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12/04/23

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A2303002

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Application of Pacific Bell Telephone Company D/B/A AT&T California (U1001C) to Relinquish its Eligible Telecommunications Carrier Designation.

Application 23-03-002

ADMINISTRATIVE LAW JUDGE’S RULING NOTICING PUBLIC PARTICIPATION HEARINGS

This ruling schedules eight public participation hearings (PPHs) in this proceeding and directs AT&T California (AT&T) to provide notice of the PPHs.

1. Public Participation Hearings

The PPHs are an opportunity for the public to communicate directly with the California Public Utilities Commission (Commission) regarding the issues raised in this proceeding. The schedule and locations for the PPHs are indicated below. Six PPHs will be conducted in-person and two PPHs will be remote.

Date & Time	Venue
February 6, 2024 At 2pm and 6pm	Clovis City Council Chambers 1033 5th St. Clovis, CA 93612
February 22, 2024 At 2pm and 6pm	Mendocino County Board of Supervisors 501 Low Gap Road, Room 1070 Ukiah, CA. 95482

<p>March 14, 2024 At 2pm and 6pm</p>	<p>Indio City Hall Council Chambers 100 Civic Center Mall Indio, CA 92201</p>
<p>March 19, 2024 At 2pm and 6pm</p>	<p>Virtual</p> <p>Website to view the PPHs and to access the video recording after the PPHs: www.adminmonitor.com/ca/cpuc</p> <p>Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917 Passcode: 6032788#</p> <p>Press *1 to inform the operator that you want to comment</p>

2. Coordination of Public Participation Hearings with Application (A.) 23-03-002 and A.23-03-003

As noted in the Assigned Commissioner’s Scoping Memo and Rulings for both A.23-03-002 and A.23-03-003, the schedules for both proceedings are very related and administrative coordination of the PPHs will be carried forward in both dockets. As part of that, notice of the PPHs will be made in both proceedings via a ruling issued by the assigned Administrative Law Judge (ALJ). Additionally, separate notices will be provided on the Daily Calendar. Members of the public may speak on either application during their allotted time and the transcripts of the PPHs will be served on both proceedings. Additionally, if it is more convenient, AT&T may provide notice to its customers of the PPHs at the

same time, using the same document, instead of providing separate notices for both proceedings.

3. Notice of Public Participation Hearings

AT&T's instruction to provide notice to its customers of the PPHs in this proceeding includes the following requirements:

- Notice the PPHs as a written insert with a mailed bill to customers that currently receive bills via the United States Postal Service. The notice shall state the dates and times of the PPHs, as well as the location, and other information contained in Attachment A. AT&T shall provide a draft notice to the Public Advisor's Office within ten days of the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;
- Send an e-mail message to all customers who elect to receive their bills via e-mail. The subject line of the e-mail must clearly notify the recipient that the PPHs will be held in this proceeding and include other information contained in Attachment A.
- Publicize the PPHs on all social media platforms; and
- Post notice of the PPHs on AT&T's website in a prominent location so that customers can easily access the notice.

For the in-person PPHs, AT&T shall provide at least one customer service representative who can assist customers attending the in-person PPHs to assist with individual service issues, including billing issues.

By no later than five business days prior to the remote PPHs, AT&T shall provide to the Public Advisor's Office the name, title, and telephone number of at least one senior customer service representative who can be reached by customers during the remote PPHs for individual service issues, including

billing issues. The representative's contact information provided to the Public Advisor's Office may be posted publicly or announced during the PPHs.

By no later than January 31, 2024, AT&T shall file a letter with the Public Advisor's Office verifying that it has complied with all directives set forth above and attach a copy of the notice for each communication method. For each communication method described above, the letter shall state the dates AT&T sent the notice to customers, the approximate number of customers notified, and the geographic locations covered.

4. Summary of Party Positions

Parties shall meet and confer and develop a one-page (double-sided) summary of their positions that uses easily understand terms, without jargon, to explain their positions on the issues that are in the scope of this proceeding, which the ALJ may read or otherwise make available at the PPHs. These meetings may be remote. AT&T's duties shall include organizing the meetings that occur, providing notice to all parties of the meetings, as well as preparing, filing, and serving the required one-page (double-sided) summary. The summaries shall be filed and served by no later than January 15, 2024. AT&T shall have one page and the intervenors shall have one page. The summaries shall use Garamond font in size 12, with 1.5 spacing between lines. Parties also may provide a URL to access more extensive explanations of their positions. These summaries will be posted on the Commission's website.

IT IS RULED that:

1. AT&T California shall provide notice to its customers of the public participation hearings listed in Section 1 of this ruling, in the manner prescribed in Section 3 of this ruling.

2. Parties shall meet and confer and then develop a one-page, double-sided fact sheet summarizing the positions of all parties. The summaries shall follow the guidance prescribed in Section 4 of this ruling and be filed and served by January 15, 2024.

Dated December 4, 2023, at San Francisco, California.

THOMAS J. GLEGOLA

Thomas J. Glegola
Administrative Law Judge