I know  
10          that when there isn't a union on the job, bosses cut  
11          corners, and put worker safety at risk. So the CPUC  
12          needs to do everything it can to make sure that the  
13          workers who are building these networks have a safe  
14          workplace and good working conditions. That does mean  
15          choosing companies that will use a directly employed  
16          workforce and that have proper training programs for  
17          their workers that provide family-sustaining wages and  
18          benefits, and does support jobs for disadvantaged  
19          communities. I do believe that this program can close  
20          the digital -- digital divide and support good labor  
21          standards at the same time.

22                   Thank you for your time.

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

25                   Could we have our next caller, please?

1 THE OPERATOR: Yes. Our next commenter (sic)  
2 comes from Marian Ejweogwu. Your line is open.

3 STATEMENT OF SPEAKER EJWEOGWU

4 Hi. Hello. Can you hear me?

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

6 SPEAKER EJWEOGWU: Hi. Good afternoon, and  
7 thank you for this opportunity.

8 I am calling as someone who has benefited  
9 greatly from the current use of BEAD. I work at home.  
10 I've got an (indecipherable) in the (indecipherable).  
11 Some of the issues that were mentioned before with  
12 regards to the data caps --

13 (Reporter clarification.)

14 ALJ GLEGOLA: Excuse me, ma'am. Can I  
15 interrupt?

16 (Crosstalk.)

17 SPEAKER EJWEOGWU: -- programming will be able  
18 to (indecipherable) shore up some of these  
19 (indecipherable). I mean I'm a Spectrum customer.

20 (Reporter clarification.)

21 ALJ GLEGOLA: Excuse me, ma'am. Ma'am? Could  
22 I -- I'm sorry to interrupt you. We're having a hard  
23 time hearing you.

24 SPEAKER EJWEOGWU: Oh, my apologies.

25 ALJ GLEGOLA: Can you speak up some? Yeah.

1 No. It's okay. It's okay. We're just -- we're trying  
2 to make sure that you're transcribed. You'll still have  
3 your full time; but, please, if you can continue, and  
4 speak louder.

5 SPEAKER EJWEOGWU: Okay. I will speak -- how  
6 is this for volume?

7 ALJ GLEGOLA: It's -- we need a little bit  
8 more.

9 SPEAKER EJWEOGWU: Okay. I -- hold -- hold on,  
10 please. Let me -- hi. How is this? Can you hear me  
11 better --

12 ALJ GLEGOLA: Much better.

13 SPEAKER EJWEOGWU: -- now?

14 ALJ GLEGOLA: Much better --

15 SPEAKER EJWEOGWU: Okay.

16 ALJ GLEGOLA: -- yes.

17 SPEAKER EJWEOGWU: Okay.

18 ALJ GLEGOLA: Thank you so much.

19 SPEAKER EJWEOGWU: All right. I'll start over.  
20 I apologize.

21 So my name is Marian Ejweogwu. That's  
22 M-a-r-i-a-n. The last name is E-j-w-e-o-g-w-u.

23 I am calling as someone who has been affected  
24 by the BEAD program. I have gone to school. I went to  
25 school on-line. I work on-line. And so I require



1 constant access -- wireless -- or Internet access.

2 One the issues that I'm hoping will be helped  
3 with the current program is shoring up access to the  
4 Internet. I'm currently a Spectrum customer, and there  
5 are times where I hit unknown data caps that make it  
6 difficult to work. As well, I think that expanding the  
7 current credits that we're provided are very useful for  
8 workers like myself who work in not high-paid jobs, but  
9 have to do them (indecipherable). My hope is that the  
10 Commission will maintain those credits, along with  
11 expanding access to Internet users.

12 Thank you very much for your time.

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

14 Do we have any callers on our Spanish or  
15 Russian lines?

16 MS. SANCHEZ: No commenters on either of those  
17 lines right now.

18 ALJ GLEGOLA: Okay. Thank you very much.

19 Could we please continue with our next caller,  
20 then?

21 THE OPERATOR: Yes. Thank you. Our next  
22 commenter (sic) comes from Kristal Romero. Your line is  
23 open.

24 STATEMENT OF SPEAKER ROMERO

25 Yes. Hi. Thank you so much. Good afternoon.

1 That is Kristal, K-r-i-s-t-a-l, last name, Romero,  
2 R-o-m, as in Mary, e-r-o.

3 And I am speaking on behalf of the Los Angeles  
4 County Federation of Labor, AFL-CIO. We represent over  
5 800,000 members across 300 affiliates across L.A.  
6 County.

7 And it is incredibly important to us, as the  
8 county labor federation, that the CPUC does everything  
9 it can to make sure that the workers building these  
10 critical networks have a safe workplace and good  
11 conditions, particularly so that means choosing  
12 companies using a directly employed workforce. We've  
13 seen a lot of issues around independent contracting and  
14 skirting wages and safety regulations. So we want to  
15 ensure a directly employed workforce that has proper  
16 training programs, family-sustaining wages and benefits,  
17 and supports our disadvantaged communities. This is  
18 public dollars and good public works, and it is critical  
19 that we ensure that these are good jobs for  
20 Californians, and that means ensuring that they have a  
21 voice and they're union represented on the job.

22 So we urge the CPUC to do everything in its  
23 power to ensure that these workers are skilled and  
24 trained and have access to the representation that they  
25 need. Thank you so much.

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

3 THE OPERATOR: Yes. Our next comment comes  
4 from Jabari Pulliam. Your line is open.

5 STATEMENT OF SPEAKER PULLIAM

6 Hi. My name is Jabari Pulliam. That is  
7 J-a-b-a-r-i. Pulliam's P-u-l-l-i-a-m, as in Mary. And  
8 I'm calling from Vallejo.

9 I'm calling because -- to stress the importance  
10 of the PUC regulating ISPs. For the past year, or two  
11 years now, I've been dealing with a situation with  
12 Comcast Xfinity where I've been a customer of them for  
13 over 10 years, moved to a new address in Vallejo less  
14 than a mile away from my old address, but there was an  
15 issue transferring service in that there's a damaged  
16 line going across the street that they needed to replace  
17 in order to get service at our new home.

18 It turns out that they had to basically dig a  
19 new line, and they were requiring us to pay out of  
20 pocket \$13,000 for them to fix their line. I called the  
21 "P" -- the PUC, and the PUC informed me that they could  
22 do nothing about it, because the PUC did not regulate  
23 ISPs. And it's since had no redress. There's been no  
24 ability to kind of get movement. And we are the only  
25 people on our street that are unable to get cable

1 Internet access, is it's been an issue because both of  
2 -- my wife and I rely on the Internet for our living.  
3 We both work from home, and cable Internet is the only  
4 thing fast enough to support our -- our -- our -- the  
5 way we make our living, and -- since AT&T only offers up  
6 to 75 meg- -- megabits per second, which is under the --  
7 the actual broadband cap of 180 bits per second.

8 So I just wanted to stress the importance of  
9 before we give any money to these companies, which are  
10 already basically operating as monopolies, that we make  
11 sure that the PUC is -- regulates them as -- as public  
12 utilities and provides the ability for -- for the public  
13 to -- to basically get redress on situations like these.  
14 Thank you.

15 ALJ GLEGOLA: Thank you so much for calling in  
16 to share your experiences.

17 Before moving to our next caller, I just want  
18 to note that I -- I've been informed that we do have a  
19 longer line of callers in the queue, so I am going to  
20 ask callers to limit their comments to two minutes, not  
21 the three minutes that we were previously using. And  
22 you will still hear a tone at -- when you have  
23 15 seconds left. So now we're moving from three to  
24 two minutes, due to the number of callers.

25 And also, I -- I've been informed that we have

1 a Spanish language caller. Could we move to that  
2 caller, please?

3 THE OPERATOR: Yes. Our commenter (sic) comes  
4 from karma -- Carmen Asesha. Your line is open.

5 STATEMENT OF SPEAKER ASESHA

6 (Through the Spanish interpreter): (Audio  
7 failure) of the mobile homes, and we are very close to  
8 the light towers. This causes interference in such a  
9 way that the computer turns on, and we need to wait from  
10 10 to 15 minutes for the computer to connect, having  
11 children with trouble taking on-line classes and having  
12 a nearby library.

13 My comment is take away the monopoly from AT&T  
14 in my area, and have fiber-optic come in. Why? Because  
15 all of the communications right now are by Internet, and  
16 the Internet you're offering is insufficient. I applied  
17 for the programs, and even applying the program, they  
18 charge me. I pay about an hour. I don't know why  
19 there's this disconnect in the communications. So the  
20 AT&T monopoly is insufficient for my area.

21 That's my comment. Thank you.

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

24 Could we have our next commenter, please?

25 THE OPERATOR: Thank you. Our next comment

1 comes from Marilyn Garrett. Your line is open.

2 STATEMENT OF SPEAKER GARRETT

3 Hi. Can you hear me?

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

5 SPEAKER GARRETT: Okay. I'm a retired teacher.

6 And you wanted to know about difficulties I've  
7 encountered. It's with the wireless microwave-emitting  
8 devices that cause me symptoms of radiation sickness  
9 that include headache, fatigue, heart palpitations, et  
10 cetera. It's a long documented list you can find at  
11 [cellphonetaskforce.org](http://cellphonetaskforce.org) or [bioinitiative.org](http://bioinitiative.org).

12 So I have to avoid certain routes on the roads  
13 by the cell towers. I used to go to board of  
14 supervisors meetings in-person to participate in the  
15 democratic process. Now there is a cell tower near  
16 there, numerous antennas on the building, Wi-Fi. So  
17 I -- I don't go. And we should not be harmed by  
18 involuntary mandatory microwave exposure from 4G, 5G,  
19 military assault frequencies, from Verizon and other  
20 telecom corporations. These corporations do not have a  
21 Hippocratic Oath of, first, do no harm.

22 I have gone to school district meetings to  
23 advocate for removal of the harmful Wi-Fi, and I asked  
24 them -- I say the most important thing is a safe and  
25 healthy learning and working environment. Does anyone

1 oppose that? No one does. But, when I point out how  
2 harmful this radiation is to children, they continue  
3 with increasing the Wi-Fi and the harm to children. I  
4 find this appalling.

5 In addition, there was a cell site. I lived in  
6 Aptos.

7 (Timer notification.)

8 SPEAKER GARRETT: And the antennas that are  
9 going up massively are very damaging to everyone,  
10 including the birds and the bees and all the children.  
11 This technology needs to be removed and replaced with  
12 wired Internet. Thank you. ]

13 ALJ GLEGOLA: Thank you for calling in and  
14 sharing your experiences.

15 Could we have our next caller, please.

16 THE OPERATOR: Yes. Our next comment comes  
17 from Anisha Hingorani.

18 Your line is open.

19 STATEMENT OF SPEAKER HINGORANI

20 Good afternoon. My name is Anisha Hingorani,  
21 A-n-i-s-h-a, H-i-n-g-o-r-a-n-i. And I am a policy  
22 manager for Chinese for Affirmative Action. We are a  
23 direct services and policy advocacy organization based  
24 in San Francisco Chinatown where we support very  
25 low-income and limited English proficient clients and

1 community members in accessing language services, jobs  
2 and educational opportunities, immigration support, and  
3 civic engagement opportunities.

4 San Francisco Chinatown is a digitally redlined  
5 community where the lack of access to high-speed  
6 broadband internet has serious health, employment,  
7 education, social, and civic engagement repercussions.  
8 Our research and conversations show that AT&T and  
9 Comcast Cable is expensive and out of reach. It is  
10 slow. It is unreliable. And again, out of reach for  
11 low-income residents. And fiber is virtually  
12 nonexistent.

13 In addition, short-term programs like ACP are  
14 difficult to access especially for limited English  
15 proficient communities and are not enough to cover the  
16 cost. This exacerbates serious inequities in health,  
17 employment, education, and civic engagement. Federal  
18 investments like the BEAD program must prioritize  
19 economically marginalized neighborhoods in both rural  
20 and urban areas especially very low income and limited  
21 English proficient communities with multi-family  
22 buildings and meaningful partners with trusted  
23 community-based organizations in order to truly meet the  
24 goals of closing the digital divide.

25 In addition, I want to note that while it's



1 great that this meeting includes Spanish and Russian  
2 interpretation, there are many historically marginalized  
3 language communities that need to have a voice in spaces  
4 like these and share their important experiences. And  
5 we can all do a better job at creating more inclusive  
6 spaces for folks to participate.

7 Thank you.

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

10 I do want to -- because the issue was just  
11 raised, I do want to remind parties that if we do get an  
12 advanced request for translators, we do make an effort  
13 to accommodate those.

14 So with that, could we please hear from our  
15 next caller.

16 THE OPERATOR: Thank you. Our next comment  
17 comes from Paula Orloff.

18 Your line is open.

19 STATEMENT OF SPEAKER ORLOFF

20 Thank you. I'm a retained teacher and also a  
21 grandparent, and I use the internet often. And I would  
22 like to urge along with the other voices I've heard the  
23 expanding wired connections to the internet as a  
24 safer -- safe-wired connection. It is safer than  
25 wireless. The wireless age has gone with portable

1 devices transmitting currents at frequency up to  
2 billions of cycles per second. Consumers worldwide are  
3 going mobile with little knowledge of the effects of  
4 microwave radiation on human health. Ionizing or  
5 thermal radiation is known to harm living tissues. A  
6 decade of international research now confirms similar  
7 damage is caused by non-ionizing, non-thermal radio  
8 frequency microwave radiation. Children and teenagers'  
9 as bodies are developing are the fastest growing segment  
10 of the wireless market. This wireless radiation is  
11 linked to irreversible degeneration of the nervous  
12 system. Neurons brain cancer is now the leading cause  
13 of cancer death in children under 14. Tissue damage  
14 from EHS is cumulative. Years of exposure to microwaves  
15 may cause birth defects, sterility, and can also lead to  
16 high hearing loss and damage to tissues of the eyes,  
17 clumping of red blood cells, and loss of brain function.  
18 Electro hypersensitivity is an allergic autoimmune  
19 condition that is now appearing all over the world. Its  
20 symptoms could be so disabling that this --

21 (Timer notification.)

22 SPEAKER ORLOFF: Electro hyposensitivity people  
23 are like in areas in the -- in the coal mines.  
24 Everybody is affected. Please support wired internet  
25 connections.

1 Thank you.

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

3 Could we have our next caller, please.

4 THE OPERATOR: Thank you. Our next comment  
5 comes from Caroline Holmlund.

6 Your line is open.

7 STATEMENT OF SPEAKER HOLMLUND

8 Thank you. My name is Caroline Holmlund,  
9 C-a-r-o-l-i-n-e, H-o-l-m-l-u-n-d.

10 And I'm a person who has worked in technology  
11 for 25 years. I retired from Hewlett-Packard about ten  
12 years ago. I have a hypersensitivity to electronics of  
13 all sorts from working in the labs being unprotected.  
14 And still today there's no protection. We need to  
15 remember that people get sick from this stuff. And it  
16 happens every day. Different people get different  
17 illnesses and everything from cancer and so forth, but  
18 they can't pinpoint anything. So as a result it's still  
19 going on and it's affecting our children, the birds, the  
20 bees, the flowers, and the trees. We need to protect  
21 us, the people, before it's too late. It's affecting  
22 the whole world.

23 I tried to go to meetings at the county and  
24 report my experience and learn what's going on, and I  
25 couldn't stay there more than two hours without

1 repercussions for overweight. It's just took all the  
2 energy right out of me. I had to step down from doing  
3 service at the county even though I wanted to. And I'm  
4 here to speak for those that are underserved by being  
5 protected especially children and butterflies and bees  
6 and birds and trees. It's affecting even the trees.  
7 They're dehydrating.

8           You understand we're in a microwave oven  
9 basically. It's an open microwave system. What is that  
10 going to do? What does it do when you put --

11                           (Timer notification.)

12           SPEAKER HOLMLUND: -- things in the oven? You  
13 cook them. We are getting cooked like it or not. And  
14 some people are being cooked faster than others because  
15 of their proximities to the various devices and their  
16 use.

17           So please, Commissioners, look at that and go  
18 wireless. Do what you can -- not to go wireless rather.  
19 To go to wire or some fiber. Fiber is the best.

20           Thank you very. Bye now.

21           ALJ GLEGOLA: Thank you for calling in.

22           Could we have our next commenter, please.

23           THE OPERATOR: Thank you. Our next comment  
24 comes from Satomi Rash-Ziegler.

25           Your line is open.

1 STATEMENT OF SPEAKER RASH-ZIEGLER

2 Hi. My name is Satomi Rash-Ziegler,  
3 S-a-t-o-m-i. Rash-Ziegler, R-a-s-h, dash,  
4 Z-i-e-g-l-e-r. And I'm the Managing Director of the San  
5 Diego and Imperial County Labor Council.

6 On behalf of the over 200,000 families we  
7 represent in a region to express our concern about the  
8 impact of broadband funding in California, it's crucial  
9 that the investments result in good union jobs that  
10 prioritize worker safety. When there is no union  
11 presence on the job, employees tend to cut corners and  
12 compromise worker safety. This is why it's imperative  
13 for California --

14 (Reporter clarification.)

15 ALJ GLEGOLA: Could you please slow down.  
16 Thank you.

17 SPEAKER RASH-ZIEGLER: This is why it's  
18 imperative for the California -- for CPUC to take all  
19 necessary measures to ensure that workers working for  
20 these networks have a safe workplace and a favorable --  
21 and favorable working conditions.

22 To achieve, this CPUC must carefully select  
23 companies that employ directly-hire reports, possess  
24 comprehensive training for their employees, offer family  
25 sustaining wages and benefits and actively promote job

1 opportunities for disadvantaged communities. If public  
2 funding fails to support such conditions and union jobs,  
3 it sets off a detrimental race to the bottom of lowering  
4 standards for all workers. Moreover, safety should  
5 never be overlooked. These networks are vital utilities  
6 that operate in our public spaces. We often witness  
7 catastrophic accidents and explosions when workers are  
8 inadequately trained or pressured to work hastily.  
9 Like, for instance, in 2019 a subcontractor in San  
10 Francisco inadvertently hit a gas line while pulling  
11 fiber resulting in an explosion with towering flames  
12 reaching over 50 feet. The significance of job site  
13 safety cannot be overstated. It can mean the difference  
14 between life and death for a worker and also ensure the  
15 safety and general public.

16           Additionally --

17                   (Timer notification.)

18           SPEAKER RASH-ZIEGLER: -- the construction of  
19 robust and enduring networks which is responsible and  
20 efficient utilization of public funds. The program --  
21 this program has the potential to bridge the digital  
22 divide while simultaneously upholding strong labor  
23 standards.

24           Thank you for your time, and I urge you to make  
25 an informed decision that prioritize worker safety,

1 create union jobs, and safeguard the interest of all  
2 Californians.

3 Thank you.

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

6 Could we please have our next caller.

7 THE OPERATOR: Thank you. Our next comment  
8 comes from Mike Morales.

9 Your line is open.

10 STATEMENT OF SPEAKER MORALES

11 Hi. My name is Michael Morales, M-i-c-h-a-e-l,  
12 M-o-r-a-l-e-s. I'm a citizen of Los Angeles,  
13 California. My zip code is (inaudible). I hope I speak  
14 for people in my area. And thank you for giving us, the  
15 public, an opportunity to speak.

16 I live in the area under a pathway of airplanes  
17 directed toward LAX Airport. And the problem for years  
18 has been that the connection is being disrupted. When  
19 airplanes pass, the connection drops. We have tried  
20 many different internet companies that have had many  
21 problems with the connection. And we've tried wireless.  
22 Currently, we have AT&T fiber which has had a lot less  
23 connection drops but still it has had many connection  
24 drops. So the problem is the connection that I've been  
25 noticing with the wireless. And I hope that we can get

1 more companies that has the fiberoptic in our area.  
2 This problem has been -- the low-connection problem has  
3 been very big problems for our families and maybe our  
4 neighbors. I'm not really sure. So unspoken problems  
5 that we have. And we pay high prices for our internet.

6 We work from home and there is connections  
7 that -- there's times where the connection drops. Also,  
8 there's been times where you have to take high-stake  
9 tests that we have to go to certain locations in order  
10 for us to have a good connection. And these things  
11 should be noted. And hopefully, you guys can help our  
12 area progress on internet in a safe way as well. From  
13 listening to the other speakers, safety is, as should  
14 be, one of the biggest --

15 (Timer notification.)

16 MR. MORALES: Thank you.

17 ALJ GLEGOLA: Thank you for calling in and  
18 sharing.

19 Could we have our next commenter, please.

20 THE OPERATOR: Thank you. Our next comment  
21 comes from Kenneth Williams.

22 Your line is own.

23 STATEMENT OF SPEAKER WILLIAMS

24 Yes. Good afternoon. Thank you for giving me  
25 the opportunity. My name is Kenneth Williams,



1 K-e-n-n-e-t-h. Last name Williams, W-i-l-l-i-a-m-s.

2 It's important to me that broadband funding  
3 create good jobs in California. I'm a 40-year  
4 technician for AT&T retired. I know what it takes to  
5 put in a proper network. I know that in fiberoptics as  
6 opposed to copper if you lose a pair -- it's called as  
7 one home. Two wires is called one home. If this fiber  
8 is not installed correctly, you could lose a town, a  
9 city, a community depending on when the fiber is cut.  
10 You need to have good training and safety training. As  
11 a technician I've seen what happens when you are not  
12 trained to climb a pole and you climb a pole that is  
13 energized. The injuries are horrible. I've seen what  
14 happens when you dig into the ground and you don't know  
15 where you're digging at and you hit a gas line or you  
16 hit an electricity line.

17 The other part I want to talk about is being  
18 sure that their community work force agreements in these  
19 particular arrangements and proper training. Because if  
20 it's installed right, this fiber will last a lifetime.  
21 If it's installed poorly, it will gradually erode and  
22 you will have a lot less than if you lost the cooper  
23 cable.

24 There's also a maintenance component where we  
25 need to be in these communities training people in the

1 communities to maintain the fiber after the initial  
2 investment. Because nothing is worse than making an  
3 initial investment, it goes back, and you have no way to  
4 fix it. The communities are left in worse shape than  
5 they were before.

6 I can't emphasize enough to safety. I can't  
7 emphasis enough the way that good training, high-roll  
8 training programs and the property training within  
9 communities, not only build communities, they built  
10 families, and there could be generational benefits to  
11 this by taking a family and giving them a way to earn a  
12 living wage.

13 I urge the Commission in your (indecipherable)  
14 to take this into consideration the safety, the safety  
15 record of the company, to take into consideration of the  
16 quality of the work that needs to be done --

17 (Timer notification.)

18 SPEAKER WILLIAMS: -- and we do it correctly.  
19 And thank you very much for the time.

20 ALJ GLEGOLA: Thank you so much for your  
21 feedback today.

22 Can we please have our next commenter.

23 THE OPERATOR: Thank you. Our next comment  
24 comes from Stephen Nagatoshi.

25 Your line is open.

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STATEMENT OF SPEAKER NAGATOSHI

Yes. Are you able to hear me?

ALJ GLEGOLA: Yes. Please continue.

SPEAKER NAGATOSHI: Yes. Hi. My name is Stephen Nagatoshi, S-t-e-p-h-e-n. Nagatoshi, N-a-g-a-t-o-s-h-i. I'm an associate for one of the big four firms and I'm also a (indecipherable) IT technician.

I believe the biggest thing that may or may not be overlooked for the funding at the current moment and for the ISP landscape in general is the fact that there is little to no competition in many, many areas and especially underserved areas. There are monopolist tendencies and monopolies in general of ISPs.

I highly, highly urge the Commission if there is the -- if there is in any way a way to regulate it or to tell the appropriate government body that there has to be mandated competition in the ISP market just like any other market where monopolistic tendencies exist. There's not going to be any way that any of the ISPs are able to lower their prices or in good faith keep any sort of repairs online or keep any sort of updating to fiber in general or to any internet line. There's going to be loopholes. There's always going to be. There's always going to be work around loop holes, whatever, for

1 any ISP to do what they would like to do for the benefit  
2 of the business. And the only way that we are to get  
3 around this is to mandate the there be at least two, if  
4 not three or more, ISPs in a area. That will make it so  
5 that there is a way for prices to be challenged within  
6 each individualized for people to make decisions based  
7 on performance and not only performance but price of  
8 each of these. And they will also push each ISP in that  
9 area to create upgrades over time to --

10 (Timer notification.)

11 SPEAKER NAGATOSHI: -- openings over time for  
12 prices to go down and for everything else. There needs  
13 to be composition in the market. There is no other way  
14 around it. And I urge the Commission to do what they  
15 can to create competition in every single market that  
16 this funding goes to.

17 Thank you. ]

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

20 Could we have our next caller, please.

21 THE OPERATOR: Thank you. Our next comment  
22 comes from Marc Ellis. Your line is open.

23 STATEMENT OF SPEAKER ELLIS

24 Thank you. My name is Marc Ellis. That's  
25 M-a-r-c E-l-l-i-s. And in the sake of brevity, I just

1 want to say ditto to everything that Kenneth Williams  
2 said earlier. He nailed it. I couldn't say it any  
3 better. Thank you.

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

6 Could we have our next caller, please.

7 THE OPERATOR: Thank you. Our next comment  
8 comes from Brandon Beck. Your line is open.

9 STATEMENT OF SPEAKER BECK

10 Hello. Thank you. Yes. This is Brandon Beck,  
11 B-r-a-n-d-o-n B-e-c-k. And I'm a resident in San Diego  
12 County, and I'm calling in speaking as a consumer of  
13 mobile internet and also traditional broadband internet.  
14 Where I live the speed that I get from my ISP is about  
15 50 megabits per second. However, that's really more of  
16 a statement than what it is in practice. I tend to get  
17 speeds much slower than that, and countless times the  
18 speed of my internet is zero. And I found that when I  
19 call my ISP to request repair or servicing when these  
20 incidents occur that the customer service departments  
21 provided are just for show, extended phone trees, being  
22 transferred around to several departments, really  
23 yielding no results other than "Try turning your modem  
24 off and back on," which is insufficient.

25 And so I ask that there be some kind of an

1 accountability mechanism for when consumers in areas  
2 that have ISP and perhaps even newer fiber ISP that if  
3 their ISP providers do not bring their internet up to  
4 par then said consumers can reach out to the CPUC or  
5 some sort of regulatory body to bring this  
6 accountability to make sure that these ISPs who are  
7 taking funding from these programs are making sure that  
8 this internet service is adequately available at all  
9 times.

10 Thank you very much.

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

13 Could we have our next commenter, please.

14 THE OPERATOR: Thank you. Our next comment  
15 comes from Chris Bell. Your line is open.

16 SPEAKER BELL: (No audible response.)

17 THE OPERATOR: Chris, your line is open.

18 SPEAKER BELL: (No audible response.)

19 THE OPERATOR: We're unable to hear you.

20 Please hit your mute button.

21 SPEAKER BELL: Can you hear me? Can you hear  
22 me?

23 THE OPERATOR: Yes. Yes.

24 SPEAKER BELL: Okay.

25 THE OPERATOR: Thank you.

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STATEMENT OF SPEAKER BELL

I'm sorry. I forgot to take it off mute.  
Anyway, my name is Chris Bell. Thank you for the opportunity for me to speak today. I want to echo the concerns of some of the previous callers regarding speed, or lack of, regarding incompetence as far as the reliability that these internet companies they provide. I tried the two top ISP companies, being AT&T and Xfinity, and neither one, as far as I'm concerned, is worth a darn. They are not worth the money that the California PUC is giving them.

They claim that they have good responsibility, but they are not. They haven't equi -- they haven't equipped services. There's constant buffering whenever I try to use my internet and I'm trying to watch programs or whatever the case may be. I wish that there was more competition. I'm trying to look to find competition to go along, because it seems like these two companies, they have the monopoly. They make a lot of promises that they don't deliver on.

The thing is I'm concerned about rates for seniors. I try to get special rates, and they are constantly gouging you with money. They will go into your bank account, get your bank account information, and then they go and pretty much -- and take what they

1 want to take and say, Well, we're charging for this or  
2 we're charging for that. I think that something needs  
3 to be done about that. I had to stop -- go in and just  
4 pay directly myself rather than have automatic payments.  
5 And they penalized me \$10 for that. So I had to end up  
6 paying more.

7           So the bottom line is -- is that I would just  
8 like to have better rates for seniors. I'd like to see  
9 more reliability, some consistency as far as service and  
10 stop with the inadequate services and claim of  
11 response -- of what they represent or what they will  
12 give you when they actually don't do it. They don't  
13 provide the services that they have. And if you guys  
14 are going to give them --

15           (Timer notification.)

16           SPEAKER BELL: -- type of special funding, I  
17 wish that you guys would look into those.

18           Thank you very much for the opportunity of  
19 allowing me to speak today. Have a nice day.

20           ALJ GLEGOLA: Thank you for calling in.

21           Could we have our next commenter, please.

22           THE OPERATOR: Thank you. Our next comment  
23 comes from Thania Carns (phonetic). Your line is open.

24           SPEAKER CARNS: (No audible response.)

25           THE OPERATOR: Thania, please hit your mute



1 button.

2 SPEAKER CARNS: (No audible response.)

3 THE OPERATOR: We're unable to hear you.

4 Thania, please hit your mute button.

5 SPEAKER CARNS: Hello? Hello? Can you hear  
6 me?

7 THE OPERATOR: Yes.

8 SPEAKER CARNS: Can you hear me?

9 THE OPERATOR: Yes, we can hear you.

10 ALJ GLEGOLA: I think that call may have  
11 dropped off.

12 THE OPERATOR: Okay. Our next call comes from  
13 Linda Hopps. Your line is open.

14 SPEAKER HOPPS: (No audible response.)

15 THE OPERATOR: Linda Hopps.

16 SPEAKER HOPPS: (No audible response.)

17 THE OPERATOR: Yes, thank you.

18 STATEMENT OF SPEAKER HOPPS

19 Oh. Okay. Good afternoon. My name is Linda  
20 Hopps. I am a 75-year-old African American disabled  
21 public school teacher who loved teaching 18 years in  
22 South Central Los Angeles. I am a volunteer advocate  
23 for each of the groups mentioned before.

24 I was hospitalized 12 times in 2022 for COPD,  
25 and my daughter had to move me from Los Angeles to

1 Sacramento and then return me five months later so my  
2 Los Angeles doctors could work with my lung problems.  
3 Spectrum told my daughter I would only be charged \$75 a  
4 month for the service because of my income. Spectrum  
5 charged me \$150, the full rate.

6 I feel that Spectrum has placed negative credit  
7 on my credit report, and they are continually contacting  
8 me for the extra money. I am in hopes that the  
9 Commission will resolve this for all seniors and  
10 disabled people by requiring companies like Spectrum to  
11 automatically apply the \$75 per month credit when we  
12 proved with our driver's license we're seniors or our  
13 doctors established we are disabled.

14 Thank you so much for letting me speak on all  
15 the groups that I volunteer and help, and that's why I  
16 need my internet, to keep helping these underprivileged  
17 groups.

18 Thank you.

19 ALJ GLEGOLA: Thank you for calling in today.

20 Do we have our next caller, please.

21 THE OPERATOR: Thank you. Our next comment  
22 comes from Dennis O'Flaherty. Your line is open.

23 STATEMENT OF SPEAKER O'FLAHERTY

24 Yes. My name is Dennis O'Flaherty,  
25 O'F-l-a-h-e-r-t-y. I'm an employee of the Santa Rosa

1 Junior College. I work in the IT department.

2 In 2017, I lost my residence to the fires, and  
3 I had to relocate to my sister's residence on Sanford  
4 Road. When I got here, I was kind of shocked to  
5 discover that she did not have internet and the only  
6 available internet service was from AT&T for a maximum  
7 of six-megabits-a-second download and one megabit up.  
8 Since that time, this service has slightly improved but  
9 has not really improved much at all.

10 So I wanted to say that many of us here who are  
11 speaking about issues we're kind of in isolated areas.  
12 So we can't really congregate to form groups or  
13 committees or organizations. We're sort of single  
14 voices who are trying to reach out for government  
15 support to be able to come in and oversee these --  
16 supervision of these internet services mostly which are  
17 monopolies, and assist us in getting some improvement  
18 and including having a forum where we can go that's in  
19 continued use where we can report the progress or their  
20 lack of progress or any kind of development of services.

21 So that's the primary thing I wanted to say is  
22 that I have written many letters including to the  
23 Whitehouse, and so far the only response I've gotten was  
24 from the Department of Agriculture of all places. So I  
25 would like to see that these forums continue and that

1 they are not one-offs and people have the opportunity,  
2 as single individuals, to come together with government  
3 support so that they can provide the oversight and the  
4 incentives for these companies to improve the service.

5 Thank you.

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

8 Could we hear from our next commenter, please.

9 THE OPERATOR: Thank you. Our next comment  
10 comes from Delia Johnson. Your line is open.

11 STATEMENT OF SPEAKER JOHNSON

12 Good afternoon. Thank you. My name is Delia,  
13 D-e-l-i-a, Johnson, J-o-h-n-s-o-n. I am -- I live in  
14 Willowbrooke, California, which is a part of Los Angeles  
15 County. I'd like to know a couple of things for my --  
16 are kind of questions. There was a mention about the  
17 staff proposal that is supposed to be available so we  
18 could see what plans have already been drafted. So if  
19 that could be made available through the internet, we'd  
20 appreciate it. Also, I've heard some wonderful  
21 suggestions.

22 And as far as accountability -- okay. So what  
23 we really want is fiber because we are in an area that's  
24 underground. And the wiring is underground and it's  
25 copper. And it's rotting. It's been in place for

1 years. So fiber is where we are and where we want to  
2 be.

3 I represent a nonprofit -- not a nonprofit.  
4 Sorry -- an informal community group. And I hope many  
5 of them are on this call, but we will be trying to track  
6 this. So we'd like some advice on how to do this.

7 Some of the things that have already been aired  
8 as far as a complaint, the accountability is essential.  
9 So a complaint center where people can lodge their  
10 concerns about what's going on. And then I heard also,  
11 you know, some reduction -- so accountability as it  
12 relates to them losing funds if they are not living up  
13 the standards that they made in their proposal.

14 I thank you for this opportunity, and I look  
15 forward to hearing the follow-up activities that are  
16 going to take place with this Commission.

17 Thank you.

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

20 If I could just remind members of the public  
21 who are interested in reading the staff proposal, if you  
22 can go to the Commission's website and, particularly, go  
23 to the Docket Card, you will then be able to type in the  
24 proceeding number for this proceeding and get access to  
25 the staff report. Our proceeding number, again, is

1 R.23-02-016.

2 Could we please hear from our next commenter.

3 THE OPERATOR: Thank you. Our next comment  
4 comes from Matthew Hanley. Your line is open.

5 STATEMENT OF SPEAKER HANLEY

6 Hello. This is Matthew Hanley, M-a-t-t-h-e-w  
7 H-a-n-l-e-y. And I am a resident of Anderson,  
8 California, and I'm a cyber security analyst by  
9 profession.

10 I'm calling in order to give comments in  
11 regards to the monopolistic tendencies of the companies  
12 that represent I -- internet service providers. The  
13 companies unfortunately are not interested in providing  
14 great service or capabilities to their customers. Their  
15 ultimate incentive is to increase their profit sharing  
16 or increase their profit baseline. Therefore, it is not  
17 realistic to assume that giving money to these companies  
18 will be as utilized -- as effective as it could be in  
19 terms of reaching the ultimate goal, which is reaching  
20 customers and persons that are at risk or not able to  
21 access these services.

22 So it is highly recommended that any funds be  
23 distributed for -- with all capability to ensure  
24 accountability of this or the ability to deregulate --  
25 or to regulate these companies in a way so they may be

1 changed to public utilities or introducing competition.  
2 But currently the standing that it is not capable for  
3 them to be anything other than interested in their own  
4 profits. The greatest way to accomplish this would be  
5 public regulation of these companies.

6 In terms of what to expand, fiberoptic cable is  
7 the definitive technology for ensuring cyber security,  
8 distance of transmission, capacity for scale, future  
9 expansion support, maintenance and stability. There  
10 simply isn't much in the market that even comes close.  
11 If you need something to go over 10,000 kilometers to a  
12 further space, there's only --

13 (Timer notification.)

14 SPEAKER HANLEY: -- that can accomplish that.

15 In addition, I'd like to second all of the  
16 information provided by the think tank earlier in this  
17 call. Unevaluated health concerns are an issue.

18 Thank you for your time.

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

21 Could we please have our next caller.

22 THE OPERATOR: Thank you. Our next comment  
23 comes from Tim Vu. Your line is open.

24 STATEMENT OF SPEAKER VU

25 Hello, panel. Hello, everybody. My name is

1 Tim Vu, that's T-i-m. Then last name is V-u, Victor, U,  
2 as in universe. I'm here representing my company Deeply  
3 Human. And you know, we're just not innovators in the  
4 AI space, but we hope to be frontrunners of just this  
5 commitment to universal access of the internet. We  
6 really believe that this progress that we will all see  
7 it should lift up everybody. And you know, our mission  
8 is really just to be proactive in our pledge to kind of  
9 ensure that communities are not left behind in this  
10 imminent AI revolution.

11 So the first caller, she was just mentioning  
12 her own story, and it really kind of touched on our  
13 vision of the future where a lot these under-represented  
14 communities become this thriving hub of talent. We  
15 recognize that everybody needs fiber -- right? -- just  
16 for near and long-term growth. And even here in the  
17 heart of the Silicon Valley up here in Northern  
18 California, we're witnessing like gas and high-speed  
19 internet and connectivity. There's a major need to  
20 train people, as somebody had said earlier, to grow this  
21 fiber network and the infrastructure thereof. We just  
22 don't have that conversation. I think we need to start  
23 pushing that.

24 Like personally, for me, I'm experiencing 75  
25 megabits download speed in my neighborhood in a



1 household of five. And without kind of waxing internet  
2 lingo, the struggle is absolutely real. And just  
3 imagine larger families or communities under one roof  
4 experiencing this daily. It's really not about  
5 convenience. It's been unlocking the full potential of  
6 a person in this digital age. We live in this great  
7 state, and we kind of wonder are we collectively falling  
8 behind some country who has zero resources in both human  
9 capital funding because we don't have this internet. I  
10 encourage AT&T and other Silicon companies --

11 (Timer notification.)

12 SPEAKER VU: -- benefits. And I just want to  
13 end this discussion with -- on my part at least, in the  
14 words of Hellen Keller, "Alone we can do so little.  
15 Together we can do so much." And I thank you for your  
16 time and consideration in joining us on this crucial  
17 endeavor. Thank you.

18 ALJ GLEGOLA: Thank you so much for sharing  
19 your time today. Could we have our next commenter,  
20 please.

21 THE OPERATOR: Yes. Thank you. Our next  
22 comment comes from Tim Alborg. Your line is open.

23 STATEMENT OF SPEAKER ALBORG

24 Hello, Judge. Hello, Commissioners. My name  
25 is Tim Alborg, T-i-m A-l-b, as in boy, o-r-g, as in

1 girl. I am the director of government affairs at the  
2 national nonprofit Education Superhighway. And our  
3 mission is to close the digital divide and level the  
4 playing field of opportunity for every American.

5 At Education Superhighway, we began our mission  
6 back in 2013 by closing the K through 12 public school  
7 digital divide and ensuring that every student had  
8 access to educational opportunity. Today the classroom  
9 connectivity gap is closed. We have 47,000,000 students  
10 that are connected, and 99.3 percent of American schools  
11 have high-speed broadband internet connection.

12 And with the onset of the pandemic, we realized  
13 that we couldn't stop there. And without broadband at  
14 home, lots of households are shut out of economic  
15 security and opportunity. So on March 2020, we launched  
16 a new mission, to close the digital divide for the 17  
17 million households that are offline because they can't  
18 afford a home internet connection.

19 So I'm here today to respectfully request that  
20 there's a prioritization of multifamily dwelling units,  
21 or MBUs, and low-income communities as really a critical  
22 component of California's BEAD plan. One out of every  
23 four disconnected households in California live in an  
24 MDU. So we urge the CPUC to update its BEAD initial  
25 proposal draft that just came out to include NTIA's MDU

1 model challenge module in its BEAD plan with the  
2 modification that an MDU challenge is initiated by the  
3 challenge of 3 MDU units or 10 percent of the building,  
4 whichever is smaller.

5           Also, for NTIA's optional Module 2, modify the  
6 classification of DSL locations from underserved to  
7 unserved. Include a module on cellular license to fix  
8 wireless served locations and reclassify them as  
9 unserved. And finally, expand the state's definition of  
10 community anchor institutions to in -- excuse me -- to  
11 include public housing and low-income communities, which  
12 is currently being considered by the CPUC, that  
13 definition of low-income communities.

14           (Timer notification.)

15           SPEAKER ALBORG: Education Superhighway stands  
16 ready with our pro bono support to the CPUC in  
17 developing and implementing these recommendations. I  
18 want to thank you so much for your consideration and  
19 service to the most unconnected in our state.           ]

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

22           Could we have our next commenter, please?

23           THE OPERATOR: Yes. Thank you. Our next  
24 comment comes from Denbra -- I'm sorry, Deborah Tyndall.  
25 Your line is open.

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STATEMENT OF SPEAKER TYNDALL

Yes. I'm Deborah Tyndall. My name is spelled D-e-b-o-r-a-h; last name is T-y-n-d-a-l-l.

I'm a disabled person with a, I would say, critically low income. I get roughly \$800 a month from Social Security, and I have been permanently disabled since 2001.

So for all the other people like me who have been speaking, I'd just like to say that monopolies don't have to think about us at all. We are completely disregarded in their search for funds. They don't care about making anything affordable or available to anybody like me.

I have had AT&T for my Internet for about six years. I live in HUD housing. And my Internet has cost me \$10 a month, because I am on a Access program.

Since I tried to get a home phone through AT&T, they have been harassing me. At least every month, I get a bill from them for something, when I don't have anything other than my Access, and I do not have a phone through AT&T, because they lied about that, as well. I tried to get a home line so that -- in case of a fire. I live in Auburn, California; lots of trees, fires everywhere. I'm trying to make this short. And they told me that the phone would be \$30 a month. It ended

1 up being \$58 a month. They didn't send me a phone, they  
2 didn't send me a phone number to use, and they still  
3 billed me. In one month, they took more than \$300 out  
4 of my checking account to pay for my phone service that  
5 I didn't have, because they never told me what I needed.

6 And I put PG&E in this same bracket, because  
7 they have no way for me to keep my bill in check, as a  
8 low-income person when you're living on roughly \$800 a  
9 month for utilities, food, and all the other things that  
10 go along.

11 It's insane that we do not have enough persons  
12 looking out for low-income disabled individuals. That's  
13 my comment, and that's what I'd like you to check about  
14 and talk about in your meetings. Thank you very much.  
15 Bye.

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

18 Could we have our next commenter, please?

19 THE OPERATOR: Yes. Thank you. Our next  
20 comment comes from Robert Leidigh. Your line is open.

21 STATEMENT OF SPEAKER LEIDIGH

22 Thank you. Can you hear me?

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

24 SPEAKER LEIDIGH: Robert Leidigh; last name,  
25 L-e-i-d-i-g-h.

1           Currently, a resident in Davis, California, but  
2 purchased a home in Woodland. I'm in the process of  
3 relocating there. The prior owner had AT&T fiber-optic.  
4 The house isn't that old, and the neighborhood's wired  
5 for it. So I signed up for fiber-optic Internet. When  
6 they discovered that the service had already been  
7 connected to the home, they said, "Great. We'll send  
8 you a modem. We don't have to come out and do anything.  
9 We'll just send you this modem, plug and play." Well,  
10 that didn't work out well. There's no plug to plug  
11 into. There's wires in a box inside the house. Their  
12 service arrives on the opposite side of the house on the  
13 external wall. I spent three sessions on the phone with  
14 various people trying to get someone to come out and  
15 properly orient the service, because the only way I can  
16 get any at all is on the bedroom floor, which doesn't  
17 serve the portions of the house that most need the  
18 Wi-Fi. And each time, I was given a two-hour window; no  
19 one showed, no one called. I've been ghosted three  
20 times, and still no proper service location, because  
21 whoever had the service before wired some things in a  
22 weird way, and there is no place to plug and play.

23           So my comment is that, you know, it's all good  
24 to talk about, oh, let's run this fiber-optic here and  
25 there, and life would be great; not so. They don't care

1 about customers. They don't want to serve customers.  
2 And I agree with the kinds of comments I've been hearing  
3 while I've been waiting to speak that they just want to  
4 take your money, and run.

5 So there definitely needs to be a lot of  
6 thought put into how you're going to regulate this to  
7 require and enforce --

8 (Timer notification.)

9 SPEAKER LEIDIGH: -- responsible to give the  
10 service that people are paying for. Thank you.

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

13 Could we have our next commenter, please?

14 THE OPERATOR: Yes. Thank you. Our next  
15 comment comes from Max White. Your line is open.

16 STATEMENT OF SPEAKER WHITE

17 Hello. Can you hear me?

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

19 SPEAKER WHITE: Oh, wow. Thanks. I tried  
20 before, and the great irony, with conference call about  
21 communication, I got cut off.

22 I had a couple of things to say, initially.  
23 My -- my primary and -- I've heard so many things with  
24 which I agree that the -- whoever is awarded these  
25 contracts needs to be -- I mean a shortcut is to make

1 sure that it's imposing union workforce.

2 I also agree that these providers should be  
3 treated as a public utility or through some other  
4 mechanism -- mechanism regulated in order to address all  
5 of the, you know, tragic tales we've been hearing about  
6 people being wrongly billed and -- and getting crappy  
7 service. So -- by the way, am I speaking too quickly?

8 ALJ GLEGOLA: I think we're hearing you fine,  
9 sir.

10 SPEAKER WHITE: Okay.

11 ALJ GLEGOLA: Please continue. Thanks for  
12 asking.

13 SPEAKER WHITE: Well, in light of the fact that  
14 these resources are being supplemented and funded as a  
15 public good should be subject to some form of  
16 regulation; either treat them as a public utility or  
17 just regulate the private providers, because lord knows  
18 they're making, you know, obscene profits, and they have  
19 been for decades.

20 And then the final thing -- but, the -- and --  
21 and as long as we're talking about quality, you know,  
22 like -- like just about everybody hasn't actually  
23 mentioned the sort of things we are subject to, as  
24 Internet users, and this is really what I'm hoping can  
25 somehow be addressed.



1           As long as we're going about the process of  
2 running fiber, I also -- I strongly support fiber. It's  
3 a better technology. It's less -- there's a lot less  
4 risk. I know that it is a -- more up front difficulties  
5 in establishing these networks securely, and redundancy,  
6 which, you know, used to not be a problem with DSL.  
7 You'd just go to another paired copper. But, I know  
8 that it's got -- it takes more to run it; but, once it's  
9 run, it is such a superior thing.

10           And I also agree that there should be -- and  
11 maybe funded through this program, through the BEAD  
12 program, some robust research about what the -- all of  
13 our collective exposure to microwaves means, in terms of  
14 our long-term health, because I agree that, with the  
15 profits being so obscene, everybody's just in this  
16 heedless effort to -- because we all get Amazon. We get  
17 all these benefits from Internet ubiquity. But, the  
18 truth is nobody ever stopped to pause and say, "What is  
19 the downside?"

20           And this brings me to my final point. The  
21 Internet has been a net benefit in so many ways, but at  
22 no point has there been any dialogue about how to make  
23 the comments on the Internet, the traffic of the  
24 Internet, especially in social media, truthful. As long  
25 as we're going about feeding this into all these

1 households, it seems like there should be at least as  
2 robust a dialogue --

3 (Timer notification.)

4 SPEAKER WHITE: -- how to hold bad actors like,  
5 I don't know, Alex Cox or whatever, culpable for -- not  
6 Alex Cox, but the -- culpable for spreading falsehoods  
7 on the Internet.

8 And also, there should be some way, some way,  
9 to prevent access to all of the spam calls and email  
10 spam we're subjected to and is such a time waste for,  
11 I'm pretty sure, all of us that have been on this call.

12 Thanks so much for hearing my comments.

13 ALJ GLEGOLA: Thank you so much for calling in  
14 to share.

15 Before continuing, I just want to mention to  
16 some -- some of the folks who have been calling in with  
17 billing questions, you can contact our Consumer Affairs  
18 Branch; and there's a couple ways to do that. One is by  
19 calling during the normal business hours, which is 8:30  
20 to 4:30. That number is 1-800-649-7570. You can also  
21 reach the Consumer Affairs Branch by email. That's  
22 consumer-affairs@cpuc.ca.gov.

23 Could we please hear from our next caller?

24 THE OPERATOR: Thank you. Our next comment  
25 comes from Tim Steed. Your line is open.



1 invest in our community. Thank you.

2 ALJ GLEGOLA: Thank you so much for taking the  
3 time to call in today.

4 Could we have our next commenter, please?

5 THE OPERATOR: Yes. Thank you. Our next  
6 comment comes from Carrie Biggs-Adams. Your line is  
7 open.

8 STATEMENT OF SPEAKER BIGGS-ADAMS

9 Thank you. I -- name is Carrie, C-a-r-r-i-e,  
10 B-i-g-g-s-A-d-a-m-s.

11 I live in Mokelumne Hill, M-o-k-e-l-u-m-n-e  
12 Hill, in Calaveras County. I'm in the foothills. And I  
13 am very much in favor of broadband coming all the way to  
14 my house. I have no choices. I spent six months when I  
15 built my house just trying to get any form of Internet  
16 to be able to work from home or both -- be able to work  
17 from my house. So I've ended up with the fixed wireless  
18 product. And it's pretty scary to hear people's fears  
19 of the microwaves, and that's the only way that I can  
20 connect to the world from a community that has a road  
21 right to it, but I don't have as much in the way of  
22 service.

23 So while we're putting all of this money into  
24 broadband funding, I hope that it will create good jobs  
25 for Californians, and that these will be good union

1 jobs. I'm a union member. I know that without a union  
2 on the job, bosses can cut corners, worker safety can be  
3 at risk. I heard someone mention that horrendous gas  
4 line explosion in San Francisco. I was living there at  
5 the time. It was a terrifying experience. And I know  
6 that those were contractors who were not fully trained  
7 and fully aware of what they were doing.

8 So I'd like to see that the digital divide be  
9 closed, that good labor standards be enforced with good  
10 employers to get broadband all the way to our houses.  
11 It would be fabulous to have fiber. Thank you so much.

12 ALJ GLEGOLA: Thank you so much for calling in  
13 today to share your experiences.

14 Could we have our next commenter, please?

15 (Audio interruption.)

16 THE OPERATOR: Thank -- thank you. Our next  
17 commenter (sic) comes from Lily Ho. Your line is open.

18 (No response.)

19 THE OPERATOR: Lily, your line is open. Please  
20 hit your mute button.

21 (No response.)

22 THE OPERATOR: Lily, your -- your line is open.  
23 Can you please hit your mute button?

24 STATEMENT OF SPEAKER HO

25 Hi. Hello?

1           THE OPERATOR: Thank you. Yes, we can hear  
2 you.

3           ALJ GLEGOLA: Hello. Please continue.

4           SPEAKER HO: Oh, good. Thank you so much. My  
5 name is Lily Ho.

6           I am -- I'm the founder of Delta Chinatown  
7 Initiative. And -- and I'm sorry. I'm distracted by my  
8 own -- we're -- and we're a nonprofit. We actually  
9 started by putting up security cameras in Chinatown  
10 San Francisco. And I found that the Wi-Fi -- the  
11 Internet were not strong enough to support a POS system  
12 and a security camera at the same time.

13           Since then, I have met with all of the ISP  
14 providers -- AT&T, Comcast, Monkeybrains -- to see what  
15 the problem is, and I -- frankly, the infrastructure was  
16 never built in San Francisco's Chinatown. The  
17 neighborhood is running on DSL speeds, dial-up speeds.

18           And I know there was a caller that called in  
19 earlier that was, you know, speaking to Chinatown. But,  
20 I am actually the only community-based organization, I  
21 am the only nonprofit that's working on this issue.

22           I hope that when you are writing out how you  
23 plan to -- to, you know, get out these grants that you  
24 would make room for organizations like myself, and not  
25 just to say, you know, the City of San Francisco. They

1 haven't done anything. They really have never done  
2 anything for the community when it comes to putting in  
3 faster Internet. I think there were some experiments  
4 here and there, but there's really been no long-term  
5 sustainable solution. But, I am working on that, and --  
6 and I hope that you make room for organizations like  
7 myself to be able to apply for these grants that are  
8 critical to -- in small tiny organizations like myself.

9 So thank you very much for your time.

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

12 Could we have our next commenter, please?

13 THE OPERATOR: Yes. Thank you. Our next  
14 comment comes from Anna Raner. Your line is open.

15 (Audio interruption.)

16 THE OPERATOR: Anna, your line is open.

17 (Audio interruption.)

18 STATEMENT OF SPEAKER RANER

19 Hi there. Can you hear me?

20 ALJ GLEGOLA: Yes, we can.

21 SPEAKER RANER: Hi. My name is Anna -- Anna  
22 Raner; A-n-n-a Raner, R-a-n-e-r.

23 I live in Los Angeles County in a town called  
24 Tujunga in the foothills of the Verdugo Mountains. My  
25 cell phone carrier is AT&T. My landline and my Internet

1 connection is with Frontier.

2 I don't get very good cell phone reception a  
3 lot of the time, which is one of the reasons why I kept  
4 my landline. My landline is also supposed to be used in  
5 cases of emergency. I wanted to get an upgrade to the  
6 5G fiber-optic cable. I thought it was the most  
7 fabulous thing in the world. And then I found out that  
8 I will no longer have this emergency landline that I  
9 keep for that purpose, and that the company, Frontier,  
10 would not provide a battery backup system that I could  
11 use on the new landline system so that I could make  
12 emergency calls, in case of a blackout.

13 They called and they called several times, and  
14 they've called and called, and one person was telling me  
15 that they've corrected that problem, but they did not  
16 say how. Later on, I got letters from them threatening  
17 me that if I do not go with the fiber-optic system that  
18 it will cost me exorbitant amounts of money to keep the  
19 old system.

20 Now, I'm kind of going what the heck is going  
21 on here? They can't provide me with a plain old  
22 telephone system, which is what we've always had, and at  
23 the same time, they're kind of forcing me to change, and  
24 they're not giving me information on how to keep the --  
25 the services that I already have.



1           This is making me upset and angry, and I'm  
2           complaining formally to you in this call.

3                         (Timer notification.)

4           SPEAKER RANER: Thank you very much.           ]

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

7                         This has happened a couple times. I just want  
8           to mention to folks who are watching this proceeding on  
9           the live video feed on our website but also calling in  
10          to please remember to mute your computer when you're  
11          called on so that there's no feedback there. Thank you  
12          so much.

13                         Could we have our next commenter, please.

14           THE OPERATOR: Yes. Thank you. Our next  
15          comment comes from Tom Fuller.

16                         Your line is open.

17                                 STATEMENT OF SPEAKER FULLER

18                         So, Commissioner, is this the same pool of  
19          money that Cal Trans is trying to construct with right  
20          now? Hello?

21           ALJ GLEGOLA: Commissioner, do you want to  
22          answer that or do you want me to?

23           COMMISSIONER HOUCK: Why don't you go ahead and  
24          maybe remind him that we're here to hear the comments.

25           ALJ GLEGOLA: Yeah. So this is -- this is not

1 the -- not the Middle Mile funding. This is for new  
2 federal funding that we were awarded last -- the state  
3 was awarded last fall. Or last summer. Sorry.

4 SPEAKER FULLER: So this is -- okay. This is a  
5 different pot of money to also put fiber in the ground  
6 or some sort of communications. So do we have a plan in  
7 place to -- is your deployment that you're asking about,  
8 is that to construct this also? Because I could tell  
9 you what Cal Trans is doing is they're just falling on  
10 their face and there's nothing being done with the pot  
11 of money that they have currently. And you can go to  
12 any of the contractors that have already been awarded  
13 contracts and they're pulling the work back from them  
14 and nothing is happening. So my first point is make  
15 sure we do something not like Cal Trans is doing.

16 The second point I've got is we got money in  
17 2009 with the American Recovery and Reinvestment Act  
18 from the Obama administration. And one of the issues  
19 that came about was the fiber was -- it became ownership  
20 by co-ops at the end of the day. And the counties were  
21 assessing property taxes on them to the point where they  
22 were going -- they were pretty much bankrupt because of  
23 property taxes.

24 So you're going to have to make sure that  
25 you've got something written in your legislature there

1 that makes it to where the counties can't assess  
2 property taxes on these or your small providers.  
3 They'll never survive. They'll never be able to put a  
4 light through that dark fiber to someone's home and be  
5 able to keep that going if the property taxes are there  
6 chomping away at them.

7 So those are my comments.

8 ALJ GLEGOLA: Okay. Thank you so much for  
9 calling in to give that feedback.

10 Could we please have our next commenter.

11 THE OPERATOR: Yes. Thank you. Our next  
12 comment comes from Tom Watson.

13 Your line is open.

14 STATEMENT OF SPEAKER WATSON

15 Hello and thanks, everybody, for talking our  
16 calls.

17 I live in Orange County. The last name is  
18 Watson, W-a-t-s-o-n.

19 The whole town that I'm in completely has fiber  
20 except for our condo complex. And that's because the  
21 HOA is in bed with the cable company. No antennas are  
22 allowed. No fiber is allowed. You can only go with the  
23 monopoly.

24 I wish that you could come up with a regulation  
25 that says the PUC is more important than an HOA and

1 allow fiber into any neighborhood no matter what the HOA  
2 has to say.

3 Thanks.

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

5 Could we have our next commenter, please.

6 THE OPERATOR: Yes. Thank you. Our next  
7 commenter comes from Xia Mu.

8 Your line is open.

9 STATEMENT OF SPEAKER MOU

10 Hi. Thanks for taking the time to hear this.  
11 My name is Xia Mu. Xia is spelled X-i-a. Mu, M-u. I'm  
12 a resident of Los Angeles, the City of LA. And I'm here  
13 in a fairly populated like area. Even though that's the  
14 case, it's still -- the reality is still the high-speed  
15 broadband access is pretty much limited to just one  
16 single carrier. You might have Spectrum. And as you  
17 can hear from different rowdy people, even one of the  
18 most populated area has this kind of problem. You can  
19 imagine a more rural area.

20 So the number one issue I think is saving a lot  
21 of people from the monopoly. It is very, very bad.  
22 It's just like any monopoly. They say you have  
23 different options, but reality is almost always, you  
24 know, one single broadband provider that has some kind  
25 of fiber like internet access. So I think one of the

1 first issue is to tackle that and to fight to eliminate  
2 the monopoly. And a lot of these issues would be  
3 (indecipherable).

4 The second issue is that many of you might have  
5 a theme like different researchers over the years like  
6 that, all of you I see (indecipherable) misusing the  
7 funding from taxpayers. You put up buildings. It has  
8 to be fiber units that you are able to like wire fiber G  
9 whatever networks. So that's another issue.

10 So myself included it seems like we have  
11 regulations or requirements put in place to make sure  
12 even when these access get the funding, they make it --  
13 they absolutely have to put the money into laying down  
14 fiberoptics.

15 (Timer notification.)

16 SPEAKER MU: They're just (indecipherable).

17 Yeah. And that's -- yeah, that's the two major  
18 issues I wanted to say. Thank you very much.

19 ALJ GLEGOLA: Thank you so much for calling in  
20 to share.

21 Could we have our next caller, please.

22 THE OPERATOR: Thank you. Our next comment  
23 comes from Marissa Ransky.

24 Your line is open.

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STATEMENT OF SPEAKER RANSKY

Good afternoon, everybody. My name is Marissa Ransky, and I'm calling from Semi Valley.

I'm a long-standing union member, and I want to make sure that this broadband funding is utilized for creating and/or supporting good paying union jobs and that there's some sort of oversight and insurances that the work that's going to be done is going to be done in a safe manner.

Unfortunately, the reality is that when it comes from the large (indecipherable) companies like AT&T, their interest is more squarely focused on making money and not on their customers' best interest or on the safe working conditions for their employees. The CPUC should make sure it does all that it can to assure that the workers building the networks are provided a safe and healthy workplace that's free from harm and danger.

Thank you for your time.

ALJ GLEGOLA: Thank you so much for calling in and providing that feedback.

Could we have our next commenter, please.

THE OPERATOR: Thank you. Our next commenter comes from Susan Francisco. Your line is open.



1 routers for underserved or unserved people including  
2 people with disabilities and people who are low income.

3 One thing I didn't mention is that I am a  
4 mother of three adult people with disabilities. So I  
5 have a couple of other things to say about that, but I  
6 really agree with the recommendation that there is  
7 training and plain language information to the public  
8 and --

9 (Timer notification.)

10 SPEAKER FRANCISCO: -- workshops are readily  
11 available. Also to have access to fiberoptic-wired  
12 online access. And I'm really concerned about the  
13 emissions that affect the public health particularly the  
14 people with disabilities who have lower immune systems.  
15 And I think that most people in the public are  
16 completely unaware of the harm that that can -- that can  
17 be caused and that there should be greater outreach  
18 related to that as well.

19 Also --

20 (Timer notification.)

21 SPEAKER FRANCISCO: -- seniors and people with  
22 disabilities and for people who are low-income, that  
23 information isn't always readily available. And even  
24 after we inform that we are people that qualify for  
25 those kinds of discounts, they're hard to sometimes put



1 in place and to retain. And particularly if you're  
2 having -- if you're having issues related to cybercrime,  
3 you have to be able to pay outside of the online  
4 account.

5 So accommodations for people with  
6 disabilities is very important, and it's important  
7 though that we invest in jobs in communities so that  
8 they are safe and have quality and safety training for  
9 services.

10 (Timer notification.)

11 ALJ GLEGOLA: Thank you so much for sharing.

12 Can we move to our next commenter, please.

13 THE OPERATOR: Thank you. Our last comment  
14 comes from John Watts.

15 Your line is open.

16 STATEMENT OF SPEAKER WATTS

17 Hi. I've been listening to all of these  
18 complaints and issues with the monopolistic approach and  
19 the commercial approach. And so I started looking up  
20 solutions and have discovered that there are  
21 municipalities all over the US that run their own  
22 network of fiber and various other forms of  
23 communication for internet. In California the only one  
24 I've turned up is the City of Loma Linda, California.  
25 Maybe there are other ones, but this seems like the

1 solution. Instead of having a monopolistic  
2 profit-oriented company that is happy to push away those  
3 on the margins ways in which they minimize profit or  
4 whatever, let's have the municipalities do it.

5 Now, the money available through the grant  
6 program could be focused on a program by which  
7 municipalities, particularly smaller towns, smaller  
8 cities, could be shown the pathway to putting in fiber  
9 to working with the public. And the ones who have done  
10 this are very successful. You can see the ways in which  
11 all over the country, not much in California, these  
12 municipalities have provided excellent internet service,  
13 fiberoptic, low-cost and, of course, union jobs and, of  
14 course, low-income and accommodations for those with  
15 special needs.

16 So I think that the money instead of going  
17 directly into the programs by the companies like AT&T,  
18 it should go right to encouraging these programs for  
19 showing municipalities how to create internet service  
20 for the public.

21 Thank you.

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

24 Operator, is that our last caller?

25 THE OPERATOR: Yes. We have no further

1 comments.

2 ALJ GLEGOLA: Commissioner Houck, do you have  
3 any final remarks you'd like to give?

4 COMMISSIONER HOUCK: Sorry about that. My mute  
5 button seemed to be stuck.

6 I just want to thank everyone for taking the  
7 time to provide comments to us this afternoon and to  
8 share the experiences that you're having to grapple  
9 with. And we are going to go back and consider the  
10 comments we've heard today and the information in our  
11 record. And again, just appreciate everyone's time  
12 today who shared with us.

13 ALJ GLEGOLA: Thank you, Commissioner Houck.

14 That concludes all of the speakers who signed  
15 up to speak. If any of you would like to provide  
16 additional input or comments after this hearing, you may  
17 submit written comments on the docket card for this  
18 proceeding which can be found on the Commission's web  
19 site. You'll see the URL on the screen right now, but  
20 for those of you who are calling in it is  
21 [apps.cpuc.ca.gov/c/R2302016](https://apps.cpuc.ca.gov/c/R2302016).

22 If you need assistance with providing  
23 additional comments, please contact the Commission's  
24 Public Advisors Office in your -- during normal business  
25 hours at 1-866-849-8390 or by emailing at

1 public.advisor@cpuc.ca.gov. And, of course, if you have  
2 a billing complaint or something similar and wish to  
3 speak with a representative at our consumer affairs  
4 branch, please call 1-800-649-7570 during open business  
5 hours.

6 This concludes our Public Participation  
7 Hearing. Thank you for everyone who provided input and  
8 comments. Thank you also to our Public Advisors' office  
9 and our folks in IT and our court reporters for their  
10 help organizing and running this -- this forum today.

11 We are adjourned and we will be off the record.  
12 Thank you.

13 (At the hour of 3:56 P.M., this matter having  
14 been concluded, the Commission then  
15 adjourned.)

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EVENING SESSION - 6:02 P.M.

\* \* \* \* \*

ALJ GLEGOLA: Thank you very much. We will now be on the record. The Commission will come to order.

Good evening, everyone. This is the time and place set for a public participation hearing on the California Public Utilities Commission's Proceeding to Develop Rules to Implement the Broadband Equity, Access, and Deployment Program, also called the -- the proceeding number is Rulemaking 23-02-016.

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

To those listening that wish to speak, please call (800) 857-1917. There's three different passcodes depending on which language you wish to use. The passcode for English is 1767567, and then hit pound. For Spanish, the passcode is 3799627, and again hit pound. And the code for Russian is 1710544 and then pound.

Once you have done that and joined the call, please press star one on your phone to be placed in

1 line. After pressing star one, you will be prompted for  
2 your name.

3 At this afternoon's PPH, one individual raised  
4 questions about other languages. If we do receive  
5 requests for other languages ahead of time, we generally  
6 can accommodate those.

7 If you are an elected official who wishes to  
8 speak, please add that when prompted for your name. As  
9 a reminder to anyone listening in or watching on our  
10 live stream broadcast on the Commission's website, you  
11 may decide at any time before we end this forum to speak  
12 simply by pressing star one -- calling in and pressing  
13 star one if you're watching us, and, if you're on the  
14 telephone line, simply by pressing star one.

15 The purpose of today's hearing is to hear  
16 directly from the public about what rules the Commission  
17 should adopt to implement the new broadband Equity,  
18 Access, and Deployment Program, also known as BEAD.  
19 California is scheduled to receive up to \$1.8 billion in  
20 federal funds to provide grants to build out internet  
21 infrastructure in unserved and underserved communities.

22 Yesterday the agency issued a staff proposal  
23 for rules for this program. If you have not seen the  
24 proposal, it is available at our website at  
25 [www.cpuc.ca.gov](http://www.cpuc.ca.gov). From there, you'll need to find our

1 "Proceedings and Rulemaking." Click on that, and then  
2 click on our "Docket Card," and then search for the  
3 rulemaking. The rulemaking is R.23-02-016, and the  
4 ruling was issued yesterday.

5 Some more background on the Public Utilities  
6 Commission itself. You'll note that we have five  
7 commissioners who are appointed by the governor and  
8 confirmed by the State Senate. This includes  
9 Commissioner Houck.

10 My responsibility is to manage the day-to-day  
11 activities of this case and to help Commissioner Houck  
12 evaluate all of the evidence in the proceeding,  
13 including your input. Commissioner Houck will issue a  
14 proposed decision for other commissioners to consider.  
15 The five commissioners are ultimately the ones who will  
16 decide and vote on whether or not to approve any  
17 proposed changes to existing rules or new rules.

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

1           I thank you so much for spending your precious  
2 time with us today to share your experiences. If you've  
3 attended any of the almost 20 public forums the  
4 Commission has either hosted or co-hosted with the  
5 California Department of Technology, I thank you for  
6 making double the effort.

7           Today is not your only opportunity to tell us  
8 how this proceeding will affect you. Throughout the  
9 proceeding, we accept written public comments through  
10 our website on the "Public Comments" section of the  
11 Docket Card. To access the comments section of this  
12 proceeding, go to [apps.cpuc.ca.gov/c/r2302016](https://apps.cpuc.ca.gov/c/r2302016).

13           For now, I'm going to ask speakers to limit  
14 their remarks to three minutes. If we have more people  
15 join in the discussion, please know that we will need to  
16 change that. I appreciate your patience and helping to  
17 make sure we hear from everyone. Again, we are very  
18 appreciative that you have joined us today. Now we will  
19 hear from Commissioner Houck.

20           COMMISSIONER HOUCK: Thank you, Judge Glegola,  
21 and good evening, everyone. Thank you for joining us.

22           Again, I am Commissioner Darcie Houck. I'm one  
23 of the five commissioners at the Public Utilities  
24 Commission reference by Judge Glegola. I am the lead  
25 commissioner for this proceeding, the Broadband Equity,



1 Access, and Deployment proceeding, as well as the  
2 California Advanced Services Fund, and  
3 Telecommunications Service Quality proceedings.

4 Broadband is a top priority for me as a  
5 commissioner, and I believe we'll be able to accomplish  
6 historic deployment of broadband during my term in  
7 partnership with the California Department of  
8 Technology, Caltrans, our local, regional, and tribal  
9 government partners, telecommunication carriers, and, of  
10 course, our community-based partners that we rely on to  
11 make sure we understand the needs of communities that  
12 are currently unserved and underserved.

13 BEAD is a \$42 billion program created by the  
14 Infrastructure Investment and Jobs Act administered by  
15 the National Telecommunications and Information  
16 Administration, or NTIA. The goal of the program is to  
17 bring everyone in the nation online by building  
18 infrastructure and increasing adoption of high-speed  
19 internet.

20 A central goal of BEAD is to deploy reliable  
21 last-mile service to all unserved and underserved  
22 locations with wireline connection or licensed fixed  
23 wireless. Federal rules require prioritization of  
24 end-to-end fiber deployments, but where this is not  
25 feasible, fixed wireless can be used as an alternative.

1 NTIA, through the BEAD program, has allocated  
2 \$1.86 billion to the State of California to go towards  
3 eliminating the digital divide. California will be able  
4 to award sub-grants through BEAD to carry out broadband  
5 deployment activities such as planning for the  
6 deployment of infrastructure, deploying or upgrading  
7 internet infrastructure, deploying infrastructure in  
8 multi-tenant buildings, implementing adoption and  
9 digital equity programs, and workforce and job training.  
10 However, before that can happen, we must develop a plan  
11 and process for implementing the BEAD program.

12 The Commission has opened this rulemaking,  
13 R.23-02-016, to set out the program rules for BEAD. The  
14 PUC completed its initial draft plan that Judge Glegola  
15 just referenced that was recently issued. We also have  
16 a wave of public engagements that were jointly  
17 coordinated with the California Department of Technology  
18 over the summer. The feedback received from these 21  
19 community engagements and the tribal consultations that  
20 we have done throughout the state have informed the  
21 staff development of the initial plan that we just  
22 recently released. Once again, we are looking forward  
23 to comments.

24 As part of this rulemaking, the Communications  
25 Division staff will be continuing to do outreach and

1 we'll be closely reviewing the comments that we receive.  
2 In order to make this the best possible proposal we can  
3 for California, it's important that we hear from a broad  
4 range of entities.

5 We look forward to continued coordination with  
6 communities, stakeholders, including community  
7 organizations, carriers, and the public to ensure this  
8 funding contributes to our greater broadband  
9 infrastructure deployment, digital equity, and  
10 affordability objectives. Public participation hearings  
11 are a key opportunity to inform the development of this  
12 initial proposal.

13 Today's public participation hearing is an  
14 opportunity for the public to provide comment on your  
15 expectations for the BEAD program and what you'd like to  
16 see prioritized as we develop the program and how it  
17 will contribute to California's broadband for all goals.  
18 We encourage you to provide comments today and/or to  
19 provide written comments through mechanisms that will be  
20 described by Judge Glegola.

21 Before closing and turning back to  
22 Judge Glegola, I just want to want recognize and thank  
23 our Commission Communications Division staff for all of  
24 their work on this program. I want to thank  
25 Judge Glegola for facilitating tonight's hearing and

1 managing the proceeding, as well as all of the other  
2 work he does in making sure information gets out to the  
3 parties in the proceeding.

4 I also want to thank my advisors, particularly  
5 Niki Bawa for all of his work, my Bagley Keene partner,  
6 President Reynolds, and her advisor Michael Mullaney,  
7 and our IT staff and court reporters who make the  
8 hearing this evening possible.

9 Thank you, again, to everyone that's joined us  
10 this evening. This public participation hearing is for  
11 us to hear from you. I look forward to hearing from  
12 everyone today. And with that, I will turn the meeting  
13 back over to Judge Glegola.

14 ALJ GLEGOLA: Thank you, Commissioner Houck.

15 We now turn to the public. If you want to  
16 speak and have already called in but have not yet hit  
17 star one, please press star one on your phone now and  
18 the operator will add you to the queue of speakers. If  
19 you do speak, we ask that you speak slowly and clearly  
20 so that our court reporters and interpreters are able to  
21 capture everything you've said. We ask that you state  
22 and spell your name, and, if you'd like, the city you're  
23 calling from.

24 You may decide at any time before we end the  
25 forum to speak simply by pressing star one. Each

1 speaker will have a time limit of three minutes. As I  
2 mentioned, that may change depending on how many people  
3 have called in. A chime will sound when you have  
4 15 seconds left and we're asking that you wrap up.

5 We will be able to hear you best and most  
6 clearly if you speak directly into your phone or use a  
7 headset. If you're using a speaker phone, that is not  
8 going to be optimal. Also, if you are listening to our  
9 live video feed, please mute that so that no one is  
10 hearing feedback.

11 With that, Operator, can we please proceed to  
12 the first speaker in the queue.

13 THE OPERATOR: Thank you. Our first comment  
14 comes from Bruce Merchant.

15 Your line is open.

16 STATEMENT OF SPEAKER MERCHANT

17 Hello. My name is Bruce Merchant. That's  
18 B-r-u-c-e M-e-r-c-h-a-n-t. I am calling to address the  
19 primary official purpose of this forum, which is the  
20 provision of broadband internet services to underserved  
21 and unserved communities. I am calling to complain  
22 about the current lack of internet services in Big Sur,  
23 Monterey County, and the BEAD plan to bypass Big Sur and  
24 provide no broadband services to Big Sur.

25 Big Sur is one of the largest unserved areas in

1 California, 75 miles of coastline, deep valleys back  
2 into the mountains with only a couple of small coastal  
3 cell phone areas. Big Sur is not all rich people and  
4 not all empty houses with absentee owners. There are  
5 thousands of working class residents, construction  
6 workers, teachers, medical staff, and we are lucky to  
7 have a lot of creative artists and lots of families with  
8 children who need access to educational services,  
9 medical appointments, and information and job  
10 opportunities and the online work-from-home  
11 opportunities.

12 Unless we pay for expensive satellite service,  
13 which the BEAD program excludes from consideration, we  
14 have no internet access and only unreliable landlines.  
15 By the way, I'm calling on a cell phone because  
16 currently our AT&T line is out of service and will not  
17 be fixed for four days at the earliest. We cannot reach  
18 emergency services, we cannot contact 911, we cannot  
19 receive any updates during emergencies without having  
20 reliable landlines and hopefully broadband.

21 Big Sur has basically no cell phone service,  
22 voice or data. I have noticed that on the California  
23 State Utilities Commission website Verizon claims to  
24 provide cell service to Big Sur, but we can tell you  
25 from experience that there is no Verizon cell service in

1 Big Sur.

2           What about visitors? We have literally  
3 millions of tourists who use our Highway 1 annually, and  
4 unless they are at one of the expensive resorts, they  
5 will have no voice or data service anywhere on  
6 Highway 1. This is also important given that there are  
7 indications that AT&T intends to stop providing phone  
8 service and internet over copper wires and is applying  
9 to the Public Utilities Commission to be released from  
10 its obligations to be a Carrier of Last Resort --

11                           (Timer notification.)

12           SPEAKER MERCHANT: -- thousands over a hundred  
13 years old, meaning it would no longer be required to  
14 provide telephone service or DSL. Thank you. That's my  
15 comment.

16           ALJ GLEGOLA: Thank you so much for calling in  
17 and providing that feedback. That's why we're here  
18 today.

19           Can we proceed with our next commenter.

20           THE OPERATOR: Thank you. Our next comment  
21 comes from Lisa Levale.

22           Your line is open.

23                           STATEMENT OF SPEAKER LEVALE

24           Thank you. City Council Member Lisa Levale  
25 from the City of Avalon on Catalina Island.

1           I thank the gentleman who spoke previous to me  
2 as I think we fall in the same category in many ways,  
3 except that we get looped in with L.A. County, which we  
4 often appreciate but find that it leaves us lacking for  
5 services because it seems that most are under the  
6 impression that L.A. County is well served and  
7 completely served, and that is not the case.

8           I'm speaking to half -- behalf of both the City  
9 of Avalon and the island residents who live outside of  
10 the city limits in asking for maps that accurately  
11 represent who is covering us, and that those not be  
12 provided by the service providers.

13           Currently there are at least three service  
14 providers who claim they have service here on the island  
15 but do not. And currently the service providers that do  
16 provide service are significantly overstating what they  
17 are available to serve in terms of what they can offer  
18 for capacity. If everyone was to purchase the highest  
19 level of service they offered, they would be well over  
20 capacity for what our antiquated microwave tower can  
21 provide.

22           We are a spot that also services military, FAA,  
23 and other services throughout L.A. County and the  
24 Southern California region and find that we are often  
25 forgotten about in terms of redundancy. Should the



1 microwave tower break, we're left without complete  
2 service, and all of those services would also find that  
3 their repeater here on the island would not function  
4 either.

5           We are looking to do a system that is at an  
6 extremely high cost threshold for the amount of service  
7 provided and hope that as part of the discussions that  
8 are happening, you will look at projects like that for  
9 areas especially that did not get considered rural so  
10 therefore did not apply for rural funding, which we have  
11 gone after several times but should be considered when  
12 looking at providing service to people that need it.

13           Our community is not rich compared to what most  
14 people think. We are made up of people who work several  
15 jobs just to make ends meet and have several areas that  
16 are not covered on the map. We are also looking for a  
17 mechanism for us as a city entity to be able to provide  
18 a bulk challenge that you will accept either based on  
19 the MDU or based on a more easy-to-operate check than a  
20 per-address challenge. ]

21           Currently, the per-address challenge requires  
22 to have testing at least three times a day, per address.  
23 And trying to get that level of engagement in this town,  
24 where most people are working, again, two to three jobs  
25 to make ends meet is not realistic, oftentimes --

1 (Timer notification.)

2 SPEAKER LEVALE: -- find a way to make this  
3 manageable for everyone, and appreciate all of you  
4 taking the time to hear our comments tonight.

5 Thank you.

6 ALJ GLEGOLA: Thank you so much for that  
7 feedback.

8 Can we have our next caller?

9 THE OPERATOR: Thank you. Our next comment  
10 comes from Scott Turner. Your line is open.

11 STATEMENT OF SPEAKER TURNER

12 Hello, everyone. Good evening. My name is  
13 Scott Turner. I live in Mather, California, up here  
14 near Sacramento. I'm a member of CWA, the Communication  
15 Workers of America, and technician -- a fiber technician  
16 by trade with AT&T. I've worked in legislative  
17 political work.

18 This is a once-in-a-lifetime opportunity for  
19 the State of California to, as my brother and sister  
20 previously stated, provide fiber service -- or broadband  
21 service, if fiber is not available; but fiber is the  
22 preference -- to all of those underserved and unserved  
23 neighborhoods, houses, businesses throughout the state.  
24 As the sister just mentioned, the maps that are being  
25 used have been antiquated. They are not current. And

1 those need to be updated to makes sure that everyone has  
2 the proper fiber brought to their house and the  
3 opportunity to actually evolve.

4           Because we've seen, during COVID, that the  
5 healthcare system now, a lot of people are using the  
6 Internet. You have education, as the brother has spoken  
7 of -- we have to use education -- the kids are working  
8 from home. You have the parents that are working from  
9 home. Businesses are operating from home, remote  
10 working from home.

11           Not only that, we need to make sure we have a  
12 skilled and qualified workforce doing this work.  
13 Because if you do not, you will have unsafe practices,  
14 not only for the workers, but also for those homes they  
15 serve. If these services are not grounded properly, you  
16 have a risk of houses burning down; you have a risk of  
17 gas lines being punctured. I'm an AT&T installer by  
18 trade. I've seen many things happen where, if you're  
19 not properly trained, your life and the safety of your  
20 customer is at risk.

21           So the ask is that we go ahead, and the CPUC  
22 does pass high-road labor standards with qualified  
23 workers; with fiber as the preference; with  
24 responsibility from those ISPs and providers to report  
25 out to those public entities and to the public about

1 services rendered. If there's any issues, we need to be  
2 well aware of it. We will not have this opportunity  
3 again for a very long time.

4 So I thank everyone who is on this call. This  
5 particular program can close the digital divide and  
6 support good labor standards at the same time. I want  
7 to thank everyone for their time. And let's go ahead  
8 and get this done. Appreciate you.

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

11 Can we have our next commenter, please?

12 THE OPERATOR: Thank you.

13 Our next comment comes from Nina Beety. Your  
14 line is open.

15 STATEMENT OF SPEAKER BEETY

16 Good evening. My name is Nina Beety, N-i-n-a,  
17 B-e-e-t-y.

18 I'm disabled by electromagnetic sensitivity, a  
19 condition recognized by the Federal Government two  
20 decades ago. I experience health problems, such as  
21 heart arrhythmia, chest pressure, nausea and vomiting,  
22 migraines, and sleep disruption from the EMF and  
23 microwave emissions of Wi-Fi and antennas, as well as  
24 cell phones, cell towers, and SMART meters.

25 There are 1 million, or more, people like me in

1 California, according to a 1998 California Department of  
2 Public Health survey. Repeated wireless exposure got me  
3 sensitized and increasingly sick. Please retain copper  
4 line DSL and fund dedicated fiber to the premises for  
5 wired Internet access.

6 My current problems with Internet, the  
7 widespread use of Wi-Fi blocks my access to essential  
8 services and medical care and comes into my home.  
9 Monterey and Monterey County installed wireless Internet  
10 in public buildings and meeting chambers, despite having  
11 research on the health problems. So I can't safely  
12 attend local government meetings. I can't go to the  
13 public libraries and use their resources. The colleges  
14 and adult schools have wireless Internet blocking career  
15 training and extended education for me.

16 I can't get medical care at my community  
17 hospital, because of their Wi-Fi. I was severely  
18 nauseated the last time I took my father to the  
19 hospital. And it's too dangerous for me to go back.  
20 Doctors' offices, groceries stores, shopping centers,  
21 cafes, antennas over sidewalks, Wi-Fi is virtually  
22 everywhere, redlining me out from my community. It's  
23 been very financially costly to me and eliminating job  
24 prospects.

25 My neighbor's Wi-Fi comes into my home. I

1 can't get away from it. People living in apartments  
2 have neighbor's Wi-Fi coming all around. I know people  
3 who live normal lives and are so sick now, they have to  
4 live far away from towns, services, doctors, and loved  
5 ones, because they could die from the exposure to  
6 Wi-Fi's microwave radiation.

7 Children in Wi-Fi'd schools were fainting,  
8 having nose bleeds and ears bleeding, and heart problems  
9 that were early signs of trouble. Two teachers got  
10 disabled accommodation at LA Unified School District.

11 Microwave radiation is toxic. Decades of  
12 research shows it injures the nerves, brain, immunity,  
13 blood, DNA, sperm, cognition; and at the cellular level,  
14 causes oxidative stress and electromagnetic sensitivity.  
15 What's the economic cost to California already? And who  
16 will be next?

17 All of this could have been taken care of with  
18 wired Internet, the only safe solution for humans and  
19 the environment. Incentivize dedicated community fiber  
20 for wired Internet only, as an afternoon speaker already  
21 suggested. And be a leader in protecting Californians'  
22 health --

23 (Timer notification.)

24 SPEAKER BEETY: -- by funding only safe  
25 Internet access, which is wired access.

1 Thank you.

2 ALJ GLEGOLA: Thank you so much for calling in  
3 and sharing your experiences.

4 Could we have our next commenter, please?

5 THE OPERATOR: Yes. Thank you.

6 Our next comment comes from Janet Miller. Your  
7 line is open.

8 (No response.)

9 THE OPERATOR: Please hit your mute button,  
10 Janet.

11 (No response.)

12 THE OPERATOR: Janet, we're unable to hear you.  
13 Please hit your mute button.

14 (No response.)

15 THE OPERATOR: Janet, we're still unable to  
16 hear you. Please hit your mute button.

17 (No response.)

18 THE OPERATOR: Janet, please hit your mute  
19 button. We are unable to hear you.

20 (No response.)

21 ALJ GLEGOLA: Can we move this person back into  
22 the queue and move to the next commenter?

23 THE OPERATOR: Yes.

24 Our next comment comes from Teresa Tessier.  
25 Your line is open.

1 STATEMENT OF SPEAKER TESSIER

2 Hi. Thank you. Yeah. My name is  
3 Teresa Tessier, and I live in Baldwin Park.

4 And I'm not sure if my comment is relevant or  
5 not. But the main reason why I'm calling is for the  
6 20-percent discount with the gas company and the Edison.  
7 Because they're telling me now, because my annual income  
8 is 41,600 -- the criteria is 39,440. So, now, they are  
9 telling me that I don't qualify for the discount --  
10 which I've never been told that before. And it really  
11 just bothers me. Because, just because of that, I mean,  
12 I don't bring home 65-, 70,000 bucks. If I did, I  
13 wouldn't care.

14 But by the time I take out my -- my part of the  
15 rent -- and I am by myself. And I support myself. So  
16 by the time I take out my rent, the basic bills, and pay  
17 them, there's not a whole lot of a check left. So the  
18 discount I need from both Edison and the gas. And so, I  
19 don't know how to keep it. I don't know what to do.

20 And as far as my AT&T phone, my cell phone, I  
21 like AT&T. I would be happy if my bill could be a  
22 little bit less. It's 55.73, which I know more people  
23 pay more than that. But if it could be a little less, I  
24 would even appreciate that -- because I have the basic  
25 plan. I don't have anything fancy, at all.



1           So that is my main beef, is the discounts -- I  
2 mean, I know people out there, they will tell, you know,  
3 these utility companies that they have got 10 people  
4 living in their household and lie about their income,  
5 just so they can keep the discounts. And me, I try to  
6 be straighten up -- you know, straight and narrow across  
7 the board, and do things the right way. And then, I  
8 have to -- you know, I have to eat it because what I  
9 make.

10           I would just really appreciate being able to  
11 have the discount. You know? It helps. It really does  
12 help. And that is really my main squabble here, if you  
13 want to call it that. It just makes me upset how other  
14 people can keep this stuff, knowing that they are giving  
15 out fake names about kids that they have, that they  
16 don't have, just in order to keep these things, you  
17 know, so they are not paying some high price of a bill  
18 because they need the heater on, because it gets cold --  
19 or something like that.

20           I mean, it's crazy. They need to change the  
21 criteria for the amount you make, at least so people can  
22 have this. I mean, I live in Baldwin Park. I don't  
23 live in some richie-rich city, you know. It is not.  
24 It's expensive here, like everywhere else. It is not  
25 cheap by a long shot. I mean, my rent now is \$1650 --

1 (Timer notification.)

2 SPEAKER TESSIER: -- I have a one-bedroom  
3 duplex. And trust me, my money goes.

4 That's my main beef. Thank you for listening.  
5 And I hope something I said can get across to help me  
6 out. Thank you.

7 ALJ GLEGOLA: Thank you for calling in.  
8 Can we have our next commenter, please?

9 THE OPERATOR: Yes. Thank you.

10 Our next commenter comes from Austin Lynch.  
11 Your line is open.

12 STATEMENT OF SPEAKER LYNCH

13 Hi. Good evening. Austin Lynch. I live in  
14 Bellflower, California.

15 I'm a union member, a of Unite Here, Local 11,  
16 the hospitality workers. And we don't work in the  
17 broadband field, of course; but I'm not support of CWA  
18 members who do. Because this utility, Internet, is  
19 really -- we can't live without it. I mean, even for --  
20 for hospitality work, for -- to get your job schedules,  
21 to check schedules, to communicate with work, to -- to  
22 apply for a job, you need reliable Internet. So, you  
23 know, it's essential to us. But it's also important  
24 that they be good jobs.

25 These are jobs that we would like to see our --

1 you know, our kids get. We -- jobs that we might want  
2 to be able to transition into one day. And we need them  
3 to be good jobs. And we need them to be safe jobs.  
4 This is, you know, it's no longer a luxury. It's an  
5 essential utility for society. And the government  
6 should invest in doing it the right way.

7 And, ultimately, that's the cost-effective way.  
8 Because when jobs are union, they have some -- they are  
9 much safer. And, ultimately, that pays off for all of  
10 us. So, I urge the CPUC to do everything it can to make  
11 sure that the workers building these networks have a  
12 safe workplace and good work conditions.

13 Thank you.

14 ALJ GLEGOLA: Thank you for that feedback.

15 Could we have our next commenter, please?

16 THE OPERATOR: Thank you.

17 Our next comment comes from Vonzetta Crain.

18 Your line is open.

19 STATEMENT OF SPEAKER CRAIN

20 Good afternoon -- or evening, I guess, at this  
21 juncture. My name is Vonzetta Crain. And I live in the  
22 Yermo, Valyermo Area.

23 And I'm calling in, simply because -- well, let  
24 me step back a little bit. My family has lived in  
25 (inaudible) Farms area. We were one of the first people

1 to live here. And so, for someone from my family who's  
2 been here for almost a hundred years, during the time  
3 that the -- the onset of wireless Internet and services,  
4 we have been overlooked. We have the worst service in  
5 this area. It's -- it's -- we constantly have issues.  
6 Even when we have -- I know when my dad had a land line  
7 phone, which was, like, nine months ago -- we had it for  
8 many, many years -- it never worked. So, I am simply  
9 advocating for services, clear, and -- services that  
10 work on a continuous basis.

11 On the flip side of that, I also have concerns  
12 about AT&T being able to provide safety for our  
13 neighborhood. We want the services. We need the  
14 services. We all do. Because it's what makes our  
15 country tick, and it does need to tick. So, again, on  
16 behalf of all of this entire area, we -- we do need  
17 services. But we also want to be safe.

18 There's a high incident of cancer in this area.  
19 I'm not saying that it's a result of AT&T. But we do  
20 understand the risks with Internet, broadband services,  
21 all of it. So, I'm just asking that that service be  
22 provided to us, and be provided to us cost-effective.  
23 Because now what we do get, there's no competition.  
24 It's just what we get is what we get. And that's it.  
25 We don't get a package of any -- of any type to lower

1 our costs up or cost -- well, to up it, of course.

2 So, basically, I'm asking for services --  
3 adequate services, like everyone else, in addition to  
4 safety to our neighborhood, as well as safety to our --  
5 the people that come out to this area that help us.

6 (Timer notification.)

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

9 Could we have our next commenter, please?

10 THE OPERATOR: Thank you.

11 Our next comment comes from Philip Neufeld.  
12 Your line is open.

13 STATEMENT OF SPEAKER NEUFELD

14 Thank you. And good evening. I'm  
15 Philip Neufeld with the Fresno Coalition for Digital  
16 Inclusion, representing Fresno County. I'm the  
17 Executive Officer of IT at Fresno Unified School  
18 District.

19 We're concerned that investments for Internet  
20 service will truly go to the unserved and underserved.  
21 These investments are guided by the CPU data maps (sic).  
22 The CPUC and the FCC maps are inaccurate understating  
23 unserved and underserved Fresno County areas of urban  
24 and rural poverty, and especially multi-dwelling  
25 complexes. There is more accurate data to represent the

1 unserved, including Microsoft Digital Equity Dashboard  
2 and Fresno County's myQoI, with 14 million-plus  
3 measurements better representing a massive number of  
4 residents who are unserved.

5           However, the current maps are not counted, and  
6 thus, ineligible for investment with these residents.  
7 There are far more residents who are unserved, as I  
8 mentioned. The CPUC must consider how to develop a more  
9 robust map and simply --

10                           (Audio interruption.)

11           SPEAKER NEUFELD: The CPUC should consider MDUs  
12 hard to reach and adequately fund investments in  
13 multi-dwelling units. BEAD provides plenty for Wi-Fi to  
14 residents in multi-dwelling units. BEAD also allows for  
15 fixed wireless to hard-to-reach areas. Let's stretch  
16 our dollars, our funds, and use fiber where possible,  
17 wireless where appropriate, to reach the most unserved  
18 residents.

19           The current SB 156 grants have revealed  
20 problems in the maps and gaps in the rulemaking that are  
21 allowing grantees to use -- to egregiously use public  
22 funds to deliver Internet to those who are served, or  
23 will be served, without public funds -- a gross misuse  
24 of public funds. Let's not make the same mistake with  
25 BEAD. Let's get Internet services that are most in need

1 by correcting the maps, improve the rulemaking to truly  
2 serve the unserved and underserved in urban and rural  
3 areas of poverty. This is our one chance to get it  
4 right.

5 Thank you.

6 ALJ GLEGOLA: Thank you so much for that  
7 feedback.

8 Could we please have our next commenter?

9 THE OPERATOR: Thank you.

10 Our next comment comes from Jeanette Baybo.  
11 Your line is open.

12 STATEMENT OF SPEAKER BAYBO

13 Okay. Yes. My name is Jeanette Baybo,  
14 J-e-a-n-e-t-t-e. My last name, B-a-y-b-o. I live in  
15 Caliente, California, which is 50 miles, approximately,  
16 from Bakersfield, California.

17 During times when grants have been given to our  
18 cable companies, they misused funds. They did not  
19 invest in the rural mountain area and used those funds  
20 inappropriately to just fix the city areas. And when  
21 COVID hit, it was very -- it was very -- the underserved  
22 and unserved area really was effected.

23 I'm a teacher in Bakersfield, California. And  
24 I didn't even have enough cable, bandwidth, Wi-Fi in my  
25 own home. I had Internet, and I pay a lot for that.

1 And then, I could not even do -- I didn't have enough to  
2 be able to even teach. And I had to go up to the  
3 nearest school and use their facility. And it was a  
4 very cold room. It was very uncomfortable. But at  
5 least I had enough bandwidth. So, there's no reason in  
6 the 21st Century that had to do that.

7 Also, we pay a lot for Starlink. Once, Elon  
8 Musk got the Starlink going, we were able to at least  
9 get better bandwidth. And my -- my spouse does work  
10 from home. And before that, he would -- he had great  
11 difficulty. And so, there's a need in this  
12 underserved-unserved area in the mountain -- the rural  
13 mountain areas.

14 Plus, we have children who are a -- they need  
15 it. There are a mixed ec- -- economic base here.  
16 There's a lot of low income; there's middle income. But  
17 to be able to pay for Starlink, many people do not have  
18 the ability to do that. So, it is really necessary that  
19 we get something that's affordable, that is equitable,  
20 and allows for everybody to have decent bandwidth,  
21 whether they are in city or they are in the mountains.  
22 My taxes went -- my taxes went to help other areas, not  
23 my own area. ]

24 I'm using a cell phone, but sometimes it  
25 doesn't -- the WiFi is -- is not always good, and --



1 (Timer notification.)

2 SPEAKER BAYBO: All right. Well, I will wrap  
3 it up. I really hope that funds will come into this  
4 area. It is badly needed in Caliente, Lake Isabella;  
5 area and I really hope that the lawmakers will  
6 appropriate the funds to do what's necessary to bring us  
7 to the 21st century.

8 Thank you very much.

9 ALJ GLEGOLA: Thank you so much for calling in  
10 and taking the time to share.

11 Can we have our next commenter, please?

12 THE OPERATOR: Thank you. Our next comment  
13 comes from Maurice Washington.

14 Your line is open.

15 STATEMENT OF SPEAKER WASHINGTON

16 Yes, my name is Maurice Washington from  
17 Coalition of Black Trade Unions, also a CWA Union member  
18 and a splicer for the past 25 years. I live in Los  
19 Angeles.

20 My main concern is that south Los Angeles is  
21 being left behind in the digital divide. We need to  
22 invest this money to bring the data and internet to  
23 South Los Angeles, so they can be on a level playing  
24 field.

25 I also represent Ukiah, the north coast nor --

1 northern part of California. They've had numerous fires  
2 over the past years. While they try to rebuild, they're  
3 being left behind with not being provided fiber. It is  
4 hard to have a conversation with someone up there when  
5 there is no service.

6           Being a union member, to get this work done, it  
7 has to be done right. There's nothing better than union  
8 labor. You want the work to be done right the first  
9 time. You don't want to have to repeat yourself and do  
10 it twice. You want the work to be done safe. All I can  
11 say is that you should make -- make every effort to  
12 create jobs in California and make sure the jobs are all  
13 being done safe.

14           Union members live and work under safe  
15 conditions. We want anyone to get a job to do the -- do  
16 the same thing. Just remember, South Los Angeles needs  
17 internet. The north coast, Ukiah, in those areas, Clear  
18 Lake, they call need fiber. They need to be provided  
19 the same opportunities as everyone else in California.

20           Thank you for your time.

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

23           Can we have our next commenter, please?

24           THE OPERATOR: Thank you. Our next comment  
25 comes from Huma Aziz.

1           Your line is open.

2                         STATEMENT OF SPEAKER AZIZ

3           Hello, my name is Huma Aziz. My first name is  
4 spelled H-u-m-a, and my last name is spelled A-z-i-z.

5           I moved with my family from the Bay Area to a  
6 rural 209 area about, maybe, 50 minutes from the Silicon  
7 Valley.

8           In 2008, I was in fourth grade, and I had an  
9 e-mail. I would use the internet almost every single  
10 day, then when I moved to where I currently live, there  
11 is not a single internet provider in my area. I -- the  
12 city where I went to school, they had internet, but then  
13 when I came out to the country where I live, there was  
14 not a single internet provider.

15           We would have homework that was due online, and  
16 I would cry at night because I couldn't upload a  
17 five-kilobyte document to the internet so I could turn  
18 it in.

19           This was about in 2008. It is 16 years later,  
20 and we don't even have a single internet provider in my  
21 area. I currently work at Google. My brother works at  
22 Microsoft, and we can't use the internet at your house.

23           I -- there is an internet provider called  
24 Cal.net that claims that -- they took the grant that was  
25 given to them, and they claim that we have -- they give

1 us usable internet, but they don't. I called them  
2 before I got my current job when I was still low income.  
3 I called them and I said, "How much does it cost to have  
4 your internet?" They were saying about \$50 for speeds  
5 that were less than five megabits per second. They took  
6 the grant that was given to them, and they didn't --  
7 it's not even a real internet. It's -- they give  
8 hotspots given like T-Mobile. That's not a real  
9 internet service.

10 We currently use the hotspots off our phones,  
11 and we tried getting Starlink, but that's a \$700 setup  
12 fee and \$120 a month. Nobody can pay that.

13 Where we live, there is not -- see, I don't  
14 know how this is possible, but we live 15 minutes from  
15 the Silicon Valley, the tech capital of the world, and  
16 we don't have any internet.

17 I currently have to live in the Bay Area in the  
18 Santa Clara area, because I can't come home and use the  
19 internet, and I work hybrid. My brother can't move back  
20 home or even visit us because he -- he works for  
21 Microsoft and he is on-call, and he can't come home and  
22 use the internet. My younger brothers, who are 10 and  
23 15, lost so much of their education in 2020 when all the  
24 schools went online. We didn't have -- we didn't know  
25 what to do.

1 My little sister goes to UC Berkeley, they gave  
2 her --

3 (Timer notification.)

4 SPEAKER AZIZ: I will wrap it up. They gave it  
5 a hotspot that worked for a couple of months, and then  
6 when COVID was over, they got rid of it again. And,  
7 again, my younger brothers, their education is so far  
8 behind because there's not a single internet provider in  
9 my area, and these -- and these internet providers took  
10 the grant that was given to them and claimed that they  
11 give us internet, but we don't do not have a single --  
12 they don't give it to us.

13 My phone works better than what they've given  
14 me.

15 That's all I have to say.

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

18 Could we have our next commenter, please?

19 THE OPERATOR: Thank you.

20 The next comment is Tina Salinas.

21 Your line is open.

22 (No response.)

23 THE OPERATOR: Tina, please hit your mute  
24 button.

25 (No response.)

1 THE OPERATOR: Tina, we are unable to hear you.  
2 Please hit your mute --

3 STATEMENT OF SPEAKER SALINAS

4 Can you hear me?

5 THE OPERATOR: Yes, we can hear you now.

6 SPEAKER SALINAS: Okay. Thank you. Good  
7 evening. My name is Tania Salinas, that is T-a-n-i-a.  
8 I am the President of the Kern Inyo Mono Counties  
9 Central Labor Council, and I am here on behalf of union  
10 labor.

11 This funding is crucial to bridge the digital  
12 divide and ensure equal opportunities for all residents,  
13 but it must be done right. Securing labor standards  
14 must be a vital aspect of the BEAD program. By  
15 implementing and upholding labor standards will ensure  
16 that the workers involved in the broadband expansion are  
17 treated fairly, receive just wages and have safe working  
18 conditions.

19 We must prioritize fair wages for workers  
20 involved in the BEAD program. By assuring that workers  
21 receive just compensation, we create a pathway to  
22 economic stability and growth for the communities  
23 involved in the broadband expansion. It must provide  
24 safe working conditions. The program should prioritize  
25 the safety and wellbeing of workers. Implementing

1 robust safety protocols and (indecipherable) mechanisms  
2 help mitigate risk and assures workers remain safe  
3 throughout the entire process. Union labor standards  
4 provides this.

5 Worker training and development is essential to  
6 invest in initiatives to equip the workforce with the  
7 necessary skills and expertise required for the  
8 broadband expansion. By providing opportunities for  
9 growth and advances, we empower workers to succeed and  
10 be involved in digital landscape. Union labor has those  
11 credentials.

12 It must have long term impacts. The successful  
13 implementation of labor standards under the BEAD program  
14 will not only benefit the workers involved, but also  
15 create a positive ripple effect across communities  
16 providing fair wages and safe working conditions to  
17 attribute to economic stability, job growth and  
18 increased opportunities for all Californians.

19 Thank you for your time.

20 ALJ GLEGOLA: Thank you for calling in today.

21 Can we have our next commenter, please?

22 THE OPERATOR: Thank you. Our next comment  
23 comes from Jeff Gerber.

24 Your line is open.

25 (No response.)

1 THE OPERATOR: Mr. Gerber, please hit your mute  
2 button.

3 Your line is open.

4 (No response.)

5 THE OPERATOR: Mr. Gerber, please hit your mute  
6 button.

7 We will go to the next commenter.

8 Tine King, your line is open.

9 STATEMENT OF SPEAKER KING

10 Hello. My name is Tine King, and I received a  
11 notice that a Federal Broadband Grant Program is being  
12 extended to AT&T. I would say because -- this has  
13 nothing directly to do with access, but because the cell  
14 industry is an oligopoly, and there is -- there should  
15 be a requirement that these companies, mainly AT&T has  
16 fair practices for customers, especially those with  
17 underserved with valid complaints and need to ensure  
18 practical corrective opportunities when customers are  
19 wronged.

20 AT&T has limited their customer service reps  
21 from issuing credits in order to increase profits, which  
22 is becoming a trend for most oligopoly-based companies.  
23 Most of these companies, as most of you know, either  
24 offer no human reps to talk to or very limited human  
25 reps, or in some cases and in most cases, and in



1 particular AT&T, from my personal experience, they limit  
2 their reps and managers from issuing corrected measures  
3 like refunds even if the customer was wronged or the  
4 issues were verified.

5 My personal experience was that most of the  
6 reps that I spoke with agree that I was disserving of an  
7 \$800 refund but after at 10 to 12 calls, several store  
8 visits and the management agreeing with me, there was  
9 still no refund issued beyond \$20, because they said  
10 that customer loyalty can't go over that.

11 So, I would just require -- I would ask that  
12 you guys require these types of things when you give out  
13 grants to these big companies that are taking money from  
14 the small guys. I also wanted to complain about  
15 Asurion, which also did not offer different repairs --  
16 and that's the insurance company that AT&T works with --  
17 for valid complaints.

18 And if you guys do offer access, I would also  
19 recommend access to underserved communities like South  
20 LA.

21 Thank you.

22 ALJ GLEGOLA: Thank you so much for taking the  
23 time to share today.

24 Can we have our next commenter, please?

25 THE OPERATOR: Thank you. Our next comment

1 comes from Cleo Cabral.

2 Your line is open.

3 STATEMENT OF SPEAKER CABRAL

4 Good evening. My name is Cleo Cabral, and I  
5 live in Squaw Valley, California. In our area, we've  
6 expanded roads, the 180 -- many people have moved up  
7 there, but really it is rolling the dice if we have  
8 internet that day or not. So, working from home, forget  
9 it. Trying to do homework, forget it, because it's very  
10 unreliable. You cannot rely on it.

11 During COVID, my family, we didn't have any  
12 access to information. We had no idea what was going on  
13 in the world, so it was kind of a scary thing. But  
14 also, too, I do -- I work for AT&T as well as I'm CWA  
15 vice president for our local here, and we have other  
16 entities that are not union that have become union, and  
17 when we walked in the -- the safety issues were unreal  
18 such as not even providing water for their employees as  
19 one example.

20 But I think we really need to spread the  
21 message to our California residents that we care about  
22 everybody's safety. We want to make sure that the job  
23 is done right the first time, so we are not spending  
24 excess money to fix repairs and -- and undoing a  
25 wrongdoing.

1           So, I really think it's important that we do  
2 use skilled union workers.

3           I thank you guys very much for your time, and  
4 hope y'all have a good evening.

5           Thank you.

6           ALJ GLEGOLA: Thank you for calling into to  
7 share.

8           Can we have our next caller, please?

9           THE OPERATOR: Thank you.

10          Our next comment comes from Diane Nichol.

11          Your line is open.

12                         STATEMENT OF SPEAKER NICHOL

13          Hi, can you hear me?

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

15          SPEAKER NICHOL: Okay, hi. Diane Nichol.

16          I have electric sensitivities. I want to read  
17 to you about the U.S. Court of Appeals for the D.C.  
18 Circuit published this decision, August 13, 2021, ruling  
19 that:

20                         The FCC failed to consider the non -- the  
21 evidence regarding adverse health effects  
22 of wireless technology when it decided its  
23 1996 radio frequency emission guidelines.

24                         That supposedly protect the public's health,  
25 but which they don't. So, it took them, what's that,

1 almost 25 years to rule on that; and so, currently the  
2 FCC is revising its guidelines. Well, maybe. At least  
3 they're maybe trying to look at the evidence.

4           You know, we need to have wired technology.  
5 Fiber, wired technology. We can't afford to have  
6 people's lives put at risk, because our government isn't  
7 properly reviewing the studies.

8           Joel Moskowitz, Director of Center of Family  
9 and Community Health at School of Public Health, UC  
10 Berkeley, he states:

11                   The results of this study reinforce the  
12                   need for more stringent regulation of radio  
13                   frequency radiation.

14           That is from cell towers and WiFi routers and  
15 all that.

16                   And better discussion --

17           He said

18                   -- of the health risks associated with  
19                   wireless technologies, two demands made by  
20                   the EMF scientists' appeal.

21           Doctor -- Professor Martin Pall emeritus of  
22 biochemistry and basic medical sciences at Washington  
23 State University states:

24                   There are 20,000 scientific papers that  
25                   acknowledge the potential harm from

1           electromagnetic fields, and there should be  
2           none, including oxidative stress, single  
3           stray -- single strand breaks in cellular  
4           DNA, sleep disruption, effects on brain and  
5           heart function.

6           I personally experience these effects and other  
7           people might experience them at a lesser level, but  
8           everybody is at risk. We don't have regulation of these  
9           technologies. We need -- please use those funds for  
10          wired internet. Wired. That means op -- fiber optic,  
11          anything that transmits with a wire.

12          This -- this radi -- the cell phone towers  
13          and -- and all of the affiliated types of technologies  
14          are harming the population. We do not have protection  
15          from our government about this. We absolutely do not.  
16          That's what the Court of Appeals just ruled in 2021  
17          that:

18                 The FCC had not considered the adverse  
19                 health effects of wireless technology when  
20                 it decided its 1996 emission guidelines.

21                 Those emission guidelines are still the same  
22                 ones, and --

23                 (Timer notification.)

24                 SPEAKER NICHOL: -- nobody enforces them,  
25                 anyway.

1           So, that's what I have to say. Please do the  
2 right thing here and do wired technology with wires.

3           Thank you.

4           ALJ GLEGOLA: Thank you for calling in.

5           Can we have our next commenter, please?

6           THE OPERATOR: Yes, thank you.

7           Our next comment comes from Brian Castro.

8           Your line is open.

9           (No response.)

10          THE OPERATOR: Brian, please hit your mute  
11 button.

12          Your line is open.

13                         STATEMENT OF SPEAKER CASTRO

14          Hi, good evening. My name is Brian Castro, and  
15 I live in Bakersfield, California.

16          I would like to echo what the last few speakers  
17 have said on the underserved areas in California. Fiber  
18 being -- being the preferred service.

19          My service provider has, over the years,  
20 provided fiber overlay in areas that already have  
21 high-speed internet and should have been provided in  
22 areas in need. To me, it's vital that the broadband  
23 funding also creates jobs in California that work -- the  
24 work be done safely.

25          I am also a union member. I know that when the

1 union isn't on the job, it creates shortcuts and puts  
2 worker safety at risk as well as the public.

3 If we don't support good jobs working -- good  
4 working jobs in California, namely unions, it will pull  
5 the standard of the workforce down for everyone.

6 I appreciate your time. Thank you and have a  
7 good night.

8 ALJ GLEGOLA: Thank you very much for calling  
9 in and taking the time today.

10 Can we have our next commenter, please?

11 THE OPERATOR: Thank you. Our next comment  
12 comes from Dave Hadley.

13 Your line is open.

14 STATEMENT OF SPEAKER HADLEY

15 Hi, my name is Steve Hadley. Are you hearing  
16 me?

17 ALJ GLEGOLA: Yes, we hear you. Please  
18 continue.

19 SPEAKER HADLEY: Okay. Thank you.

20 We are residents in the Glassell Park area of  
21 Los Angeles. There's a company named Crown Castle, who  
22 is a subcontractor for Verizon, came to install a cell  
23 tower 10 feet from our bedroom window. We believe this  
24 is unsafe. They basically were going to do this work  
25 with no paperwork at all. Nobody in our neighborhood

1 was even told about it. Zero regulation. We've since  
2 contacted a lawyer and have that help working on the  
3 case, but we found out that they've done zero paperwork  
4 for this job, and they've done another one of these cell  
5 towers a quarter of a mile away; and then another one,  
6 another quarter of a mile up the street. It's just  
7 unnecessary for them to be putting them so near each  
8 other.

9 From what we understand, Verizon is trying to  
10 put them every thousand feet in neighborhoods. We think  
11 that this is a mistake.

12 I also want to echo what the last gentlemen  
13 said and a few other people that going wired is the  
14 safer bet. We just don't know with this wireless RF  
15 signals flying around, what it's going to do to us. I  
16 mean, some people on here are absolutely affected by it,  
17 and there's doctors that will back them up.

18 This 1996 ruling of the FCC's safety guidelines  
19 too old. They shouldn't be doing this work. It's just  
20 extremely unsafe, and that's it.

21 Thank you very much. ]

22 ALJ GLEGOLA: Thank you so much for taking the  
23 time to call in.

24 Could we have our next commenter, please.

25 THE OPERATOR: Thank you. Our next comment



1 comes from Shawn Heape.

2 Your line is open.

3 STATEMENT OF SPEAKER HEAPE

4 Thank you guys for participating on the call,  
5 everybody that called in. I want to thank you for doing  
6 so and participating in this. It's very important. My  
7 name is Shawn Heape. I live in Lake County out at  
8 Clear Lake. I've been participating in the PUC hearings  
9 and working with you guys hand in hand since  
10 Commissioner Sandoval and President Picker.

11 I'm vice president of Local 400. I'm very  
12 proud of the work that we've done together and hope that  
13 we can continue to build a great network for the public  
14 and the people out here that are on this call, they  
15 deserve it, and the ones that aren't on this call that  
16 deserve it.

17 First of all, I'd like to say one of the  
18 biggest things that we want to push is we want to have  
19 that fiber network to the homes. These cell sites that  
20 are in these rural areas don't reach out in the rural  
21 area.

22 In Clear Lake specifically we have hit-and-miss  
23 just driving down the street. You can drive from here  
24 to Eureka or here to Redding and service drops, and most  
25 folks that live in those areas definitely need fiber,

1 they definitely need high-speed internet. And back in  
2 the 1999/2000s, we were promising No Child Left Behind.  
3 Commissioner Sandoval, she remembered that. And let's  
4 hope that we can continue to push that narrative and  
5 bring this fiber to the prem in every city from South  
6 Central to San Diego, to Eureka, Crescent City, and  
7 everything else that we represent with CWA.

8 I want to thank Kenny Williams and Scott Turner  
9 and Maurice Washington for speaking earlier, and my CWA  
10 brothers and sisters that did that. I'm going to drop  
11 off now. This call is specifically about providing  
12 high-speed internet, so thank you for that. And please  
13 remember we need fiber to the prem in all of our areas.  
14 It does not reach everywhere.

15 And last but not least, we have Potter Valley  
16 out here in Lake County. Potter Valley has some rural  
17 areas as well. And if you even go further in to like  
18 Pillsbury, those folks are running off of generators.  
19 They rely on dial tones for 911 services.

20 If we continue to take away 911 services -- no  
21 cell sites out there -- that's one more area that really  
22 relies on your assistance as the PUC to make sure that  
23 there's fair and equitable service for all of those  
24 folks. Thank you for taking the time tonight and God  
25 bless you.

1 ALJ GLEGOLA: Thank you so much for taking the  
2 time to call in.

3 Just a reminder to those who are listening, if  
4 you want to speak and have not already done so, please  
5 press star one.

6 Could we continue with our next commenter,  
7 please.

8 THE OPERATOR: Thank you. Our next comment  
9 comes from Janet Miller.

10 Your line is open.

11 STATEMENT OF SPEAKER MILLER

12 Good evening. My name is Janet Miller,  
13 J-a-n-e-t, Miller, M-i-l-l-e-r. I live in San  
14 Bernardino County in this little mountain town of Lytle  
15 Creek, California, 92358.

16 I'm calling in just to share my experience with  
17 trying to get just regular cell phone service up here.  
18 We moved here in May, and I have T-Mobile, was not able  
19 to get T-Mobile to -- they didn't have any coverage for  
20 this particular area, even though I called multiple  
21 times. And according to their maps, it shows that they  
22 do provide, you know, coverage for where I was at. But  
23 after, like, three phone calls, they finally gave in and  
24 said, "Yes, you're right. There is no service there,"  
25 so I ended up having to switch with Verizon.

1           And Verizon -- I have their service. They do  
2 not provide -- I cannot get any Wi-Fi service from  
3 Frontier, from Spectrum. And Verizon, when I called  
4 them to explain my situation. They're very quick to try  
5 to offer you other products to meet, you know, your --  
6 your needs. Of course all those other products are an  
7 additional cost to your monthly bill. And they give you  
8 the discount of the affordable connectivity program  
9 because I qualified for that. I realize it's a discount  
10 for the internet, but they don't even give me internet  
11 service.

12           So I feel like these cell phone companies are  
13 getting the money from the government. It looks like  
14 they're providing customers with internet service  
15 because they have all these customers claiming the  
16 credit, but in reality we're not getting any internet  
17 service from them. We're just trying to lower our  
18 bills.

19           And when you have no other option, if you're  
20 not going to be able to get Wi-Fi, well, you might as  
21 well take the discount on your regular cell phone bill,  
22 and I don't think that's right. I think they're  
23 collecting money and they're not having any -- you know,  
24 none -- they don't see any incentive on their part to,  
25 you know, expand service here because we border up

1 against the national forest so there's never going to be  
2 any new tract homes coming in, there's not going to be  
3 any more future, you know, income coming in, profits,  
4 you know, for the company. So they just went ahead and  
5 overlooked Wi-Fi service for this particular area that  
6 I'm at.

7 I don't understand, you know. I'm  
8 sure there's -- well, there's a lot of problems with --  
9 with the program, and we certainly do appreciate what  
10 the government is trying to do. But I think that they  
11 don't actually look or go out, hit the streets and speak  
12 with the residents and see whether or not that community  
13 is being served. I think they're just hitting the easy  
14 parts, the easy jobs, but this --

15 (Timer notification.)

16 SPEAKER MILLER: Like I said, we're in the San  
17 Bernardino mountains. It's too hard. They don't want  
18 to bother, and they're just happy to suggest that, you  
19 know, you can get hot-spot service, and that's an  
20 additional cost, and you have to buy their equipment.  
21 And here they're collecting, you know, the affordable  
22 connectivity program discount that the government is  
23 supposed to be providing for internet service, but we  
24 don't have that. And that is all I wanted to say.  
25 Thank you.

1 ALJ GLEGOLA: Thank you for calling in.

2 Could we have our next commenter, please.

3 THE OPERATOR: Yes. Thank you. Our next  
4 comment comes from Julie Wagner.

5 Your line is open.

6 STATEMENT OF SPEAKER WAGNER

7 Yes. Thank you for giving me the opportunity,  
8 and I've been listening to other people calling in, and  
9 I do empathize with everybody's situation.

10 I live in Fullerton, and I have AT&T fiber  
11 optics. I moved here a couple of months ago. Ever  
12 since, I've been using AT&T and I conduct business over  
13 Zoom, my customer have been complaining, and I'm at the  
14 risk of losing customers the reliability has been so  
15 poor, and I -- so even when -- I'm not even next to the  
16 national forest, but the quality's so poor, and AT&T  
17 still charges the same rate.

18 They instead recommended that I rent from them,  
19 I guess, the extenders? For \$10.00 extra per month, and  
20 it's not doing much good. And I -- so whatever they  
21 promise is not working out. My Zoom connection is very  
22 unreliable, and there's delay, and so my customers  
23 cannot hear me and the screen freeze. I don't know.  
24 There should be some sort of regulation against these  
25 companies. When they offer something, it should be

1 working. Are there any consequences to these companies?

2 And also, do we have enough competitors in this  
3 industry so that some people can -- somebody can provide  
4 reliable service at a reasonable or affordable price  
5 because whether it's \$50 per month or \$80 per month,  
6 that's net, and it's a whole lot of money from our  
7 income. Thank you.

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

10 THE OPERATOR: Thank you. Our next comment  
11 comes from Malek Armstrong.

12 Your line is open.

13 STATEMENT OF SPEAKER ARMSTRONG

14 Hi. My name is Malek Armstrong, M-a-l-e-k,  
15 Armstrong. I'm a CWA 9415 member out of Oakland,  
16 California, and I'm calling because, like many people,  
17 there are a lot of people in Oakland. Even though there  
18 are a lot of claims that it is a well-provided-for  
19 environment for internet, it is not true. There are a  
20 lot of underdeveloped communities that have no access to  
21 internet.

22 Claims from the City of Oakland and some  
23 internet providers that they are able to get high-speed  
24 internet, when the reality they are only able to get one  
25 or two megabits per second. And it's told constantly

1 that you have to get extenders, you have to find some  
2 way to get the signal throughout your home better, but  
3 in reality is that the signal going to them is not what  
4 it should be. So these funds need to be used to  
5 actually get to these communities to get them better  
6 internet, so they are able to have connections.

7 I know there was a woman who commented earlier  
8 that her family members are not able to even do homework  
9 or work from home. We had, during COVID, people having  
10 to go outside, going to public spaces and risk being  
11 able to get sick and bring it back home to your families  
12 just to do work.

13 And so like at this point we are realizing it's  
14 unacceptable, and the funds cannot be told they're going  
15 to go out to people who are not going to do their jobs  
16 properly, have to be done by trained professionals that  
17 actually care about the environment, people that live in  
18 those communities so that way when they are working in  
19 there, they really want the best for everyone there.

20 Thank you.

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

23 Could we have our next commenter, please.

24 THE OPERATOR: Thank you. Our next comment  
25 comes from Mah-mood Sultan.



1           Your line is open.

2                         STATEMENT OF SPEAKER SULTAN

3           Okay. Thank you. I hope this is the right  
4 venue for me to put my issues in front of the board.  
5 The thing is, my case is very similar to the gentleman  
6 who talked in previous session at 2 o'clock. He was  
7 from Vallejo. Basically (indecipherable) and his wife  
8 works fully from home, but two high school kids. We  
9 only have wired internet with 50/10 download/upload  
10 speed. So we resorted to ask Comcast to connect us.

11           They give us -- we live here like almost  
12 six-and-a-half years -- they give us the first estimate  
13 \$7,000 to connect us, and last year they give us another  
14 estimate for 4,000, although (indecipherable) --

15           ALJ GLEGOLA: Sir, could I interrupt you real  
16 quickly.

17           SPEAKER SULTAN: Sure.

18           ALJ GLEGOLA: Sir, I'm really sorry to  
19 interrupt you. We'll definitely give you your time  
20 back. We're not -- we're struggling to hear you both  
21 from a volume standpoint, and also there seems to be  
22 some background noise.

23           SPEAKER SULTAN: Yeah. I move to another room.  
24 How about now? Where did we stop?

25           ALJ GLEGOLA: Could you -- I don't remember,

1 but you could just start again. We'll give you your  
2 full time.

3 SPEAKER SULTAN: So basically we ask AT&T  
4 internet service we have 50/10 download/upload. We live  
5 on acreage property, as well as our east and west  
6 neighbors where we all have only wired AT&T.

7 The AT&T claims they will have a fiber optic  
8 connected to us, but God knows when in the future. It's  
9 not -- anyway, the Comcast give us first estimate was  
10 \$7,000 back then couple years. And now the latest one  
11 they gave us 4,000 to connect us, although the property  
12 across from us is about 90 yards after Comcast. They  
13 have Comcast service.

14 But our property, all these neighbors, are on  
15 an acreage. The properties north of the city are the  
16 city of Fresno addresses. Anyway, so we're not able to  
17 get the signal broadband, we're not getting the fiber  
18 optic either, so we had to resort to add two more --  
19 T-Mobile dropped their modems so it can get enough  
20 coverage for the whole house from the corner to corner.  
21 So this is why we have issue of not getting enough  
22 coverage for our area.

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

25 Can we have our next commenter, please.

1 THE OPERATOR: Thank you. Our next comment  
2 comes from Justin Shu.

3 Your line is open.

4 STATEMENT OF SPEAKER SHU

5 Thank you. I don't live -- (indecipherable) --  
6 I don't live in an underserved area, but there are --  
7 but there are -- there's one area of concern I'm reading  
8 through the proposal for -- for this -- for this  
9 broadband connection that I am concerned about.

10 According to the internet for our website, it  
11 says that there is essentially no time limits that  
12 is requi -- that's -- in which the funding initiatives  
13 are undertaken or completed. So given that in August of  
14 2023 there was called a so-called coalition --  
15 coalition -- what was it called? -- it's the Coalition  
16 of RDOF who were funded by the FCC's Rural Digital  
17 Opportunity Fund to, you know, provide broadband access  
18 to rural areas. But instead, this so-called coalition  
19 instead asked for essentially misuse of funds and  
20 instead asked the federal government to extend the  
21 period in which grant can be returned.

22 So quite clearly there is a problem here with  
23 the fact that these companies can misuse these funds and  
24 there's -- and judging from the bill, I'm not seeing  
25 much in the way of enforced accountability to ensure

1 that these companies are not -- they are both fulfilling  
2 their obligations and fulfilling them in a timely and  
3 efficient manner and not -- and not, you know, wasting  
4 funds that -- on -- on communities that are already  
5 served fairly well or on, you know, or on other measures  
6 for them, other measures that generally just don't help  
7 these rural areas.

8           So my question would be how would the State,  
9 the government of California, ensure that these funds  
10 are not being used by whatever companies have been  
11 awarded these funds? Thank you.

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

14           THE OPERATOR: Thank you. Our next commenter  
15 comes from Jackie Lynn.

16           Your line is open.

17           STATEMENT OF SPEAKER LYNN

18           Hi. Good afternoon -- actually, good evening.  
19 My name is Jackie, and I was basically calling in  
20 related to internet services that's from Spectrum.

21           I received a notice that Spectrum did some  
22 changes here in South Los Angeles that basically  
23 provided some of -- provided me with an upgraded plan  
24 because the old plan didn't -- wasn't offered anymore.  
25 I received a letter that indicated that there was going

1 to be no extra costs or no change in the plan for the  
2 price, and yet the following month I did receive an  
3 increase in the price for my monthly bill.

4 And so my comment is as you look into bringing,  
5 you know, better speed, better access to communities  
6 that are underserved, please consider the costs that  
7 come with the work and the amount that is going to be  
8 associated for families that, you know, that are already  
9 struggling financially.

10 So I just wanted to uplift that the cost is a  
11 factor. For me, it is, although they told me it wasn't,  
12 and then I got slammed with a higher bill. And even --  
13 I even have the letter from Spectrum that says it  
14 didn't, so it's kind of misleading. So transparency of  
15 what the cost is going to be is going to be very  
16 important for us. Thank you.

17 ALJ GLEGOLA: Thank you so much for calling in.  
18 Could we have our next caller, please.

19 THE OPERATOR: Our next commenter comes from  
20 Allen Jang.

21 Your line is open.

22 STATEMENT OF SPEAKER JANG

23 Hello from Hayward. My name is Allen Jang.  
24 That's A-l-l-e-n J-a-n-g. I will echo the sentiments  
25 expressed by many of my fellow constituents for the

1 prioritized bill amount of fiber optic internet networks  
2 across California.

3 Of particular concern are underserved  
4 communities, and especially renters of multi-family  
5 apartment communities who may have to endure aging  
6 physical internet infrastructure and their dwellings and  
7 do not have the ability to upgrade that infrastructure,  
8 given that such upgrades are generally handled by the  
9 owners of those properties.

10 I also want to emphasize the need for market  
11 competition in this particular space, large telecom  
12 corporations such as AT&T and Comcast are often the only  
13 companies which provide internet service to these  
14 apartment communities edging out smaller local internet  
15 service providers and subjecting many residents to  
16 potentially monopolistic pricing strategies.

17 I believe including local companies into the  
18 construction of physical broadband and fiber networks  
19 will go a long way toward ensuring prices and services  
20 remain competitive for consumers. Thank you for your  
21 time. ]

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

24 Can we please have our next commenter.

25 THE OPERATOR: I'm showing no more comments at

1 this time.

2 ALJ GLEGOLA: Thank you.

3 Commissioner Houck, do you have any final  
4 remarks?

5 COMMISSIONER HOUCK: Just to thank everyone  
6 that called in today to -- to provide comments and  
7 feedback for our consideration. We really appreciate  
8 all of your time. We know that your time is valuable;  
9 and this is time you could be spending with your  
10 families, especially in the evening. So, thank you,  
11 again.

12 And I'll turn it back to you, Judge.

13 ALJ GLEGOLA: Thank you, Commissioner Houck.

14 This concludes all of the speakers who signed  
15 up to speak. If any of you would like to provide  
16 additional input or comments after this hearing, you may  
17 submit written comments on the docket card for this  
18 proceeding. And, again, that can be found on the  
19 Commission's Website at [apps.cpuc.ca.gov/c/R2302016](https://apps.cpuc.ca.gov/c/R2302016). If  
20 you need assistance with providing comments, please  
21 contact the Commission's Public Advisor's Office during  
22 normal business hours at 1(866)849-8390, or by emailing  
23 [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov). If you have a billing  
24 issue, please contact our consumers affairs branch.  
25 That's 1(800)649-7570.

1           This concludes our public participation  
2 hearing. I want to thank everyone from the public for  
3 their input and comments. I also want to thank everyone  
4 from our Public Advisor's Office, IT, our court  
5 reporters, and everyone else who made this meeting  
6 possible.

7           We are adjourned. We will be off the record.

8           (At the hour of 7:21 p.m., this matter having  
9 been concluded, the Commission then  
10 adjourned.)

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BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE  
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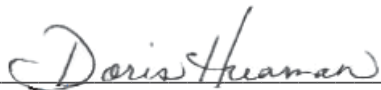
  
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