

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF CALIFORNIA

COMMISSIONER JOHN REYNOLDS, in attendance

ADMINISTRATIVE LAW JUDGE THOMAS J. GLEGOLA, presiding

Application of Pacific Bell	)	PUBLIC
Telephone Company D/B/A AT&T	)	PARTICIPATION
California (U1001C) to Relinquish	)	HEARING
its Eligible Telecommunications	)	
Carrier Designation.	)	Application
	)	23-03-002

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PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA  
SAN FRANCISCO, CALIFORNIA



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VIRTUAL PROCEEDING

MARCH 19, 2024 - 2:00 P.M.

\* \* \* \* \*

ADMINISTRATIVE LAW JUDGE GLEGOLA: The  
Commission will please come to order.

Good afternoon, everyone. This is the time and  
place for two public participation hearings -- or one of  
two of them, rather, on the proceedings being reviewed  
by the California Public Utilities Commission.

The first proceeding is A.23-03-002, this is  
the Application of AT&T California to Withdraw Its  
Eligible Telecommunications Carrier Designations.

The second proceeding is A.23-03-003, this is  
the application of AT&T California to Withdraw As a  
Carrier of Last Resort From Much of Its Service  
Territory.

My name is Thomas J. Glegola. I am the  
assigned administrative law judge for this proceeding.  
We are also joined by the honorable John Reynolds, who  
is the assigned Commissioner.

Commissioner Reynolds, would you like to make  
some opening remarks?

COMMISSIONER JOHN REYNOLDS: Yes, thank you,  
Judge Glegola, and good afternoon, everyone.

I'm Commissioner John Reynolds, the assigned



1 Commissioner to AT&T's applications requesting relief  
2 from its Carrier of Last Resort obligation and its  
3 Eligible Telecommunications Carrier designation.

4 Thank you for joining us for our virtual public  
5 participation hearing. Thank you to our IT Department,  
6 to our court reporters, and to everyone at the PUC who  
7 is helping us to ensure that we are broadcasting clearly  
8 today.

9 Judge Glegola will go over some of these  
10 matters in more detail. I would like to get us started  
11 with an overview of the PUC and these applications. So,  
12 to start with a little bit about the Public Utilities  
13 Commission.

14 The Commission, or the CPUC, is a regulatory  
15 agency for all of California investor-owned public  
16 utilities spanning across the energy, water and  
17 telecommunications industries.

18 The Commission is headed by five commissioners  
19 with each commissioner serving a six-year staggered  
20 term.

21 As a commissioner, I am assigned to a wide  
22 variety of cases, including these two requests by AT&T.

23 What do these requests or applications mean?

24 AT&T has come before the CPUC asking for two  
25 separate requests.

1           First, we have their request to relinquish  
2           their Eligible Telecommunications Carrier designation  
3           also known as an ETC. I will use those terms  
4           interchangeably.

5           An ETC is a telephone company that operates in  
6           a specific geographic area that receives financial  
7           assistance from the Federal Universal Service Fund to  
8           provide affordable telephone service to customers at all  
9           income levels. AT&T is essentially requesting to no  
10          longer operate as an ETC in California.

11          Second, we have AT&T's request for relief from  
12          its Carrier of Last Resort obligation, also known as  
13          COLR. A COLR is a telecommunications service provider  
14          that stands ready to provide basic telephone service,  
15          commonly landline telephone service, to any customer  
16          requesting that service within a specified area.

17          AT&T is the designated COLR in many parts of  
18          the state and is the largest COLR in California.

19          Where AT&T is the default basic telephone  
20          service provider, it must provide basic telephone  
21          service to any potential customer in that area. When we  
22          talk about basic telephone service, I do want to  
23          emphasize that this does not necessarily mean that your  
24          particular phone service or that it is served by  
25          landline, copper or fiber-optic wirelines.

1           Your home service may, for example, be provided  
2   by a voice over internet protocol, or VoIP, connection.

3           What is the purpose of this hearing today, the  
4   public participation hearing?

5           The purpose of the public participation hearing  
6   is for the Commission to hear from customers or  
7   concerned Californians about receiving support from the  
8   CPUC. Today's public comments, in addition to the  
9   comments made at all of the public participation  
10   hearings that we have held over the past few weeks, will  
11   help the Commission evaluate AT&T's request in both  
12   cases. It is crucial to our decision-making processes  
13   that we hear from customers on these issues before us  
14   today, and I want to thank you for joining us to provide  
15   your input and concerns this afternoon.

16           Where are we in these cases?

17           Once we conclude these public participation  
18   hearings for the Eligible Telecommunications Carrier  
19   case, Judge Glegola will hold evidentiary hearings at  
20   the Commission's San Francisco hearing rooms.

21           After hearings, AT&T and the other active  
22   parties to cases will file briefs.

23           After that process, Judge Glegola will issue a  
24   proposed decision for the Commission to consider at one  
25   of the official voting meetings, and our current

1 schedule provides for that to happen later this year.

2 In the COLR case, we still have to determine  
3 the schedule for some subsequent activities in this  
4 proceeding, which will happen after the public  
5 participation hearings conclude.

6 No decision has yet been made about AT&T's  
7 request. AT&T has made its request, but no changes can  
8 occur without a vote on the proposed decision that is  
9 supported by a majority of the five commissioners.

10 With that, I will turn it back to Judge  
11 Glegola, and I am looking forward to hearing from  
12 everyone.

13 ALJ GLEGOLA: Thank you, Commissioner Reynolds.

14 Commissioner Reynolds provided a very  
15 high-level overview. As he alluded to, both  
16 applications are opposed. If you would like more  
17 details about either application, information is  
18 available at [www.cpuc.ca.gov/PPH](http://www.cpuc.ca.gov/PPH).

19 Additionally, AT&T should have mailed notice of  
20 its COLR application to all landline customers, both  
21 those that rely on plain old telephone service and those  
22 that use voice over the internet protocol service.

23 If you have a customer-specific question, such  
24 as a question about your bill or service, we have an  
25 AT&T representative that you may contact. That

1 individual's name is Chris Timmermans, the associate --  
2 an associate director, who can be reached at  
3 800-791-6661; and the number and information is also  
4 on -- on the screen right now before those who are  
5 watching the live video feed.

6 Now, we will be turning to the public comment  
7 portion of our meeting. As Commissioner Reynolds said,  
8 your comments will help the Commission gather  
9 information to determine whether to grant, reject or  
10 modify these applications.

11 In addition to considering the comments  
12 received here today, we will also consider all comments  
13 that have been submitted electronically or by other  
14 means to this proceeding. The last time I looked, we  
15 have received well over 5,000 comments combined for both  
16 of these applications.

17 To those listening in that wish to speak, who  
18 have not already done so, please call 800-857-1917, and  
19 then use the passcode; that is 6032788 and then hit the  
20 pound sign, then press star one and -- on your phone to  
21 be placed in line. After pressing star one, you'll be  
22 prompted for your name.

23 I have been told that we have, at this point,  
24 90 callers online. So, as you can imagine, as a  
25 courtesy to those that are later in the line, I will be

1 limiting comments to one minute each, and I ask folks to  
2 understand, because if you think about it, person number  
3 90 will be waiting for an hour and a half.

4 So, if you do speak, we ask that you speak  
5 slowly and clearly, and that is so that our court  
6 reporters and interpreters are able to capture  
7 everything that is said.

8 We ask that you state and spell your name, and  
9 if you would like, the city where you're calling from.  
10 You made decide at any time before we end the forum to  
11 speak simply by pressing star one. A chime will sound  
12 when one minute and up, and we will best be able to hear  
13 you if you speak directly into your phone or headset; a  
14 speakerphone doesn't work as well for capturing your  
15 voice.

16 Also, as a reminder, if you are also listening  
17 to us on our live-video feed and calling in, you should  
18 mute your live-video feed otherwise there will be some  
19 background noise.

20 With that, Operator, could you please proceed  
21 to the first speaker in the queue?

22 THE OPERATOR: Yes, thank you.

23 The public comment telephone line is now open.  
24 Again, if you would like to make a comment, please  
25 unmute your phone, press star one and record your first

1 and last name slowly and clearly when prompted.

2 The first caller is Jerry Deal, you may go  
3 ahead.

4 STATEMENT OF SPEAKER DEAL

5 Hello, my name is Jerry Deal. I am calling for  
6 Ventura, California. J-e-r-r-y D-e-a-l.

7 I am calling in support of AT&T's COLR  
8 application. For every dollar AT&T has to invest in  
9 this old network, that is one dollar less they can in --  
10 that they can invest in the latest and greatest  
11 technology that all Californians deserve, and we want;  
12 and that's demonstrated by more than 95 percent of  
13 Californians who have cut the cord and have come into  
14 the 21st century.

15 Please relieve AT&T of this requirement and  
16 allow us to move forward into the future.

17 Thank you.

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

20 Can we have our next caller, please?

21 THE OPERATOR: Our next caller is Jessica  
22 Davis. You may go ahead.

23 STATEMENT OF SPEAKER O-DAVIS

24 Hi, I'm Jessica O-Davis. That's J-e-s-s-i-c-a  
25 O- hyphen D-a-v-i-s. I am one of the managers here at

1 the Greater Los Angeles African American Chamber of  
2 Commerce, better known as GLAAACC. Thank you for the  
3 opportunity to comment on this important issue.

4 At GLAAACC, we see the network modernization as  
5 critical for bridging the digital divide in our  
6 communities. Too many Californians, especially in  
7 underserved areas, lack access to high-speed internet  
8 for essential activities like remote learning,  
9 telemedicine, working from home and operating small  
10 businesses.

11 Transitioning from an aging copper network to  
12 modern fiber-optic technology would expand broadband  
13 accessibility, increase speeds and bandwidth, and  
14 future-proof our communication infrastructure.

15 This modernization effort aligns with GLAAACC's  
16 mission of empowering economic growth as it can provide  
17 a significant boost for small businesses by enabling  
18 e-commerce, cloud computing, videoconferencing, and  
19 other digital capabilities critical for success.  
20 Furthermore, this modernization will connect more  
21 Californians to digital opportunities while bolstering  
22 our state's economic competitiveness --

23 (Timer notification.)

24 SPEAKER O-DAVIS: -- entrepreneurship.

25 Thank you.



1 ALJ GLEGOLA: Thank you for calling in.

2 Can we have our next commenter, please?

3 THE OPERATOR: Next caller is Harihar Dswar.

4 You may go ahead.

5 STATEMENT OF SPEAKER DSWAR

6 Good afternoon. My name is Harihar Dswar.

7 First name is spelled H-a-r-i-h-a-r. Last name is

8 D-s-w-a-r.

9 I am calling in to support AT&T in being  
10 released on this COLR obligation. This -- this is not  
11 something that is happening overnight. We are using  
12 this very, very old system -- obsolete system -- for a  
13 long, long time, right?

14 Network modernization is where we need  
15 (indecipherable). We want all Californians, including  
16 me -- I live in Irvine -- but I know across the state,  
17 everybody should have access to high-speed,  
18 high-bandwidth type of network, you know, into this  
19 world with everything going to remote work and, you  
20 know, telecommuting and telehealth, so we really want to  
21 make sure we go from, like, where we are in the obsolete  
22 world to the modernized world.

23 I really want to make sure that we give them  
24 support and move the -- move the network  
25 (indecipherable) 20 percent.

1 Thank you.

2 ALJ GLEGOLA: Thank you very much.

3 Can we have the next caller, please?

4 THE OPERATOR: Our next caller is Dan Bizilig  
5 (sic). You may go ahead.

6 STATEMENT OF SPEAKER VOZENILEK

7 Yeah, hello. This is Dan Vozenilek,  
8 V-o-z-e-n-i-l-e-k. I am a resident of Costa Mesa,  
9 California; and I echo the previous caller's sentiment.  
10 I was a previous POTS, copper phone line customer, and  
11 recently upgraded by AT&T to fiber, and I have  
12 experienced nothing but better phone quality, more  
13 reliability and now my home internet is much, much  
14 faster than previous; and so, I want to make sure that  
15 the Commission hears that, you know, there's a lot of  
16 folks out here that really want to modernize and move to  
17 the new technology, and we are hoping that we can see  
18 some improvement in that soon.

19 Thank you.

20 ALJ GLEGOLA: Thank you very much.

21 Could we have our next commenter, please?

22 THE OPERATOR: Our next caller is Michael  
23 Carroll. You may go ahead.

24 STATEMENT OF SPEAKER CARROLL

25 Okay. Can you guys hear me?

1 ALJ GLEGOLA: Yes, we can. Please continue,  
2 sir.

3 SPEAKER CARROLL: Okay, thank you.

4 Is there any discussion of another company  
5 actually taking control and maintaining copper landline  
6 service if AT&T doesn't want to do it anymore?

7 Landlines are base communication, VoIP and cell  
8 are not secure, and when they go out, which they both  
9 have recently, there's no communication. Why do that,  
10 leaving people vulnerable?

11 All these collectively should be -- all these  
12 services should be collectively maintained for security  
13 and efficiency. Maintenance is not expensive and  
14 cumbersome; the system is already in place. 30 percent  
15 of the country still uses landline. That percentage  
16 would be much higher if people understood the importance  
17 of maintaining all these systems for emergencies and  
18 backup when it counts.

19 The FCC deregulating landline service allowed  
20 companies to raise prices, which started people  
21 canceling service opting for cellular, and it's a  
22 detriment to safety and security of a population.

23 To say the service is outdated, obsolete and  
24 not used is an opinion, not literally true.

25 (Timer notification.)

1           SPEAKER CARROLL: It's older technology, but  
2 they're very efficient, reliable, and they're high  
3 quality and used by 30 percent of the country.

4           It's said that fiber can continue to work in an  
5 outage. We will need back-up batteries that last eight  
6 hours, and that is -- is that available now in these  
7 areas that you want to shut down? Eight hours is not  
8 even a day, and --

9           ALJ GLEGOLA: Sir?

10          SPEAKER CARROLL: -- still not secure. What if  
11 there is a problem --

12          ALJ GLEGOLA: Sir --

13          SPEAKER CARROLL: -- for one of these --

14          ALJ GLEGOLA: Sir, can I ask you to wrap up,  
15 please? I'm -- I'm sorry. I'm -- I have now got 200  
16 and some callers online.

17          SPEAKER CARROLL: Okay. I'll --

18          ALJ GLEGOLA: Thank you.

19               (Crosstalk.)

20          SPEAKER CARROLL: I will finish with this one  
21 last sentence. I will cut everything out.

22               In a situation where a catastrophic situation  
23 would have been avoided by having a landline available  
24 because of the dissolution of the services and -- and it  
25 wasn't avoided, do we want that on our conscience?

1 Because these systems are not secure. Just in the time  
2 that I got this letter, approximately, a month, I have  
3 seen the internet go down and T-Mobile had a nationwide  
4 outage. What does that mean to people? Okay. It's not  
5 secure. It's still -- it's premature. Maybe when the  
6 systems are more up-to-date and then maybe so, but  
7 there's no re -- with the trillions this country  
8 spends --

9 ALJ GLEGOLA: Sir, thank -- thank you very  
10 much, sir.

11 (Crosstalk.)

12 ALJ GLEGOLA: I am sorry, we are going to have  
13 to go on. I'm -- I know --

14 SPEAKER CARROLL: Thank you. Have a good day.

15 ALJ GLEGOLA: Yes. Thank you for calling in.

16 Can we have our next caller, please?

17 THE OPERATOR: Our next caller is Noah  
18 Christman.

19 STATEMENT OF SPEAKER CHRISTMAN

20 Thank you. Hello, my name is Noah Christman.  
21 That's N-o-a-h C-h-r-i-s-t-m-a-n. I am calling from  
22 Berkeley and I have been an AT&T customer for 25 years,  
23 and I am very much in support of -- of AT&T modernizing  
24 their communications network and moving from what is now  
25 outdated technology to a modern, proven system.

1           In my estimation, money that AT&T spends  
2     maintaining and operating a vast landline network for a  
3     small portion of our state's population is really money  
4     not spent on pushing technology forward. Clinging to  
5     old technology will only allow other states and other  
6     countries more willing to welcome progress an edge over  
7     California; and as you're well aware, our state has been  
8     experiencing a mass emigration of residents and  
9     businesses costing us congressional seats, and while I  
10    don't believe that the topics we discussed today will  
11    alone stem that tide, limiting technological growth in  
12    an age where many GDP driving jobs can be worked from  
13    anywhere, they contribute to this emigration and  
14    long-term brain drain that robs California of its core  
15    economic advantages adversely impacting the state's  
16    fiscal prospects.

17           A more practiced California is one that is in a  
18    better position to help all of its residents, so I  
19    encourage you to support AT&T's efforts to help move  
20    California's tech -- telecommunication capabilities  
21    forward.

22           Thank you. ]

23           ALJ GLEGOLA: Thank you very much.

24           Can we have our next caller, please?

25           THE OPERATOR: Our next caller is Vic Dominic.

1           You may go ahead.

2                       STATEMENT OF SPEAKER DOMINIC

3           I'm a senior living on a fixed income. I think  
4 the information you're getting is not accurate.  
5 Landlines are the most reliable communications systems  
6 we all have in California, the most earthquake-prone  
7 state in the nation. Whenever there's a major  
8 earthquake, Voice over Internet Protocol goes down, and  
9 landline keeps working. In the '89 earthquake, the  
10 electricity went out, but the landlines kept working.  
11 Fire, safety, personal services of every sort, the  
12 (indecipherable) and disabled people depend on to  
13 survive and to live are dependent on a reliable  
14 telecommunications system, mainly landlines. There's no  
15 reason in the world that AT&T cannot afford to keep  
16 maintaining the most reliable communications systems we  
17 have, which are landlines. I really get very  
18 offended --

19                       (Timer notification.)

20           SPEAKER DOMINIC: Is that a minute?

21           ALJ GLEGOLA: That's a minute, sir. Yes.

22           SPEAKER DOMINIC: Thank you.

23           ALJ GLEGOLA: Thank you so much for calling.

24           Could we have our next commenter, please?

25           THE OPERATOR: Our next caller is Anne Johnson.

1           You may go ahead.

2                   STATEMENT OF SPEAKER A. JOHNSON

3           Hello. My name is Anne Johnson. I would like  
4 to speak on behalf of the seniors.

5           According to the 2020 census, 15 percent of  
6 California residents are seniors. That's over 32  
7 million seniors. And 4 percent of -- sorry. I'm  
8 nervous. 12 percent of those are living below the  
9 national poverty level. So I understand the prior  
10 speaker's concern. My concern is about having a  
11 landline and having a home alarm system. How is that  
12 going to impact the cost? And how much is that going to  
13 cost? I'm sure I'm not the only one.

14           Also, the requirement of special equipment --  
15 for instance, those who are hearing or sight impaired  
16 and have different types of medical equipment -- if you  
17 look online, you can see that most of the telephones  
18 that accommodate the (indecipherable) and hearing and  
19 sight impaired, all of them say "cord required." So,  
20 again, I appreciate that.

21           The third is no one -- not everyone lives  
22 within the city. And wireless and cellular coverage is  
23 spotty, doesn't reach everywhere, and is not reliable.

24                   (Timer notification.)

25           SPEAKER A. JOHNSON: So, again, I appreciate



1 your time, attention, and consideration to please deny  
2 these requests.

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

5 Could we have our next commenter, please?

6 THE OPERATOR: The next caller is Aidan Johnson  
7 (sic).

8 You may go ahead.

9 Again, Aidan Johnson (sic), your line is open.  
10 We're not able to hear you. Please check your mute  
11 button.

12 (No response.)

13 THE OPERATOR: Should we go to the next caller?

14 ALJ GLEGOLA: That's probably -- oh, there we  
15 go.

16 Please continue.

17 STATEMENT OF SPEAKER H. ANDERSON

18 Hello. My name is actually Hayden Anderson.  
19 That's H-a-y-d-e-n A-n-d-e-r-s-o-n. And I represent the  
20 San Francisco Citizens Initiative for Technology and  
21 Innovation, otherwise known as sf.citi, calling in to  
22 support AT&T California's request to withdraw eligible  
23 telecommunications carrier designation and for relief  
24 from its Carrier of Last Resort obligation.

25 Sf.citi believes that supporting AT&T

1 California's initiative means catalyzing a future where  
2 every Californian has access to high-quality  
3 communications technologies. AT&T California's  
4 commitment to modernizing our infrastructure,  
5 particularly by moving towards fiberoptics and away from  
6 outdated systems, demonstrates a strategic investment in  
7 bridging the digital divide.

8 We urge the CPUC to endorse the vision that  
9 guarantees a technologically robust, interconnected, and  
10 future-ready California that ensures every resident that  
11 AT&T California serves receives equitable digital access  
12 for generations to come.

13 Thank you.

14 ALJ GLEGOLA: Thank you very much for calling  
15 in.

16 Before continuing on, I just want to note that  
17 we have well over 200 folks on the line. And I want to,  
18 out of respect to those who have -- who are calling  
19 in -- just to let them know two things. One, I'm asking  
20 folks to limit their comments to one minute. But, two,  
21 we are going to stop at 4:45. And that's going to be a  
22 hard stop so we can take a break and then come back at  
23 6:00. I just wanted to make sure folks know that just  
24 for their own time evaluations.

25 With that, could we have our next commenter,

1 please?

2 THE OPERATOR: Our next caller is Erik Bruvold.

3 You may go ahead. Your line is open.

4 STATEMENT OF SPEAKER BRUVOLD

5 Great. My name is Erik Bruvold. That's  
6 spelled -- last name is spelled B-r-u-v-o-l-d. I'm the  
7 chief executive officer of the San Diego North Economic  
8 Development Council. And we're supporting the  
9 applications that are before the Commission today.

10 The key reason is -- is that the critical --  
11 critical telecommunication infrastructure challenge the  
12 northern third of San Diego faces is deployment of  
13 broadband services into our more rural communities.  
14 Alleviating AT&T from the burden of being the carrier of  
15 last resort and move forward with this application would  
16 free up resources and opportunities to make that  
17 infrastructure build happen faster in a more competitive  
18 environment.

19 That's why we're supporting the petition today.  
20 Thank you very much for your time. And thank you for  
21 the consideration of the applications.

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

23 Could we have our next commenter, please?

24 THE OPERATOR: Our next caller is Patricia  
25 Guttman.

1           You may go ahead.

2                   STATEMENT OF SPEAKER GUTTMANN

3           My name is Patricia Guttman, G-u-t-t-m-a-n-n.

4   I reside in the Colony Hills, Calaveras County. My  
5   message is redundancy, redundancy, redundancy.

6           1989, Loma Prieta. I worked as a supervisor at  
7   the San Francisco emergency communications department.  
8   We lost all cellular, most landlines. We used call  
9   boxes to switchboards and, of course, the fire boat  
10   Phoenix.

11           Fast-forward, March 2024. I live in the Colony  
12   Hills. We have a limited, spotty cellular Internet  
13   service. Most AT&T landlines have been neglected and  
14   properly maintained for years. Many residents gave them  
15   up because they didn't work. Redundancy, redundancy.

16           Be forward now and in the future. We have a  
17   buffet of current and emergent technologies like  
18   fiberoptics, whose cable was cut last year, by the way,  
19   for 12 hours, and we lost communications.

20                   (Timer notification.)

21           SPEAKER GUTTMANN: Conclusion: Redundancy,  
22   redundancy, redundancy. Thank you.

23           ALJ GLEGOLA: Thank you very much for calling  
24   in and sharing.

25           Could we have our next commenter, please?

1 THE OPERATOR: Our next caller is Tony F.

2 You may go ahead. Your line is open.

3 STATEMENT OF SPEAKER TONY F.

4 Hello. My name is Tony. Last name is  
5 abbreviated F. I'm calling from Los Angeles. I want to  
6 give some factual information.

7 I spoke to an AT&T employee. I won't give his  
8 name. He told me that the motivation AT&T wants to drop  
9 landline service is to eliminate governmental  
10 regulation. It's AT&T's objective to force consumers to  
11 switch to unregulated services, which will financially  
12 benefit them, not the consumer.

13 In addition, the employee told me despite the  
14 corporate representative stating that the number of  
15 landlines has decreased, the recent rainstorms in  
16 February 2024 in Los Angeles -- the repair calls that  
17 went out prove there are still a high number of landline  
18 consumers.

19 In addition, the recent AT&T nationwide  
20 cellular network failure on February 22nd, 2024, proved  
21 cellular VoIP service is a threat to public safety and  
22 well-being to consumers who rely on the chosen landline  
23 phone service. I urge the CPUC to deny both AT&T  
24 applications to withdraw.

25 I also wish to state quickly that the speakers

1 who spoke on behalf of AT&T are completely insane. They  
2 don't know that --

3 (Timer notification.)

4 SPEAKER TONY F.: We need to have redundancy.  
5 And landlines are secure and safe. Thank you for  
6 consideration.

7 ALJ GLEGOLA: Thank you for calling in.

8 Could we have our next commenter, please?

9 THE OPERATOR: Our next caller is Sunitha  
10 Menon.

11 You may go ahead.

12 STATEMENT OF SPEAKER MENON

13 Excellent. Thank you so much. My name is  
14 Sunitha Menon. And I -- and that's spelled  
15 S-u-n-i-t-h-a. Last name Menon, M-e-n-o-n. And I'm the  
16 managing director of operations at Equality California.  
17 Equality California brings the voices of LGBTQ+ people  
18 and allies to institutions of power across California  
19 and the United States, striving to create a world that  
20 is healthy, just, and fully equal for all LGBTQ+ people.

21 Given the level of hatred, discrimination, and  
22 anti-LGBTQ+ sentiment happening all over the country and  
23 in California, it's critical that the LGBTQ+ community  
24 has fast, strong, and secure communication capability to  
25 build community inside safe spaces. By investing in the

1 future of technology, AT&T could be improving the lives  
2 and safety of the LGBTQ+ community to connect with  
3 life-saving support.

4 Thank you very much.

5 ALJ GLEGOLA: Thank you for calling.

6 Could we have our next commenter, please?

7 THE OPERATOR: Our next caller is Rich Peterson  
8 with White House Public Affairs.

9 You may go ahead.

10 STATEMENT OF SPEAKER PETERSON

11 Good afternoon. My name is Rich Peterson, and  
12 I live in San Francisco. I support AT&T's efforts to  
13 invest in new communications technology and to -- their  
14 efforts to thoughtfully retire the use of its old  
15 copper-based telephone network. Thanks very much.

16 ALJ GLEGOLA: Thank you for calling in.

17 Could we have our next commenter, please?

18 THE OPERATOR: Our next caller is Laudia  
19 Macknak (phonetic).

20 You may go ahead.

21 STATEMENT OF SPEAKER MACKNAK

22 Good afternoon. Can you hear me?

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

24 SPEAKER MACKNAK: Thank you.

25 California needs advanced technologies, and the

1 CPUC regulations are needed to aid in their  
2 implementation. Firstly, more customers have been  
3 moving toward modern technology, and California needs a  
4 plan for this modernization to continue. Second, the  
5 modernization will help to bridge the digital divide  
6 that we know exists as a barrier for many people in  
7 California. Third, continuous maintenance of outdated  
8 technology takes money away from what could be spent on  
9 modernization. And, finally, it should just be noted  
10 that modernization can happen while ensuring that  
11 Californians keep access to 9-1-1 and their home phone  
12 services because of the existing safeguards in place,  
13 meaning there's even less reason to not take on a plan  
14 for modernization.

15 Yeah. Thank you.

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

18 Could we have our next commenter, please?

19 THE OPERATOR: Our next caller is Janice Parvin  
20 with the Ventura County Board of Supervisors.

21 You may go ahead.

22 STATEMENT OF SPEAKER PARVIN

23 Thank you.

24 Large areas of Ventura County have been  
25 impacted by or are at high risk for catastrophic



1 wildfires such as Thomas fire in 2017 when over 500  
2 homes were destroyed. During emergencies, customers and  
3 first responders need reliable landline access. Voice  
4 phones are reliant on Internet connection, which during  
5 power outages such as PSPS events make reliable  
6 communication impossible. AT&T's request does not  
7 consider whether the customers affected reside in high  
8 fire-threat districts and can reliably and continuously  
9 access alternative services such as cellular phones.

10 As a telecommunications provider, AT&T has a  
11 fundamental responsibility to ensure the uninterrupted  
12 provision of essential services to all communities.  
13 Allowing AT&T to abandon its role as carrier of last  
14 resort and withdraw its eligibility designation would  
15 disregard the well-being and safety of the residents  
16 that rely upon these services.

17 Please reject these applications. Thank you.

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

19 Could we have our next commenter, please?

20 THE OPERATOR: Our next caller is Rick  
21 Strickland.

22 You may go ahead.

23 STATEMENT OF SPEAKER STRICKLAND

24 Yes. I oppose the application. My name is  
25 Rick Strickland, S-t-r-i-c-k-l-a-n-d. I live in a large

1 retirement community in Laguna Woods, California.

2 Landline phones have better reception, cost  
3 less, and afford more privacy than cell phones. I have  
4 personally talked our local 9-1-1 employees, and they  
5 tell me that currently they are less able to pinpoint a  
6 caller's location on cell phones. And some people must  
7 avoid exposure to the radiation emitted by mobile  
8 phones. And we have an excellent example. Last month  
9 the nationwide outage with AT&T showed us the lack of  
10 efficacy with the cell phones.

11 I oppose this application. Thank you very much  
12 for your time. Bye-bye.

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

15 Could we have our next commenter, please?

16 THE OPERATOR: Our next caller is Constance  
17 Anderson with Wireproof.

18 You may go ahead.

19 STATEMENT OF SPEAKER C. ANDERSON

20 Hello. Can you hear me?

21 ALJ GLEGOLA: Yes, we can. Although if you  
22 could speak up, it would be helpful.

23 SPEAKER C. ANDERSON: Okay. My name is  
24 Constance Anderson, spelled A-n-d-e-r-s-o-n. I live in  
25 Contra Costa County in a high fire-hazard zone and near

1 the Hayward fault.

2 In making your decision, please consider the  
3 needs of many of California's most vulnerable residents,  
4 especially the elderly and the disabled. Without our  
5 proper landline, my elderly mother and I will no longer  
6 be able to make 9-1-1 calls or receive evacuation orders  
7 in a long power outage when our VoIP phone stops  
8 working.

9 For health reasons, I'm unable to use a cell  
10 phone, and my mother can't use one either. So for us,  
11 having access to our own copper landline could be a  
12 matter of life or death, and blocking access to that  
13 essential service would be in clear violation of the  
14 ADA.

15 If you take your mission seriously to ensure  
16 that Californians have safe, secure, and reliable  
17 telephone service in emergencies, then I implore you to  
18 preserve our precious, irreplaceable copper landline  
19 system and to deny AT&T's request. Thank you very much  
20 for your consideration.

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

23 Could we have our next commenter, please?

24 THE OPERATOR: Our next caller is Terry Dipple,  
25 the executive director of Las Virgenes-Malibu Council of

1     Governors (sic).

2             You may go ahead.

3                     STATEMENT OF SPEAKER DIPPLE

4             Yes. My name is Terry, T-e-r-r-y. Dipple,  
5     D-i-p-p-l-e. I'm the executive director of the  
6     Las Virgenes-Malibu Council of Governments.

7             Our cities are in a very high hazard  
8     fire-severity zone. And just recently -- well, five  
9     years ago we had the Woolsey fire that tore through the  
10    area and decimated over 450 homes, and all of those  
11    people that were being evacuated were being evacuated  
12    with a landline. The cell service is spotty and was out  
13    in the area for a long time, and landlines were the only  
14    way to communicate with homeowners and residents about  
15    evacuating the area. The cities are in a mountainous  
16    area that I just explained, and cell service in many  
17    locations throughout the cities is spotty at best. And  
18    AT&T's application reduces communication options for  
19    area residents and businesses and --

20                     (Timer notification.)

21             SPEAKER DIPPLE: -- position.

22             We urge you to oppose the application. Thank  
23     you.

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

1           Could we have our next commenter?

2           THE OPERATOR: Our next caller is -- I'm  
3       sorry -- Nayiri Baghdassarian with San Gabriel Valley  
4       Economic Partnership.

5           Go ahead.

6           STATEMENT OF SPEAKER BAGHDASSARIAN

7           Good afternoon. Yes. My name is Nayiri,  
8       N-a-y-i-r-i, Baghdassarian, B-a-g-h-d-a-s-s-a-r-i-a-n.  
9       And I'm calling in support of AT&T's Carrier of Last  
10      Resort relief application and their commitment to  
11      providing reliable and efficient communication networks  
12      to Californians. It is important that we support AT&T  
13      in their efforts to modernize California's communication  
14      network and California's access to safe, reliable  
15      networks. Thank you.

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

18          Could we have our next commenter, please?

19          THE OPERATOR: Our next caller is David Acevedo  
20      with AARP.

21          You may go ahead.

22          STATEMENT OF SPEAKER ACEVEDO

23          Good afternoon, Judge Glegola and Commissioner  
24      Reynolds. My name is David Acevedo with AARP. On  
25      behalf of our 3.2 million members here in California, I

1 am here today to express our strong opposition to AT&T's  
2 petition.

3 With our statewide cost of living crisis, more  
4 older adults are having to live in rural  
5 (indecipherable) areas of California. These areas will  
6 be disproportionately affected by the loss of landline  
7 service access. These areas have some of the highest  
8 emergency risk factors in the state due to factors such  
9 as wild fires and also has the highest risk of social  
10 isolation, which the medical community considers a  
11 detrimental health factor in the well-being of older  
12 adults.

13 Freeing AT&T from its obligations would put  
14 hundreds of thousands of Californians in danger should  
15 they need to access emergency services and cut off a  
16 critical line to family, friends, neighbors, health care  
17 providers, and other essential services. That is why we  
18 strongly urge the Commission to reject AT&T's petition  
19 and will be engaging our membership on this issue.

20 Thank you. ]

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

23 Could we have our next commenter, please?

24 THE OPERATOR: Our next caller is Andrew  
25 Hayward. You may go ahead.

1 STATEMENT OF SPEAKER HAYWARD

2 Good afternoon, this is Andrew Hayward. Last  
3 name is, H-a-y-w-a-r-d. And I am calling with three  
4 words and those are: Innovation, innovation,  
5 innovation.

6 It is time to let California move forward and  
7 allowing AT&T's application to move forward will be  
8 extremely helpful in that effort. I encourage the  
9 Commission to approve both applications and allow AT&T  
10 to not only build out its network but decrease the  
11 digital divide that we hear rather often from  
12 legislators and interested parties.

13 Thank you for your time.

14 ALJ GLEGOLA: Thank you calling in today.

15 Can we have our next commenter, please?

16 THE OPERATOR: Our next caller is Eric Loew  
17 with Northrop Grumman. You may go ahead.

18 STATEMENT OF SPEAKER LOEW

19 Hello, my name is Eric Loew, E-r-i-c, L-o-e-w.  
20 I'm a resident of Torrance in Southern California, and I  
21 support AT&T's application for Carrier of Last Resort  
22 relief.

23 Keeping up with modern technology is essential  
24 in a constantly evolving world. The pandemic was an  
25 example of the dire need for broadband, for remote

1 learning, telehealth, and remote work. During the  
2 pandemic, broadband enabled me to stay in touch with my  
3 parents, who are located out of state, through video  
4 calls using applications such as Zoom and Facetime.

5 Additionally, my parents are able to receive  
6 health care through telehealth for their health issues  
7 because of broadband.

8 This is why you must prioritize funding  
9 broadband and fiber infrastructure to ensure that  
10 everyone can access reliable high-speed internet.

11 Thank you for your time.

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

14 Could we have our next commenter, please?

15 THE OPERATOR: Our next caller is Patricia  
16 Guttman, you may go ahead.

17 STATEMENT OF SPEAKER GUTTMAN

18 Hi, I am sorry. I spoke earlier. I -- I put  
19 both landline and cell on, because I wasn't sure if one  
20 or the other would work; and my only suggestion to the  
21 PUC is take care of your people.

22 Thank you.

23 ALJ GLEGOLA: Thank you. Can we have our next  
24 commenter, please?

25 THE OPERATOR: Our next caller is Christine



1 Moore. You may go ahead.

2 STATEMENT OF SPEAKER MOORE

3 Hi, thank you. I am Christine Moore. I am  
4 calling from San Diego County; I am in support of the  
5 application. I am -- I am fortunate that I have access  
6 to really great wireless and fiber service at the home  
7 that I share with my mom. My mom is currently in  
8 hospice for a terminal illness, but because I have such  
9 good connectivity, we have been able to use those  
10 services to meet with her medical team, even to find  
11 resources that we need to carry our family through this  
12 time; and she's been able to have really meaningful  
13 video visits with friends and loved ones; and aside from  
14 all of that, I have also been able to use this  
15 connectivity to be able to continue working at my job  
16 and volunteering in my community. Like I was saying,  
17 it's been an incredibly difficult time.

18 Unfortunately, not everyone that knows and  
19 loves my mom has that same access; and so, I strongly  
20 encourage policies that support a modern and robust  
21 network for -- for everyone in California, and I don't  
22 want the CPUC to stand in the way of progress and -- and  
23 better technology.

24 Thank you.

25 ALJ GLEGOLA: Thank you very much for calling

1 in today.

2 Can we have our next commenter, please?

3 THE OPERATOR: Our next caller is Maya Caine.  
4 You may go ahead.

5 STATEMENT OF SPEAKER CAINE

6 Yes, hello. My name is Maya Caine. I  
7 absolutely cannot use a cell phone. I have letters from  
8 seven doctors that I am electrically sensitive. When I  
9 am in place with high Wi-Fi radiation or many people in  
10 crowds, I get screeching tinnitus and headaches that  
11 last for hours. And when it is worse, I get trigeminal  
12 neuralgia. That was diagnosed by a team in the  
13 Department of Neurology at the best hospital in San  
14 Francisco.

15 My landline is my only direct contact with the  
16 outside world. I actually don't go out down and around  
17 the street because of crowds and high Wi-Fi all over the  
18 city.

19 By the way, did you know that the only way that  
20 Fukushima Daiichi Nuclear Power Plant was shut down was  
21 because all of their communication was off, except it  
22 was saved by communicating with one landline that they  
23 had. Also -- also, the Chernobyl plant -- I know it was  
24 a while ago -- but when their communications went down,  
25 it only was saved from a total meltdown because

1 international scientists were communicating --

2 (Timer notification.)

3 SPEAKER CAINE: -- to stop the melt down.

4 Thank you. Goodbye.

5 ALJ GLEGOLA: Thank you very much for calling  
6 in.

7 Can we have our next commenter, please?

8 THE OPERATOR: The next caller is Sally Hale.  
9 You may go ahead.

10 STATEMENT OF SPEAKER HALE

11 My name is Sally Hale. I live in Northern  
12 California.

13 Please deny AT&T's applications. First, it is  
14 the law that rapid and efficient telephone service  
15 should be made available to all the people of the United  
16 States of America. AT&T is the only carrier that can  
17 provide such landline service where I live.

18 Second, emergency services can easily trace a  
19 call made from a landline, and landlines work during  
20 power outages and when the cellular networks are  
21 overloaded.

22 Third, fiber optic is not as reliable as  
23 current landlines, because the Federal Communications  
24 Commission has recommended that fiber-optic users also  
25 have a battery backup.

1 Fourth, mobile triggers have proven themselves  
2 to be unreliable. Sometimes even during good weather,  
3 the party trying to converse with me hung up on me  
4 because of a bad connection; therefore, since nothing is  
5 reliable as AT&T landline service is available, the  
6 application should be denied.

7 Thank you for your time.

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

10 Can we have the next commenter, please?

11 THE OPERATOR: Our next caller is David Morris.  
12 You may go ahead.

13 STATEMENT OF SPEAKER MORRIS

14 Yes, my name is David Morris. That's D-a-v-i-d  
15 M-o-r-r-i-s. I'm calling from Point Reyes Station.

16 AT&T is asking for permission to abandon its  
17 landlines but, in fact, AT&T abandoned its landlines  
18 more than a decade ago through financial manipulations.

19 A thorough examination of AT&T's landline  
20 service networks undertaken at the request of the Public  
21 Utility Commission found that it subverted roughly  
22 \$4 billion over eight years that should have been used  
23 to maintain and upgrade its copper wire services and  
24 sent it to its out-of-state parent company, and it  
25 raised rates by over 150 percent over those same eight

1 years.

2 If AT&T had not subverted billions of dollars  
3 from its copper wire customers, it could have and still  
4 can, if the PUC were to demand it, offer landlines at a  
5 low price based on the actual cost of service.

6 I hope that the PUC will do justice to AT&T's  
7 pack behavior and illuminate to Californians at the  
8 evidentiary stage of this proceeding how AT&T has  
9 starved its landline system of resources while raising  
10 prices for above their cost of service.

11 (Timer notification.)

12 SPEAKER MORRIS: -- can begin the process of  
13 developing strategies to recoup those ill-gotten and  
14 possibly illegal gains resulting from AT&T's crooked  
15 practices.

16 Thank you.

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

19 Could we have our next commenter, please?

20 THE OPERATOR: Our next caller is Rebecca  
21 Korin. You may go ahead.

22 STATEMENT OF SPEAKER KORIN

23 Hi, my name is Rebecca Korin. R-e-b-e-c-c-a,  
24 K-o-r-i-n as in Nancy, from Placerville, California.

25 My husband and I are both required seniors. We

1 live in a rural area of Placerville about 10 miles from  
2 the '21 Caldor fire and were evacuated for three days.

3 Due to the topography of the area and the  
4 heavily treed and windy canyon, there is no reliable  
5 call service or internet. Even though I keep calling  
6 different carriers, they say it's a dead zone. Besides  
7 fires, we also have heavy snows during the winter and  
8 can't get out. There's also the PUC shutoffs during the  
9 summer. The landlines become a necessity to be able to  
10 check on our neighbors and friends and their safety.  
11 Landlines don't drop calls and overload during  
12 emergencies. Landlines don't lose power during outages.  
13 Landlines keep us safe by immediately connecting us with  
14 first responders during emergencies.

15 This is serious and potentially dangerous  
16 situation, not having a landline and no alternative,  
17 particularly for seniors. Please don't let AT&T drop  
18 landlines until another solution is found.

19 Thank you very much.

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

22 I just want to mention to folks before moving  
23 on to the commenter that we do have 209 folks in the  
24 queue. I am going to do my best to move people along.  
25 We are still keeping the limit to one -- one minute

1 each, but that does mean that we may not be able to get  
2 to some people before we stop at 4:45. There is --  
3 there is many in the queue.

4 We are also going to be -- you can also make  
5 longer comments on this docket, and you'll see the  
6 information on the video feed where you can make public  
7 comments online on both -- both applications, so I just  
8 -- I wanted to point that out to folks.

9 If we can have our next commenter, please?

10 THE OPERATOR: Our next caller is Jean Wells.  
11 You may go ahead.

12 STATEMENT OF SPEAKER WELLS

13 Yes, hi. My name is Jean Wells, J-e-a-n. Last  
14 name Wells, W-e-l-l-s, from the Trinidad northern  
15 Humboldt County area on the coast.

16 Landlines are essential. Reading about the  
17 CPUSC(sic) on the website:

18 We are dedicated to ensuring that you have  
19 safe, reliable utility service.

20 The Commission has no choice but to deny AT&T's  
21 request. It's impossible for me to have Voice over  
22 Internet Protocol. I live 400 feet from the road in the  
23 Redwood Forest, and the cost for bringing cable into my  
24 house would be well over \$10,000, way beyond my budget.  
25 I am retired. I'm 74 years old, living on Social

1 Security. I have a hearing disability. Cell phone  
2 service is very poor in my neighborhood. The landline  
3 is absolutely essential for life and death.

4 The landline is my 9-1-1 contact. There's many  
5 areas in my neighborhood where I can't get cell service.  
6 CPUSC(sic) must deny AT&T's request.

7 Thank you.

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

10 Could we have our next commenter, please?

11 THE OPERATOR: Our next caller is Virginia  
12 Cottone. You may go ahead.

13 STATEMENT OF SPEAKER COTTONE

14 Hi, this is Virginia. My name is spelled  
15 V-i-r-g-i-n-i-a; last name, C-o-t-t-o-n-e.

16 Like many callers today, I live in a rural  
17 area, in Plumas County. Don't use a cell phone, and if  
18 I did, cell phone reception is very, very spotty here.  
19 Landlines are our only form of communication and method  
20 for calling emergency services.

21 Our internet, we are fortunate that we still  
22 have DSL barely, and that is also dependent upon the  
23 copper landlines. One thing I have heard today that is  
24 curious is that it's like an either/or. Like, AT&T can  
25 either modernize, or they can maintain their copper



1 landlines. I don't see why AT&T can't do both. I would  
2 love to have fiber to our house. We live a mile and a  
3 third off the road. I would love to have a fiber  
4 connection for internet but, most importantly, we need  
5 to maintain our copper landlines for safe, secure  
6 communications.

7 Our power was out for three days earlier this  
8 month with the large storm in the Sierras. So, again,  
9 voice over IP -- some of the other solutions for voice  
10 communication really don't work.

11 Please, CPUC members, please deny the AT&T  
12 request.

13 Thank you.

14 ALJ GLEGOLA: Thank you very much for calling  
15 in today.

16 Can we have our next commenter, please?

17 THE OPERATOR: Our next caller is Chime Hart.  
18 You may go ahead.

19 STATEMENT OF SPEAKER HART

20 Good afternoon from Sherman Oaks. I'm  
21 C-h-i-m-e. Hart is the last name, H-a-r-t.

22 Back in March, my landline went out, and it was  
23 going to be out for three weeks, so I went to Spectrum,  
24 and then I came ba -- then I went to AT&T U-verse. I  
25 would have actually gone to U-verse earlier, except that

1 they didn't have speed calling. As someone blind, a lot  
2 of us blind customers are eligible for 30 number speed  
3 calling, but U-verse doesn't have speed calling at all,  
4 and when you talk to the reps -- now, by the way, they  
5 dismantled the special needs department, so they  
6 outsource the calls; and they -- the reps you talk to  
7 don't even know what braille is when you ask them for  
8 the bill in braille, they don't know what that is.

9           It would -- and the other thing is that the --  
10 there's another feature called distinctive ringing.  
11 It's star 61 except that when you use it on U-verse, you  
12 get -- it blocks the last caller that you received, so  
13 it's kind of misleading. The speed calling list is very  
14 helpful for those of us that are blind; and so, I -- I  
15 am basically in support of AT&T, what they want to do,  
16 as long as the features are comparable when they make  
17 the change.

18           Thanks so much.

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

21           Could we have our next commenter, please?

22           THE OPERATOR: Our next caller is Kristen  
23 Sandel. You may go ahead.

24           STATEMENT OF SPEAKER SANDEL

25           Hello. My name is Kristen Sandel,

1 K-r-i-s-t-e-n S-a-n-d-e-l. I am calling to represent  
2 the Valley Women's Club of the San Lorenzo Valley in the  
3 Santa Cruz Mountains.

4 We strongly oppose AT&T proposed abandonment of  
5 their Carrier of Last Resort obligation. We are in a  
6 rural and often isolated area with frequent and  
7 sometimes lengthy power outages, and we are at high risk  
8 of wildfires, floods and landslides. When the power is  
9 out, landlines are critical to our safety. One landline  
10 can be a lifeline for a whole neighborhood.

11 Cell service is not reliable here even when the  
12 power is on, and there is no adequate replacement for  
13 landlines in this area, and there may never be. They  
14 work when nothing else does, and they save lives. It is  
15 not outdated technology.

16 Please deny AT&T's application.

17 Thank you.

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

20 Can we have our next commenter, please?

21 THE OPERATOR: Yes, our next caller is Barbara  
22 from San Francisco. You may go ahead.

23 STATEMENT OF SPEAKER GALIE

24 Hi. I'm Barbara Galie, G-a-l-i-e, from San  
25 Francisco. Thank you for letting me talk today.

1 I appreciate what everyone has to say. As an  
2 older person, though, 79, having my landline for almost  
3 50 years, as I have lived in my house for almost 50  
4 years in San Francisco, this is not uncommon here.

5 I'm a native Californian, experiencing  
6 earthquakes and fire from a childhood all -- all the way  
7 up. Born in Los Angeles. And I -- the landlines are  
8 crucial. During the 1989 earthquake, it took care of me  
9 and my children. My friend lives in Santa Cruz, as was  
10 just said earlier, during a fire 10 years ago, she was  
11 the only one with a landline. She had a line of people.  
12 She gave them 10 minutes each on the phone; and this  
13 most recent outage of AT&T in February, they were  
14 telling people to look for a landline.

15 I, also, just want to say I called AT&T about  
16 this -- oh, also, we don't have the same complement of  
17 law enforcement that we had in 1989, if we have an  
18 earthquake -- it's not if, it's when -- we will -- will  
19 not have enough emergency personnel to help us. We  
20 would have the call out the National Guard.

21 (Timer notification.)

22 SPEAKER GALIE: I just want to say thank you  
23 very much, and AT&T is offering cordless phone service,  
24 which you can plug in and get a backup battery if you  
25 want to keep your landline.

1           Thank you very much for having an open forum  
2           and letting everyone share their experience.

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

5           Can we have our next commenter, please?

6           THE OPERATOR: Our next caller is Jess Lerner.  
7           You may go ahead.

8                         STATEMENT OF SPEAKER LERNER

9           Hi, can you hear me?

10          ALJ GLEGOLA: Yes, we can. Can you please  
11          continue.

12          SPEAKER LERNER: Hi, my name is Jess Lerner. I  
13          am calling from Fairfax.

14          The first thing I want to note is I -- so, I  
15          oppose this -- this proposal, and everyone who spoke  
16          about fires -- I live in a high fire, high risk zone  
17          where we have seen the power go out for long periods of  
18          time. Our cell phones have all gone out. Our VoIP  
19          phones go out, and that is really not safe for people in  
20          high fire zones; and that's been spoken on quite a bit.

21          I want to also address the fact that there are  
22          many, many elders including my mother, who can only use  
23          a landline. They are electrically sensitive, and -- and  
24          I am also electrically sensitive, so having a landline  
25          option is absolutely critical; and, again, I have been

1 through power outages where there is no way we can reach  
2 anyone unless we are relying on our copper landlines.

3 As far as AT&T is concerned, I have heard a lot  
4 of comments where people are saying that they are  
5 proposing that AT&T be relieved from their burden on  
6 this. AT&T's primary goal is profits. They don't care  
7 about bridging -- bridging the digital divide and  
8 keeping copper landlines won't change whether or not we  
9 bridge the digital divide. That is a separate issue.

10 It will not change justice issues. Keeping  
11 copper landlines does not prevent further modernization  
12 and growth, but AT&T's goal is profit and not loss of  
13 profit.

14 (Timer notification.)

15 SPEAKER LERNER: They don't care about their  
16 customers. So, I also just want to note that all the  
17 other comments that people made about preserving  
18 landlines, especially for elders and people who are most  
19 vulnerable are absolutely critical, and we hope you  
20 protect those people now.

21 Thank you. ]

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

24 Could we have our next commenter, please?

25 THE OPERATOR: Our next caller is Bruce Russel.

1           You may go ahead.

2                   STATEMENT OF SPEAKER RUSSEL

3           Yes. I'm Bruce Russel from Redding,  
4 California. I live in a high-fire area in Redding  
5 within the city limits. And the landline -- the copper  
6 landlines are very reliable, and we don't need to  
7 eliminate the copper lines. AT&T or someone needs to  
8 maintain those. They're great. They're clearer.  
9 They're more reliable than the spotty cell phone service  
10 I have even in the city.

11           And I use the copper lines for my alarm system.  
12 Without it, I'd have to try to use cell service. It's  
13 not going to work. It would be very costly. And it's  
14 just a big inconvenience.

15           And you need to maintain some redundancy. I've  
16 had a landline forever. And we rely on it. And it's  
17 better quality. And I think it's foolish to get rid of  
18 something that really works. And it needs to be  
19 maintained, and someone needs to maintain it.

20           And we pay a lot each month. My bill, it went  
21 up dramatically, but I want to keep AT&T lines. And I  
22 feel sorry for people in other areas that aren't going  
23 to have --

24                   (Timer notification.)

25           SPEAKER RUSSEL: -- are not good. Thank you.

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

3 Could we have our next caller, please?

4 THE OPERATOR: Our next caller is Robert  
5 Rickman with the San Joaquin County Supervisors Office.

6 You may go ahead.

7 STATEMENT OF SPEAKER RICKMAN

8 Thank you.

9 Good afternoon. On February 27th of this year,  
10 the Board of Supervisors in San Joaquin County voted to  
11 oppose the recent application of AT&T to end its  
12 responsibility as the carrier of last resort. A few  
13 points of contention were that rural customers have  
14 fewer options to achieve quality, affordable  
15 telecommunications services that fit the unique needs of  
16 our community.

17 During emergencies such as natural disasters or  
18 electrical power outage, customers (indecipherable)  
19 reliable access to 9-1-1 and 2-1-1 service, including  
20 the ability to receive alerts and notifications.  
21 Landline is the most reliable communication tool in the  
22 safety arsenal, and it is essential for customers to  
23 retain at their option resilient communication services  
24 such as landlines.

25 Carrier of last resort relief should not be



1 granted without securing widespread alternatives with  
2 uniform, technologically-neutral,  
3 minimum-service-quality standard of landline  
4 alternatives.

5 And also, moreover, if a replacement provider  
6 decides to no longer provide service or maintenance in  
7 the future, communities may have zero telecommunications  
8 options.

9 So thank you for your time. Have a great day.

10 ALJ GLEGOLA: Thank you very much for calling  
11 in today.

12 Could we have our next caller, please?

13 THE OPERATOR: Our next caller is Robert -- I'm  
14 sorry -- Robin Durston.

15 You may go ahead.

16 STATEMENT OF SPEAKER DURSTON

17 Hi. Robin Durston from Sacramento,  
18 D-u-r-s-t-o-n. And I -- I oppose these applications  
19 from AT&T.

20 As a public utility, they are receiving federal  
21 support, so they should have enough money because they  
22 keep raising my bill. And they can still build  
23 fiberoptics. It's no guarantee that everyone will have  
24 fiberoptics. And how long will it take? Landline is  
25 public -- police and fire can find your address if you

1 have a landline.

2 And cell phones -- I live in Sacramento. I'm  
3 near the airport. Nobody can get their cell phones --  
4 the cell phones don't work near the airport, so they  
5 need landlines. And my burglar alarm is hooked up to  
6 it. It wouldn't work without the landline.

7 So I live in a bad neighborhood. And I'm a  
8 senior on a fixed income. And lots of people have  
9 LifeLine phones, and they use a landline for that. So  
10 please deny these requests.

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

13 Could we have our next commenter, please?

14 THE OPERATOR: Our next caller is Lisa Lavelle  
15 with the Avalon City Council.

16 You may go ahead.

17 STATEMENT OF SPEAKER LAVELLE

18 Thank you so much for hosting this today. I'm  
19 speaking on behalf of the residents of the city of  
20 Avalon and even those outside of my jurisdiction in the  
21 unincorporated area of Catalina Island off the coast of  
22 Los Angeles.

23 AT&T has already effectively started denying  
24 applications for new house phones in our region. And so  
25 we're seeing the effects for new homeowners that wish to

1 have a landline being denied currently. We are in a  
2 place that has challenges, at best, with services  
3 provided by other carriers through broadband Internet  
4 services, all of which are based off of the same  
5 electrical source -- one electrical plant -- and the  
6 same microwave tower -- one microwave tower.

7 While entities that are in the area are working  
8 to increase redundancy, cutting off the ability for us  
9 to reach the mainland via landline service when  
10 electrical or Wi-Fi is down is basically literally  
11 cutting off any ability to receive assistance that we  
12 would need during an emergency. And it's not something  
13 that we have to imagine. We've already seen it happen  
14 several times in the past year when Edison had outages  
15 and then all of the providers that provide service go  
16 down. It is both infuriating and scary to see an SOS  
17 and no Wi-Fi signal on every available device and phone  
18 that you own and know that your neighbors are in the  
19 same place.

20 So we're asking on behalf of the seniors who do  
21 not use cellular devices. We're asking on behalf of all  
22 of us who live in a space that does not have the  
23 availability currently to make it safe without a  
24 redundancy like landlines to deny these applications.  
25 And we're also asking that if in the future this becomes

1 a request, that you please consider requiring AT&T to  
2 have services in place, especially for rural areas, that  
3 would make it the same or better service, not comparable  
4 or equal to but better because right now they're needing  
5 to do better.

6 I appreciate your time, again, in taking all of  
7 these comments and wish you luck on this decision.

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

10 Could we have our next commenter, please?

11 THE OPERATOR: Our next caller is David with  
12 Plumas County.

13 You may go ahead.

14 STATEMENT OF SPEAKER DAVID

15 Good. I'm glad to speak with you,  
16 Commissioner. And SBC bought AT&T. This is not the  
17 same AT&T that we all grew up with. I'm glad to hear  
18 that some people are understanding this is not an  
19 either/or. They have plenty of money, and they have  
20 been increasing the bills for us that have landlines in  
21 the rural countries and anywhere else that -- counties,  
22 I mean.

23 Just a couple weeks ago, we had a big storm and  
24 big outage for the cell system and the power. The  
25 sheriffs, the hospitals, fire all rely on us getting to

1     them through their landlines.

2             AT&T does not -- it's not going to be poor to  
3     continue to get fiber and broadband and all those great  
4     things out to us. It is not necessary to close the  
5     landlines in order for them to continue to provide this.

6             There are also, I learned, resellers of  
7     landline service just like resellers of cell service.  
8     I'm going to look into them because the increases that  
9     they've been doing on the bills has been a lot. And  
10    there's a lot of features that the old landlines  
11    provide.

12            Also, SBC-AT&T is not looking at this from a  
13    good asset. To have lines out to all these people,  
14    that's an asset, not a liability. U-verse is a packet  
15    system that they've developed through the laws that made  
16    that possible. Who knows down the road what they may  
17    invent that will use the copper in a way that we don't  
18    even know? To have those wires out to everybody is an  
19    amazing thing, and we should not let them get rid of it.

20            So thank you for listening to me. And please,  
21    please deny this. I myself love the landlines, and I  
22    love my phones. And I want to keep them. Thank you.

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

25            Could we have our next commenter, please?

1           THE OPERATOR: Our next caller is Patricia  
2     Keiser.

3           You may go ahead.

4           STATEMENT OF SPEAKER KEISER

5           Yeah. Good afternoon. My name is Patricia  
6     Keiser, K-e-i-s-e-r. I live in Glen Ellen, California,  
7     which is in Sonoma County. It's a very rural area with  
8     windy roads, hilly areas, and lots of trees. I live  
9     within 20 feet of the 2017 fire where over -- almost  
10    5,000 homes were burned, 37,000 acres, and 22 people  
11    died.

12           The landline is important for everybody to  
13    have. I, at my home, cannot use my cell phone unless I  
14    use Wi-Fi assist, which is over U-verse, which, I  
15    believe, is over the copper landline. There's many  
16    neighbors that I have that have -- they are backed up to  
17    a hill with trees. They can't get satellite. I don't  
18    think I can get satellite at my house. So basically  
19    you're going to have me have no Internet, no cell  
20    phones, no nothing in my home unless I go stand outside  
21    of my house to make a phone call. A lot of times the  
22    phones are not very clear, and I use my landline, which  
23    I still have to --

24           (Timer notification.)

25           SPEAKER KEISER: So I request that you deny

1 this to help support people like myself and the elderly  
2 and people that can't afford all the newer technology.  
3 Thank you.

4 ALJ GLEGOLA: Thank you very much for calling  
5 in.

6 Could we have our next commenter, please?

7 THE OPERATOR: Our next caller is Joe Welsh.  
8 You may go ahead. Your line is open.

9 STATEMENT OF SPEAKER WELSH

10 Hi. I am Joe Welsh, spelled J-o-e W-e-l-s-h,  
11 from Reno, Nevada. And I'm a phone company retiree. I  
12 worked for over 40 years with AT&T; before that, SBC  
13 Pacific Bell. The last 30 I was an outside technician.  
14 And I'm against both requests by AT&T or at least not  
15 for a blanket approval.

16 From my own personal working experience in  
17 Placerville and Soda Springs and other areas, as a lot  
18 of other callers have already stated, there's still no  
19 reliable wireless signals in a lot of these places. And  
20 landlines are still the most reliable form of  
21 communication. They still work when the power goes out.  
22 I used to advise my customers to keep an old-fashioned  
23 corded phone in a drawer someplace that didn't require  
24 electricity, you know, in case the power went out.

25 And I think -- I hate to bad mouth my former

1 employer. But AT&T has shown in the past that any  
2 savings it gets when its from a tax break or from modern  
3 technology -- I'm sorry -- from any operating costs, it  
4 most likely goes to profits and not what's best for its  
5 customers --

6 (Timer notification.)

7 SPEAKER WELSH: I'm not against modern  
8 technology, but VoIP and cell phones still have too many  
9 reliability issues to replace landlines. The time has  
10 not yet come to move away from landlines. I'm against  
11 both applications by AT&T. Thank you.

12 ALJ GLEGOLA: Thank you very much for calling  
13 in.

14 Could we have our next commenter, please?

15 THE OPERATOR: Our next caller is Tom Temprano  
16 with Equality California.

17 You may go ahead.

18 STATEMENT OF SPEAKER TEMPRANO

19 Thank you so much for having me. Last name  
20 spelled T-e-m-p-r-a-n-o, as in early (sic). And I'm  
21 with Equality California. We are the nation's largest  
22 statewide LGBTQ civil rights organization calling in  
23 support of AT&T and their efforts to modernize their  
24 networks here in California.

25 Connectivity is absolutely critical for all



1 Californians but particularly LGBTQ+ Californians in  
2 more remote parts of the state. Good modern networks  
3 are required for folks to access community and have  
4 access to safe, supportive communities and resources,  
5 especially at a time of increasing attacks on LGBTQ+  
6 youth in more rural parts of the state. These youth  
7 rely on a strong modern network connection to help them  
8 connect with their peers and to access necessary  
9 services.

10 As a young queer person who came out in a more  
11 rural part of California a long time ago, even at that  
12 time, I relied on a quality Internet connection to help  
13 me find myself and community. And that need still very  
14 much exists. And AT&T --

15 (Timer notification.)

16 SPEAKER TEMPRANO: -- updating their network  
17 will allow queer youth to connect here in California.

18 Thank you.

19 ALJ GLEGOLA: Thank you very much for calling  
20 in.

21 Could we have our next commenter, please?

22 THE OPERATOR: Our next caller is Jennifer  
23 Laforte.

24 You may go ahead.

25 ///

STATEMENT OF SPEAKER LAFORTE

Hi. I'm here in place of my friend Allen, the artisan yogi who suffered a stroke after living for two years 50 feet away from a 5G antenna in Oakland. He and many others cannot use cell phones because of the physical pain they suffer from EMF. I'm very concerned about him because he's low income and does not have the resources to easily move elsewhere. Elsewhere is getting harder and harder to find as cell phone antenna has spread like cancer across our land. He has EMF-shielding curtains now, but it's not enough. If you let AT&T take away his landline, he will be cut off from communication by phone, stuck in his toxic apartment. Is that a decision you want to be responsible for? Less choice means less democracy. You will have blood on your hands if you approve this petition by AT&T.

I live in Santa Rosa. We've had more than our share of deadly wildfires. When the cell towers go down in natural disasters like they have many times or for other reasons like on February 22nd when AT&T's network went offline nationwide, only copper landlines will work. And you know it.

(Timer notification.)

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

1           Could we have our next commenter, please?

2           THE OPERATOR: Our next caller is Ellen McKoy.

3           You may go ahead.

4                         STATEMENT OF SPEAKER MCKOY

5           Thank you very much.

6           Good afternoon. My name is Ellen McKoy. Hold

7 on. Let me take it off speaker. My name is Ellen

8 McKoy. And that's spelled E-l-l-e-n, as in Nancy,

9 M-c-K-o-y. And I'm from the city of Yorba Linda.

10           I'm calling to oppose AT&T's application to

11 remove its -- cease providing traditional landline

12 service. In addition to wireless and Internet service,

13 I also maintain two landlines, which are both personally

14 and professionally vital, without which I would be

15 severely hampered. I'm a freelance journalist. I

16 conduct all interviews via landline so that they can be

17 properly tape-recorded and transcribed, a process that

18 cannot be similarly accomplished with a mobile device.

19 But more importantly, on a broader scale, landline

20 service is unquestionably reliable in virtually all

21 circumstances, including wildfires and earthquakes and,

22 as we recently experienced, a massive power outage.

23           Living, as I do, right at the edge of a

24 severe high-burn area, we have experienced a number of

25 incidents in this section. In 2008, more than 200 homes

1 between Yorba Linda and Anaheim Hills were destroyed,  
2 and we were under several days of evacuation.

3 (Timer notification.)

4 SPEAKER MCKOY: The only thing that worked at  
5 the time were our landlines.

6 Furthermore, landlines are accessible to  
7 virtually anyone who wishes to contact me. I restrict  
8 access to my mobile service and share it only with those  
9 whom I wish to communicate wirelessly.

10 Wireless -- you know, I also have a wired  
11 security system. And as noted previously --

12 ALJ GLEGOLA: Excuse me, ma'am -- okay. Please  
13 continue.

14 SPEAKER MCKOY: Okay. I would have to have  
15 my -- my wired security service replaced, which would be  
16 thousands of dollars and an extremely expensive  
17 endeavor.

18 At best, AT&T's application is shortsighted and  
19 profit driven. At worst, it would deprive many  
20 Californians, including myself and many elderly folks  
21 living in out-of-the-way places, with a valuable and  
22 essential service.

23 I urge the California Public Utilities  
24 Commission to reject AT&T's application. Thank you very  
25 much.

1 ALJ GLEGOLA: Thank you.

2 Could we have our next commenter, please?

3 THE OPERATOR: Our next caller is Emily Amy.

4 You may go ahead.

5 STATEMENT OF SPEAKER AMY

6 Thank you. My name is Emily Amy, E-m-i-l-y  
7 A-m-y, from Yolo County.

8 The loss of the phone landline service to me  
9 will be devastating. The landline is critical in my  
10 home to communicate every day or even emergencies. As a  
11 senior living in rural Yolo County that loses power  
12 multiple times a year, both cell service and Internet  
13 for me are unreliable. Neighbors and I struggle to find  
14 an Internet provider that can supply consistent Internet  
15 service that does not drop during a Zoom meeting. Cell  
16 service in the area of my home is inconsistent and so  
17 poor one needs to walk outside at least 100 to 300 feet  
18 to get service that does not drop. Yes. The cell phone  
19 can be connected to the Internet, but that is not a good  
20 solution when the -- it's unreliable Internet.

21 Thank you. ]

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

24 Could we have our next commenter, please?

25 THE OPERATOR: The next caller is Ben

1 Silverman. You may go ahead.

2 STATEMENT OF SPEAKER SILVERMAN

3 Yes, thank you. My name is Ben Silverman,  
4 S-i-l-v-e-r-m-a-n. I live in the Hollywood Hills in Los  
5 Angeles, an area that has an absence -- or at a  
6 minimum -- spotty cell phone reception. We need  
7 landlines here to be able to call police, fire,  
8 ambulance, any other emergency services as it may be the  
9 only way we can get help.

10 Thank you.

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

13 Could we have our next commenter, please?

14 THE OPERATOR: Our next caller is Larry Todd.  
15 You may go ahead.

16 STATEMENT OF SPEAKER TODD

17 Larry Todd, Concord, California about two miles  
18 from the Green Valley Fault.

19 I'm a retired AT&T, 1987. As such, part of my  
20 retirement package is a discount on both internet and  
21 telephone service, which I would probably lose.

22 Cellular phone service always has been and  
23 always will be unreliable. The only reliable is a  
24 landline. I have a rotary dial phone in the kitchen,  
25 wall mount. Push-button corded phone in the living

1 room. A rotary dial phone in the master bedroom.

2 Many of what I was going to reference has  
3 already been covered but, again, cell phones, not  
4 reliable; and they're also a noticeable expense that my  
5 wife and I don't need to incur.

6 Thank you.

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

9 Could we have our next commenter, please?

10 THE OPERATOR: Our next caller is Ron Mayer.  
11 You may go ahead.

12 STATEMENT OF SPEAKER MAYER

13 Hello, this is Ron Mayer. Last name is  
14 M-a-y-e-r. Can you hear me?

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

16 SPEAKER MAYER: Okay, good. I'm a senior on  
17 fixed income. I have a AT&T landline and a DSL internet  
18 connection. I live three miles north of Nevada City up  
19 and over a path and down to Rock Creek. I live along  
20 the creek.

21 There's no cell service at my house. It's  
22 about two miles away from my house, when I went up and  
23 over that path, that's where you lose it. Our whole  
24 area shows up on AT&T, Verizon and T-Mobile coverage  
25 maps, but we don't have service; and my neighbors, which

1 are higher elevation, they don't have service. So, I  
2 put up a 400-foot tower; I still don't have service.

3 There is some microwave in our area, but when I  
4 talk to the people, they aren't willing to come down to  
5 my house. They -- they want to go up to houses.

6 I live in trees, so Starlink doesn't work. I  
7 got on the app, tried many locations and none of it will  
8 work. I do have Dish, but I don't have local channels,  
9 because I couldn't get the dish to point in that  
10 direction. So --

11 (Timer notification.)

12 SPEAKER MAYER: -- I have no fiber. So, in  
13 other words, you take away my phone, I have nothing, so  
14 I am very frustrated. So, please reject this  
15 application, and please investigate the cell coverage  
16 maps, because they are completely wrong and a lie that  
17 is complicating this issue.

18 Thank you. Sorry.

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

21 Could we have our commenter, please?

22 THE OPERATOR: Our next caller is Sue Hoek,  
23 Nevada County Supervisor. You may go ahead.

24 STATEMENT OF SPEAKER HOEK

25 Oh, good afternoon, thank you. I am calling in



1 opposition of the AT&T relief.

2           This is going to be most of our county  
3 including -- excluding our United States Forest Service  
4 and other public land, there is going to be a risk of  
5 little or no service leaving thousands without  
6 alternatives to our POTS telecommunication.

7           AT&T is outlining to the public that seven  
8 percent of house -- households served in California is  
9 currently using this copper-based technology in their  
10 efforts to simply upgrade customers to modern services.  
11 This could be years if it ever happens in the next -- in  
12 my lifetime in Penn Valley.

13           I was dropped numerous times. I had to leave  
14 and live on -- I'm sitting on a hill right now, so that  
15 I can talk to you on my landline -- or on my cell phone.

16           So, landlines are important. I believe it's a  
17 health and safety issue to this area, for sure, and  
18 while we do realize that we do need to see new  
19 technology at some point; and we know it's costly to  
20 maintain what we have, it's in the public best interest  
21 or wellbility(sic) -- wellbeing to approve -- to not  
22 approve this designation.

23           We just believe this would just cause terrible  
24 disruption to our community as well as being in a high  
25 fire -- catastrophic wildfire and emergency situation,

1 we need to have this type of phone, so that our first  
2 responders have safe and reliable access.

3 So, with that, we just hope that you will  
4 really look at this, and we urge you to deny their  
5 applications.

6 Thank you.

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

9 Can we have the next speaker, please?

10 THE OPERATOR: Our next speaker is Deanna  
11 Cunningham. You may go ahead.

12 STATEMENT OF SPEAKER CUNNINGHAM

13 Yes, please. First off, my dad worked for AT&T  
14 for 45 years. I think he would turn over in his grave  
15 if he thought that AT&T was trying to get rid of its  
16 landlines. It is a lifeline for us. My husband is 91  
17 years old and does not use a cell phone. Electricity is  
18 cut off by PG&E when winds are high; that means that  
19 there's no service. My cell phone has had poor  
20 reception that sometimes it cuts off in the middle of a  
21 call, and at a place like Lake Tahoe, it doesn't work at  
22 all.

23 Our lives depend on our landlines, again,  
24 because they're most reliable, so I certainly hope you  
25 deny these applications.

1 Thank you very listening to me.

2 ALJ GLEGOLA: Thank you very much for calling  
3 today.

4 Could we have our next commenter, please?

5 THE OPERATOR: Our next caller is Jack Reed.  
6 You may go ahead.

7 STATEMENT OF SPEAKER REED

8 Hi, this is Jack Reed, R-e-e-d. I am the  
9 director of the nonprofit Community Planning Foundation.

10 I have extreme EMF sensitivity. I can't even  
11 be beside somebody who is using a cell phone, so  
12 removing the landlines would really put people like me  
13 and our businesses at risk. So, I urge you to please  
14 reject this application by AT&T.

15 Thank you.

16 ALJ GLEGOLA: Thank you very much for taking  
17 the time to call in today.

18 Could we have our next speaker, please?

19 THE OPERATOR: Our next caller is Eileen  
20 Theimer.

21 STATEMENT OF SPEAKER THEIMER

22 Yeah. E-i-l-e-e-n, T, as in Tom, h-e-i-m-e-r.

23 One question is, is this being recorded and can  
24 we listen to it later again?

25 ALJ GLEGOLA: Yes.

1           SPEAKER THEIMER: Can you tell us how -- how we  
2 can listen to it?

3           ALJ GLEGOLA: It's on the same site that we are  
4 using right now. It's a live video feed, but if you go  
5 to [www.cpuc.ca.gov/PPH](http://www.cpuc.ca.gov/PPH), you'll be able to find it there.

6           SPEAKER THEIMER: Okay, great. Yeah, because a  
7 lot of comments are so helpful.

8           Many things. Three friends of mine currently  
9 have -- well, have brain tumors. One has died, one is  
10 dying, and one is -- just had surgery and doesn't  
11 remember any of her past, so saying that cell phones  
12 are -- you know, some of us do not want to use cell  
13 phones; and having my phone dependent on power for --  
14 for -- and UPS, how long does the UPS actually keep  
15 my -- keep my voice over active? And also, I am  
16 wondering about security issues. Right now, I am making  
17 a phone call on a landline. If it's going over the  
18 internet, how vulnerable is that to hackers?

19           And another thing in terms of modernizing  
20 technology --

21           (Timer notification.)

22           SPEAKER THEIMER: -- and some of us older  
23 people are not that -- are quite happy with the  
24 technology that we have now.

25           So, AT&T's claim that we can't do both is

1 really bizarre to me.

2 Thank you.

3 ALJ GLEGOLA: Thank you very much for calling  
4 in today.

5 Could we have our next commenter, please?

6 THE OPERATOR: Our next caller is David  
7 Hutchinson. You may go ahead.

8 STATEMENT OF SPEAKER HUTCHINSON

9 Yes. I ask that the C -- CPUC deny both  
10 applications. Copper landlines are the most secure  
11 communications available to us. Cellular is not secure.

12 When I need to make a private call, I use the  
13 landline only, and this option is a reliable alternate  
14 means of communication besides cellular. You know,  
15 when -- as people have been saying, when something goes  
16 -- goes down, you need to have a backup, an alternate  
17 way to communicate.

18 And there is no guarantee how AT&T is going to  
19 use the money. AT&T has plenty of money. They're free  
20 and able to develop any additional technology they want  
21 to in addition to what they have.

22 Also, there are other digital advanced options,  
23 but there are no other landlines options. What we  
24 already have, if we let it go away, that's it. It's  
25 gone. Personally, I am more than two kilometers from a

1 switching station, which means I don't have any digital  
2 AT&T options anyway.

3 I am in Los Angeles. But, you know, this is  
4 something we need to maintain.

5 (Timer notification.)

6 SPEAKER HUTCHINSON: Have a good day.

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

9 Can we have our next commenter, please?

10 THE OPERATOR: Our next caller is Diana Smith.  
11 You may go ahead.

12 STATEMENT OF SPEAKER SMITH

13 My name is Diana Smith. Can you hear me?

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

15 SPEAKER SMITH: Usually people -- I have a soft  
16 voice, d-i-a-n-a S-m-i-t-h.

17 There is a saying, "If it ain't broke, don't  
18 fix it." I have a traditional landline; it never loses  
19 juice. It never bubbles. When the power goes out, I  
20 light candles, sit in the dark and talk with my friends  
21 on the phone.

22 I paid \$16 for my phone at the local discount  
23 store and it has lasted for years. Also, it's red and  
24 cream colored, and it's very cute. I am on a fixed  
25 income, and the Lifeline discount really helps me

1 balance my budget. Another perk is, I never worry that  
2 I am being radiated as I talk on my phone.

3 America -- Americans are proud of their economy  
4 where there are choices.

5 (Timer notification.)

6 SPEAKER SMITH: Please don't move us into one  
7 size fits all. There is a saying, "Don't put all your  
8 eggs in one basket."

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

11 Could we have our next speaker, please?

12 THE OPERATOR: Our next caller is Lorraine  
13 Perez. You may go ahead.

14 STATEMENT OF SPEAKER PEREZ

15 Hi, my name is Lorraine Perez, L-o-r-r-a-i-n-e.  
16 I am a California resident.

17 I believe it is imperative that our state have  
18 a robust plan in place for transitioning to modern  
19 technology. It's undeniable that future lies in  
20 advanced communication networks, and every dollar spent  
21 on maintaining outdated technology is a missed  
22 opportunity for investment in technologies that will  
23 benefit all Californians.

24 Access to high-speed internet is no longer a  
25 luxury, but a necessess(sic) -- a necessity, especially

1 considering the growing demand for online learning,  
2 remote work and entertainment. Older technologies are  
3 costly to maintain and just not practical -- practical  
4 for this day and age.

5 I believe it's imperative that California  
6 prioritizes a plan to transition to modern and more  
7 advanced technology.

8 Thank you.

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

11 Could we have our next speaker, please?

12 THE OPERATOR: Our next caller is Stephanie  
13 Shlasky. You may go ahead.

14 STATEMENT OF SPEAKER SHLASKY

15 Yes. My name is Stephanie Shlasky.  
16 S-t-e-p-h-a-n-i-e. Last name is S, as in Sam, h-l-a-s,  
17 as in Sam, k-y.

18 I am calling to oppose AT&T applications. I  
19 think it's kind of a joke that they're talking about  
20 this being a burden to them. They make billions of  
21 dollars a year, in fact, they talked about their record  
22 profits in 2023 resulting from 5G and fiber growth; and  
23 recently, I started noticing a lot of static on my  
24 landline.

25 I called AT&T, and they advised me that the



1 state has already told them they don't need to maintain  
2 their copper lines. I said, "What?" They said, oh,  
3 yeah, the state told them they don't have to maintain  
4 them anymore, so if I have lot of static on the line,  
5 that's too bad. I should switch to VoIP or a cell  
6 phone, and I said no, thank you.

7 A landline is a lifeline. If I call 9-1-1 from  
8 anything other than a landline, I might not survive.  
9 So, this is kind of a ridiculous situation. They're a  
10 very wealthy company, and this is not a burden, so  
11 please oppose.

12 Thank you.

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

15 Before going to our next caller, I just want to  
16 make sure folks on -- on the phone know that there's  
17 roughly 170 speakers in the queue right now.

18 As I mentioned, we are planning to take a -- a  
19 stop -- a break at 4:45, and that's -- that's definitely  
20 a hard stop, so I want to make sure folks -- folks know  
21 that and are aware of that now.

22 Can we have our next commenter, please?

23 THE OPERATOR: Our next caller is Larry Ortega.  
24 You may go ahead.

25 ///

1 STATEMENT OF SPEAKER ORTEGA

2 Hi.

3 THE OPERATOR: Again, Larry Ortega --

4 SPEAKER ORTEGA: Hello.

5 THE OPERATOR: Go ahead.

6 SPEAKER ORTEGA: Hello. Yes. This is Larry  
7 Ortega. I am one of the foremost experts in the state  
8 regarding digital divide is -- issues.

9 The CPUC should reject AT&T's application.  
10 Commissioner Reynolds and the ALJ should demand  
11 disclosure of conflict of interests, during this and  
12 other proceedings, of commenters who are receiving  
13 funding from AT&T. It is incumbent for the ALJ and the  
14 Commission to weigh commentary that is paid for  
15 accordingly.

16 Comment -- commenters framing their support in  
17 modernizing the state's networks are obviously scripted  
18 and have been duped as it relate to the history of what  
19 could be described as taking the money and run. AT&T  
20 was given billions of dollars under Title 2 to upgrade  
21 landlines to fiber optics. Before -- before proceeding  
22 any further, a full account of what has happened to  
23 these billions of dollars to upgrade landlines to fiber  
24 must be provided by an independent audit.

25 AT&T has enjoyed decades of hands-off

1 regulatory regime, which has resulted in the CPUC losing  
2 \$2- to \$300 million that may have been designated for  
3 fiber upgrades to these landlines.

4 If landlines are shut off, so --

5 (Timer notification.)

6 SPEAKER ORTEGA: -- too are the data that will  
7 tell us what happened to the ratepayers' billions of  
8 dollars.

9 Thank you.

10 ALJ GLEGOLA: Thank you for calling in today.  
11 Could we have our next speaker, please?

12 THE OPERATOR: And our next caller is Amy  
13 Adelson. You may go ahead.

14 STATEMENT OF SPEAKER ADELSON

15 Hi, this is Amy Adelson. A-m-y A-d-e-l-s-o-n.  
16 I am also speaking on behalf of the Bowmont Hazen  
17 Briarcrest Coalition in Los Angeles.

18 Disasters happen when there's a perfect storm  
19 of failings. On February 22nd, AT&T experienced massive  
20 outages across the state and the country. During that  
21 outage, the San Francisco Fire Department issued the  
22 following statement:

23 If you're an AT&T customer and cannot get  
24 through to 9-1-1, then please try calling from  
25 a landline. If that's not an option, please

1           try to get ahold of a friend or family member  
2           who is a customer of a different carrier and  
3           ask them to call 9-1-1 on your behalf.

4           So, that is not very efficient during a fire,  
5           an earthquake, a landslide or a heart attack; and it's  
6           also both ironic and not reassuring at a time when AT&T  
7           is petitioning to eliminate landline service in our  
8           area.

9           We live in a hillside area in Los Angeles that  
10          experiences frequent power outages because of  
11          aboveground power lines and extreme weather. Cell  
12          service is spotty under the best of circumstances, and  
13          in many instances, is not available without Wi-Fi.

14          If the Commission --

15                 (Timer notification.)

16          SPEAKER ADELSON: I -- I would urge the  
17          Commission to deny AT&T's petitions.

18          Thank you so much.

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

21          Could we have our next speaker, please?

22          THE OPERATOR: Our next speaker is Brenda  
23          Gregory. You may go ahead.

24                 STATEMENT OF SPEAKER GREGORY

25          As a senior, I have several disabilities. I

1 live alone. I have no living family or any help. I  
2 have Lifeline landline.

3 My bill has three and a half times in cost in  
4 the last two years. It's all that I have. I have no  
5 electronics or cell phone. I have multiple major hand  
6 damage and couldn't use electronics if I had any.

7 If I need 9-1-1, this is all I have, and also  
8 to make local necessity calls.

9 I ask you to deny this application, and at the  
10 very least, if you consider approving it, you need to  
11 give us to another telephone company that will  
12 accommodate Lifeline landline customers also. Please.  
13 One size does not fit all.

14 Thank you. ]

15 ALJ GLEGOLA: Thank you very much for calling  
16 in today.

17 Could we have our next speaker, please?

18 THE OPERATOR: Our next caller is Vickie  
19 Sievers with EMF Safety Network.

20 You may go ahead.

21 STATEMENT OF SPEAKER SIEVERS

22 Thank you. Can you hear me?

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

24 SPEAKER SIEVERS: I'd like to -- S-i-e-v-e-r-s.

25 I'd like to point to the Commission's

1 Environmental and Social Justice Action Plan, which is  
2 founded on assuring widespread availability of  
3 high-quality telecom service to all customers who  
4 request it. That plan is a safety guard against  
5 discrimination. And please understand, as other  
6 speakers have said, that only fully wired, high-quality  
7 connectivity of plain old telephone service is tolerable  
8 for that not inconsiderable percent of the population  
9 that is too sensitive to wireless radiation to use cell  
10 phones or other wireless devices.

11 Thank you. Please deny these requests.

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

14 Could we have our next commenter, please?

15 THE OPERATOR: Our next caller is Patricia  
16 Limkemann.

17 You may go ahead.

18 STATEMENT OF SPEAKER LIMKEMANN

19 Hello. Thank you for taking my call in person.  
20 I'm a legally blind senior living in Simi Valley,  
21 California. I belong to a group of independent living  
22 and also have a California phone program, which enables  
23 me to do things my cell phones will not do.

24 I have a couple of reasons. First of all, I  
25 have a security system tied to this alarm. I also have

1 the landline, which enables me in an earthquake, fire,  
2 or other emergency -- historically the towers in my  
3 community are not placed properly, and I have poor  
4 service with this particular system. I also pay bills  
5 by phone, which I use to input information. With a cell  
6 phone, I could not do on the phone because that has  
7 limitations on a cell phone.

8 For the following reasons, I would hope that  
9 you would appreciate the fact that there are many of us  
10 out here. I belong to a (indecipherable) blind group in  
11 Simi Valley affiliated with the rail institute. And  
12 most of us have --

13 (Timer notification.)

14 SPEAKER LIMKEMANN: Thank you for listening to  
15 us and consider rejecting this application. Bye-bye.

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

18 Could we have our next speaker, please?

19 THE OPERATOR: Our next caller is Anne Thrift.

20 You may go ahead.

21 STATEMENT OF SPEAKER THRIFT

22 Yes. Hi. Can you hear me?

23 ALJ GLEGOLA: Yes, we can. Can you please  
24 continue?

25 SPEAKER THRIFT: Yes. Thank you. My name is

1 Anne Thrift. I live in the Santa Cruz mountains in a  
2 cell dead zone. I'm calling on my landline. I live in  
3 Santa Cruz County in the mountains where nothing else  
4 works reliably and nothing else works at all in power  
5 outages. In Santa Cruz County, we've had seven  
6 disasters in seven years with weeks-long power outages  
7 and absolutely no communication except landlines.

8           There is a false dichotomy between the idea  
9 that we can't have broadband and landlines. I don't  
10 understand that at all. Maybe that's city folks. Well,  
11 we're not city folks. That stuff doesn't work here.  
12 There is no way AT&T is going to bring fiber all the way  
13 up to this mountain. They've already said they won't.

14           I also live in the CZU burn zone from the 2020  
15 fire that burned 900 homes and killed one person. So  
16 clearly the landline is the only thing that's reliable  
17 here, which is what the COLR designation means.

18           Our county, state, and federal representatives  
19 have filed their opposition to these applications  
20 because it would affect thousands of people in this  
21 county. Thank you.

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

24           Could we have our next speaker, please?

25           THE OPERATOR: Our next caller is Rod Souza.



1                   You may go ahead.

2                   (No response.)

3                   THE OPERATOR: Again, Rod Souza, your line is  
4 open. Please check your mute button.

5                   STATEMENT OF SPEAKER SOUZA

6                   Take the mute off. Okay. Mute is off. Sorry.

7                   Rod Souza. That's R-o-d S-o-u-z-a. And my  
8 question is, is the PUC going to eliminate or allow AT&T  
9 to get rid of landlines when in locations like where we  
10 are, our landline is really our only communications?  
11 Our cell coverage is terrible. It drops all the time.  
12 We barely get Internet. It drops as well. I don't  
13 understand why. There's landlines all over this country  
14 for many years that worked very well. I could see if  
15 something was replaced, then they'd have a reason to say  
16 that they could drop it. But in places like where we  
17 are, which is in Northern California -- I'm in  
18 Placerville, California. And our landline even is  
19 unreliable where we are. The copper up here is so bad.  
20 It's getting worse over the last ten years. This past  
21 year, five times has our line gone out due to water  
22 intrusion. And AT&T has to come out anywhere from one  
23 to two days up to three weeks before they repair the  
24 line by switching copper --

25                   (Timer notification.)

1           SPEAKER SOUZA:  -- barely cover our area in  
2 maintenance.  And something needs to be done.  I just  
3 don't understand it.  Thank you.

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

6           Could we have our next speaker, please?

7           THE OPERATOR:  Our next caller is Diane Virva.  
8           You may go ahead.

9                         STATEMENT OF SPEAKER VIRVA

10           Good afternoon.  Thank you for taking my call.  
11 My name is Diane Virva.  Last name is spelled V-i-r-v-a.  
12 I live in the city limits of Nevada City in the Sierra  
13 Foothills.  I object to the withdrawal of the AT&T  
14 carrier of last resort.

15           We are in a very large fire-prone area.  I have  
16 AT&T Internet and landline.  When we lose electricity  
17 due to storms or PSPS, we lose our cell service.  
18 Without the landline, we would not receive emergency  
19 notices or evacuation orders from fire.  The landline is  
20 our only saving grace.  Our modern technology does not  
21 work in these circumstances.  It is not reliable.  
22 Please deny the AT&T application.  Our lives may depend  
23 on it.

24           Thank you so much for allowing us courtesy of  
25 giving our opinion.  Thank you.

1 ALJ GLEGOLA: Thank you very much for calling  
2 in to share.

3 Could we have our next commenter, please?

4 THE OPERATOR: Our next caller is Eileen  
5 George.

6 You may go ahead.

7 STATEMENT OF SPEAKER GEORGE

8 Hi. Can you hear me?

9 ALJ GLEGOLA: Yeah, we can. Please continue.

10 SPEAKER GEORGE: Well, I'm a retired PacBell  
11 cord board operator, an AT&T international operator, a  
12 Pac Bell Cingular Wireless and AT&T Wireless rep. And  
13 I -- so I've been on both sides. And I never dreamed  
14 I'd hear that they would want to shut the landlines off.

15 I have a heart machine. I have to have that  
16 hooked up. I'm on a hearing-impaired phone. I can't  
17 hear on my wireless phone. Twenty-five years ago when  
18 we received a letter stating about the radiation on the  
19 phones, people scoffed at it. And I said, "No. It's  
20 true." Closed caption phones for people -- you know,  
21 it's just hard to believe that -- and I know modern  
22 technology. But like the people say in the rural areas  
23 where they're at, they have nothing.

24 I hope you will reject this. I really, really  
25 do. We need our landlines. I don't want to lose my

1 number. I've had this number for 27 years. I know I  
2 could move it to a wireless. But why? So I can get  
3 more radiation? Anyway, don't forget about the -- I'm  
4 retired too, and I'm elderly myself. And --

5 (Timer notification.)

6 SPEAKER GEORGE: Thank you so much. Please  
7 reject it.

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

10 Could we have our next speaker, please?

11 THE OPERATOR: Our next caller is Allen  
12 Huddleston.

13 You may go ahead.

14 STATEMENT OF SPEAKER HUDDLESTON

15 Hello. I'm Allen Huddleston, A-l-l-e-n  
16 H-u-d-d-l-e-s-t-o-n. I live in an area of Calaveras  
17 County that AT&T wants to drop. My landline is an  
18 absolute necessity. I have a cell phone, but I live in  
19 an area that I rarely get a good signal. If I need to  
20 call for anything -- doctor appointment, hospital care,  
21 whatever -- my cell phone is nearly useless. So I  
22 really -- I can't really get by without having a cell  
23 phone. Right now my cell phone has a zero signal.

24 I really request that the CPUC denies AT&T's  
25 application to vacate the landline service. If I'm

1 injured, for example, I could potentially die if I can't  
2 have a cell phone signal. So, again, please don't allow  
3 AT&T to vacate the landline. Thank you.

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

6 Could we have our next speaker, please?

7 THE OPERATOR: Our next caller is Jim Strehlow.

8 STATEMENT OF SPEAKER STREHLOW

9 This is Jim Strehlow, S-t-r-e-h-l-o-w. I live  
10 on the island of Alameda.

11 As part of Neighborhood Watch, to handle  
12 emergencies, I have paid for a landline phone for  
13 40 years. In the '80s, I worked at the Times Tribune  
14 newspaper in Palo Alto as the highest manager with a  
15 ROLM phone system. During the '89 quake, I was still at  
16 work. With the power out, I went quickly to one of our  
17 three main emergency physical landline phones and acted  
18 as a temporary phone operator. This reporter's phone,  
19 that main landline phone, had transferred such called to  
20 the editorial newsroom. I handled other phone call  
21 inquiries on that landline for three hours until  
22 management found another worker to handle that landline.  
23 I then drove home from Palo Alto to Alameda on nearly  
24 pitch black roads.

25 When the power grid fails, so will the Internet

1 fail and its Voice over IP Internet fail. The CPUC must  
2 keep landlines operational and affordable as a major  
3 public safety lifeline for us volunteering Neighborhood  
4 Watch captains. Thank you.

5 (Timer notification.)

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

8 Could we have our next speaker, please?

9 THE OPERATOR: Our next caller is Michael  
10 Ranney.

11 You may go ahead.

12 STATEMENT OF SPEAKER RANNEY

13 Thank you. My name is Michael Ranney,  
14 M-i-c-h-a-e-l R-a-n-n-e-y. I'm with the faculty at  
15 UC Berkeley. And I'm opposed to AT&T's request most  
16 strongly.

17 I live in Alameda County, and I believe the  
18 landlines are crucial in times of emergency, even in  
19 urban areas like the one I live in. After an earthquake  
20 or major fire, it's likely the cell phone tower -- cell  
21 phone towers will be disabled or unusable due to being  
22 swamped, especially, even if they are usable. And we  
23 were actually told that in an emergency, we're supposed  
24 to call people from outside of our area, like in other  
25 states and so forth, so that others from California can

1 use them as a conduit to let them know what's going on  
2 and get back to other people in California when the  
3 lines are down and swamped. So we're actually being  
4 told something different now from what emergency  
5 responders have told us in the past.

6 And so I think that without AT&T as our COLR,  
7 we'll be in terrible shape. Landlines are important  
8 even in densely populated areas --

9 (Timer notification.)

10 SPEAKER RANNEY: -- really not changed.

11 And, for instance, in the Berkeley Hills, there  
12 was a fire in which 3,000 homes were destroyed. And  
13 that will be tiny compared to what might happen if the  
14 Loma Prieta earthquake occurs around here. There are  
15 estimates to be 6,000 deaths around here. And I think  
16 it's really important you keep that in mind. If there's  
17 a huge loss of life, CPUC will be blamed for it. And  
18 they will be justifiably blamed for it if having  
19 landlines could have saved a bunch of lives.

20 So please reject AT&T's COLR application.  
21 They've made many profits at our expense, and I think  
22 they continue to owe us this service. So please keep  
23 the landline. They have better reception than most cell  
24 phones as it is. And when it goes out, even PG&E will  
25 call us on the landline and say when the power --

1 ALJ GLEGOLA: Thank you very much, sir.

2 SPEAKER RANNEY: So that's yet another reason  
3 for us to --

4 ALJ GLEGOLA: Sir, I've got 106 people on the  
5 phone yet. I'm sorry. Thank you very much for calling  
6 in and sharing. I very much appreciate it.

7 Could we have our next speaker, please?

8 THE OPERATOR: Our next caller is Thomas Brown  
9 with the Kern County Board of Supervisors.

10 You may go ahead.

11 STATEMENT OF SPEAKER BROWN

12 Yes. I'm Thomas Brown calling on behalf of the  
13 Kern County Board of Supervisors to request the CPUC  
14 reject AT&T's application for relief of its carrier of  
15 last resort obligations.

16 This application will disproportionately impact  
17 rural communities throughout California. Here in Kern,  
18 there are roughly 55 communities that would be impacted  
19 by AT&T's requested action. Many of our rural customers  
20 have few market options when choosing quality,  
21 affordable telecommunication services to suit their  
22 unique needs.

23 During an emergency such as a natural disaster  
24 or electrical power outage, customers and first  
25 responders need reliable access to 9-1-1 and 2-1-1



1 service, including the ability to receive alerts and  
2 notifications. Landlines are the most reliable  
3 communications tool in the safety arsenal.

4 Relief should not be granted to AT&T without  
5 securing widespread and equitable alternatives for all  
6 Californians but particularly for our rural communities.  
7 Much of rural Kern is underserved and lacks universal  
8 access to reliable, secure networks.

9 For these reasons, the Board of Supervisors  
10 respectfully asks that the CPUC reject AT&T's  
11 applications. Thank you.

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

14 Could we have our next speaker, please?

15 THE OPERATOR: Our next caller is Bryan Ito.

16 You may go ahead.

17 STATEMENT OF SPEAKER ITO

18 Yes. My name is Bryan, B-r-y-a-n. Last name  
19 is Ito, I-t-o. I just want to speak in support of the  
20 application by AT&T. I do believe in modernization  
21 being important for all companies and customers to  
22 support innovation. And my understanding is with relief  
23 from the application, customers will not lose their  
24 landline home phones, 9-1-1 access, nor battery backup  
25 power. I believe that if the relief is not given, that

1 will slow down, again, the modernization to all  
2 communities, including urban and suburban. I've also  
3 heard that United Kingdom is discontinuing their copper  
4 landline service next year, so I think we should be part  
5 of that movement. Thank you.

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

8 Could we have our next speaker, please?

9 THE OPERATOR: Our next caller is Matthew  
10 Weisely with Japanese American Citizen League.

11 You may go ahead.

12 STATEMENT OF SPEAKER WEISELY

13 Yes. My name is Matthew Wisely, M-a-t-t-h-e-w  
14 W-e-i-s-e-l-y. I live in Orange County and work for the  
15 Japanese American Citizen League. We're the nation's  
16 oldest and largest Asian American civil rights board.  
17 And we are in support of AT&T's application.

18 Many of our community members and family  
19 members as well as our own staff have been affected by  
20 the need for higher quality broadband access. In fact,  
21 our headquarters, which is in San Francisco's Japan  
22 town, has used AT&T for many years as a service  
23 provider. But we've had to start looking at  
24 alternatives because of the many issues that come with  
25 the outdated wiring that's being used in the area. Of

1 course, because of the pandemic, we've seen the need for  
2 broadband access for many of our members to be able to  
3 do basic things like work and attend school from home.

4 We believe that funding should be toward  
5 technology that makes connectivity, wireless access and  
6 communications accessible to everyone everywhere. And  
7 that isn't to say that -- as these updates are needed,  
8 that service shouldn't continue for people who need it  
9 because that would be, of course, dangerous and  
10 irresponsible. But there should be a plan in place to  
11 bring users in all areas up to the current technology to  
12 make sure that everyone has basic and reliable access to  
13 their phone services.

14 ALJ GLEGOLA: Thank you very much for calling  
15 in today.

16 Could we have our next speaker, please?

17 THE OPERATOR: Our next caller is Jackson  
18 Nutt-Beers.

19 You may go ahead.

20 STATEMENT OF SPEAKER NUTT-BEERS

21 Good afternoon. My name is Jackson Nutt-Beers  
22 speaking on behalf of the San Francisco Chamber of  
23 Commerce in support of AT&T's application before the  
24 California Public Utilities Commission.

25 Access to high-speed Internet is vital for

1 communities to thrive in today's digital economy.  
2 AT&T's commitment to expanding its fiberoptic network  
3 aligns with San Francisco Chamber's goals of innovation  
4 and economic growth for all Californians. Enhanced  
5 connectivity for AT&T's expansion initiatives will  
6 increase productivity and competitiveness statewide.  
7 Fiber Internet infrastructure benefits extends beyond  
8 business, bridging the digital divide and fostering  
9 social inclusion.

10 We urge the California Public Utilities  
11 Commission to fully support AT&T's application to expand  
12 fiber Internet access. By empowering communities, this  
13 initiative will project California towards a brighter,  
14 more connected future. Thank you.

15 ALJ GLEGOLA: Thank you very much for calling  
16 in today.

17 Could we have our next speaker, please?

18 THE OPERATOR: Our next caller is John  
19 McPherson with Alliance on Aging.

20 You may go ahead.

21 STATEMENT OF SPEAKER MCPHERSON

22 Thank you. I'm the executive director of  
23 Alliance on Aging, which is a senior services nonprofit  
24 in Monterey County. I urge you to deny the petition.

25 As other commentators have said, we are a rural

1 county. We have been subjected to many natural  
2 disasters. And it's hard for me to explain the  
3 insecurity that seniors in our community have over this  
4 initiative. And it does not seem like the right  
5 solution at this time. Thank you very much.

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

8 Could we have our next speaker, please?

9 THE OPERATOR: Our next caller is Peter  
10 Schustack.

11 You may go ahead.

12 STATEMENT OF SPEAKER SCHUSTACK

13 Hi. Can you hear me?

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

15 SPEAKER SCHUSTACK: Oh, okay. Yeah. I'm Peter  
16 Schustack in San Luis Obispo. And I'm calling because  
17 I've had -- I'm a blind senior. I've had a landline for  
18 over 50 years. And I'm not computer trained. And so I  
19 depend on my landline. I don't use social media. And I  
20 depend on my landline so people can find me and get  
21 ahold of me. And we've had many outages, both planned  
22 and unplanned, here in this area by PG&E. And so I  
23 think it's really important that we keep our landlines  
24 intact. And I really hope that whatever -- I mean, I  
25 want technology to improve, but don't lose the

1 landlines. Let's keep our landlines. ]

2 ALJ GLEGOLA: Thank you very much for calling  
3 in today.

4 Before continuing, I just want to note that we  
5 have over 130 people waiting in line still. I -- we are  
6 ending at 4:45. I am still going to keep -- keep the  
7 time limit to a -- to one minute. I don't think  
8 reducing that will help people explain or share their  
9 stories sufficiently, so I don't want to do that, but I  
10 do want to, as a courtesy, give some of the folks who  
11 may be later on in that list, a time check.

12 Could we please have our next speaker?

13 THE OPERATOR: Our next caller is Debos Holm.  
14 You may go ahead.

15 STATEMENT OF SPEAKER HOLM

16 Hello, Debos Holm, D-e-b, as in boy, o-s,  
17 H-o-l-m.

18 You can hear me, right?

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

20 SPEAKER HOLM: Yes. Famous lines.

21 I strongly oppose both the applications by  
22 AT&T. The PUC is our only avenue to protect us from  
23 losing these absolutely necessary services. Please deny  
24 these applications.

25 If these two types of services, COLR and ETC,

1 are stopped, it severely effects the disenfranchised  
2 specific sectors of society -- elderly seniors, people  
3 with health conditions and/or disabilities, rural areas  
4 and people living on low or restricting income. There  
5 are no other safe options. Selling voice over internet  
6 protocol phones are not reliable at this time.

7 While listening to people calling in, you have  
8 already heard how AT&T is behaving as if this is already  
9 a done deal. They don't have to -- don't need to  
10 connect any landlines or maintain them.

11 This is not an either/or situation. Sadly,  
12 AT&T is a company that is not interested in people,  
13 otherwise AT&T would have made a business plan that used  
14 funds to maintain these services as well as to provide  
15 funds to modernize rather than arbitrarily cutting these  
16 two services to huge swaths of California.

17 (Timer notification.)

18 SPEAKER HOLM: Quickly.

19 Maintaining landlines and modernizing can move  
20 forward in parallel, so I ask the PUC to please deny and  
21 hold AT&T accountable.

22 Thank you.

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

25 Could we have our next speaker, please?

1           THE OPERATOR: Our next caller is Christopher  
2 Negri with the California Partnership to End Domestic  
3 Violence. You may go ahead.

4                         STATEMENT OF SPEAKER NEGRI

5           Hello, I'm Chris Negri on behalf of the  
6 California Partnership to End Domestic Violence.

7           I am calling to express our strong opposition  
8 to AT&T's application. Landline service is essential  
9 for survivors of domestic violence and sexual assault  
10 who are reaching out for essential and life-saving  
11 services.

12           Cell phone coverage is not reliable in many  
13 parts of our communities, and when survivors are seeking  
14 support, they should be able to rely on the phone system  
15 to connect their call for 24/7 crisis support.

16           Removing this reliability would have  
17 devastating consequences for the safety and wellbeing of  
18 survivors. It would also create tremendous challenges  
19 to the victims' service providers and advocates that  
20 support survivors.

21           We urge the Commission to reject this request  
22 and ensure that our communities are able to continue to  
23 access reliable landline services.

24           Thank you.

25           ALJ GLEGOLA: Thank you very much for calling



1 in today.

2 Could we have our next commenter, please?

3 THE OPERATOR: Our next caller is Donna  
4 Shoemaker. You may go ahead.

5 STATEMENT OF SPEAKER SHOEMAKER

6 Hi. Yes, thanks for taking my call. I live in  
7 Larkspur. I am one of the few folks that has called in  
8 that are -- they're not -- I don't -- I am not in a  
9 rural area, but I am Larkspur, right north of San  
10 Francisco; and I have had landlines for -- for years  
11 now, and it's been a God send.

12 I have a medical condition that my physicians  
13 have advised me to stay away from high-frequency  
14 emissions as much as possible, which I have been doing,  
15 without smart meter and with -- with no -- no, I don't  
16 use smart phones either; and I have these landlines, one  
17 -- one of which I've used for business, which I am  
18 retiring from, but the other -- the other one is my  
19 personal line, and it has been a -- a God send for me  
20 and -- and whenever the power goes out, these phones  
21 stay on; and whenever the power goes out, my neighbors,  
22 who live on either side of me, come over here to use my  
23 phone, because that little five volts that is part of  
24 the phone system is really an a -- a God send for them,  
25 too, so that they can -- you know, they can reach people

1 that they need to.

2 So please, don't let AT&T assume that -- you  
3 know, that it's an either/or situation --

4 (Timer notification.)

5 SPEAKER SHOEMAKER: Either they do technology,  
6 high -- improve technology, which is good, or they --  
7 or -- or they cut out the landlines, so it doesn't --  
8 they can do both. I am sure that they can do both.

9 Thank you very much.

10 ALJ GLEGOLA: Thank you so much for calling in.  
11 Could we have our next speaker, please?

12 THE OPERATOR: Our next caller is Daniel  
13 Sipprelle. You may go ahead.

14 STATEMENT OF SPEAKER SIPPRELLE

15 Good afternoon. My name is Daniel Sipprelle,  
16 spelled D-a-n-i-e-l, S-i-p-p-r-e-l-l-e.

17 I am calling today to reiterate how AT&T's COLR  
18 application aims to modernize our state's communications  
19 network. Removing the obligations and investing in  
20 technologies like fiber optics are meant to keep  
21 California competitive and bridge the harmful digital  
22 divide.

23 The transition for existing at-risk customers  
24 is also meant to be very smooth, allowing them to  
25 maintain the access to their essential home phone, voice

1 and 9-1-1 services.

2 So, I urge the Commission to consider how  
3 approving AT&T's COLR application could create a more  
4 equitable and advanced communication network for all  
5 Californians.

6 Thank you so much.

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

9 Could we have our next speaker, please?

10 THE OPERATOR: Our next caller is Louise  
11 Velasquez. You may go ahead.

12 STATEMENT OF SPEAKER VELASQUEZ

13 This is Louise, and I am calling because I have  
14 a lot of technology. I like it. I have AT&T fiber, but  
15 I am opposed to this because, in emergencies, we have  
16 lost our AT&T fiber; we have lost cell phones. We are  
17 right next to a high-risk fire area. We have also had  
18 numerous UPS outages, and for emergency communications  
19 for our neighbors and ourselves, which we're not, by the  
20 way, in a rural area, but have lost power and fiber  
21 numerous times when the power goes out.

22 So, I am opposed to this. Thank you.

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

25 Could we have our next speaker, please?

1 THE OPERATOR: Our next caller is Cynthia Wain.  
2 You may go ahead.

3 STATEMENT OF SPEAKER WAIN

4 Hi, thank you very much. I am Cynthia Wain.  
5 It's W-a-i-n, and my second point first, which is that I  
6 do hope you will look into -- what should we say, people  
7 not -- I'm sorry, I lost my thought. I have -- I have a  
8 little trouble. People perhaps having ulterior motives;  
9 that includes both AT&T and callers, and if you do go  
10 through with something like this or proceed, I think  
11 AT&T owes us a financial statement. If there could be  
12 any proof of really what they might save, you know,  
13 would actually be going toward investing in the future,  
14 or if it's going to political donations, which they do,  
15 too; or profits which people have suggested.

16 So, my main point is that just, where I live is  
17 not a rural area, but I don't have good cell coverage.  
18 My T-Mobile, even with a booster and a 5G phone, is just  
19 not reliable. Even though I live in Los Altos Hills, my  
20 house looks out over the entire Silicon Valley.

21 (Timer notification.)

22 SPEAKER WAIN: Thank you. You can tell I am  
23 opposed. Thank you very much. Bye-bye.

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

1           Could we have our next speaker, please?

2           THE OPERATOR: Our next caller is Beck Levin  
3 with Dayle McIntosh Center. You may go ahead.

4                         STATEMENT OF SPEAKER LEVIN

5           Hello, my name is Beck Levin spelled B-e-c, as  
6 in canary, -k as in kite; L, as in Larry, -e, as in  
7 elephant, -v, as in Victor, -i, as in icicle, -n, as in  
8 Nancy.

9           I am the Systems Change Advocate for the Dayle  
10 McIntosh Center in Orange County, California, and I  
11 would like to urge opposition to current request.

12           Consumers that we have are using the service as  
13 their only connection to the outside world, and this is  
14 not in rural communities; this is in Orange County, so  
15 well within cell tower range.

16           I agree with everyone that stated that cells  
17 are unreliable in an emergency. I also want to point  
18 out that everyone -- those folks who are talking to --  
19 talking about concerns are folks that are talking about  
20 emergency situations where those who are supporting AT&T  
21 are saying, oh, we should modernize. So, to me,  
22 emergency situations come first.

23           Landlines are attached to a location, which is  
24 integral for 9-1-1 calls, especially if they get cut  
25 off; and rural Californians need landlines, most

1 especially people with disabilities.

2 So, cutting off the service is cutting off  
3 lifelines for folks, and I must say that --

4 (Timer notification.)

5 SPEAKER LEVIN: I -- I do oppose. Thank you so  
6 much for hearing me.

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

9 Could we have our next speaker, please?

10 THE OPERATOR: Our next speaking is Vang Cho  
11 Yun(sic). You may go ahead.

12 STATEMENT OF SPEAKER YUN

13 Hello, my correct name is Sang Chay Yun,  
14 S-a-n-g C-h-a-y, Y-u-n. (indecipherable). I speak fast  
15 with the accent.

16 I declare under penalty of perjury of the laws  
17 of the state of California that the following statements  
18 in this public forum are true and correct.

19 Proof is in the pudding. If cell phones are  
20 better, no landline customers should exist. Bikes are  
21 not obsolete, although they have motorcycles. Radio v.  
22 TV; Pencil v. Pen; Tasers v. Guns; Gun v. Bombs. Sex is  
23 not obsolete, although they have test-tube babies.

24 We are not obsolete, although AI will be  
25 smarter than us. Landlines are not obsolete, although

1 they have cell phones.

2           Quote from page 29 of AT&T's application with  
3 one word, "relief" added: "AT&T California's COLR  
4 obligation relief is unnecessary to ensure connectivity  
5 for the 99.99 percent of consumers in the AT&T  
6 California service territory who can choose at least one  
7 voice alternative to POTS."

8           Quote to -- quote of a federal judge from page  
9 67 of the attachment to May 24, 2023, motion in the  
10 docket. Quote, "They are then 'explained to'  
11 Dr. Israel, who accepted the defendants' reasoning and  
12 overlooked the facts that show he was not comparing to  
13 apples to apples."

14           (Timer notification.)

15           SPEAKER YUN: -- the case, comparing apples and  
16 oranges. Landlines and cell phones are not in -- in two  
17 separate markets. We don't need another AT&T lemon in  
18 the citrus food market. Greed is good. It  
19 (indecipherable) the public good. New technology is  
20 driven to make money --

21           ALJ GLEGOLA: Excuse me, sir, can you please  
22 wrap up?

23           SPEAKER YUN: Yeah.

24           People who eat more carrots have low risk of  
25 lung cancer. Drug companies cannot make tons of money

1 selling carrots. People make choice to be selfish,  
2 self-interested and bow down to the money, so money gets  
3 power. Competition is not efficient. Competition  
4 creates redundant --

5 (Crosstalk.)

6 ALJ GLEGOLA: Thank you very much for calling  
7 in, sir. I am sorry, we have to --

8 SPEAKER YUN: Okay.

9 ALJ GLEGOLA: -- we have over 100 people --

10 (Crosstalk.)

11 SPEAKER YUN: -- monopoly, okay?

12 ALJ GLEGOLA: Thank you very much.

13 Could we have our next commenter, please?

14 THE OPERATOR: Our next caller is Sasha Horwitz  
15 with the Los Angeles Unified School District. You may  
16 go ahead.

17 STATEMENT OF SPEAKER HORWITZ

18 Hello, on behalf of the Los Angeles Unified  
19 School District, this is Sasha Horwitz, and we oppose  
20 AT&T's application for COLR relief.

21 Los Angeles Unified serves some of Los Angeles'  
22 least resourced populations and is deeply concerned that  
23 the termination of wireline service will detrimentally  
24 impact our students and families. The end of AT&T's  
25 COLR obligation will likely cause the district to divert



1 funds from instruction to update our school safety and  
2 communications infrastructure and will lead to higher  
3 consumer prices from for basic phone service, the  
4 elimination of a central communication tool during  
5 emergencies and natural disasters and inequities that  
6 will be largely borne by the underserved.

7 Schools are already facing dramatic budget cuts  
8 due to the decreases in state funding resulting from the  
9 state's budget deficit and the end of Federal ESSER  
10 funds.

11 If the proposed COLR withdrawal is approved,  
12 schools will also need to combat the shortfalls by  
13 utilizing other funding that is prioritized for  
14 instructions, devices, or other critical needs, such as  
15 life safety systems that are regulated and mandated by  
16 the state.

17 While AT&T will certainly benefit from the cost  
18 savings no -- no longer guaranteeing phone service in  
19 California, if there is no assurance that AT&T will use  
20 these savings to benefit customers.

21 (Timer notification.)

22 SPEAKER HORWITZ: For these reasons, LAUSD  
23 respectfully requests you deny the applications.

24 Thank you.

25 ALJ GLEGOLA: Thank you very much for calling

1 in today.

2 Could we have our next speaker, please?

3 THE OPERATOR: Our next caller is Lori McBride.  
4 You may go ahead.

5 STATEMENT OF SPEAKER McBRIDE

6 Hi, Lori McBride from Redwood City, California.

7 My husband and I have had AT&T landline for 45  
8 years, but we also have a Comcast VoIP line and cell  
9 phones.

10 We live in Emerald Hills, an area in San Mateo  
11 County, where the power frequently goes out and -- which  
12 is also a wildfire risk area. When the power or  
13 internet or cable go out, we have no Comcast landline  
14 phone service. My cell phone often drops calls in our  
15 house, so it's not dependable.

16 We had the Edgewood Fire in June of 2022. We  
17 had no power for almost three days, no cell service, no  
18 Comcast phone. The AT&T landline was the only phone  
19 that worked, and how we got messages from PG&E about  
20 evacuation along with updates. It was a scary  
21 situation. I was grateful for our AT&T landline.

22 My hearing impaired elderly mother had an  
23 amplified phone with an AT&T landline service. She  
24 depended on this for being able to make and receive  
25 calls and communicate with others. She could not use a

1 cell phone. I know there are many others living in  
2 areas with limited cell service who depend on their  
3 landlines. It's a matter reliability, safety and  
4 security.

5 For these reasons, I urge you to deny AT&T's  
6 request.

7 Thank you.

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

10 Could we have our next speaker, please?

11 THE OPERATOR: Our next caller is Alexander  
12 Friedman. You may go ahead.

13 STATEMENT OF SPEAKER FRIEDMAN

14 Yes, hi, good afternoon, I am Alexander  
15 Friedman, F-r-i-e-d-m-a-n.

16 First and foremost, please deny both  
17 applications from passing. These -- whatever AT&T is  
18 proposed is unconscionable. They want to deny thousands  
19 and thousands of people from their -- from their basic  
20 necessity to being able to connect via the landline.

21 There is nothing, and I mean nothing, will  
22 replace -- for the time being at least -- the  
23 reliability, connectivity quality of the landline  
24 service.

25 I have been a landline customer for many years,

1 and I live in Hollywood in the middle of Los Angeles, as  
2 you know. It's not even a rural area, but I don't have  
3 a reliable cell phone service. I rely mostly on my  
4 landline phone to conduct home-based business and also  
5 for personal communication; and, again, if I lose this  
6 service, the cell phone is spotty at best.

7 Again, I -- all support for technology, but we  
8 are not there yet. We are not at the point where you  
9 can just deny people of the landline service and say,  
10 okay, go ahead and use cell phone. We are not there  
11 yet. We need years to achieve that status.

12 So, once again, I urge the CPUC to deny both  
13 applications.

14 (Timer notification.)

15 SPEAKER FRIEDMAN: Thank you very much,  
16 bye-bye.

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

19 Before moving to our next speaker, I just want  
20 to make sure everyone knows that we have roughly 115  
21 speakers in the queue, or potential speakers.

22 We are going to be stopping at 4:45 for a break  
23 so, obviously, we will not be able to get to everyone.  
24 I do apologize for that.

25 I will provide some more information later on

1 for folks on other ways to -- to be able to reach out to  
2 the Commission, but you should be able to see that on  
3 our live video feed as well.

4 Could we have our next speaker, please?

5 THE OPERATOR: Our next speaker is Jotisha  
6 Jones from the Women's Christian Coalition. You may go  
7 ahead.

8 STATEMENT OF SPEAKER JONES

9 Hi. Yes, I am representing women in  
10 underserved communities, and my concern is that seniors  
11 and the disabled are being psychologically abused and  
12 robbed through telecommunication, so I support the  
13 landline as it's very reliable; and it's also private,  
14 and it protects them from intellectual exploitation,  
15 which is where a lot of mental health issues come from.

16 These people are -- are -- are abusing digital  
17 technology, so that is reason I rely on it and trust it  
18 more; and I think it needs to come back and be more  
19 popular because, again, seniors are being exploited, not  
20 just money and identity theft, their credit cards and  
21 Social Security numbers, but they're also being  
22 intellectually exploited and used to exploit younger  
23 women to pull them into sex trafficking and all of that.

24 I know I am going too much deeper into it, but  
25 I agree that some other company needs to take over it if

1 AT&T doesn't want it, and it is deeper than just not  
2 understanding the new technology. We do need more  
3 information on that, but it's so much deeper than that.

4 I support modern -- modernization. I just  
5 don't agree with eliminating timeline (sic) -- landlines  
6 ever, but if we have to go, it is certainly not time.

7 Thank you so much.

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

10 Could we have our next speaker, please?

11 THE OPERATOR: Our next caller is Sarah  
12 Aminoff. You may go ahead.

13 STATEMENT OF SPEAKER AMINOFF

14 Hi. Can you hear me?

15 ALJ GLEGOLA: If you could speak a little --

16 SPEAKER AMINOFF: Hi, can you hear me?

17 ALJ GLEGOLA: If you could speak a little  
18 louder?

19 SPEAKER AMINOFF: Yeah, can you hear me?

20 ALJ GLEGOLA: Yes, thank you. Go ahead.

21 SPEAKER AMINOFF: Thank you so much.

22 My name is Sarah Aminoff, calling from Union  
23 City, California. I am also with Safe Tech  
24 International. I live right on the Hayward fault in the  
25 San Francisco Bay Area, and a few years ago, we had a

1 fire right here in the regional park. We have a  
2 landline. I oppose AT&T's application to abandon  
3 copper. 34 percent of San Franciscos (sic) also have  
4 landlines, so relying only on VoIP and cellular services  
5 has giant environmental and carbon footprints and  
6 requires energy extractions and hazarded waste. It's so  
7 vital we keep our landlines in good repair.

8           So, if we eliminate them, we should expect  
9 power outages and water shortages with removal of  
10 landlines. Cellular was only meant to supplement  
11 landlines. Over reliance on the cloud has caused water  
12 shortages and power outages in Utah as a result of a  
13 data center.

14           So, landlines also do not cause fires, where  
15 cell towers increase fire risk through electrical  
16 faults. Three fires in California have been started by  
17 telecom equipment failures -- Silverado, Woosley and  
18 Malibu Canyon. The cau --

19           (Timer notification.)

20           SPEAKER AMINOFF: -- cause of the '22 Silverado  
21 fire was shared responsibility with Southern California  
22 Edison and the telecom giant T-Mobile.

23           Landlines are not antiquated but save lives,  
24 and they're very fire safe and cyber secure. Please  
25 keep them. ]

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

3           Could we have our next commenter, please?

4           THE OPERATOR: Our next caller is Stacy Travis.  
5           You may go ahead.

6                       STATEMENT OF SPEAKER TRAVIS

7           Hi. And before my time starts, I'd just like  
8 to say having one day to listen to all of California is  
9 why this is so punishing for you guys. There should be  
10 more days.

11           Now, to start my time, I urge CPUC to rule  
12 against this and ignore paid pro comments here today.  
13 There are still over 600,000 members that use landlines  
14 throughout the state: Seniors living alone with no cell  
15 plans or easy ability to get one, young families who  
16 need it for their kids if their school is in an  
17 emergency lockdown or earthquake or letting relatives  
18 out of state know they're alive, folks that work at home  
19 and have spotty cell service. So many friends live in  
20 the hills or the beach: Playa del Rey, Sherman Oaks,  
21 Malibu, Brentwood. They lose cell service if it's  
22 windy, let alone serious storms or earthquakes. Our  
23 state has so many wildfires, floods. When power lines  
24 fail, landlines persist. They connect us to loved ones,  
25 neighbors, emergency services. This will jeopardize



1 lives, disrupt communication, and exacerbate isolation.  
2 We cannot allow profit margins to override public  
3 welfare. These are more than mere wires. They are  
4 lifelines.

5 My own yard -- I let AT&T in five times last  
6 summer. The fiberoptics was chewed by through by  
7 squirrels. Every single day when I left the country, my  
8 neighbors had no cell service, Wi-Fi for their kids out  
9 for the summer for two weeks --

10 (Timer notification.)

11 SPEAKER TRAVIS: -- because of squirrels. The  
12 technology is not ready to demand you get rid of our  
13 landlines. California is too large, too varied terrain.  
14 You must vote this down for our safety. Thank you.

15 ALJ GLEGOLA: Thank you very much for calling  
16 in.

17 Could we have our next commenter, please?

18 THE OPERATOR: Our next caller is Thomas Steed  
19 with Bell Tower Retirement retirees.

20 You may go ahead.

21 (No response.)

22 THE OPERATOR: Thomas Steed, your line is open.  
23 Please check your mute button. We are not able to hear  
24 you.

25 SPEAKER STEED: This is Thomas Steed.

1 ALJ GLEGOLA: Please continue, sir.

2 SPEAKER STEED: Mute button.

3 ALJ GLEGOLA: We can hear you, sir.

4 THE OPERATOR: Mr. Steed, we are not able to  
5 hear you. Please check your mute button again.

6 SPEAKER STEED: Can you hear me now?

7 ALJ GLEGOLA: We can hear you, sir. Please  
8 continue.

9 (No response.)

10 ALJ GLEGOLA: Maybe come back to him.

11 THE OPERATOR: Okay. Our next caller is Piper  
12 Perreault.

13 You may go ahead. Your line is open.

14 STATEMENT OF SPEAKER PERREAULT

15 Hi. My name is Piper Perreault,

16 P-e-r-r-e-a-u-l-t. And I would like to say that the  
17 carrier of last resort cannot be altered because AT&T  
18 doesn't like it. It exists to protect the public. AT&T  
19 should not have the ability to destroy a regulation in  
20 place to ensure Americans across the country have the  
21 ability to connect with each other and essential  
22 services. But AT&T has monopolized the telecom industry  
23 for over a century, continually bullying smaller  
24 companies and the American public. AT&T is the largest  
25 telecom company in the world with over \$120 billion in

1 annual revenue. They do not need relief from its public  
2 utility obligation.

3 CPUC, please do not be bullied by this  
4 mega-monopoly who has spent over 400 billion in the past  
5 20 years lobbying to promote its wireless agenda and to  
6 eliminate our essential landline infrastructure for its  
7 own profit and to the detriment of the American public.  
8 Please don't be fooled by the propaganda asserting that  
9 AT&T being relieved from its COLR would somehow bridge  
10 the digital divide or would somehow be the key to AT&T  
11 further developing its fiber or wireless network. AT&T  
12 is the largest wireless carrier in the --

13 (Timer notification.)

14 SPEAKER PERREAULT: -- and allowing AT&T out of  
15 its COLR obligation would only increase the digital  
16 divide. It is discriminatory, and it would put many  
17 people's lives in jeopardy. Please deny their  
18 applications. Thank you.

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

21 Could we have our next speaker, please?

22 THE OPERATOR: I'll try Thomas Steed again with  
23 Bell Tower retirees.

24 Sir, you may go ahead. Your line is open.

25 (No response.)

1           THE OPERATOR: Again, Mr. Steed, we are unable  
2 to hear you at this time.

3           Should we go to our next caller?

4           ALJ GLEGOLA: That's probably a good idea.

5           THE OPERATOR: Our next caller is Isis Farrell.  
6 You may go ahead.

7                         STATEMENT OF SPEAKER FARRELL

8           Yes. Hi. Telecommunications are essential  
9 services that must be provided by the most reliable,  
10 simplest means without barriers. We all have outages  
11 and emergencies and need to call for help.

12           Distinguishing rural versus urban is divisive.  
13 Having to purchase, maintain, and frequently update and  
14 replace computers and batteries is not sustainable or  
15 acceptable. Landlines and the LifeLine program are  
16 necessary for consistent access. Many poor or disabled  
17 people cannot use what AT&T considers alternatives.  
18 Electrosensitive, especially, people are toxically  
19 evicted from homes and communities by wireless radiation  
20 from antennas encroaching everywhere. ADA rights are  
21 being violated.

22           AT&T has been dismantling landlines for over a  
23 decade, neglecting repairs and lying about availability,  
24 pressuring customers into giving them up and now using  
25 manipulated statistics to convince you that people chose

1 to abandon the technology. Coercion is not choice.

2 AT&T must provide essential landline service  
3 reliably and affordably --

4 (Timer notification.)

5 SPEAKER FARRELL: -- should be revoked, its  
6 infrastructure seized and turned over to the public, as  
7 Nebraska did with its energy supply. Thank you.

8 ALJ GLEGOLA: Thank you very much for calling  
9 in.

10 Could we have our next speaker, please?

11 THE OPERATOR: Our next caller is Cliff  
12 Poleski.

13 You may go ahead.

14 STATEMENT OF SPEAKER POLESKI

15 Thank you very much. You know, they call these  
16 lifelines for a reason. Those of us who live in rural  
17 areas with no cell service rely on the phone when the  
18 power goes out. And you know that PG&E shuts their  
19 power now when there's high wind. None of these  
20 alternatives work from a public safety standpoint. The  
21 PUC exists to protect the most vulnerable during the  
22 most dangerous periods. You know because you are  
23 sophisticated that these alternatives work for people  
24 with resources, with cell service. And I urge you to do  
25 what the PUC is intended -- if you're going to let them

1 just un-regulate themselves to make more money and leave  
2 us without any 9-1-1 or resources when we need them the  
3 most, you might as well shut your doors.

4 There's no -- there's no substitution now for  
5 security gates. Many of us live in places where you  
6 have to operate a security gate with a telephone.

7 Please -- the rural folks in this state need  
8 the PUC to protect the public. And you know that AT&T  
9 is simply trying to deregulate. And there's no need to  
10 cut us off and leave us vulnerable. Thank you.

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

13 Could we have our next speaker, please?

14 THE OPERATOR: Our next caller is Lorraine  
15 Johnson.

16 You may go ahead.

17 STATEMENT OF SPEAKER L. JOHNSON

18 Hello. This statement is read on behalf of  
19 Lorraine Johnson of Greenbrae, California.

20 My -- her area's phone lines are underground,  
21 so they don't present the maintenance problems that AT&T  
22 complains about. AT&T's proposal penalizes areas with  
23 underground line. I had an AT&T Internet line, but it  
24 often malfunctioned, cutting off my phone. I replaced  
25 it with a landline that's much simpler and more

1 reliable.

2 Ending landlines is inequitable to vulnerable  
3 populations like seniors and people with comprehension  
4 issues and disability. I'm part of that group. I need  
5 a simple landline. If AT&T cuts it off, I'll have no  
6 phone. And AT&T won't likely send someone to teach me  
7 how to use whatever it wants me to use instead of a  
8 landline.

9 Please reject AT&T's harsh, greedy proposal.  
10 Thank you on behalf of Lorraine Johnson in Greenbrae,  
11 California.

12 ALJ GLEGOLA: Thank you very much for calling  
13 in to share today.

14 Could we have our next speaker, please?

15 THE OPERATOR: Our next speaker -- we are going  
16 to try Thomas Steed again of Bell Tower retirees.

17 You may go ahead, sir. Your line is open.

18 STATEMENT OF SPEAKER STEED

19 Yes. Commissioners, you know, the bottom line  
20 here is national security. If the three electrical  
21 grids in the United States -- one east of the  
22 Mississippi, one west of the Mississippi, Texas as an  
23 independent -- all simultaneously go dark, telephone  
24 companies (indecipherable) generate our own power. And  
25 it will be the last light in America, the last line --

1 landline security in America.

2 Also, I'd like to speak to -- AT&T was  
3 considered a monopoly and ordered to divest in 1982.  
4 Effectively, this is reestablishing monopoly. Has your  
5 legal department looked at an antitrust violation on a  
6 state utility having the jurisdiction and the  
7 authorization to cut landlines over a federal decision  
8 and mandate made 42 years ago?

9 Please do not disconnect landlines. It's  
10 America's last landline security. Thank you.

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

13 Before continuing on, I just want to make sure  
14 folks know that there's still over 100 people waiting to  
15 speak. We're obviously not going to be able to get to  
16 everyone -- and I do apologize for that -- at least at  
17 this PPH. We are stopping at 4:45, and we'll hear as  
18 many as we can until then and then coming back at 6:00.

19 If you're not able to rejoin us and we don't  
20 make it to you and you're on our live video feed, you  
21 will see two links that you can go to to provide written  
22 comments. If you're not on our video feed and just  
23 listening to us, please go to the following website:  
24 [www.cpuc.ca.gov/pph](http://www.cpuc.ca.gov/pph). And from there you will be able to  
25 find both these proceedings and how to provide comments



1 to us. Thank you again.

2 And if we could continue with our next speaker.

3 THE OPERATOR: Our next caller is Teresa  
4 Mendovel Montero.

5 You may go ahead.

6 STATEMENT OF SPEAKER MENDOVEL MONTERO

7 Hi. Can you hear me?

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

9 SPEAKER MENDOVEL MONTERO: Perfect. Okay. So  
10 the first thing I want to say is I absolutely do not  
11 agree with what AT&T is trying to do. I have family in  
12 rural areas, and I live in Contra Costa County. The  
13 cell service is spotty. I've had both Internet  
14 providers, and it is not reliable. And just recently, I  
15 had to call 9-1-1 on my cell phone, and they could not  
16 find me. So I urge you, please, do not allow them to do  
17 this. I have family, again, in rural areas where there  
18 is no option but a landline. And as the previous caller  
19 stated, you know, don't change something that's working.  
20 We have a lot of vulnerable people out there that don't  
21 know how to use technology, and it's not feasible for  
22 them.

23 AT&T, you have plenty of money to do both. Fix  
24 the infrastructure and allow us to keep our landlines as  
25 a safety and as what's humanly the right thing to do.

1 Thank you.

2 ALJ GLEGOLA: Thank you very much for calling  
3 in today.

4 Could we have our next speaker, please?

5 THE OPERATOR: Our next caller is Haakon  
6 Williams.

7 You may go ahead.

8 STATEMENT OF SPEAKER WILLIAMS

9 Hi. Can you hear me?

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

11 SPEAKER WILLIAMS: My name is Haakon  
12 Williams -- first name spelled H-a-a-k-o-n -- calling  
13 from Mendocino.

14 Please reject AT&T's applications. As you've  
15 amply heard, there's simply no alternative that's as  
16 good as copper landlines. Copper landline may be old  
17 technology, but they have a profound advantage over  
18 everything. They don't require electricity to work.  
19 This simple fact makes copper landlines an essential  
20 part of a telecom network that is resilient to power  
21 outages. If you feel the need to relieve AT&T of its  
22 COLR obligations, please do so in a way that doesn't  
23 prematurely retire a powerful and deeply useful  
24 technology.

25 Also, a point on process, I urge CPUC to

1 investigate the many callers, mostly all at the start of  
2 the hearing, who appeared to be undisclosed AT&T clients  
3 making AT&T talking points. It simply doesn't make  
4 sense for supposedly independent citizens to care at all  
5 about AT&T's ability to, quote, "modernize and invest in  
6 innovation." AT&T is not the only company offering  
7 fiberoptics, so it's not in the general public's  
8 interest whether or not AT&T is able to offer fiber.  
9 But it is clearly in AT&T's interest to coordinate a  
10 bunch of people to say so.

11 (Timer notification.)

12 SPEAKER WILLIAMS: Thank you.

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

15 Could we have our next speaker, please?

16 THE OPERATOR: Our next caller is Beth  
17 Weinberger.

18 You may go ahead.

19 STATEMENT OF SPEAKER WEINBERGER

20 Yes. Thank you. This is Beth Weinberger. Can  
21 you hear me?

22 ALJ GLEGOLA: We can. Please continue.

23 SPEAKER WEINBERGER: Yes. I want to make two  
24 points. First, it's absolutely ludicrous to call a  
25 technology obsolete when it is clearly the superior

1 quality to the newer technology. Now, that might not  
2 always be true. But for now and the foreseeable future  
3 with cell calls even in urban areas drop and -- and  
4 spotty and the voice quality poor, landlines are still  
5 superior quality. That's number one.

6 Number two, I live in Oakland, in the middle of  
7 Oakland, not a rural area at all. And I do have a cell  
8 phone and a computer, and I use them for the things  
9 they're good at. But even in my area, without  
10 earthquake, without fire, without major storms, PG&E  
11 drops their power frequently. And when my power goes  
12 out, the only thing that works is my landline. And I do  
13 not want to give it up. So I certainly hope that you  
14 will deny AT&T's request. Thank you.

15 ALJ GLEGOLA: Thank you very much for calling  
16 in.

17 Could we have our next speaker, please?

18 THE OPERATOR: Our next speaker is Linda  
19 Grabke.

20 You may go ahead.

21 STATEMENT OF SPEAKER GRABKE

22 Hello. Can you hear me?

23 THE OPERATOR: We can. Please continue.

24 SPEAKER GRABKE: Oh, good.

25 I live in Nevada County. I'm just going to

1 reiterate what all the other folks have been saying that  
2 live in rural communities. I am also a mental health  
3 crisis worker. I almost lost a person to suicide by  
4 Voice over IP going out in the middle of a call in  
5 crisis. This is not an unusual occurrence that dropped  
6 calls happen when you're using computer systems like  
7 Voice over IP. They're telling us -- AT&T is telling us  
8 that, oh, you're going to have access to a home phone.  
9 What they're talking about is U-verse, which is Voice  
10 over IP. And that is unacceptable to anybody that needs  
11 a landline. And I also agree with wildfire concerns and  
12 power outages and everything else that goes on in rural  
13 communities.

14 AT&T could maybe look at taking the areas that  
15 are rural areas out of this equation and apply and do  
16 their fiberoptics somewhere else that doesn't have to  
17 worry about that. I don't know how these things are  
18 worded or what's going on with that but --

19 (Timer notification.)

20 SPEAKER GRABKE: -- reiterate we need the  
21 service in rural communities. Thank you.

22 ALJ GLEGOLA: Thank you very much for that  
23 feedback.

24 Could we have our next speaker, please?

25 THE OPERATOR: Our next caller is Metammy

1 Jennings.

2 You may go ahead.

3 STATEMENT OF SPEAKER JENNINGS

4 Yes. Hello. M-e-t-a-m-m-y, Jennings,  
5 J-e-n-n-i-n-g-s. I am a disabled person. I have  
6 multiple sclerosis. This is the only -- I've had to  
7 call -- and the fire department is three doors down from  
8 my -- it doesn't matter if you're in a rural or urban or  
9 any place else. There are people out there that depend  
10 on landline services for their lives. And for -- to  
11 have AT&T even consider this is just injustice  
12 completely.

13 Besides the disabled and the elderly that maybe  
14 can't do technology -- I can do technology. And I'm  
15 sorry. AT&T's U-verse from the time I -- I've had AT&T  
16 my whole life. From the time U-verse and DSL and all  
17 these things keep changing in and out, still my Internet  
18 and my -- everything except my landline fails.

19 Please deny both strongly. Thank you. Bye. ]

20 ALJ GLEGOLA: Thank you very much for calling  
21 in to share.

22 Could we have our next speaker, please?

23 THE OPERATOR: Our next caller is Thomas Ham.

24 You may go ahead.

25 ///

1 STATEMENT OF SPEAKER HAM

2 Hi, my name is Thomas Ham. I'm with the  
3 Communication Workers of America, and I'm a  
4 communication tech with the phone company; and I want to  
5 let people know that keep talking about this digital  
6 divide, AT&T is a company that makes billions of dollars  
7 a year in profits. They can upgrade their network in  
8 the rural areas. They choose not to. They do not want  
9 to.

10 There is no need for them to spend millions of  
11 dollars of their profits to get to 20 people's homes, so  
12 they want to abandon you. That is their goal, so that  
13 they do not want to take care of you anymore.

14 I am asking the CPUC to deny the request that  
15 AT&T is asking of you guys.

16 Thank you.

17 ALJ GLEGOLA: Thank you very much for calling  
18 in to share.

19 Could we have our next speaker, please?

20 THE OPERATOR: Our next speaker is Yvonne  
21 Morales. You may go ahead.

22 STATEMENT OF SPEAKER MORALES

23 Good afternoon. My name is Yvonne Morales,  
24 Y-v-o-n-n-e M-o-r-a-l-e-s.

25 I am speaking on behalf of myself, my husband

1 and all the other residents today who have care --  
2 Carrier of Last Resort, COLR, basic telephone land  
3 services provided by AT&T California.

4 We do not have a cell phone nor the internet.  
5 We are Flintstones. The only means of telecommunication  
6 is our landlines. We are both seniors with medical  
7 conditions. In return, we absolutely depend on and need  
8 our telephone landline. Firstly, and foremost, for  
9 emergency situations, medical and otherwise, i.e., power  
10 outages, et cetera.

11 We live in Daly City on top of San Bruno  
12 Mountain where our cell phone and internet service is  
13 very poor; in fact, the residents up here on the  
14 mountain at times have to leave their residence --

15 (Timer notification.)

16 SPEAKER MORALES: -- to get a cell phone  
17 signal. Saying all that, we humbly request all whom are  
18 residing overseeing the purposes and the process of  
19 decision making to reject this application and require  
20 AT&T to meet their obligations to provide landline  
21 services including repair services.

22 Thank you very much.

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

25 Could we have our next speaker, please?



1 THE OPERATOR: Our next speaker is Linda  
2 Hodges. You may go ahead.

3 STATEMENT OF SPEAKER HODGES

4 It's extremely important that AT&T continue  
5 providing backup services for California in case of an  
6 emergency because of the fact that we have equipment  
7 that is not reliable. The modern equipment they have  
8 now is great, the technology, but it has problems. Cell  
9 phones have connection problems, and they give out  
10 radiation, they can easily be broken, need to be charged  
11 all the time, and they are not private.

12 I have had a -- I've had a landline for many  
13 years, and I am one of the people that also experienced  
14 having my phone work after the 18 -- excuse me -- 1989  
15 earthquake.

16 So, my request is that please save the  
17 landlines now, so they can save us in the future if need  
18 be.

19 Thank you.

20 ALJ GLEGOLA: Thank you very much for calling  
21 in to share.

22 We are almost at the 4:45 timeframe.

23 Commissioner Reynolds, do you have any  
24 concluding marks?

25 COMMISSIONER JOHN REYNOLDS: Thank you, Judge

1 Glegola.

2 I want to thank everyone who has called in for  
3 sharing their views with us. We really appreciate all  
4 of your input, thoughts, concerns and questions about  
5 the application.

6 I will note, as I am sure Judge Glegola will  
7 get into, that we will be returning after a break at  
8 6:00 to have a -- a continuing public participation  
9 hearing this evening for these proceedings.

10 We tremendously value everyone who has spent  
11 time online or on the phone to connect with us today, as  
12 well as those who have visited us in-person in the prior  
13 in-person public participation hearings that we have  
14 held and to -- also to all of our staff.

15 (Audio interruption.)

16 COMMISSIONER JOHN REYNOLDS: And with that, I  
17 will turn it back to Judge Glegola.

18 ALJ GLEGOLA: Thank you, Commissioner Reynolds.

19 I also want to thank everyone who called in to  
20 participate for this afternoon public participation  
21 hearing, and apologize, again, to those who we weren't  
22 able to get to quite yet. Hopefully you are able to  
23 call back in for the 6:00 session, or if not, you can  
24 either submit written comments at the two website URL's  
25 that are located on our live video feed, or by going to

1     [www.cpuc.ca.gov/pph](http://www.cpuc.ca.gov/pph).

2             And, of course, I also want to thank the folks  
3     who helped us pull off this remote hearing today. We  
4     could not accomplish that without the help of our court  
5     reporters, our IT folks, as well as all the folks at the  
6     Public Advisors Office.

7             Thank you every -- everyone for all the help,  
8     and I just want -- want to let you all know that I  
9     personally appreciate your efforts.

10            This concludes the 2:00 p.m. public  
11     participation hearing for A.23-03-002 and A.23-03-003.  
12     We are adjourned and off the record.

13            (At the hour of 4:46 P.M., this matter having  
14     been continued to 6:00 P.M., March 19, 2024,  
15     the Commission then adjourned.)                     ]

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EVENING SESSION

MARCH 19, 2024 - 6:00 P.M.

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ADMINISTRATIVE LAW JUDGE GLEGOLA: Thank you very much. We are on the record. The Commission will come to order.

Good evening, everyone. This is the time and place for one of two public participation hearings on two different proceedings being reviewed by the California Public Utilities Commission.

This is the last public participation hearing. We've held -- at this point, we've held seven: Six of them were in person in three different locations around the state, and today we're doing two sessions.

The first proceeding is Application 23-03-002; this is the Application of AT&T California to withdraw its Eligible Telecommunications Carrier Designation.

The second proceeding is 23-03-003; this is the Application of AT&T California to withdraw as a Carrier of Last Resort for much of its service territory.

Members of the public are invited to speak about both applications at the same time if they so choose. My name is Thomas J. Glegola. I am the assigned administrative law judge assigned to this proceeding. We also are joined by the Honorable John

1 Reynolds, who is the assigned commissioner.

2 Commissioner Reynolds, would you like to make  
3 some opening remarks.

4 COMMISSIONER JOHN REYNOLDS: Thank you,  
5 Judge Glegola, and good evening, everyone. I am  
6 Commissioner John Reynolds, the assigned commissioner to  
7 AT&T California's applications requesting relief from  
8 its Carrier of Last Resort obligation and its Eligible  
9 Telecommunications Carrier designation.

10 I would like to say a few words before we get  
11 started hearing from you. For those of you on the line  
12 who were present at our afternoon public participation  
13 hearing, I apologize for any repetition, but we want to  
14 make sure that folks who are joining for this evening's  
15 session have the benefit of the information as well.

16 Thank you for joining us at this evening's  
17 public participation hearing. I'll add a quick thank  
18 you to all those at the PUC who are making this  
19 possible, including our court reporters and the IT  
20 department and the Public Advisor's Office.

21 I'm going to talk a little bit about the Public  
22 Utilities Commission to start. The CPUC, or the  
23 Commission, is the regulatory agency for all of  
24 California's Investor Owned Public Utilities, spanning  
25 across the energy, water, and telecommunications

1 industries. The Commission is headed by five  
2 commissioners with each commissioner serving a six-year  
3 staggered term. As a commissioner, I am assigned to a  
4 wide variety of cases, including these two requests by  
5 AT&T, both of these are requests or applications.

6 AT&T has come before the CPUC asking for two  
7 separate requests. First, we have their request to  
8 relinquish their Eligible Telecommunications Carrier  
9 designation, also known as ETC. An "ETC" is a telephone  
10 company that operates in a specific geographic area and  
11 receives financial assistance from a Federal Universal  
12 Service Fund to provide affordable telephone service to  
13 customers at all different levels. AT&T is,  
14 essentially, requesting to no longer operate as an ETC  
15 in California.

16 Second, we have AT&T's request for relief from  
17 its Carrier of Last Resort Obligation, also known as a  
18 COLR. I'll use those two terms interchangeably. A  
19 "COLR" is a telecommunications service provider who  
20 stands ready to provide basic telephone service, which  
21 is commonly landline telephone service, to any customer  
22 requesting that service. AT&T is the designated COLR in  
23 many parts of the state and is the largest COLR in  
24 California.

25 Where AT&T is the default, basic service

1 provider, they must provide basic telephone service to  
2 any potential customer in that service territory. When  
3 we talk about basic telephone service, I do want to  
4 emphasize this does not necessarily mean that your  
5 particular home phone service is basic service or that  
6 it is provided by a landline copper or fiber-optic  
7 wireline. Your home phone service may, for example, be  
8 provided by other technology like Voice over Internet  
9 Protocol, or VoIP.

10 What is the purpose of a public participation  
11 hearing, and why we're here this evening: The purpose  
12 of the public participation hearings at the Commission  
13 is to hear from you, to hear from customers or concerned  
14 Californians about proceedings before the CPUC.

15 Today's public comments, in addition to the  
16 comments made at all of the public participation  
17 hearings that Judge Glegola mentioned will help the  
18 Commission evaluate AT&T's request in both cases. It is  
19 crucial to our decision-making process that we hear from  
20 customers on the issues before us, and I want to thank  
21 you for coming to our hearing this evening and sharing  
22 your thoughts with us.

23 Where are we in these cases? After this  
24 evening's public participation hearing, in the ETC case,  
25 Judge Glegola will hold evidentiary hearings at the

1 Commission in San Francisco. After hearings, AT&T and  
2 the other active parties will file briefs. After that  
3 process, Judge Glegola will issue a proposed decision  
4 for the Commission to consider at one of its official  
5 voting meetings and our current schedule provides for  
6 that to happen later this year.

7 In the COLR case, we still have to set the  
8 time lines for activities in the proceeding, which will  
9 happen after this hearing. No decision has yet been  
10 made about either of AT&T's requests. AT&T has made its  
11 request, and no changes can occur without a vote on a  
12 proposed decision supported by the majority of the five  
13 commissioners.

14 With that, I am looking forward to hearing from  
15 you this evening, and I will turn it back to  
16 Judge Glegola.

17 ALJ GLEGOLA: Thank you very much, Commissioner  
18 Reynolds. Commissioner Reynolds provided a very  
19 high-level overview. I just wanted to add that both  
20 applications are closed, and if you would like more  
21 details about the applications, information is available  
22 at [www.cpuc.ca.gov/PPH](http://www.cpuc.ca.gov/PPH).

23 Additionally, AT&T should have mailed notice of  
24 its COLR application to all landline customers, both  
25 those that rely on Plain Old Telephone Service and those



1 that use Voice over Internet Protocol service. If you  
2 have a customer-specific question, such as a question  
3 about your bill or service, we have an AT&T  
4 representative that you may contact. The contact  
5 information is on our live-stream video feed, but for  
6 those who don't have it, the individual is Chris  
7 Zimmerman, the associate director at AT&T, and they can  
8 be reached at 800-791-6661.

9 Now, we will be turning to the public comment  
10 portion of our meeting. As Commissioner Reynolds  
11 mentioned, your comments will help the Commission gather  
12 information to determine whether to grant, reject or  
13 modify these applications.

14 In addition to considering the comments  
15 received here today, we will also consider all comments  
16 that have been submitted electronically. This includes  
17 the, roughly, 5,000 comments that have been submitted on  
18 the docket cards for both of these applications.

19 If you are listening in and wish to speak and  
20 have not already done so, please call 800-857-1917 and  
21 use the following passcode, 6032788 and press pound.  
22 And then press star one on your phone to be placed in  
23 line. After pressing star one, you'll be prompted for  
24 your name.

25 We currently have over 100 speakers waiting in

1 queue to speak. So I'm going to ask that people limit  
2 their comments to one minute. The first folks that will  
3 be speaking -- my understanding will be that 28 folks  
4 asked or decided to stay on the line from our last  
5 session because they still wanted to speak.

6 If you do speak, we ask that you speak slowly  
7 and clearly so that our court reporters are able to  
8 capture everything that is said. We ask that you state  
9 and spell your name, and if you'd you like, the city  
10 where you're calling from. You can decide at any time,  
11 before we end this forum, to speak by pressing star one  
12 if you've already called in.

13 Given the number of speakers that we do have  
14 that want to speak, I'm going to limit time to one  
15 minute per speaker. You'll hear a chime sound when your  
16 one minute is up. Also, a reminder, that we will hear  
17 you best if you can speak either directly into your  
18 phone or into your headset. Using a speaker phone will  
19 not provide the best voice quality and it may be more  
20 difficult to transcribe.

21 With that, Operator, would you please proceed  
22 to the first speaker in queue.

23 THE OPERATOR: Thank you. Our first public  
24 comment comes from Judy Arbuckle. Judy, your line is  
25 open.

1 STATEMENT OF SPEAKER ARBUCKLE

2 Thank you. It's Judy Arbuckle, J-u-d-y  
3 A-r-b-u-c-k-l-e. I'm calling, as many callers did this  
4 afternoon, as a senior with disabilities who's lived in  
5 a very rural, forested area of Nevada county, which is  
6 an extremely high-fire-danger area. I have minimal to  
7 no service from either of the frequencies used by cell  
8 phones, and a measured, one-option internet through  
9 HughesNet, which is limited and very inconsistent.

10 When the power is out due to emergencies,  
11 weather, wind or the proscribed outages by PG&E, I have  
12 no option but my landline. It is my only connection to  
13 the outside world as I have no immediate neighbors in  
14 case of emergency, evacuation, fire or other  
15 circumstances.

16 I would also like to make a quick reply to  
17 those who have called from corporate and municipal in  
18 support of AT&T's applications this afternoon who allege  
19 that moneys saved by cancelling landlines might be used  
20 for the expansion --

21 (Timer notification.)

22 SPEAKER ARBUCKLE: That is as ludicrous as  
23 anything I've ever heard. Thank you very much.

24 ALJ GLEGOLA: Thank you so much for calling and  
25 sharing and for staying with us today.

1 Can we have our next speaker, please.

2 THE OPERATOR: Our next public comment comes  
3 from Elaine Katen. Elaine, your line is open.

4 STATEMENT OF SPEAKER KATEN

5 Hi. Can you hear me?

6 ALJ GLEGOLA: We can. Please continue.

7 SPEAKER KATEN: Hi. I want to let you know I  
8 agree with what the lady said just before me. I turn 82  
9 this year. I've been with AT&T from even before I was  
10 born with my parents, and all the name changes of the  
11 company. This is the worst thing this company can do.

12 I've been loyal to them come heck and high  
13 water, and this is how I'm being treated, and on top of  
14 that, they want to send me a code by mobile phone that  
15 I'm not using. I'm very hurt with this. We do not need  
16 either of these two things to pass. They should be  
17 treating us with respect and consideration, and we  
18 should be able to keep our landline phones.

19 I see people running around waiving those darn  
20 cell phones and not being able to make a call or receive  
21 a call. I have been warned by computer nuts that --  
22 that are really into computers and cell phones and know  
23 a lot about them and warned me about --

24 (Timer notification.)

25 SPEAKER KATEN: Please stay with us. Protect

1 us from AT&T from doing this. Thank you. Thank you so  
2 much.

3 ALJ GLEGOLA: Thank you very much for calling  
4 in and sharing.

5 Could we have our next speaker, please.

6 THE OPERATOR: Our next public comment comes  
7 from Susan Ledger-Edwards.

8 Susan, your line is open.

9 STATEMENT OF SPEAKER LEDGER-EDWARDS

10 Hello. My name is Susan Ledger-Edwards,  
11 L-e-d-g-e-r, Edwards. I live in Lebec, which is a  
12 mountainous community, north of Los Angeles. I'm  
13 calling to represent myself and a group of elderly  
14 people who cannot even access this meeting. We ask you  
15 to deny both applications.

16 Modernization is fine, but in our rural  
17 community, we have no reliable cell service; no reliable  
18 internet; frequent power outages; and AT&T has no plan  
19 to install fiber optics throughout our community. VoIP  
20 is not a reliable option for us, especially during  
21 emergency situations.

22 More important, landlines give our vulnerable  
23 residents access to 911. We've had multiple incidents  
24 where neighbors have gone to a house with a landline to  
25 make their call. Also, according to the RCRC, VoIP and

1 wireless have no obligation to serve a customer,  
2 including giving reliable access to 911 or Lifeline  
3 discounts. So, please, help our rural and vulnerable  
4 residents get reliable and affordable communication  
5 services. Please deny these applications. Thank you  
6 very much.

7 ALJ GLEGOLA: Thank you very much for calling  
8 in and sharing.

9 Could we have our next public speaker please.

10 THE OPERATOR: Our next public comment comes  
11 from Monica Staar.

12 Monica, your line is open.

13 STATEMENT OF SPEAKER STAAR

14 Thank you. Can you hear me?

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

16 SPEAKER STAAR: Sorry. So my name is Monica  
17 Staar, S-t-a-a-r. I'm calling from Amador County, which  
18 is primarily rural and that is one of the issues here  
19 with cell service. Besides AT&T, there's Volcano, which  
20 provides landlines up-country, but AT&T is really the  
21 only provider. T-Mobile and Verizon have tried offering  
22 cell service.

23 But, basically, even for AT&T, I have to drive  
24 five miles up the hill and sit in the car in line of  
25 sight of the tower to make a phone call, and for access

1 to this meeting, I had to go 10 miles to town to get  
2 Wi-Fi. So I'm also calling as an emergency manager. I  
3 was a first responder for 40 years, and I just agree  
4 with everyone who mentions this afternoon the importance  
5 of having landlines for 911 and the importance of  
6 redundancy.

7 So when I taught preparedness for the fire  
8 department, we would always tell people that they  
9 couldn't count on their cell phones working. We would  
10 tell them to try to text their family if they couldn't  
11 get --

12 (Timer notification.)

13 SPEAKER STAAR: Okay. Thank you.

14 ALJ GLEGOLA: Thank you very much for taking  
15 the time today.

16 Can we have our next speaker, please.

17 THE OPERATOR: Our next public comment comes  
18 from Hillary Leaf.

19 Hillary, your line is open.

20 STATEMENT OF SPEAKER LEAF

21 Yes. Good evening. I am very vehemently  
22 opposed to AT&T's withdrawal and relief from both  
23 applications. I am very tired of companies putting the  
24 almighty dollar before the customer and the customer's  
25 needs. I'm basically a Luddite. I covet this landline.

1 This landline is my lifeline.

2 And while I'm not pensioner, I'm like one. I'm  
3 very dependent on this landline. I've grown up with  
4 one, and it's, basically, all I've ever known, and it's  
5 also linked with the California Lifeline program where I  
6 get a massive discount, which is important to me as I am  
7 living frugally and just eking out a living.

8 I'm not fond of cell phones. Every time I'm  
9 out in public, I see them. People on them in the bank,  
10 in the post office. It's like the kind of social  
11 mores and it's --

12 (Timer notification.)

13 SPEAKER LEAF: And on top of that, because I  
14 have read studies, I don't want to get brain cancer. My  
15 mother died of cancer. It is going to be the decline of  
16 Amer- -- civilization as we know it, those cell phones.

17 ALJ GLEGOLA: Thank you very much.

18 (Reporter clarification.)

19 ALJ GLEGOLA: Before we go to the next speaker,  
20 I just want to ask all of our speakers if you could  
21 please remember to state your name and then spell it.  
22 That's for our court reporters. It really helps them  
23 out. ]

24 THE OPERATOR: Our next public comment comes  
25 from Tony Loeb.



1 Tony, your line is open.

2 STATEMENT OF SPEAKER LOEB

3 Hello. Thanks for taking it. My name is Tony  
4 Loeb. That's, T-o-n-y L-o-e-b, as in Boy. And as a  
5 member of the Radio Amateur Civil Emergency Service, I  
6 work together with the Office of Emergency Management in  
7 San Jose. Yes, we use ham radio, but we also have to  
8 use telephone links to vital contacts we serve. That  
9 means through landline service.

10 I want to quote from the letter that our  
11 managers' association wrote to the CPUC.

12 The Santa Clara County Emergency Managers  
13 Association urges the California Public  
14 Utilities Commission to deny the request of  
15 Pacific Bell Telephone Company, doing business  
16 as AT&T, to relieve it from its legal  
17 obligation to provide landline service to  
18 California residents as the Carrier of Last  
19 Resort.

20 Landline or -- that's the end of the quote.  
21 Landline or no line AT&T will be able to upgrade its  
22 other services no doubt. The company is more than  
23 profitable. Not an either/or situation. As both a  
24 member of RACES, the Civil Emergency Service, and as a  
25 private citizen, I urge you to deny these requests.

1 (Timer notification.)

2 SPEAKER LOEB: -- the cable internet ceased  
3 operation through no fault of my own equipment.

4 Thank you very much.

5 ALJ GLEGOLA: Thank you for calling in.

6 Could we have our next speaker, please?

7 THE OPERATOR: Our next public comment comes  
8 from Josh Hart.

9 Josh, your line is open.

10 STATEMENT OF SPEAKER HART

11 Good evening. Josh Hart, H-a-r-t.

12 Spokesperson for savelandlines.org based in Plumas  
13 County where climate driven fires are the new reality.  
14 We strongly oppose AT&T's applications. Go to  
15 savelandlines.org to get involved.

16 There is an extraordinary outcry from public  
17 elected officials and emergency responders in response  
18 to AT&T's application. We've also seen clearly paid  
19 support for AT&T during this hearing. We will not  
20 tolerate AT&T's attack on our essential public network,  
21 which echoes GM's sabotage of streetcars described in  
22 the film, Taken For a Ride on YouTube.

23 Let's be honest, approving these applications  
24 would mean not just the end of AT&T's COLR obligations  
25 but the end of the entire COLR guarantee in California

1 and a reliance on the free market for basic phone  
2 service known to leave disadvantaged, disabled, and our  
3 rural communities cut off. This is why COLR was  
4 established in the first place.

5 One Silicon Valley resident told us:

6 Why is the PUC allowing lower quality phone  
7 service that does not work when the power is  
8 out? Why would they want to get rid of what  
9 really works?

10 AT&T claims to bridge the digital divide.

11 (Timer notification.)

12 SPEAKER HART: AT&T is a great service and  
13 raises prices for rural customers refusing DSL even when  
14 it is the fastest available option forcing people to use  
15 dialup. Now they want to cut landlines altogether. Do  
16 not believe claims that no one will lose home phone  
17 service. Documentation, which we'll follow up with in  
18 their application, undermines that statement.

19 Thank you.

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

22 Can we have our next caller, please?

23 THE OPERATOR: Our next public comment comes  
24 from Terry (sic) Bame.

25 Terry, your line is open.

1 STATEMENT OF SPEAKER BAME

2 My name is Sherry, S-h-e-r-r-y; Bame, B, like  
3 Boy, a-m, like Mary, e. This is so important to me that  
4 I have stayed on the line from the earlier 2:00 o'clock  
5 session. I'm elderly, a widow, partially disabled. I  
6 have no family members. I'm all by myself. I don't use  
7 a computer, don't own a smartphone. I've had -- my  
8 family's had this same landline telephone for 67 years  
9 since 1957.

10 I'm going through terrible stress and anxiety  
11 over the possibility of losing it. I don't know what in  
12 the world I would do for telephone. I do have a Life  
13 Alert Emergency Response System, which is extremely  
14 important, and it is connected to the landline  
15 telephone.

16 So I'm just begging you please reconsider or  
17 please consider not allowing AT&T to discontinue cell  
18 phone service. It's extremely important to many of us.  
19 I do not live in a rural area, but I wouldn't possibly  
20 be able to use any of this modern technology. And I  
21 really, really --

22 (Timer notification.)

23 SPEAKER BAME: -- just the landline.

24 Thank you.

25 ALJ GLEGOLA: Thank you very much for calling

1 in and sharing your opinion and staying with us.

2 Could we have our next speaker, please?

3 THE OPERATOR: Our next public comment comes  
4 from Kalyn Dean.

5 Kalyn, your line is open.

6 STATEMENT OF SPEAKER DEAN

7 Good evening. Kalyn Dean, K-a-l-y-n D-e-a-n.  
8 Legislative advocate for California State Association  
9 County. CSAC strongly requests that the CPUC reject  
10 AT&T California's application for relief from their  
11 Carrier of Last Resort obligation and eligible  
12 telecommunications designation.

13 We ask that you prioritize the interest of  
14 consumers specifically those who will be  
15 disproportionately affected by this such as senior  
16 citizens, low-income households, and residents in rural  
17 areas.

18 It is essential to require AT&T to uphold their  
19 obligations to ensure that all Californians regardless  
20 of where they live continue to have access to reliable  
21 and affordable telecommunications services. Please  
22 reject AT&T's application.

23 Thank you.

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

1           Could we have our next speaker, please?

2           THE OPERATOR: Our next public comment comes  
3 from Jessica Bernstein.

4           Jessica, your line is open.

5           STATEMENT OF SPEAKER BERNSTEIN

6           Hi. Can you hear me?

7           ALJ GLEGOLA: We can. Please continue.

8           SPEAKER BERNSTEIN: I am bed bound, and it is a  
9 medical necessity that I have access to a landline. Not  
10 only in terms of being able to reach people at all  
11 times, but I cannot tolerate the radiation from cell  
12 phones, and I have severe arthritis and cannot use the  
13 buttons on cell phones.

14           So let me just be very clear that I will be  
15 initiating a class action lawsuit if this does go  
16 forward both against the California Public Utilities  
17 Commission and AT&T. This is a violation of the Elder  
18 Abuse and Dependent Adult Civil Protection Act in which  
19 abuse is defined as any individual who knows or  
20 reasonably should know that an elder or dependent adult  
21 who under circumstances likely to produce great bodily  
22 harm or death willfully causes or allows an elder or  
23 dependent adult to suffer or inflict unjustifiable  
24 physical pain or mental suffering or willfully causes or  
25 allows the elder or dependent to be placed in a

1 situation which their health is endangered. This is the  
2 most powerful act in California because if you win the  
3 lawsuit, the other side is automatically required to pay  
4 all attorney fees. I will be rigorously pursuing this.

5 ALJ GLEGOLA: Thank you for that feedback.

6 Can we have our next commenter, please?

7 THE OPERATOR: Our next public comment comes  
8 from Marilyn Public Interest Coalition.

9 Marilyn, your line is open.

10 STATEMENT OF SPEAKER JASPER

11 Thank you. Good evening. My name is Marilyn  
12 Jasper, M-a-r-i-l-y-n; Jasper, J-a-s-p-e-r. I'm in  
13 Placer County, rural Loomis. Because my electric power  
14 is not reliable, my landline is akin to a lifeline.

15 In January over an eight-day period, my  
16 electricity was cut off on four different occasions,  
17 different days. Last month, my power was out for 20  
18 hours straight. A few years ago during the fires, we  
19 had no power for four days, but the landline did work.

20 Unfortunately, like extortion my landline's  
21 monthly cost has skyrocketed increased to over  
22 300 percent. It's an outrageous \$80 per month that I am  
23 forced to pay.

24 As a public utility providing a necessity, AT&T  
25 is held to a higher standard.

1 (Timer Notification.)

2 SPEAKER JASPER: -- to never be allowed to drop  
3 its landline or price gouge to force people to give them  
4 up. Especially when AT&T should have properly  
5 maintained them -- maintained its equipment. These two  
6 AT&T applications need to be a strong denial.

7 Thank you so much for your time.

8 ALJ GLEGOLA: Thank you for your time.

9 Can we have our next speaker, please?

10 THE OPERATOR: Our next public comment comes  
11 from Alfred Sattler.

12 Alfred, your line is open.

13 STATEMENT OF SPEAKER SATTLER

14 Hello? Can you hear me.

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

16 SPEAKER SATTLER: Most people ask the question.  
17 Alfred Sattler, A-l-f-r-e-d S-a-t-t-l-e-r. I strongly  
18 urge you to reject both of AT&T's applications to cut  
19 off our landline phone service. We live in an  
20 upper-middle class suburban neighborhood in LA County,  
21 not a rural area. We frequently have poor cell phone  
22 service here. We had DSL internet from AT&T. And after  
23 a couple of outages lasting a week, I was told that DSL  
24 was old technology. That AT&T could not get new  
25 equipment for it. That they were not taking new



1 customers for it. At that point, we got fiber optic  
2 internet from Cox. It has outages lasting 5 to  
3 30 minutes a couple times a week.

4 On the other hand, our landline is dependable,  
5 and we do not want to start hearing from AT&T "Well,  
6 it's old. We can't get new equipment for it. We're not  
7 taking new customers for it." That's just bull. That's  
8 just bull. The landlines are essential during  
9 emergencies. That having been said, landline 911 calls  
10 identify address locations exactly compared to cell  
11 phones.

12 (Timer notification.)

13 SPEAKER SATTLER: -- PUC must also regulate  
14 AT&T to make sure that AT&T maintains good service.

15 Thank you.

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

18 Can we have our next speaker, please?

19 THE OPERATOR: Our next public comment comes  
20 from Rick Leutwyler, Trinity County Board of  
21 Supervisors.

22 Rick, your line is open.

23 STATEMENT OF SPEAKER LEUTWYLER

24 Thank you. I had to unmute my phone. Hi. My  
25 name is Rick Leutwyler, L-e-u-t-w-y-l-e-r. I'm a

1 resident of Lewiston, California, an area directly  
2 impacted by this decision by the Public Utilities  
3 Commission. I am also the District 1 supervisor for  
4 Trinity County an area directly affected and most  
5 affected within our county.

6 I'm on the CSAC Board, the board of our local  
7 area agency for aging and currently chair of our  
8 disaster council all of whom have raised concerns  
9 regarding (indecipherable) this matter.

10 Trinity County has already submitted a letter  
11 of opposition to this application. I understand that  
12 both RCRC, the rural county representation, and CSAC,  
13 which we heard from earlier, have also opposed this  
14 application.

15 Many of our residents rely on the landline  
16 services covered by this COLR agreement. They rely on  
17 it for all communications including access to 911,  
18 medical device emergency notifications, et cetera.

19 As a very rural and mountainous county, we are  
20 extremely limited with access to cellular services. I  
21 live less than two miles from a recently installed  
22 cellular service tower by AT&T. And due to our very  
23 mountainous terrain, there is no cell signal at our  
24 property.

25 (Timer notification.)

1           SPEAKER LEUTWYLER: -- many of our residents do  
2 not have the financial resources to pay for both  
3 landline services, cellular services, and internet  
4 services. As a result, they rely heavily on the  
5 landline services protected by this agreement.

6           I encourage the Commission to protect our  
7 residents' interest including very real health and  
8 safety needs and reject AT&T's application.

9           Thank you.

10          ALJ GLEGOLA: Thank you very much for calling  
11 in, Supervisor. We really appreciate that.

12          I just wanted to mention before going on that  
13 we currently have 196 callers s in the queue. So I just  
14 wanted to let folks know we are not going to have a  
15 cutoff like we did for our 4:00 o'clock -- or, I'm  
16 sorry, for the 2:00 p.m. proceeding. But, you know, I  
17 am keeping folks to one minute if at all possible. So  
18 with that just wanted folks to know that.

19          Can we have our next speaker, please?

20          THE OPERATOR: Our next public comment comes  
21 from Zach Friend, Santa Cruz County Supervisor.

22          Zach, your line is open.

23          STATEMENT OF SPEAKER FRIEND

24          Yes. Thank you. First, Judge, I'd like to  
25 express some gratitude for you and the honorable

1 Commissioner Reynolds for your willingness to take so  
2 much public comment on this issue.

3 Our county, Santa Cruz County of California, of  
4 which I am the county supervisor has voted in opposition  
5 of these applications. I'd obviously encourage the  
6 Commission to consider doing the same.

7 Our community has been besieged by fires and  
8 floods. In fact we've had seven federally declared  
9 natural disasters in the last seven years. So for our  
10 community, the importance of the service really can't be  
11 depicted by the COLR coded maps from AT&T or even  
12 percentages of usage. It's really a life safety  
13 service, and it's going to continue to be that way until  
14 a viable alternative is created. Right now one does not  
15 exist for our county or many other rural or suburban  
16 counties throughout the state.

17 AT&T has noted that it's an outdated  
18 technology. That's something I'd actually agree with  
19 and have been supportive of CPUC efforts for broadband  
20 expansion and other technological expansions throughout  
21 the state. But two things are true here. This is a  
22 technology that will need to be phased out and there  
23 currently isn't a viable alternative for tens of  
24 thousands of California. And until that time comes,  
25 it's really unreasonable to take definitive action or

1 remove the service from many of our residents.

2 So we'd just like to encourage the Commission  
3 to reject the current proposal. And also to have AT&T  
4 do additional outreach, focus on viable alternatives,  
5 and spend a lot more time before they try and phase this  
6 in.

7 Thank you.

8 ALJ GLEGOLA: Thank you for taking the time  
9 today.

10 Can we have our next speaker, please?

11 THE OPERATOR: Our next public comment comes  
12 from Helga Mahlmann.

13 Helga, your line is open.

14 STATEMENT OF SPEAKER MAHLMANN

15 Good evening, gentlemen. Thank you so much for  
16 taking my comments. My name is Helga Mahlmann spelled,  
17 H-e-l-g-a; last name, M-a-h-l-m-a-n-n. I live in the  
18 Oakland Hills. I live in a dead zone. So therefore I  
19 have no internet access, no cell phone access. My only  
20 internet access is via a DSL line. I have two  
21 landlines. I don't have a car. So I have to have DSL  
22 access in order to order food from Safeway for delivery,  
23 medications from Walgreens for delivery, or anything  
24 else for emergency access I have to have my landlines  
25 available, at least one landline available.

1           And there is no fiber or cable access in this  
2 area, and I checked with AT&T and Sonic, and they have  
3 no planned fiber or cable access to be put into this  
4 area.

5           Thank you, and I humbly request that you reject  
6 both these requests by AT&T.

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

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

11          Pip, your line is open.

12                   STATEMENT OF SPEAKER REYNOLDS

13          Hi. Thank you so much. My name is Pip spelled  
14 "Paul" "Inga" "Paul," R-e-y-n-o-l-d-s. I am asking that  
15 you deny the applications for losing our analog copper  
16 landlines, which are really our last chance in an  
17 emergency for reaching any type of help.

18          There is a very clear situation where  
19 everything nowadays: the banks, the schools, the  
20 emergency, everything is on computers. So if those  
21 powers go down, then all we have left is our landlines.

22          During the '89 earthquake the landlines went  
23 out for three days. But in the end, that was the only  
24 thing that saved us. As you know, people who are blind,  
25 deaf, on medical equipment, and otherwise, our security

1 systems need to have their landlines. You probably  
2 don't know that the world economic forum is threatening  
3 to put an EMP to knock out our power from 9 months to  
4 two years.

5 (Timer notification.)

6 SPEAKER REYNOLDS: -- which would be really  
7 bad. So I hope that you will deny this.

8 Thank you very much for your time and  
9 consideration.

10 ALJ GLEGOLA: Thank you for your time.

11 Can we please have our next speaker?

12 THE OPERATOR: Our next public comment comes  
13 from Meseit Happsus.

14 Your line is open.

15 STATEMENT OF SPEAKER HAPPSUS

16 Hello. Hi. My name is Meseit Happsus spelled  
17 M-e-s-e-i-t; last name, H-a-p-p-s-u-s. I'm calling to  
18 ask that these two -- two applications by AT&T be  
19 rejected because landlines are important to us because  
20 we live in a tiny area. I have AT&T landlines. I've  
21 had it for some years. So as written, please reject  
22 both.

23 Thank you.

24 ALJ GLEGOLA: Thank you very much.

25 Can we have our next speaker, please?

1 THE OPERATOR: Our next public comment comes  
2 from Kevin Gallo.

3 Kevin, your line is open.

4 STATEMENT OF SPEAKER GALLO

5 Hi. My name's Kevin Gallo, G-a-l-l-o. I work  
6 in television as a technical director. I ran the backup  
7 commercials for the Super Bowl. We are used when the  
8 commercial fails. And that one commercial that we  
9 helped back up, that pays for our whole operation for a  
10 year.

11 All of our studios have landlines. They are  
12 essential to keeping TV on the air. We have VoIP  
13 phones, but we have landlines as a back up. A back up,  
14 in this case a landline, is always worth it.

15 When it comes to big companies like AT&T, we  
16 consumers don't want to hear that they don't make enough  
17 money for advanced technologies without first getting  
18 rid of landlines. That ridiculous.

19 And let me just give you the "Keep the Carrier  
20 of Last Resort" pitch: My in-laws were in a huge fire  
21 in Paradise, California. I'm sure you're familiar with  
22 what that was. We saw the fire on TV. They hadn't  
23 noticed yet. We called their cells, no answer. We  
24 tried email messenger over their fiber internet, no  
25 answer. Then we called their landline. They picked up,



1 they packed up, they opened the door to fire and smoke  
2 everywhere, and they barely made it down the hill alive.  
3 If it wasn't for their landline, they'd be dead.

4 Please keep requiring AT&T to do this. The  
5 landline saves lives.

6 Thank you. ]

7 ALJ GLEGOLA: Thank you very much.

8 Could we have our next speaker, please?

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

11 Erin, your line is open.

12 STATEMENT OF SPEAKER JOHNSON

13 Hello, my name is Erin Johnson, E-r-i-n;  
14 Johnson, J-o-h-n-s-o-n, and I am calling from a  
15 landline.

16 I implore the CPUC to reject AT&T's two  
17 requests to discontinue copper landline phone service.  
18 Copper landlines are proven to be the more secure,  
19 reliable, widespread and integrated communication tool  
20 for our daily and emergency needs.

21 Just today, like many other days, in the City  
22 of Sacramento, where I live, I lost internet access.  
23 Our landline, in contrast, is consistently reliable.  
24 I'm in the capitol city of California, and my internet  
25 service is unreliable. VoIP is not an adequate

1 alternative to copper landline service.

2 Existing older technology is not bad or  
3 outdated technology. Copper landlines are long lasting,  
4 proven technology that are critical to our state and  
5 country's infrastructure, our national security, and our  
6 communities' ability to communicate regularly and in  
7 emergencies.

8 Keeping a public switch telephone network that  
9 runs on an analog system and separate from the computer  
10 networks, which are vulnerable to cyber-attacks, is  
11 critical to our national security. It's a national  
12 treasure --

13 (Timer notification.)

14 SPEAKER JOHNSON: -- in the way that railroads  
15 are, and our plain old telephone service needs to be  
16 maintained, because once it's gone, we won't be able to  
17 resurrect it.

18 I strongly oppose AT&T's profit-driven request  
19 and urge the CPUC to reject them. Everyone should  
20 remember that AT&T's request is only about corporate  
21 greed. AT&T is wanting to make more money at less cost  
22 to them. They want to eliminate copper landlines  
23 because they can't bundle all of their highly profitable  
24 services like internet and TV onto copper landlines.

25 Don't listen to big business. Listen to the

1 community. Copper landlines are safe, reliable and  
2 necessary. Please reject AT&T's request.

3 Thank you.

4 ALJ GLEGOLA: Thank you very much.

5 Could we have our next speaker, please?

6 THE OPERATOR: Our next public comment comes  
7 from Kay Parrott.

8 Kay, your line is open.

9 STATEMENT OF SPEAKER PARROTT

10 Hi, can you hear me?

11 ALJ GLEGOLA: We can. Please continue.

12 SPEAKER PARROTT: Thank you. It's Kay Parrott,  
13 P-a-r-r-o-t-t, and I want to thank you for hearing me  
14 today.

15 I am urging the PUC to deny both applications.  
16 I am going to cosign on all the callers. I am a caller  
17 that came and went at 2:00 and has been holding back on  
18 the line and very passionate about all the things the  
19 callers have had to say.

20 I'm a legacy of AT&T customer for 40 years;  
21 last 20 at this address currently, and I am cosigning on  
22 the fact that I have medical devices, used to have  
23 prescriptions to essential services, which is a  
24 prioritization and restoration for emergency.

25 I am also in a metropolitan area, where there

1 is a major hospital, a jail, a mall and several hotels  
2 within one-eighth of a mile. Essentially, I believe  
3 it's a dead zone, but not.

4 After being here for 20 years, I have been  
5 promised, year after year, that there would be high-  
6 speed fiber --

7 (Timer notification.)

8 SPEAKER PARROTT: -- and nothing has come.

9 I am hoping that they deny this. Please.  
10 There are no alternatives, but Spectrum that is at  
11 capacity, and they are oversubscribed in the small  
12 pocket that they are in with no alternatives for us  
13 customers with Pac Bell.

14 Thank you for hearing me today.

15 ALJ GLEGOLA: Thank you very much for calling  
16 in.

17 Could we have our next speaker, please?

18 THE OPERATOR: Our next speaker is Barbara  
19 Gilson.

20 STATEMENT OF SPEAKER GILSON

21 Hi, I'm Barbara Gilson, B-a-r-b-a-r-a. Last  
22 name G-i-l, as in Larry, s, as in Sam, o-n. I am  
23 calling from Richmond, California, in the east bay of  
24 the San Francisco Bay Area. I have been a legacy AT&T  
25 customer for years and years and years, and as you can

1 tell, I live in a -- an urban area.

2 AT&T, this is clearly a profit motive, and I  
3 had to kind of laugh at the first speakers at the 2:00  
4 hearing, because all of them were pro; and I am a tech  
5 -- technology person myself, grew up with computers back  
6 in the '60s and '70s and still work in technology, and  
7 yet, we know that, you know, the copper -- the physical  
8 basically is the most reliable.

9 AT&T, this is clearly a profit motive and,  
10 basically, in their first application, they say that  
11 they receive no federal high cost universal service  
12 support and haven't since December of 2021, I believe  
13 the end of it; and yet, I look at my last bill and  
14 continuously, I have gotten the Federal Universal  
15 Service charge. It was \$8.18 last month, so I am going  
16 to request that they refund all of that since the end of  
17 2021.

18 You know, basically the --

19 (Timer notification.)

20 SPEAKER GILSON: -- the callers were high  
21 tech -- I will just finish up -- and, you know, not  
22 considering people who -- who need these services. You  
23 know, not considering the low-income people, the rural  
24 people, the poor people and all the emergencies.

25 Thank you very much. I appreciate it.

1           ALJ GLEGOLA: Thank you very much for taking  
2 the time today.

3           Could we have our next speaker, please?

4           THE OPERATOR: Our next speaker is Martha  
5 Glaser.

6                       STATEMENT OF SPEAKER GLASER

7           Oh, good. Hi, my name is M-a-r-t-h-a  
8 G-l-a-s-e-r.

9           I'm urging the PU -- and I was on since 2:00 as  
10 well, so thank you for taking my call.

11           I urge the CPUC to reject both applications to  
12 discontinue Carrier of Last Resort obligation, and main  
13 -- maintain use of copper -- and I want them to maintain  
14 use of copper wire landlines.

15           It is essential for me to continue to use wired  
16 equipment for telephone and internet use. I believe  
17 that the AARP supports this position as do many other  
18 residents, representatives and citizen advocacy groups.

19           I'm a teacher at an elementary school, and we  
20 need to have our landlines as back up even at the  
21 school, as when the power was out in the past few months  
22 in big rain and windstorms.

23           This does not have to mean the people who want  
24 wireless service have to go without it, but the  
25 development of this technology should not mean that the

1 massive numbers of people who depend on landlines should  
2 be forced to give them up. Like so many people, I  
3 depend on my landline to conduct personal and family  
4 business. I use a corded internet. I am not able to  
5 use cell phones, as they cause me hand, chest, head and  
6 ear pain when I am closer than four feet to a cell  
7 phone, which, of course, is an impractical way to use a  
8 cell phone. It also means that I have trouble being  
9 near others using cell phones.

10 Landlines are essential to me. I would be  
11 unable to communicate independently without my landline.

12 Since the fires in Sonoma county where I live,  
13 I have been part of a neighborhood communications unit  
14 and part of the Map Your Neighbors Project. Landlines  
15 are essential community safety -- safety communications.  
16 Landlines are essential for many who are disabled and  
17 elderly and not able to use cell phones for many  
18 reasons.

19 I wanted to say also I have a young friend in  
20 her 20s, who will be having abdominal cancer surgery on  
21 Friday, and she has carried a cell phone in her pocket  
22 for at least 12 years, and until we can prove that the  
23 tumors mentioned earlier on this call by other speakers,  
24 and until you can prove that my young friend's cancer is  
25 unrelated to carrying and using a cell phone for almost

1 half her life, I don't think we can in all good  
2 consciences force all citizens to use cellular  
3 equipment, and I think we must have the freedom of  
4 choice --

5 (Timer notification.)

6 SPEAKER GLASER: -- to use landlines, and  
7 please remember the Americans with Disability Act is a  
8 law that protects people with disabilities in many areas  
9 of public life; and disability rights are civil rights.

10 Thank you for your time.

11 ALJ GLEGOLA: Thank you for your time.

12 Can we have our next speaker, please?

13 THE OPERATOR: Our next speaker is Tom.

14 (No response.)

15 THE OPERATOR: Tom, if your number ends in  
16 2222, your line is open.

17 (No response.)

18 THE OPERATOR: We will come back to Tom.

19 Our next speaker is W.

20 STATEMENT OF SPEAKER ICHIYASU

21 My name is W. Ichiyasu, and please freeze the  
22 clock for my name, because it's culturally  
23 discriminatory.

24 I, like India, -c, like Charles, -h, like  
25 hotel, -i, like India, -y, like Yankee, -a, like alpha,



1 -s, like sierra, -u, like uniform; and it's initial W  
2 like whiskey, last name Ichiyasu.

3 One minute is an affinity with all respect, and  
4 it only points to the need for more hearings. I'm an IT  
5 and information security professional. I'm also  
6 immunocompromised.

7 What is really going on here are two things.  
8 One, AT&T's attempt -- latest attempt to completely  
9 escape regulation, which protects cons -- which protects  
10 consumers and competitors and also a multibillion dollar  
11 asset grab.

12 AT&T looks at the public switch telephone  
13 network as their own private gold mine to dispose of as  
14 they see fit, but they can't do it without permission  
15 from the CPUC. The entire infrastructure is not  
16 investor-owned because it has been paid for many times  
17 over by ratepayers and also, through government subsidy.  
18 It longs to the public.

19 If AT&T is allowed to withdraw, which I am  
20 firmly opposed to on both applications, then AT&T must  
21 turn over all the physical assets and the customer data  
22 to the public.

23 (Timer notification.)

24 SPEAKER ICHIYASU: So that an alternative  
25 carrier can be found to manage these valuable resources.

1 I have submitted three written comments, and  
2 they should all be gone over in detail.

3 Thank you very much.

4 ALJ GLEGOLA: Thank you very much for calling  
5 in and sharing your opinion.

6 Could we have our next speaker, please?

7 THE OPERATOR: Our next speaking is Natalie  
8 Ariel -- excuse me -- Arroyo, Humboldt County  
9 Supervisor.

10 STATEMENT OF SPEAKER ARROYO

11 Good evening. I am Natalie Arroyo,  
12 N-a-t-a-l-i-e A-r-r-o-y-o. I am a Humboldt County  
13 Supervisor and also the chair of the Redwood Region  
14 Economic Development Commission, or RREDC.

15 I am calling on behalf of both these agencies  
16 to oppose AT&T's request to be released from its Carrier  
17 of Last Resort obligation, and both agencies have  
18 submitted letters accordingly as well.

19 RREDC has 19 members and is governed by a board  
20 of directors of elected officials from -- from  
21 throughout the county, and we are dedicated to expanding  
22 economic opportunity in our region. We create and  
23 nurture economic opportunities and support the growth of  
24 local businesses; and we lead projects of regional  
25 significance, make loans and offer business consulting

1 through the North Coast Small Business Development  
2 Center.

3 The proposed shutdown of AT&T's landline  
4 telefine (sic) -- phone network would pose challenges  
5 for residents in Humboldt County where landline services  
6 play a crucial role, particularly during emergencies and  
7 natural disasters. The unique challenges faced by rural  
8 communities including Humboldt County with its sprawling  
9 mountainous landscapes and limited alternatives make the  
10 preservation of the existing COLR obligation even more  
11 crucial.

12 This isn't just about maintaining a service,  
13 it's about safeguarding the communication lifeline for  
14 residents who rely on it for daily needs, as well as our  
15 businesses.

16 Concerns persist regarding the lack of  
17 commensurate, regulatory treatment or consumer  
18 protections for alternative technologies proposed by  
19 AT&T.

20 We respectfully urge you to protect our  
21 communities and deny this request.

22 Thank you for your time today.

23 ALJ GLEGOLA: Thank you very much for taking  
24 the time to share that feedback.

25 Could we have our next speaker, please?

1 THE OPERATOR: Our next speaker is Linda  
2 Parker.

3 Linda, your line is open.

4 STATEMENT OF SPEAKER PARKER

5 Is that me?

6 ALJ GLEGOLA: Yes, it is. Please continue.

7 SPEAKER PARKER: Oh, I'm sorry, my name is  
8 Brenda Parker, B-r-e-n-d-a P-a-r-k-e-r, and I am calling  
9 from Rialto.

10 First, I would like to say it was very  
11 unfortunate that the in-person hearings were held so far  
12 away that I could not get there nor could my  
13 neighborhood watch group. I am calling to represent our  
14 neighborhood watch group in Rialto. Meetings were not  
15 close. I'm calling on behalf of our senior citizens,  
16 emergencies and hearing impaired.

17 I work from home, so I need my fax phone. I  
18 have a 96 year old grandmother and 100 year old  
19 grandfather who are hearing impaired that live in the  
20 home with me.

21 I oppose AT&T being able to disconnect our  
22 landline services, which are very, very important.  
23 Although we are not in a rural area, the cell services  
24 sometimes are also dropped here in Rialto, and we need  
25 those secure landline services.

1           It's because of those services we were able to  
2     contact our family members in the case of the last  
3     couple of earthquakes that we had, because the cell  
4     towers were so busy, we could not get through.

5           So, please, I urge the PUC to not allow AT&T to  
6     discontinue our landline services, and I also urge them  
7     to please not allow AT&T to discontinue the senior  
8     discount. The low-income discount.

9           I thank you very much for your time and your  
10    consideration, and I thank you for holding these  
11    hearings, but I would like for you, please, if you have  
12    time, to have a hearing that is closer in to those of us  
13    that is being affected. You are talking about  
14    disconnecting all of 92376 area code landlines. We  
15    should have all had the opportunity to appear in-person.

16           Thank you and have a great evening.

17           ALJ GLEGOLA: Thank you very much for calling  
18    in.

19           Could we have our next speaker, please?

20           THE OPERATOR: Our next speaker is Tom Pianeda  
21    (sic).

22           STATEMENT OF SPEAKER PIANTANIDA

23           I think you mean Tom Piantanida. The last name  
24    is, P-i-a-n-t-a-n-i-d-a.

25           I request that the Commission reject AT&T's

1 application to discontinue landline service.

2 I am 84 years old. I have had three strokes.  
3 I have a cardiac pacemaker, so I probably won't need  
4 landline much longer or any phone for that matter, but I  
5 need a landline now. I live alone. I have a cell  
6 phone, but my cell phone doesn't work at my house. I  
7 live in the ancient town of Oregon City, California.  
8 The cell phone towers are too far away to get reliable  
9 cell phone service.

10 I need a landline to make calls to emergency  
11 services when I need help. For example, to call an  
12 ambulance to take me to the hospital again. Without a  
13 landline, I cannot do that. If I am stricken with  
14 another stroke or heart attack and do not have a  
15 landline to call for help, I will die here, then I will  
16 raise a stink in my house and my family will raise a  
17 stink with you.

18 Thank you. Bye-bye.

19 ALJ GLEGOLA: Thank you for calling in today.

20 Could we have our next speaker, please?

21 THE OPERATOR: Our next speaker is Jeanette  
22 Benson.

23 STATEMENT OF SPEAKER BENSON

24 Good evening, Jeanette Benson. J-e-a-n-e-t-t-e  
25 B-e-n-s-o-n.

1           I just wanted to reiterate many of the things  
2   that have been said about emergency services and the  
3   need for landlines. Personally, I have experienced  
4   these things. I was born and raised in rural  
5   California, currently living in La Grande, California.  
6   I have been a grant writer, an educator and a farmer my  
7   entire life, and I can tell you that I can see what has  
8   been given and not given to rural areas.

9           I also know the importance of buzzwords, those  
10   are my words, to say that we want to help the  
11   underserved and unrepresented. I haven't seen much  
12   happen. I have brought satellite internet for my  
13   business. I also know that I keep a corded phone as one  
14   of the technicians said earlier today in one of the  
15   calls -- that being an AT&T tech -- the corded phone  
16   works when the power is out.

17           When the power is out in a rural area, it's  
18   hell. I have experienced flooding, and I just want to  
19   say that I feel personally -- my own feelings and my  
20   observations -- AT&T has helped push customers away from  
21   their landlines by the words of "bundling," and these  
22   bundling things clearly tell the person getting bundled,  
23   your landline not -- will not be the same for emergency  
24   services.

25           I've helped an elderly relative when their

1 husband died go back to a POTS line through the  
2 president's office of AT&T when their alarm wouldn't  
3 work and their --

4 (Timer notification.)

5 SPEAKER BENSON: -- health device wouldn't  
6 work.

7 Thank you for listening.

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

10 Could we have our next speaker, please?

11 THE OPERATOR: Our next speaker is Mary Homelin  
12 (sic) -- excuse me -- Mary Helen.

13 Mary, your line is open.

14 STATEMENT OF SPEAKER FRAKE-MINAR

15 My name is Mary Helen Frake-Minar and company

16 I --

17 THE OPERATOR: Mary, your line is open.

18 SPEAKER FRAKE-MINAR: Can you hear me?

19 ALJ GLEGOLA: We can hear you now, definitely,  
20 yes.

21 SPEAKER FRAKE-MINAR: Okay, sorry. Mary,  
22 M-a-r-y; Helen, H-e-l-e-n; Frake-Minar, F-r-a-k-e,  
23 hyphen, M-i-n-a-r; and I am also -- like all the other  
24 callers that have called in, I am opposed and reject  
25 this AT&T application due to many reasons as most of the



1 callers have already repeated.

2           The reasons I am opposed to it, especially  
3 because our cell phone service here in Irvine,  
4 California, always is going out. We are -- we have a  
5 monopoly of Cox, and it goes out intermittently, so I  
6 always use the landline. The landline is essential.  
7 It's -- I mean, it is a lifeline for all of those who  
8 use AT&T.

9           My mother is 93, and she has AT&T on her phone.  
10 It is essential for her to have that line because she  
11 has a pacemaker, and everything is hooked up with her  
12 landline.

13           So, I please implore all of you, the Commission  
14 especially, to reject and oppose the AT&T application,  
15 please, to benefit all those involved and include those  
16 from urban and rural and poor -- and --

17           (Timer notification.)

18           SPEAKER FRAKE-MINAR: -- and hearing impaired,  
19 et cetera. Thank you very much for giving us this time  
20 to speak. ]

21           ALJ GLEGOLA: Thank you for taking the time.

22           Do we have our next speaker, please.

23           THE OPERATOR: Our next speaker is Heidi Hart.

24           STATEMENT OF SPEAKER HART

25           My name is Heidi Hart, H-a-r-t. I am

1 continuing comments for savelandlines.org. We strongly  
2 oppose AT&T's applications.

3 AT&T has said: We don't expect you to use  
4 wireless as your only form of communication. But in  
5 many areas, that is exactly what they expect people to  
6 do. In our own personal rate center, AT&T is applying  
7 to abandon landlines; yet landlines are the only  
8 available wireline, VoIP, and data option available at  
9 our location.

10 Inferior, unreliable, and dangerous wireless  
11 options are simply not viable for us and many others.  
12 For many people in rural areas, myself included, if you  
13 cut off our landline service, we will all lose both 911  
14 services and wildfire evacuation alerts. We will have  
15 to hold AT&T and CPUC responsible if our wire Carrier of  
16 Last Resort is cut, and we lose communication in an  
17 emergency, which could result in injury or property  
18 damage.

19 Regarding EMF injury and sensitivity, Michael  
20 Peevey, former CPUC president, acknowledged this medical  
21 condition when he said that there really are people who  
22 feel pain related to EMF.

23 If people cannot use wireless technology for  
24 reasons of disability, including that caused by radio  
25 frequencies, then alternatives to landline service are

1 truly not available to them. Please reject the plan and  
2 please visit savelandlines.org and defend our landlines.  
3 Thank you.

4 ALJ GLEGOLA: Thank you very much for calling  
5 in.

6 Could we have our next speaker, please.

7 THE OPERATOR: Our next speaker is Maria  
8 Sanchez.

9 STATEMENT OF SPEAKER SANCHEZ

10 Good evening. Maria Sanchez, M-a-r-i-a  
11 S-a-n-c-h-e-z. I'm in the San Joaquin Valley in a farm  
12 area, and I say you must deny these applications. I  
13 mean, the medical and safety issues that have been  
14 brought up -- I was on the call earlier at 2:00, and I  
15 heard a big divide from California of the young and/or  
16 the affluent saying, yes, we want it, and the elderly,  
17 the cons -- the elderly, the poor, the disabled, the  
18 rural, and, of course, those in the dead zone. Let's  
19 not forget them.

20 AT&T is going to invest in better technology  
21 for profit no matter what happens on this. Don't let  
22 them kid you. They don't need the money from cutting  
23 off -- by the way, the money they make on the landline.

24 In the rural areas, the poor cannot afford to  
25 keep buying new technology. They simply can't afford

1 it. We also have people who don't speak English. They  
2 may not --

3 (Timer notification.)

4 SPEAKER SANCHEZ: These are the two popular  
5 languages of California, but they may speak other  
6 languages, and they can't navigate through all of this  
7 that's going on. The young, no problem. They love all  
8 that stuff. But the older people -- and there's plenty  
9 of them out here in the farmlands -- they can't do it.  
10 They have to have the landlines. That's all they've  
11 got.

12 And in some of these cities, quite frankly,  
13 AT&T has no interest in building anything. I don't  
14 think anything in their applications has guaranteed that  
15 they're going to improve service or expand into the  
16 rural or poverty or the dead zone.

17 So, please, deny these applications. And,  
18 listen, it is a matter of life and death for people to  
19 have these landlines. Thank you.

20 ALJ GLEGOLA: Thank you very much.

21 Can we have our next speaker, please.

22 THE OPERATOR: Our next speaker is Erin Pak.

23 STATEMENT OF SPEAKER PAK

24 Hi. My name is Erin Pak, E-r-i-n P-a-k. I'm  
25 with Care Clinic in Metro Los Angeles. We're a

1 nonprofit, federally qualified health center with seven  
2 sites, providing free or low cost medical, mental  
3 health, and eye and vision services to the low income  
4 population of LA. On behalf of 19,000 patients we  
5 serve, I'm here in support of AT&T's request for  
6 withdrawal from its COLR status.

7           Especially since Covid, all of us have  
8 experienced an increasing rate of power outages,  
9 wildfires, flooding and other disasters that we were not  
10 prepared for. For our clinics, our VoIP capability was  
11 truly a lifeline during Covid for over 72 percent of our  
12 patients that we were able to reach via telephonic  
13 telehealth medical visits.

14           We sent out thousands of texts when we received  
15 precious vaccine. Our nurses and social workers made  
16 over 55,700 welfare checks, phone calls, in 2020 and  
17 2021. We continue to rely on internet and cell phone  
18 services to serve our patients through video and  
19 telephone-conferencing tools. We need a solid growth  
20 and modernization plan in place to transition  
21 California, to upgrade our technology in the continuity  
22 of vital communications.

23           Modern communication technology will  
24 effectively and rapidly install backup power generators.  
25 It will prepare us for wildfire season and possible

1 power shutoffs by electric utilities. During  
2 earthquake, fire, or other public safety emergencies,  
3 mobile communications will allow us to share information  
4 and save lives. Thank you for your support.

5 ALJ GLEGOLA: Thank you very much for calling  
6 in.

7 Could we have our next speaker, please.

8 THE OPERATOR: Our next speaker is Monica  
9 Montano.

10 STATEMENT OF SPEAKER MONTANO

11 Good afternoon. My name is Monica Montano,  
12 M-o-n-i-c-a M-o-n-t-a-n-o. And I ask you to approve  
13 these requests. Network modernization supports  
14 telehealth via access to a greater number of healthcare  
15 providers and other diverse services and resources that  
16 may not be available in smaller rural communities.

17 Consumers, for example, feel more comfortable  
18 accessing the healthcare services online, rather than  
19 visiting a doctor in a rural community. The one  
20 building annual investment in copper in California  
21 should instead be focused on more modern infrastructure  
22 such as fiber and wireless. Thank you so much.

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

25 Could we have our next speaker, please.

1 THE OPERATOR: Our next speaker is Steve  
2 Benard.

3 STATEMENT OF SPEAKER BENARD

4 Yes. Hello. My name is Steven Benard,  
5 S-t-e-v-e-n B-e-n-a-r-d. And I'm calling to oppose and  
6 reject both applications by AT&T. This whole thing  
7 about technology being so superior, we all recall what  
8 happened back in February of this year when there was an  
9 outage of cell phones, and it was an indicator of how  
10 technology can fail.

11 Also copper lines have been more reliable in  
12 the last 100 years. Plus not everyone has access to  
13 cell phones, fiber optics or other modern technology.

14 In listening to others earlier today, I noticed  
15 that many of them are special interest groups probably  
16 receiving grants from AT&T, which really compromises the  
17 credibility of AT&T; however, there are seniors, low  
18 income, disabled citizens, as well as those on  
19 life-support healthcare systems that may need landline  
20 technology. Landline technology has been around  
21 forever, and should continue, and reinvested to make  
22 improvements.

23 (Timer notification.)

24 SPEAKER BENARD: Lifeline customers should not  
25 be violated by increased prices. Thank you very much.

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

3 Could we have our next speaker, please.

4 THE OPERATOR: Our next speaker is Nancy  
5 Hubert.

6 STATEMENT OF SPEAKER HUBERT

7 Hello. Hi. This is Nancy Hubert, H-u-b-e-r-t,  
8 and I'm calling to say, please refuse both of AT&T's  
9 proposals. I would like to, you know, say something  
10 about copper landlines. People keep talking about them  
11 being antiquated and blah, blah. I mean, the people on  
12 the other side. And, really, they are better in many  
13 ways.

14 Why are they better? Well, at the February  
15 22nd CPUC hearing in Ukiah, one of the Communications  
16 Workers of America answered that question. He said they  
17 had incredible standards, that they would hold  
18 themselves to 99.99 percent up-time, and backup systems  
19 that included floatable batteries as a backup.

20 The Plain Old Telephone Service communication  
21 system was seen as critical. So these systems were  
22 built with redundancy and backups in mind, which is why  
23 the Plain Old Telephone Service lines still work when  
24 the power goes out. It's not nearly as sensitive to  
25 failure as the power grid due to DC current,



1 essentially, battery power infrastructure. I would also  
2 like to say --

3 (Timer notification.)

4 SPEAKER HUBERT: Well, I guess that's it.

5 However, I live in a place where I found out how bad a  
6 VoIP phone is because there is no copper landline in  
7 this rental I moved into four years ago. And when we  
8 had the fires in Sonoma county, I could not get any  
9 information about the evacuations, where the fires were,  
10 anything else.

11 I can't use cell phones. They barely work in  
12 this valley. But I can't use them anyway because of the  
13 EMF. It makes me extremely ill from cell phones,  
14 wireless radiation. So please stop this nonsense from  
15 AT&T. Thank you.

16 ALJ GLEGOLA: Thank you for calling in.

17 Could we have our next speaker, please.

18 THE OPERATOR: Our next speaker is Dan  
19 Vozenilek.

20 STATEMENT OF SPEAKER VOZENILEK

21 Hi. Good evening. Dan Vozenilek,  
22 V-o-z-e-n-i-l-e-k. I wanted to support AT&T's  
23 application requiring AT&T and other companies to invest  
24 in a technology that has been replaced with optimal,  
25 reliable fiber. Doesn't make sense. You know, fiber is

1 more reliable. I know there are folks on this call that  
2 have different opinions.

3 I would disagree. I live in Orange County.  
4 We've had copper until a few years ago, and there were a  
5 number of outages related to copper theft and other  
6 issues. We have had that replaced with fiber, and it's  
7 been nothing but perfect service. I want to reiterate  
8 that there is a reliability issue with copper.

9 And I've also heard many folks talk about the  
10 fact that their copper lines will be taken away in areas  
11 where they have no other options. And my understanding  
12 is that's not accurate. And in AT&T's application, that  
13 there's no alternative service that they --

14 (Timer notification.)

15 SPEAKER VOZENILEK: -- copper service customer.  
16 I just wanted to make sure you understand that. Thank  
17 you.

18 ALJ GLEGOLA: Thank you for calling in today.

19 Can we have our next speaker, please.

20 THE OPERATOR: Our next speaker is Wes  
21 Richardson.

22 STATEMENT OF SPEAKER RICHARDSON

23 Good evening, customers. I'm Wes Richardson,  
24 W-e-s R-i-c-h-a-r-d-s-o-n. I'm the manager in  
25 information technology for Calleguas Water District,

1 located in Ventura county. Calleguas Municipal Water  
2 District is the largest water wholesaler in Ventura  
3 county, providing water to 640,000 residents, businesses  
4 and institutions to about three-quarters of our county.  
5 We do this by importing water from Metropolitan Water  
6 District and distributing that water to 19 purveyors,  
7 which includes city special districts and mutual water  
8 companies.

9           Reliable communication technology is imperative  
10 to our work. And critical to our communications system  
11 is allowing our pumps, reservoirs, and pipes to work  
12 safely efficiently.

13           This action concerns us greatly, both for our  
14 daily operations and especially in the event of an  
15 emergency. Unfortunately, parts of our service area  
16 already experienced frequency-related outages during the  
17 2018 Woolsey Fire, when internet and cellular service  
18 went down, leaving communication by landline as all the  
19 first responders could use.

20           As a district, we rely on landline service to  
21 ensure emergency telephone service at our facilities in  
22 the event of an internet failure and VoIP services  
23 shutdown. In addition, landline service via copper wire  
24 is the only form of communication at some of our remote  
25 facilities due to lack of cellular signal.

1           Should AT&T's request be granted, it would be a  
2   serious concern at managing the system on a day-to-day  
3   basis, even worse during emergency. Lack of  
4   communication could have tragic consequences to provide  
5   safe, reliable water supply to hundreds of thousands of  
6   citizens in our county. Please reject AT&T's request on  
7   both parts. Thank you.

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

10          THE OPERATOR: Our next speaker is James  
11   Holmes.

12                   STATEMENT OF SPEAKER HOLMES

13          James Holmes, H-o-l-m-e-s. Larkspur. I'm a  
14   technologically challenged senior alarmed at the  
15   prospect of losing my vital landline, but I'd like to  
16   highlight another issue I haven't heard mentioned. Cell  
17   phones are vulnerable to cyberattack in a way that  
18   landlines are not. Cyberattacks are of special concern  
19   not only because of widespread hacking, but also rising  
20   international tension. With hostile dictators like  
21   Putin and others explicitly threatening reprisals if our  
22   country interferes with their scheme.

23          The systemwide AT&T outage occurred last month  
24   right after we slapped sanctions on Russia. Many  
25   commenters thought Putin was sending us a message. AT&T

1 later complained it was all just a technical error.

2 What's worse: Vulnerability to cyberattacks or random  
3 mass technical error?

4 The bottom line is AT&T presently has no  
5 substitutes for the simplicity, security, and  
6 reliability of landlines. Please reject this proposal.  
7 Thank you.

8 ALJ GLEGOLA: Thank you for calling in today.  
9 Can we have our next speaker, please.

10 THE OPERATOR: Our next speaker is Jason Moore.  
11 (No response.)

12 THE OPERATOR: Jason Moore, your line is open.

13 STATEMENT OF SPEAKER MOORE

14 Thank you. My name is Jason Moore, and I'm  
15 from San Diego. I appreciate today's hearing. I wanted  
16 to share the importance connectivity has been for my  
17 family and voice strong support of AT&T's request today.  
18 My 80-year-old mother is a widow, living alone, as she  
19 is fiercely independent; however, she has started  
20 experiencing age-related health issues.

21 Her landline has been the same for decades, and  
22 only recently has she began relying on cellular service  
23 because it has expanded her ability to connect.  
24 Yesterday, my mother was taken via ambulance for an  
25 age-related health issue. It was only because of

1 cellular technology that we were able to stay in touch.  
2 Not only did she share how the cell phone's connectivity  
3 helped to calm her, but we were also able to text her  
4 neighbors who were not at home when she left by  
5 ambulance.

6 I was even able coordinate a ride home for her  
7 after the doctor released her and communicate with her  
8 and the driver. My mom at 80 is new to using a cell  
9 phone, but she has not stopped telling me what a benefit  
10 cellular has been to her as a widow who lives alone.  
11 Thank you again. I appreciate your time.

12 ALJ GLEGOLA: Thank you for calling in.

13 Could we have our next speaker, please.

14 THE OPERATOR: Our next speaker is Kris Brown.

15 STATEMENT OF SPEAKER BROWN

16 Hi. My name is Kris Brown, B-r-o-w-n, and I'm  
17 calling in support of AT&T's application. One billion  
18 annual investment in copper in California should be  
19 focused on more modern infrastructure such as fiber and  
20 wireless. Network modernization is important because it  
21 supports public safety as it allows more robust  
22 infrastructure for Next Gen 911, and realtime  
23 communication like Amber Alerts, My Shake Earthquake  
24 Alerts, Red Cross Shelter Locaters, Cal Trans and CHP  
25 road closure info also, and wireless devices that are

1 able to connect to the internet also allow for greater  
2 interaction and oversight over loved ones, too, as the  
3 device can be with that person at all times, and also  
4 through the use of applications like FaceTime and  
5 (indecipherable) services that are built into these  
6 devices. Thank you.

7 ALJ GLEGOLA: Thank you for calling in today.

8 Could we have our next speaker, please.

9 THE OPERATOR: Our next speaker is Ella Neely.

10 STATEMENT OF SPEAKER NEELY

11 Happy Tuesday. My name is Ella Neely, E-l-l-a  
12 N-e-e-l-y. I'm a resident of Whittier, California. I  
13 strongly support AT&T's two applications before the CPUC  
14 to modernize California's communication network. I've  
15 not had a landline in at least 10 years. AT&T  
16 specializes in telecommunications and has detailed data  
17 that supports the need to upgrade the system to apply  
18 strong, safe, accessible, and reliable  
19 telecommunications to all the citizens of California.  
20 Change is hard. But change is essential in our  
21 ever-evolving technologically advanced world.

22 After listening to all the comments before me  
23 since 2:00, it's apparent that options are needed to  
24 deal with rural, seniors and other people who have  
25 special needs. Seventy percent of California's

1 telecommunication users do not have special needs and  
2 will greatly benefit from AT&T's ability to use their  
3 resources to modernize technologies -- telecommunication  
4 in California. I respectfully encourage the Commission  
5 to approve both applications --

6 (Timer notification.)

7 SPEAKER NEELY: -- and I thank you for the  
8 opportunity. ]

9 ALK GLEGOLA: Can we have our next speaker,  
10 please?

11 THE OPERATOR: Our next speaker is Lee --  
12 excuse me. Lynn Ann Sorenson.

13 STATEMENT OF SPEAKER SORENSEN

14 Hi. Can you hear me?

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

16 SPEAKER SORENSEN: My name is Lynn Ann  
17 Sorensen, L-y-n-n A-n-n S-o-r-e-n-s-e-n. I urge the PUC  
18 to deny AT&T's application. Approval of the application  
19 as written is inappropriate and would appear the PUC's  
20 actually a participant to AT&T's request, which would  
21 require the PUC to exercise their right to sovereign  
22 immunity should they approve the request under the law  
23 as the law is set forth on the PUC's website, which  
24 requires the designated Carrier of Last Resort by law to  
25 provide telephone service. The law itself would need to



1 be or should be changed prior to any approval by the PUC  
2 granting AT&T relief from their obligation as the  
3 carrier under the law.

4 AT&T is not asking for the law to be changed.  
5 AT&T is asking the PUC to excuse them from the law. It  
6 does not make sense to relieve AT&T of their  
7 responsibility without plans to ensure continued  
8 landline service. It is not likely that someone will  
9 ever step up in the future to take on that obligation.

10 PUC's approval of the request as written would  
11 cut off landline service to customers that have no  
12 alternative options. And now from the only service that  
13 they've ever had or could have.

14 (Timer notification.)

15 -- or is it likely it will ever provide  
16 advanced technology to the properties which are targeted  
17 AT&T's request. It is my opinion these properties are  
18 properties AT&T considers too costly to maintain. They  
19 just want to eliminate the associated cost. This will  
20 be a critical decision for the PUC.

21 Every life counts. I respectfully request the  
22 PUC give careful consideration to all persons who have  
23 and need landline services. The PUC should not excuse  
24 AT&T from the law.

25 Thank you.

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

3 Could we have our next speaker, please?

4 THE OPERATOR: Our next speaker is Jordan  
5 Lindsey.

6 STATEMENT OF SPEAKER LINDSEY

7 Hello. Good evening. My name is Jordan  
8 Lindsey, L-i-n-d-s-e-y, with The Arc of California. We  
9 represent individuals across California with  
10 developmental disabilities and their families.  
11 Investing in broadband infrastructure is not just a  
12 matter of convenience. It's actually a matter of  
13 inclusivity and social justice.

14 While we fully understand that there are  
15 individuals and individual needs for landlines, we have  
16 not seen any data that demonstrates that Californians  
17 with disabilities have (indecipherable) lives on  
18 landlines. Instead what we have seen is the need to  
19 move services and support towards adoption of  
20 technologies that rely on broadband.

21 And what we risk is leaving California behind  
22 if we do not make those investments, and it prevents  
23 some from participating fully in our society, our  
24 economy. It's time in California that we take steps to  
25 prepare ourselves for the future including all

1 communities and individuals with disabilities. We hope  
2 that we can work together with all communities and all  
3 participants to build a more inclusive and accessible  
4 California while every individual --

5 (Timer notification.)

6 SPEAKER LINDSEY: -- by. Thank you.

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

9 THE OPERATOR: Our next speaker is  
10 Tom (sic) Madden.

11 STATEMENT OF SPEAKER MADDEN

12 Hello. This is Kyle Madden. I live in Ukiah.  
13 And these canyons around here get no cell phone service.  
14 They never have. Cell phones have been a joke for a  
15 long time. I seriously recommend the board to not  
16 approve AT&T's request to abandon their line land  
17 service (sic). And I hope you hear me.

18 Have a good one. Bye.

19 ALJ GLEGOLA: Thank you very much for calling  
20 in.

21 A couple things I want to mention to everyone  
22 that's listening in before we go to the next speaker;  
23 first, there's still a lot of folks in the queue.  
24 Probably close to 150. So I just want people to know  
25 that. I want those people to know that, you know we're

1 still -- you know, we're going to keep people to one  
2 minute. And we're going to get to you as soon as we  
3 can.

4 The second thing I want to ask is that for our  
5 court reporters, please remember to state your name and  
6 spell it. That's very very helpful to them.

7 Can we please have our next speaker?

8 THE OPERATOR: Our next speaker is John Kelly.

9 STATEMENT OF SPEAKER KELLY

10 Good evening. My name is John Kelly, J-o-h-n  
11 K-e-l-l-y. I live in Hayward, California. Thank you  
12 for the opportunity to comment.

13 First, I want to associate myself with the AARP  
14 letter dated February 5 this year opposing AT&T's  
15 petitions. In my reading of AT&T's petitions, I got the  
16 feeling that AT&T considers itself a needy petitioner  
17 needing relief from an unnecessary obligation causing  
18 AT&T significant hardship.

19 This, however, is a very large stretch from the  
20 truth. Even with its landline obligations in  
21 California, AT&T had revenues of 122.4 billion. That's  
22 with a "B" in 2023.

23 (Timer notification.)

24 SPEAKER KELLY: With profits of 23.5 billion,  
25 providing landline service and broadband service are not

1 mutually exclusive, and these financial figures show  
2 that AT&T is readily able to do both.

3 Thank you very much.

4 ALJ GLEGOLA: Thank you very much for calling  
5 in.

6 Can we have our next speaker, please?

7 THE OPERATOR: Our next speaker is  
8 Naveen Albert.

9 STATEMENT OF SPEAKER ALBERT

10 Hi. AT&T claims that they're -- sorry my name.  
11 Naveen Albert, N-a-v-e-e-n A-l-b-e-r-t. AT&T claims  
12 that they're seeking relief only where alternatives  
13 exist are happily false. In fact contrary to what  
14 (indecipherable) comments, their application includes  
15 numerous census blocks which have absolutely no  
16 comparable alternatives for voice or data. AT&T's claim  
17 that over 99 percent of California has alternatives is a  
18 complete fabrication. Not even 95 percent of California  
19 has access to fixed broadband per the FCC's own maps.

20 AT&T has repeatedly promised officials at  
21 county and city meetings that they won't take away  
22 landlines in areas where that's all there is. Yet their  
23 application indicates an explicit intent to seek relief  
24 from COLR in those census spots. Why does AT&T's  
25 application explicitly seek relief in areas where no

1 alternatives exist while they simultaneously lie to  
2 public officials and tell them "It's not that serious,  
3 and we promise we won't do that"?

4 We have to go off of what the application says  
5 that AT&T plans to eliminate people's only phone and  
6 internet option in many parts of the state.

7 (Timer notification.)

8 SPEAKER ALBERT: AT&T's claims of caring about  
9 the digital divide are simply bologna. They have done  
10 nothing but widen the digital divide in the past couple  
11 years by eliminating DSL in areas where it was the only  
12 broadband option. This is exactly what COLR was  
13 intended to protect against and why AT&T wants it  
14 eliminated. Please deny both applications.

15 Thank you.

16 ALJ GLEGOLA: Thank you for calling in.

17 Can we have our next speaker, please?

18 THE OPERATOR: Our next speaker is James  
19 Howard.

20 STATEMENT OF SPEAKER HOWARD

21 Hello. Am I on? Last name, H-o-w-a-r-d, James  
22 Howard. Coastal Sonoma County under the redwoods. By  
23 the way, AT&T formerly Atlantic Telephone and Telegraph  
24 now American Telephone and Telegraph implies legacy  
25 support. Legacy founding, legacy existence, legacy

1 support.

2           You've already had one sheriff's department  
3 plainly tell you if you approve the cessation of  
4 landlines that people will die. People will die.

5           The whole thing is a profit scam: maximize  
6 profit, maximize profit. Okay. Now, I've -- just --  
7 throughout the afternoon, I've heard terms referred to  
8 "TTY" used formally Teletype. Now it's more for hearing  
9 impaired. Especially --

10           (Timer notification.)

11           SPEAKER HOWARD: Hello. What's the beep about?

12           ALJ GLEGOLA: You've reached a minute, sir.

13           SPEAKER HOWARD: Already?

14           ALJ GLEGOLA: Yeah.

15           SPEAKER HOWARD: Listen if you guys knuckle  
16 under like you did with PG&E, like you do with PG&E,  
17 you're selling everybody out. You should have just  
18 laughed this out of the court hearing process and  
19 summarily dismissed it. This is unbelievable. It's  
20 ridiculous. And it's pretty obvious how people are  
21 weighing in. What in God's name is wrong with you  
22 people?

23           Summarily dismiss it. Laugh it out of court.  
24 It's ridiculous. It's just profit gooberism (sic).  
25 Corporate cronyism.

1 ALJ GLEGOLA: Thank you for calling in.

2 Can we have our next speaker, please?

3 THE OPERATOR: Our next speaker is Laurie  
4 Ackerman.

5 STATEMENT OF SPEAKER ACKERMAN

6 Hello. I'm actually calling you from my  
7 Princess Line. Hello.

8 ALJ GLEGOLA: Hello.

9 SPEAKER ACKERMAN: Can you hear me?

10 ALJ GLEGOLA: We can. Please continue.

11 SPEAKER ACKERMAN: I'm sorry. My name is  
12 Laurie Ackerman, L-a-u-r-i-e. My last name is,  
13 A-c-k-e-r-m-a-n. I live in Agoura Hills, California. A  
14 year before the Woolsey Fire, which I was unfortunately  
15 a part of, I had a massive heart attack. And due to the  
16 landline and communications, I was able to get out  
17 safely. And I have a really strong objection to the  
18 plan of the -- AT&T's leaving the landlines.

19 I'm on a princess phone, which I can for  
20 emergencies plug into my phone jack and without that I  
21 would not be here because I had a massive heart attack  
22 in 2017 the year before the fire.

23 And then last year I had a pacemaker put in  
24 that has a 24-hour -- how do I say that? A 24-hour --  
25 forgive me. A 24-hour that monitors me. I also have an



1 elevator, which also protects me. And by law there is  
2 -- California law says there has to be a telephone  
3 landline in that. I really like everybody's comments  
4 whether positive or negative, but I --

5 (Timer notification.)

6 SPEAKER ACKERMAN: -- to at this point ask a  
7 vote against the landline in the name of people who have  
8 serious medical needs.

9 When I saw the map for Agoura Hills, I was  
10 terribly distressed and it's very scary because we do  
11 not have where I live in Agoura Hills in this  
12 mountainous area an opportunity if the landlines are  
13 taken away to find a way to get out or have any further  
14 communications. Because Ladyface Mountain is a big  
15 mountain that blocks a lot of things, and it would be to  
16 everybody's detriment to our community.

17 And I would unfortunately -- and I'm not just  
18 speaking alone for myself I am honestly speaking for all  
19 senior citizens in Agoura Hills and neighboring  
20 communities to please consider the needs of senior  
21 citizens.

22 I respectfully thank all of you for listening  
23 to me. I apologize if I was a bit off just now. But  
24 it's -- I feel very vulnerable, and I would hope that  
25 AT&T would continue working with everyone to find a

1 solution that would be in the best interest of everyone.

2 ALJ GLEGOLA: Thank you for calling in today,  
3 ma'am.

4 Can we please move to our next speaker?

5 THE OPERATOR: Our next speaker is Julie (sic)  
6 Scull. Sorry about that.

7 STATEMENT OF SPEAKER SCULL

8 Did you say Susie Scull?

9 THE OPERATOR: Yes, that's correct.

10 SPEAKER SCULL: I'm sorry. I didn't hear that.  
11 Last name is Scull, S-c-u-l-l. AT&T wants to  
12 discontinue its legacy copper landline with a sole  
13 purpose of increasing corporate profits and see its  
14 stock price rise. Over 7,000 customers have spoken up  
15 at the CPUC and left comments for the advisor's office  
16 and AT&T itself.

17 Members of the San Francisco Board of  
18 Supervisors and state and federal congress members such  
19 as Adam Schiff have spoken up against both of AT&T's  
20 applications. AT&T has served the public with excellent  
21 service for 125 years and is the only company that has  
22 the breadth of knowledge, experience, and capital to  
23 continue providing reliable landline service.

24 If AT&T were to discontinue its legacy  
25 landline, its stock price would continue to drop and

1 customers would be encouraged to boycott AT&T for a  
2 different cell phone company altogether.

3 I therefore encourage AT&T to withdraw both of  
4 its applications. And if they don't, certainly to have  
5 the CPUC to deny them.

6 Thank you very much.

7 ALJ GLEGOLA: Thank you for calling in.

8 Can we have our next speaker, please?

9 THE OPERATOR: Our next speaker is Joanne  
10 Wolfeld.

11 STATEMENT OF SPEAKER WOLFELD

12 Thank you. Can you hear me?

13 ALJ GLEGOLA: We can. Please continue.

14 SPEAKER WOLFELD: Okay. My name is,  
15 J-o-a-n-n-e. Last name is, W-o-l-f, like Fred, e-l-d. I  
16 agree with -- I oppose and reject AT&T's two  
17 applications. Listening to everyone who's spoke this  
18 afternoon about all the many issues that they're  
19 speaking about tonight. Particularly I want to add  
20 that, you know, AT&T wants to increase technology. And  
21 that may mean that they want to increase the radiation  
22 levels. We already have 4G, 5G. And 5G is millimeter  
23 wave frequencies. It looks like they're going to 6G,  
24 which is terahertz.

25 I don't know how we're going to survive

1 frankly. Radiation mutates cells. That's the real  
2 science. It causes cancer, head symptoms, tentative  
3 headaches, dizziness, and neurological conditions.

4 You know, AT&T's a Fortune 500 company  
5 controlled by State Street, Flat Rock, and Vanguard.  
6 These are three conglomerates. They do not have their  
7 consumers' best interests at heart.

8 (Timer notification.)

9 SPEAKER WOLFELD: I just want to close. In  
10 America we already have a hundred times more radiation  
11 24/7 than the next country down. That is Japan.

12 So please, please do not let them pull out the  
13 landline. Thank you.

14 ALJ GLEGOLA: Thank you for calling in.

15 Can we have our next speaker, please?

16 THE OPERATOR: Our next speaker is McKenzie  
17 Inglewood resident.

18 STATEMENT OF SPEAKER WRIGHT

19 Good evening. McKenzie is spelled  
20 M-c-K-e-n-z-i-e. Last name Wright, W-r-i-g-h-t. I just  
21 wanted to say that I support AT&T's effort to modernize  
22 the network and strongly support and hope that the CPUC  
23 will approve their application. I believe that network  
24 modernization is important to bridge the digital divide  
25 and there's an absolute need for that. And so my hope

1 is that we continue to allow AT&T to (indecipherable)  
2 its fiber network and continue to serve the customers  
3 and (indecipherable) the customers.

4 Thank you.

5 ALJ GLEGOLA: Thank you very much for calling  
6 in.

7 Can we have our next speaker, please?

8 THE OPERATOR: Our next speaker is Barbara  
9 Tykert.

10 STATEMENT OF SPEAKER TYKERT

11 Hello? Oh, yes, I'm here. Can you hear me?

12 ALJ GLEGOLA: We can.

13 SPEAKER TYKERT: Okay. Good. Yes. I want to  
14 -- the issues have been addressed. I want to address  
15 several issues, and I might note that there's -- I just  
16 saw in the news Pinnacles, California just had three  
17 earthquakes in a matter of days.

18 When the rock group, Iron Maiden, was flying  
19 into Tokyo, they had just had a tremendous earthquake.  
20 The tour was over. They plain had to go to another  
21 city. There was no cell phone service in Tokyo. The  
22 roads were not open, the port and airport were down, and  
23 we've had earthquakes here.

24 If that sort of thing happens to us, I assume  
25 there'd be no cell phone service. Personally in my home

1 if I'm sitting in a chair, usually I can hear something  
2 on the cell phone. Sometimes I have to lean forward.  
3 Sometimes it's garbled. But if I go out in the carport,  
4 sometimes there's no service. I get power losses  
5 frequently even though I'm near the wharf because  
6 there's storms in the hills and they go down.

7 And --

8 (Timer notification.)

9 SPEAKER TYKERT: -- earthquake in San  
10 Francisco. I was without power for days. But I had a  
11 landline and could call into work. When my father was  
12 dying in a town on the Arizona-California border, I  
13 could get no cell phone service and I had to use a  
14 landline. So this is significant.

15 The people I know -- many people who are  
16 disabled and middle-aged or old. They cannot afford a  
17 cell phone. They can't afford to buy a new one because  
18 the old ones become obsolete. They can't afford the  
19 payment. They have no need of one and this seems to not  
20 be taken into consideration.

21 I think summing up if you can think of one  
22 thing, it's the gentleman in Paradise who had no  
23 technology to get ahold of his family but a landline.

24 Once you say, "Well, there's all this alternate  
25 things and we have all within. There'll be no problem."

1 If all of these alternate things exist, why are there  
2 still dead zones? Why are there no fiber optics  
3 everywhere. I worked downtown in San Francisco --

4 ALJ GLEGOLA: Ma'am, can I ask you to wrap up,  
5 please?

6 SPEAKER TYKERT: -- had cut the fiber wires.  
7 So those apparently are not very technological.

8 I oppose PG -- the AT&T -- how do you turn this  
9 thing off? Anyway, I'm going to try and hang up.

10 Thank you, your Honor.

11 (End JAS-ZE).

12 (Start ABN-ZF).

13 ALJ GLEGOLA: Thank you for calling in.

14 Before going -- before going to our next  
15 speaker, I just -- I do want to mention to folks that we  
16 do have roughly 140 people in the queue; that means I am  
17 going to have to be asking people to stick to the one  
18 minute much more closely. I know that has upset a  
19 couple of people, most everybody is okay with it, and I  
20 do apologize for that, but there's 140 people in the  
21 queue that also want to speak.

22 So, I just want to make sure folks are aware of  
23 that.

24 If we could have our next speaker, please?

25 THE OPERATOR: Our next speaker is Jesse Nunez.

1 STATEMENT OF SPEAKER NUNEZ

2 Thank you so much for allowing me to speak. My  
3 name is Jesse Nunez, J-e-s-s-e N-u-n-e-z, and I am with  
4 the Culver City Chamber of Commerce. I am the president  
5 and CEO.

6 And I just wanted to point out that from a  
7 perspective of technology, and how much it's helped  
8 business and businesses survive the pandemic, we really  
9 want to make sure that we can upgrade the technology.  
10 Students -- the telehealth component was spoken about,  
11 but students in particular also benefitted and were able  
12 to, you know, thrive and survive during the pandemic.

13 Many of our businesses closed because of the  
14 inability to have technology that allowed them to -- to  
15 transition to an online economy, so at least from my  
16 perspective, we would urge you that you support -- and  
17 we support and urge you to approve of AT&T's request on  
18 both counts.

19 Thank you very much.

20 ALJ GLEGOLA: Thank you for calling in.

21 Can we have our next speaker, please?

22 THE OPERATOR: Our next speaker is Edward  
23 Hasbrouck.

24 Edward, your line is open.

25 (No response.)



1 THE OPERATOR: Your Honor, we will come back to  
2 Edward.

3 ALJ GLEGOLA: Thank you.

4 THE OPERATOR: Our next speaker -- you're  
5 welcome.

6 Our next speaker is Kathleen Brown.

7 STATEMENT OF SPEAKER BROWN

8 Yes, Kathleen Brown, K-a-t-h-l-e-e-n B-r-o-w-n.  
9 I live in rural Marin County. I am a senior who can't  
10 use cell phone due to electrosensitivity. If you do not  
11 have this sensitivity, you can't imagine how devastating  
12 it can be. It's real, and I am certainly not alone this  
13 in. There are many of us. Will you allow this proposal  
14 to pass without having an alternative carrier for people  
15 who absolutely cannot use cell phones? I am also a  
16 recipient of California Lifeline, which has been  
17 tremendously helpful as one trying to live on Social  
18 Security.

19 My landline is imperative for my safety and  
20 wellbeing and also, it's evident how crucial landlines  
21 were when cell phones were down last month as well as in  
22 emergencies.

23 I wholeheartedly agree with all of the valid  
24 points submitted in the letter to you from Positions For  
25 Safe Technology dated March 4th.

1           Please reject these applications and choose  
2 people over profits. Thank you very much.

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

5           THE OPERATOR: Our next speaker is Jason  
6 Joseph.

7                         STATEMENT OF SPEAKER JOSEPH

8           Hi. Jason, J-a-s-o-n, Joseph, J-o-s-e-p-h.

9           Just a little story. I came home this  
10 afternoon after having a -- visited a doctor, picked up  
11 the phone, there were a few messages; and it turns out  
12 that PG&E was calling to inform me that I was in an area  
13 that was having a blackout; and if I hadn't been called  
14 by PG&E, I wouldn't have known there was actually a  
15 blackout because it was daytime.

16           To get a fiber-optic system actually requires  
17 that you get a modem. A modem requires an electrical  
18 connection. Fiber optic does not allow for the time  
19 period of, oh, we have a power outage. You can't use a  
20 cell phone. You can't -- you know, you -- you can't  
21 charge a battery. You can't do anything, but you have a  
22 landline.

23           In an emergency, a landline is, in fact, a  
24 lifeline. They may seem as different things, but for an  
25 older person -- and besides America used to have an

1 attitude that if it -- if it saves one life, it's worth  
2 the expense, and I don't see why --

3 (Timer notification.)

4 SPEAKER JOSEPH: -- it's an either/or  
5 situation.

6 So, thank you for the opportunity to speak, and  
7 I wish that you guys deny AT&T.

8 Thank you. Goodnight.

9 ALJ GLEGOLA: Thank you very much for calling  
10 in.

11 Could we have our next speaker, please?

12 THE OPERATOR: Our next speaker is Angie, Los  
13 Angeles resident.

14 STATEMENT OF SPEAKER LOW

15 Yes, Angie Low. A-n-g-i-e, last name L-o-w.  
16 I'm a resident of Los Angeles, and I realize not too  
17 many people have called from Los Angeles, and I wanted  
18 -- want to remind that for every call that it's a no  
19 call, it represents thousands of residents who couldn't  
20 call in because of language limitations, physical  
21 immobility or age.

22 My plea is for you to reject both AT&T's  
23 applications. Landline is a crucial essential means of  
24 communication especially during emergencies, such as  
25 earthquakes, fire, landlines, home invasions -- yes,

1 home invasions and robberies in a big city.

2 Earlier this year, in February, AT&T and other  
3 cell phone providers had their cell -- cell services  
4 down. Landline is the only means of communication that  
5 is reliable.

6 In a 9-1-1 emergency, landline identifies  
7 people's home addresses so ambulances, fire, police can  
8 be dispatched to people's home's during medical  
9 emergencies --

10 (Timer notification.)

11 SPEAKER LOW: -- for robberies or home  
12 invasions, or any dire situation.

13 Remember, cell phones get hacked, not  
14 landlines. Also, cell phones are -- cell phones and its  
15 plans are very expensive, and they're always being  
16 upgraded to a more expensive model.

17 So, please, do not approve and please also  
18 ensure that seniors and low-income residents continue to  
19 have the California Lifeline credit and discount.

20 Thank you so much for consider -- for my  
21 consideration to this plea. Please vote no for this. I  
22 appreciate it.

23 Thank you.

24 ALJ GLEGOLA: Thank you for calling in today.

25 Can we have our next speaker, please?

1           THE OPERATOR: Our next speaker is Nancy  
2 Hadley.

3                         STATEMENT OF SPEAKER HADLEY

4           Hello, I am calling to urge the Public  
5 Utilities Commission to deny the -- both applications.

6           I have heard a lot from several people, you  
7 know, for and a lot for against. I am firmly against  
8 it. Back in February, when the -- when AT&T had their  
9 outage, if I had not had a landline to call 9-1-1 for my  
10 husband, I am not sure he would still be alive today.

11           We are both seniors and cell phone service in  
12 our area is very unreliable. We get bad connections  
13 when -- if there's an earthquake, which we have had out  
14 here, the cell phones go down and my landline is a  
15 lifesaver.

16           We also have a security system, which is  
17 connected to the landline, so to change the security  
18 system would cost us a lot of money, which we don't  
19 have, because all we have is Social Security as an  
20 income.

21           Also, in -- just for information, in the state  
22 of Washington requires that landlines be on property for  
23 safety reasons, and why AT&T still can do their fiber  
24 optics and everything, it's not that it has to be an  
25 either/or situation.

1 (Timer notification.)

2 SPEAKER HADLEY: They can do both.

3 Thank you so much for taking this call.

4 Goodnight.

5 ALJ GLEGOLA: Thank you for calling in.

6 Can we have our next speaker, please?

7 THE OPERATOR: Our next speaker is Edward

8 Hasbrouck.

9 STATEMENT OF SPEAKER HASBROUCK

10 My name is Edward Hasbrouck, H-a-s-b-r-o-u-c-k.

11 This is not just a rural issue. I live in San  
12 Francisco. I have a cell phone and VoIP service, but I  
13 also have a landline as a vital part of my earthquake  
14 preparedness.

15 After a big earthquake, restoring power will  
16 take days. Cell phone sites have battery backups that  
17 will last only a few hours, but one generator in a  
18 central office can maintain landline service  
19 indefinitely throughout an entire neighborhood.

20 In addition, every carrier, except the COLR  
21 carrier, have the right to refuse service for any  
22 reason.

23 I am a journalist, and I write critical stories  
24 about large companies. They can decide that I'm a  
25 troublemaker and cut off my phone. COLR obligations

1 have universal access to telecommunications making an  
2 important contribution to free speech and a free press.

3 Deny the application to withdraw COLR. Thank  
4 you.

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

7 Can we have our next commenter, please?

8 THE OPERATOR: Our next speaker is Clara  
9 Cooper.

10 STATEMENT OF SPEAKER COOPER

11 Hello, sorry about that. Hi, my name is Clara  
12 Cooper, C-l-a-r-a C-o-o-p-e-r.

13 I ask that AT&T's request to discontinue  
14 landline service be denied. I live in a suburban area  
15 of the San Francisco Bay Area, and landline service is  
16 critical in times when power is out, and for the safety  
17 that are unable to learn to use other services.

18 We recently lost power for three days due to a  
19 windstorm. My VoIP phone didn't work anymore. My cell  
20 phone battery died, but my landline reliably worked the  
21 entire time. During this time, one of my children in  
22 college on the east coast had a medical emergency.  
23 Luckily, they were able to reach us because we have a  
24 landline. I cannot imagine what would have happened had  
25 we been unreachable.

1 UC Berkeley says there's a 63 percent chance of  
2 a 6.7 or higher earthquake in the Bay Area in the next  
3 12 years. When this happens, power outages will last  
4 more than three days. We will need landline service to  
5 call for emergency service and other needs.

6 My elderly parents are unable to learn how to  
7 use a cell phone. We've tried a smartphone. We've  
8 tried a flip phone; they just can't learn it. Their  
9 landline enables them to continue to live independently  
10 in their home, because help is only a phone call away.  
11 I would hate to take away this from them.

12 Please deny AT&T's request to discontinue  
13 landline service.

14 Thank you.

15 ALJ GLEGOLA: Thank you for calling in today.

16 Could we have our next speaker, please?

17 THE OPERATOR: Our next speaker is Rob Avalon.

18 STATEMENT OF SPEAKER AVALON

19 Good afternoon. I am here on behalf of the  
20 California Asian Pacific Chamber of Commerce and the  
21 Sacramento Asian Chamber of Commerce representing many  
22 businesses across the state.

23 We are in support of the request made by AT&T  
24 for the items before you today. This is process that  
25 will take multiple years and home phone services and



1 emergency access will still be preserved, as well as  
2 (indecipherable) for backup power accessibility and  
3 network performance.

4 We believe this is a step in the right  
5 direction and it is crucial to embrace innovation and  
6 make this transformation.

7 We are in support of the (indecipherable)  
8 before you today.

9 ALJ GLEGOLA: Thank you very much for calling  
10 in.

11 Could we have our next speaker, please?

12 THE OPERATOR: Our next speaker is Katie  
13 Teller-Ijen.

14 STATEMENT OF SPEAKER TELLER-IJEN

15 Hello, I'm Katie Teller-Ijen. I am calling  
16 from Oakland, and I am calling in to support this  
17 application because, ultimately, it means getting  
18 better, more modern services.

19 You know, the evolution to better technology is  
20 inevitable, and I think that we can address people's  
21 fears as part of that process, but we shouldn't stop it  
22 from happening in the first place.

23 If the CPUC lets people have the access and the  
24 information that they need to be a part of this progress  
25 and how we communicate. My mom is a great example. She

1 was afraid to give up her copper home phone. She came  
2 around when she got a VoIP phone with a higher-speed  
3 internet; and so, now she has voice over IP and it comes  
4 with a backup battery that keeps her connected. She was  
5 super nervous about it, which is totally normal, but  
6 once she used it, she trusted it. So, when the power  
7 goes out, we know that she has both a home phone and  
8 internet that will still both work.

9 I understand why some people are nervous about  
10 switching, but we can't just shrug our shoulders, and we  
11 can't leave people behind on a dying technology; that  
12 isn't an answer either.

13 So, I would just urge the CPUC to figure out  
14 how to get everyone better connected.

15 Thank you.

16 (Timer notification.)

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

19 Could we have our next speaker, please?

20 THE OPERATOR: Our next speaker is Samantha  
21 Martinez.

22 STATEMENT OF SPEAKER MARTINEZ

23 Hi, thank you. Samantha Martinez.

24 I am calling in to support AT&T's applications.  
25 I really think that California needs to plan for the

1 future and our state should really be incentivizing  
2 telecom companies to invest in modern technologies.

3 We should be working to make sure that all of  
4 our communities have access to high-speed internet for  
5 things like education, healthcare and other vital uses.

6 I think that in areas where there are plenty of  
7 technology options, companies should be investing in  
8 upgrades and new services and not spending a lot of  
9 money on old technologies.

10 I hear a lot of people with a lot of concerns,  
11 and it sounds like there is a little bit of  
12 misinformation, but I really hope that you approve these  
13 applications.

14 Thank you.

15 ALJ GLEGOLA: Thank you very much for calling  
16 in.

17 Could we have our next speaker, please?

18 THE OPERATOR: Our next speaker is Priscilla  
19 Kasha.

20 STATEMENT OF SPEAKER KASHA

21 Hello, my name is Priscilla Kasha. I am an  
22 attorney, and I am vehemently opposed to this proposal.

23 We live in Glenoaks Canyon in Glendale, zip  
24 code 91206, which is included in AT&T's proposed maps  
25 for mobile and landlines, yet we get zero AT&T wireless

1 reception. We cannot receive or make any calls on our  
2 AT&T cell phones, because there are no cell towers.

3 AT&T offered us a free MicroCell, but later  
4 stopped supporting them, and their solution to this  
5 problem was to force us to buy expensive repeaters for  
6 \$200, which are totally unreliable. AT&T no longer  
7 services its landlines, and it's egregious to even  
8 suggest discontinuing landlines in the very same areas  
9 where AT&T provides no cell coverage.

10 My parents are 87 years old and have had their  
11 landline for 50 years and don't own or know how to use  
12 cell phones. My father worked as an AT&T manager for 40  
13 years and always advised me to never get rid of my  
14 copper landline, because it's the only reliable means of  
15 communication during power outages and natural  
16 catastrophes like earthquakes.

17 Please reject this misguided and observed  
18 proposal. Thank you, and it's spelled P-r-i-s-c-i-l-a.  
19 Last name K-a-s-h-a.

20 Thank you.

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

23 Can we have our next speaker, please?

24 THE OPERATOR: Our next speaker is Mischa  
25 Lorraine.

1 STATEMENT OF SPEAKER LORRAINE

2 Hello, my name is Mischa Lorraine. That's  
3 M-i-s-c-h-a, last name Lorraine, L-o-r-r-a-i-n-e.

4 I am calling to ask you to please reject AT&T's  
5 two requests to eliminate landlines. I -- cell phones  
6 were introduced and marketed as a redundant feature.  
7 Without landlines, we do not have the redundant systems  
8 that are so important to our stability as a community.

9 Thank you.

10 ALJ GLEGOLA: Thank you very much for calling  
11 in.

12 Could we have our next speaker, please?

13 THE OPERATOR: Our next speaker is Maureen  
14 Milton.

15 STATEMENT OF SPEAKER MILTON

16 Good evening, everyone. Thank you so very  
17 much. My name M -- Maureen, M-a-u-r-e-e-n, M-i-l-t-o-n.

18 I want to state that earlier this afternoon,  
19 they mentioned about the cordless phone. Cordless  
20 phones do not work in 9-1-1 situations. Also, for the  
21 techies that talked earlier this afternoon, they said  
22 that they -- you know, pro -- advancement, advancement;  
23 and if we hadn't have had ancient math, NASA would have  
24 never gotten John Glenn to the moon -- or to outer space  
25 and back. That is taken from the movie Hidden Figures.

1           So, the past is very, very important in the  
2 future, and when something works and is there to help  
3 everyone, that is most important. It should not be  
4 taken away.

5           I am --

6           (Timer notification.)

7           SPEAKER MILTON: -- disabled, and I thank you  
8 so very much; and I am looking forward to the results.

9           Thank you. Bye.

10          ALJ GLEGOLA: Thank you very much for calling  
11 in.

12          Could we have our next speaker, please?

13          THE OPERATOR: Our next speaker is Nancy  
14 Gutierrez. ]

15                 STATEMENT OF SPEAKER GUTIERREZ

16           My name is Nancy, N-a-n-c-y, Gutierrez,  
17 G-u-t-i-e-r-r-e-z. I'm from Palm Desert, California. I  
18 am asking you to please reject both AT&T requests.

19           I have a flip cell phone, and when I use it,  
20 the phone gets really hot against my ear, and it's not  
21 always reliable. I keep this cell phone because my  
22 parents' AT&T digital phone service blocks my calls from  
23 my (indecipherable) phone. I called AT&T twice with no  
24 remedy. Being on the edge of town, oftentimes my cell  
25 phone will not work. Also a tree pulled my cable lines

1 down, and I had no internet digital phone, no home  
2 phone, for three weeks.

3 All Californians deserve to have a reliable  
4 lifeline. I really want a copper landline back, and I  
5 really tried to look into it, but I feel like I've been  
6 fooled every single step I tried. I live in Riverside  
7 county. This is about our safety. Clearly, with  
8 comments, you must reject this. Yes. AT&T is a profit  
9 scam, and their greed means people will die. Please  
10 vote --

11 (Timer notification.)

12 SPEAKER GUTIERREZ: Thank you for your time.

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

15 If I could just remind some folks, before we go  
16 to our next speakers, if you could remember to state and  
17 spell your name. It's going to be particularly  
18 important because we're having some technical issues  
19 just on our end, so that's why I'm asking for it.

20 So can we have our next speaker, please.

21 THE OPERATOR: Our next caller is Julia  
22 Parrish. Go ahead.

23 STATEMENT OF SPEAKER PARRISH

24 Julia Parrish, P-a-r-r-i-s-h. I need my  
25 landline, and most sincerely request that AT&T remains

1 the Carrier of Last Resort. I have reliable internet,  
2 but it's not an adequate replacement for my landline.  
3 They are not mutually exclusive, and the pursuit of  
4 providing high-speed internet service can continue,  
5 while still keeping landline phone infrastructure.

6 When our electricity goes out, I can still use  
7 my landline. When AT&T's cell service went down last  
8 month, which is February, my landline still worked.  
9 Businesses that use landlines will suffer if landlines  
10 were to be discontinued especially since VoIP service  
11 may also be discontinued in the future.

12 Cell phone systems are vulnerable to hackers  
13 and it is always a good idea to have redundancies in  
14 place. If cell phone service is interrupted long term,  
15 people can simply activate landline service if the  
16 landline infrastructure is maintained. Thank you.

17 ALJ GLEGOLA: Thank you very much for calling  
18 in.

19 Can we have our next speaker, please.

20 THE OPERATOR: Our next caller is Nina Beety  
21 you may go ahead.

22 (Reporter clarification.)

23 STATEMENT OF SPEAKER BEETY

24 Nina Beety, B-e-e-t-y. I'm calling on a  
25 landline. Sorry. I had you on speaker phone. I ask



1 you to grant Public Advocates' motion to dismiss AT&T's  
2 Application 23-03-003 with prejudice. Copper landlines  
3 are indispensable, vital infrastructure. AT&T reps  
4 slander this premier system.

5 Is reliable telephone and 911 service outdated  
6 or antiquated or dying? In a power outage, alternatives  
7 do not provide telephone service once batteries die.  
8 February's network outage showed AT&T's alternatives are  
9 fragile and intermittent. Landline customers haven't  
10 left voluntarily. It's forced attrition due to poor  
11 AT&T service, rising cost, refusal to provide landlines,  
12 aggressive marketing of systems and robocalls. AT&T  
13 applied last March, but the public didn't get notified  
14 until January.

15 The CPUC's notice didn't mention landlines,  
16 didn't define terms, and there was no link for  
17 information, and it was guaranteed to be thrown in the  
18 trash. How many more people would have called today?

19 Alternatives must be appropriate. For  
20 people --

21 (Timer notification.)

22 SPEAKER BEETY: -- sensitivity like me and  
23 other EMF sensitive disabilities, they have no safe  
24 accessible telephone. And 911 service without landlines  
25 would violate state laws and federal laws, and without

1 COLR, discrimination would be the rule. This is like  
2 the red car trolly debacle in Los Angeles. Don't do it.  
3 Reject AT&T's application for the sake of all  
4 Californians. Thank you.

5 ALJ GLEGOLA: Thank you very much for calling  
6 in.

7 Could we have our next speaker, please.

8 THE OPERATOR: Our next caller is Zenith Jones.  
9 You may go ahead.

10 STATEMENT OF SPEAKER JONES

11 Hi. My name is Zenith Jones, Z-e-n-i-t-h  
12 J-o-n-e-s. And I just want to call in and make sure  
13 that my voice is heard. I disagree with the passing of  
14 these two applications. I pray that you please do not  
15 pass them. I am also asking that you consider where the  
16 money went that was supposedly relegated to maintain the  
17 copper landline. I know that a business does not just  
18 have funds just sitting there. I'm sure that they were  
19 redirected into some other form or fashion.

20 AT&T is a huge giant. They can walk and chew  
21 gum. Modern age -- modernization -- sorry. I'm a  
22 little nervous -- doesn't need to come at the cost of  
23 the landline. They can do both and be successful.

24 I ask, again, please make the notices more  
25 relevant: Who, what, where, when, why; dates and times

1 and maps; better maps because you if examine the one  
2 they've got on the site, you'll see that north to south  
3 and mainly along the main highways and byways, and it's  
4 like --

5 (Timer notification.)

6 SPEAKER JONES: Who put the boundaries in  
7 place? Why are they not everywhere? You would think  
8 that if it was something that was vital and it needed to  
9 be done, it would include the entire state, not just  
10 bits and pieces along the landlines. Thank you for your  
11 time and I apologize for going over.

12 ALJ GLEGOLA: Thank you for calling in today.

13 Can we have our next speaker, please.

14 THE OPERATOR: Our next caller is Rose Stout.  
15 You may go ahead.

16 STATEMENT OF SPEAKER STOUT

17 Hello, folks. Hello. How are you doing this  
18 evening?

19 ALJ GLEGOLA: Doing great. Please continue.

20 SPEAKER STOUT: Thank you for taking my call.  
21 I appreciate it very much. R-o-s-e S-t-o-u-t.

22 Hey, I'm not opposed to, you know, advancing  
23 technology or making a dollar. I'm not opposed to that  
24 whatsoever. That's one of our American freedoms, but  
25 when you take a freedom and you think it entitles to

1   infringe upon the rights and to discriminate against the  
2   seniors, those that are disabled, those that live in  
3   rural areas, or even like myself, I'm a senior citizen,  
4   permanently disabled. My landline is my lifeline.

5           I live on a limited income. I have family and  
6   friends who live in rural areas. That is their only way  
7   of communicating. That's why the telephones were  
8   created -- was for communication.

9           AT&T can do both. They have the capacity.  
10   They have know-how, and they can do it. I urge you,  
11   please, to reject both applications. Thank you very  
12   much for your time, and you have a wonderful evening.

13           ALJ GLEGOLA: Thank you for calling. And,  
14   likewise.

15           Can we please have our next speaker.

16           THE OPERATOR: Our next caller is Kathleen  
17   Sapington. You may go ahead.

18           STATEMENT OF SPEAKER SAPINGTON

19           Hi. Good evening. I'm calling from Northern  
20   California, Shasta County, and I'm hoping that you will  
21   also deny these requests. I am calling from a landline.  
22   I have a cell phone, but it does not work where I live.  
23   I'm also a social worker, and many of my clients rely on  
24   their landlines for emergency reasons as well as just  
25   for medical reasons.

1           So I am hoping that you'll deny it because, as  
2 I mentioned, my cell phone does not work at all at my  
3 house because of the rural area that I live in. Three  
4 years ago, when I had a fire at my home, had I not had  
5 my landline, I would have lost absolutely everything.  
6 It was only the fact that I had the landline that I was  
7 able to call for first responders. Thank you.

8           ALJ GLEGOLA: Thank you very much for calling  
9 in.

10           Can we have our next speaker, please.

11           THE OPERATOR: Our next caller is Rick MacLeod.  
12 You may go ahead.

13           STATEMENT OF SPEAKER MacLEOD

14           This is Rick MacLeod. Can you hear me?

15           ALJ GLEGOLA: We can. Please continue.

16           SPEAKER MacLEOD: Okay. Rick MacLeod,  
17 M-a-c-L-e-o-d, Aptos, California, in Santa Cruz County.  
18 I would say -- I -- we have no cell service, no cell  
19 service at our house. We're concerned about radiation  
20 and EMF from cell towers and the cell phone. We have  
21 frequent power outages. Depended on our landline.

22           And in light of the recent AT&T cell phone  
23 failure as well as Verizon cell failure, I don't know  
24 why you're trying to push getting rid of landlines. I  
25 want to say I attended the Santa Cruz Board of

1 Supervisors meeting with AT&T, and what came out was  
2 that a lot of people are leaving landlines, not because  
3 they want to, but because of deterioration of service,  
4 either maybe unintentional or intentional sabotage;  
5 failure to maintain or refusal to maintain; failure to  
6 repair.

7 So people are -- and the escalating cost have  
8 left people often with no choice, but to migrate over to  
9 cell phones, not because they want to.

10 So what I want is a landline with no wireless  
11 gap; free of radiation, and immune to power outages like  
12 we've had for decades and decades and decades.

13 (Timer notification.)

14 SPEAKER MacLEOD: Thank you very much.

15 ALJ GLEGOLA: Thank you very much for calling  
16 in.

17 Can we have our next speaker, please.

18 THE OPERATOR: Our next speaker is call Karl  
19 Boettcher. You may go ahead.

20 STATEMENT OF SPEAKER BOETTCHER

21 I live in -- Karl, K-a-r-l, Boettcher,  
22 B-o-e-t-t-c-h-e-r. I live in eastern Humboldt County.  
23 I'm talking to you on a landline right now. I have to  
24 drive two-and-a-half miles.

25 If I had a cell phone, that's the only way I

1 could make a call, and I don't have a cell phone. I've  
2 been an AT&T customer for 34 years here at this  
3 location, and if they pull out, I really feel that it  
4 would also devalue my property. So I'm all for having a  
5 landline.

6 And I hope you guys can figure out how to  
7 maintain it and still have a profitable business. Thank  
8 you very much.

9 ALJ GLEGOLA: Thank you for calling in today.  
10 Can we have our next speaker.

11 THE OPERATOR: Our next caller is Dana Reed  
12 with Santa Clara County. You may go ahead.

13 STATEMENT OF SPEAKER REED

14 Good evening. Dana Reed, D-a-n-a R-e-e-d. I'm  
15 the Director of Emergency Management for the County of  
16 Santa Clara. On March 12, 2024, the Board of  
17 Supervisors for the County of Santa Clara directed  
18 county administration and county counsel to engage in  
19 this CPUC proceeding regarding AT&T's application to  
20 withdraw as a Carrier of Last Resort and to advocate on  
21 behalf of the county residents who will be adversely  
22 impacted by this action.

23 As a Carrier of Last Resort, AT&T is required  
24 to provide landline phone service upon request to all  
25 customers within their service territory. Many Santa

1 Clara county residents live in areas where mobile phone  
2 and internet service is nonexistent or spotty, relying  
3 on landline telephone services, especially in an  
4 emergency.

5 This is particularly true in Tier 2 and Tier 3  
6 high-fire districts where residents have experienced  
7 repeated problems with the loss of cell service and  
8 emergencies and power outages.

9 In order to protect the public and ensure that  
10 all residents have access to safe, reliable, and  
11 affordable telephone service, residents must continue to  
12 have access to Carrier of Last Resort basic service.

13 I look forward to further participating in  
14 these proceedings and will seek party status shortly.  
15 Thank you for allowing us to speak this evening. Thank  
16 you.

17 ALJ GLEGOLA: Thank you for calling in.

18 Can we have our next speaker, please.

19 THE OPERATOR: Our next speaker is Laura Mingo.  
20 You may go ahead.

21 STATEMENT OF SPEAKER MINGO

22 Okay. My name is Laura Mingo and also on  
23 behalf of Ruby Mingo. L-a-u-r-a R-u-b-y M-i-n-g-o.

24 My mother has had her phone for 70 years. She  
25 is 88 years old. And I've had mine for 45 years.



1 I'm 62. I'm a senior citizen, and I'm legally  
2 blind; so I have to ride the bus. So when I ride the  
3 bus, I don't have a phone. I don't do cell phones.  
4 Phone is for home. When you get home, that's when you  
5 answer your phone and when you talk on your phone.  
6 You're not out on the street telling all your business.

7 So, please, leave the landline. That's the  
8 only thing I have is the landline. When there's an  
9 emergency -- the power went out here the other week. I  
10 was able to call and check why the power went out. My  
11 mother couldn't. She has a landline, but she was in  
12 bed, so I called to find out why the power went out.

13 So we need landlines. We must keep our  
14 landlines. I had to task -- AT&T put my landline in a  
15 glide loop because they tried to hook it with hers.

16 I said, No. If her phone goes out, there's no  
17 phone in the house. I need a phone. I am 62-years-old  
18 and I need a phone as a senior citizen. And I don't  
19 want a cell phone. I don't have money to pay that bill.  
20 I have money to pay one bill, landline only. Thank you.

21 You just need to throw this case out, out of  
22 court. Period. It's just a money grab. That's it.  
23 Thank you.

24 ALJ GLEGOLA: Thank you for calling in today.

25 Can we have our next speaker, please.

1           THE OPERATOR: Our next caller is Shirley Mack.  
2           You may go ahead.

3                         STATEMENT OF SPEAKER MACK

4           Yes. Shirley Mack, S-h-i-r-l-e-y M-a-c-k. I'm  
5           calling from Hayward, California, and I'm calling to  
6           support an option to keep landline services and phones  
7           and for the PUC to reject both proposals from AT&T to  
8           get ride of landline services.

9           Why? Because landline phones are essential and  
10          reliable in emergencies, power outages, hacking. They  
11          provide more privacy and security. The sound is better  
12          for those that are hard of hearing. And as a cancer  
13          survivor, the radiation exposure is less on a landline  
14          than a cell phone.

15          In the '89 earthquake, when I lived in  
16          San Francisco, my home was the telephone center because  
17          the landline phone was the only one working, and it  
18          allowed tenants to call their relatives out the state to  
19          let them know that they were okay. I've had two  
20          emergency surgeries. I could only get emergency help by  
21          using my landline phone. The cell phone does not work.

22                         (Timer notification.)

23          SPEAKER MACK: I'm calling you now from a  
24          landline because my cell phone does not work and AT&T  
25          does not know why it's not working. I really implore

1 you to not vote for these two proposals from AT&T to get  
2 rid of landlines. We should have an option wherever we  
3 live to have a landline. Thank you.

4 ALJ GLEGOLA: Thank you for calling in today.  
5 Can we have our next speaker, please.

6 THE OPERATOR: Our next caller is Christina  
7 Ruelas. You may go ahead.

8 STATEMENT OF SPEAKER RUELAS

9 Hello. My name is Christina Ruelas. The last  
10 name is spelled R-u-e-l-a-s. I am in Sacramento,  
11 California. My mother also is in Sacramento,  
12 California, and I have many relatives in the Sacramento  
13 area. And I am requesting that the CPUC make a decision  
14 for once -- of long other times -- in the best interest  
15 of the community and for the people. That you reject  
16 AT&T's proposal on the -- both of the proposals, that  
17 you reject them.

18 This decision of what they're trying to do  
19 targets senior citizens, low-income people, ethnic  
20 groups, disabled, and plus to mention that a lot of  
21 medical alert systems also rely on landlines. And can  
22 you just imagine the chaos that this will cause because  
23 landlines are used in hospitals, city and county, and  
24 state and federal buildings? They all use landlines.  
25 And wireless is not a reliable source, especially during

1 catastrophes or disasters.

2 (Timer notification.)

3 SPEAKER RUELAS: Could you please make a  
4 decision in favor of the people, not like how you did  
5 with allowing PG&E to have their rate hikes twice. Make  
6 a decision in favor of the people in the community.  
7 Thank you so much.

8 ALJ GLEGOLA: Thank you for calling in.  
9 Can we have our next speaker, please.

10 THE OPERATOR: Our next speaker is Aldo Macias  
11 Arellano. You may go ahead.

12 STATEMENT OF SPEAKER MACIAS ARELLANO

13 Thank you. My name is Aldo Macias Arellano,  
14 A-l-d-o M-a-c-i-a-s A-r-e-l-l-a-n-o, calling from Pico  
15 Rivera in LA county. Also representing Equality  
16 California, the state's leading LGTBQ rights  
17 organization. I'm joining to express my support for  
18 AT&T's proposal to transition to a more technology.

19 The technology is not a convenience. It's a  
20 necessity in today's world. As we continue to rely on  
21 technology for work, education, and healthcare and  
22 staying connected with loved ones our reliable and  
23 efficient internet access is paramount.

24 As an AT&T customer of over 20 years, I believe  
25 that AT&T should invest more in future, basic technology

1 such as fiber-optic networks. Fiber optics offers  
2 greater reliability and a capacity to meet increasing  
3 demand in a digital society. By embracing fiber, we can  
4 assure that all members of our community, including  
5 LGBTQs, have access to the resources and sometimes  
6 lifesaving opportunities that come with a reliable  
7 internet connectivity. Thank you very much for your  
8 time.

9 ALJ GLEGOLA: Thank you for calling in.

10 Can we have our next speaker, please.

11 THE OPERATOR: Our next caller is Rena Nayyar.

12 You may go ahead. ]

13 STATEMENT OF SPEAKER NAYYAR

14 My name is Rena Nayyar, R-e-n-a; Nayyar,  
15 N-a-y-y-a-r. Davis, California. So not a rural area.  
16 Please reject AT&T's application. I depend on my  
17 landline for a variety of reasons. As others said,  
18 they're more reliable during emergencies and can't be  
19 hacked. They also have better reception. When I call  
20 my sister who lives in a rural area, the reception is  
21 really bad sometimes with her phone that has voice over  
22 internet. Landlines are still relevant because they  
23 work better.

24 Cell phones and Wi-Fi shouldn't be the only  
25 other alternative because they pose long-term health

1 risks including cancer. My evidence of this comes from  
2 hours of researching this at the UC Davis library with  
3 the help of a reference librarian. So I really think  
4 this health effect needs to be taken more seriously.

5 And also I often call in areas with poor cell  
6 reception so cell phones are also not the answer. From  
7 what I looked up, AT&T is making billions of dollars in  
8 profits, as others have said, and should be able to  
9 provide -- continue providing existing services even  
10 while it's still upgrading as needed.

11 So it's not just a one or the other kind of  
12 thing. I think we need to maintain our landlines as an  
13 enduring viable option for the future.

14 So thank you.

15 ALJ GLEGOLA: Thank you for calling in today.

16 Can we have our next speaker, please?

17 THE OPERATOR: Our next caller is Ern Moor.

18 You may go ahead.

19 STATEMENT OF SPEAKER MOOR

20 Hello. Can you hear me.

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

22 SPEAKER MOOR: Okay. Thank you so much. I'm  
23 sorry about that. Ern Moor. I'm here to also voice the  
24 opinion of pretty much what I've been hearing  
25 (indecipherable) tonight. It's very imminent that some

1 point in the near future that there might be some  
2 natural disaster, you know, invasion (indecipherable)  
3 proceeding that might endanger lives of all Americans.  
4 And we live (inaudible) hope of populations. You know,  
5 (inaudible) get more out --

6 (Audio failure.)

7 ALJ GLEGOLA: I'm sorry. I'm sorry, sir. Sir?  
8 I'm sorry to interrupt you. You're not coming in very  
9 clearly.

10 SPEAKER MOOR: Okay. I'm sorry. I just want  
11 to say please reject -- thank you, your Honor. Thank  
12 you, commissioners. Please reject AT&T's proposal.  
13 It's a well known fact that AT&T has not managed their  
14 company properly. It's obviously segregated its  
15 services. The amount of employees have tremendously  
16 plunged. The company -- (indecipherable). It's not in  
17 the best interest of the people and (indecipherable)  
18 over a hundred years.

19 Thank you.

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

22 Can we have our next speaker, please?

23 THE OPERATOR: Our next caller is Christine C.  
24 You may go ahead.

25 ///

1 STATEMENT OF SPEAKER C

2 To the California Public Utilities Commission,  
3 landlines that AT&T have provided for decades in  
4 California serve an essential need for a substantial  
5 portion of Californians including the towns near  
6 Sacramento like Fair Oaks, California.

7 When internet and cell phones have poor  
8 service, landline consistently works. This is essential  
9 in our lives especially during emergencies.

10 AT&T's technology is core infrastructure for  
11 California like they did when they were first created  
12 many decades ago. Landline serve customers and have  
13 become an even more integral part of our world.

14 Thank you for taking time for my comments in  
15 opposition to AT&T's requests, and thank you for your  
16 consideration.

17 ALJ GLEGOLA: Thank you for calling in today.

18 Can we have our next speaker, please?

19 THE OPERATOR: Our next caller is Marilyn Hess.

20 You may go ahead.

21 STATEMENT OF SPEAKER HESS

22 Yes. I released my mute. Can you hear me  
23 okay? Am I loud?

24 ALJ GLEGOLA: Yes. We can hear you just fine.  
25 Please continue.



1           SPEAKER HESS: Thank you. Last name is Hess,  
2 H, as in Harry, e-s-s, as in "Sam" "Sam." Please start  
3 my minute now because I do not live in a rural area, but  
4 I have had a landline for 42 years in Arcadia,  
5 California, Southern California, an area that's targeted  
6 to remove landlines.

7           Please to the CPUC, I request that you reject  
8 both applications of AT&T. We don't want to lose AT&T.  
9 They have the quality and all of the landlines are  
10 there. A lot of it's done. There is funds for them to  
11 repair and continue to repair the areas that need it. I  
12 hope no one ever has to go through what I went through  
13 seven days and seven nights without power, because in  
14 November 2011, we had a terrible windstorm and many of  
15 the transformers on Live Oak went out, and they took out  
16 the City of Temple City and Arcadia. And imagine  
17 please -- listen to everyone today.

18           The blind, the hearing impaired, the seniors,  
19 those that need the landline for a lifeline for medical  
20 purposes.

21           (Timer notification.)

22           SPEAKER HESS: -- low-income disabilities  
23 please. And my sister in Monterey Park she's had her  
24 landline for 71 years. I've had mine for 42.

25           So please. We are loyal and I'm paying more

1 now for my landline, and we're loyal to AT&T. Don't let  
2 them abandon us. Please reject this.

3 Thank you.

4 ALJ GLEGOLA: Thank you for calling in.

5 Can we have our next speaker, please?

6 THE OPERATOR: Our next caller is Ruth Rhodes.

7 You may go ahead.

8 STATEMENT OF SPEAKER RHODES

9 Hello. This is Ruth Rhodes. Thank you for  
10 taking my call, R-u-t-h R-h-o-d-e-s. Representing Five  
11 County Central Labor Council. Our membership is 8,500  
12 members of 26 labor unions, and we stand in opposition  
13 to the applications by AT&T to abandon the COLR and the  
14 ETC classifications.

15 Our area it covers Modoc, Trinity, Tehama  
16 Shasta, (indecipherable), most of it rural, and about 25  
17 percent of our memberships only have landline service.  
18 And they can only use cell phones when they come into  
19 town.

20 We are like everyone else who has testified  
21 today and in prior hearings. We are subject to lots of  
22 emergency issues with fire and wind damage and we  
23 respect the Commission's decision to conduct these  
24 hearings. But we do tell them, please, all of you  
25 vote -- reject the applications by AT&T to abandon

1 service.

2 Thank you.

3 ALJ GLEGOLA: Thank you for calling in.

4 Can we please have our next speaker?

5 THE OPERATOR: Our next caller is Susan Bardet.

6 You may go ahead.

7 STATEMENT OF SPEAKER BARDET

8 Yes. Hi. My name is Susan Bardet, B, as in  
9 Berry, a-r-d, as in David, e-t, as in Tom. And I use  
10 internet all the time. I use a cell phone all the time.  
11 I also have a landline. I have found that it is crucial  
12 to rely on my landline because so often -- I live in  
13 Hillsborough, California, which is 20 miles south of  
14 San Francisco. Everyone in our town has poor cell  
15 service and internet that goes out all the time off and  
16 on off and on.

17 And what's really important is often in  
18 emergency cell service is reserved for first responders.  
19 And so even if the internet is up and running, it's  
20 unlikely that first responders or family members would  
21 be monitoring emails during a crisis or during a  
22 relative's health emergency.

23 That means landlines are the only reliable way  
24 for California citizens to remain safe and be able to  
25 reach out to get the help they desperately need.

1           You know, the man that spoke earlier about his  
2 mom being thrilled about a cell phone and being able to  
3 call an ambulance that way. Well, if there had been a  
4 crisis and she still needed to go to the hospital and  
5 get an ambulance without a cell phone -- without a  
6 landline, she wouldn't be able to do it.

7           (Timer notification.)

8           SPEAKER BARDET: Thank you very much for your  
9 consideration. I hope you reject AT&T's application.

10          Thank you.

11          ALJ GLEGOLA: Thank you for calling in.

12          Can we have our next speaker, please?

13          THE OPERATOR: Our next caller is Brian Lewin.

14          You may go ahead.

15                 STATEMENT OF SPEAKER LEWIN

16          Yes. Can hear me?

17          ALJ GLEGOLA: We can hear you. Please  
18 continue.

19          SPEAKER LEWIN: Okay. Thank you. My name is  
20 Brian, B-r-i-a-n; Lewin, L-e-w-i-n, from Rosemead,  
21 California. For me personally, the landline is kind of  
22 an emergency backup when the power goes out. And also  
23 for my mother because sometimes we have issues like she  
24 sometimes forgets to turn her -- the ringer on her cell  
25 phone on and so forth.

1 But also really this is -- it's clearly about  
2 social justice, social equity, and -- versus money grab.  
3 People need landlines. There are people who have no  
4 viable alternative. AT&T says, "Oh, yeah. We're going  
5 to get this to everybody. We're going to create  
6 alternatives, et cetera, et cetera, et cetera." Let  
7 them prove it first.

8 If they want to take away the traditional  
9 landline that runs when the power goes out as many  
10 people have said, and I have friends who live in Temple  
11 City during that power outage that the woman just  
12 mentioned, and they -- that was their lifeline too.  
13 Because after seven days, your cell phone's dead. Even  
14 if you have one, it's dead. And fiber's great until the  
15 power goes out. Then it's dead. So if they want to get  
16 rid of it, fine. But --

17 (Timer notification.)

18 SPEAKER LEWIN: -- let them create the  
19 alternative first before you let them do it.

20 Thank you.

21 ALJ GLEGOLA: Thank you for calling in.

22 So before continuing, I just want to mention so  
23 we've heard from, if my count is correct, 84 people.  
24 And I'm told that we have about a hundred people  
25 waiting. So some of us probably need a short break. So

1 we will be back in 10 minutes. So that's going to be  
2 8:41. We very much appreciate everyone staying with us.

3 We are off the record.

4 (Off the record.)

5 ALJ GLEGOLA: We will go back on the record  
6 from our break.

7 Before continuing with our speakers, I'll just  
8 note a couple reminders. One, please keep to a minute.  
9 We still -- last looked there's roughly a hundred people  
10 waiting. If for some reason we're taking too long for  
11 you because it is getting late into the night, we're  
12 still going to be here. But it's -- if you see the --  
13 for whatever reason you can't if you are watching our  
14 live video feed, you already see two websites that you  
15 can go to to provide written comments.

16 If you are just listening to us, the comments  
17 are at -- the website to go to is [www.cpuc.ca.gov](http://www.cpuc.ca.gov).

18 With that can we please have our next speaker?

19 THE OPERATOR: Our next caller is Christina  
20 Alis Berteau.

21 You may go ahead.

22 STATEMENT OF SPEAKER BERTEAU

23 Okay. Thank you. Berteau, B-e-r-t-e-a. Please  
24 reject AT&T's applications. Saving our landlines is a  
25 safety issue as we've heard because it's the only

1 reliable form of communication in power outages and  
2 emergencies. It's a public health issue because forcing  
3 people to turn to cell phones puts more people at risk  
4 for biological harms caused by electromagnetic  
5 radiation. And the proliferation of cell towers will  
6 harm all the life in the area around them.

7 It's a disability issue because people who are  
8 disabled by electromagnetic sensitivities can only use  
9 landlines ran by telephones that don't emit radiation.  
10 Denying landlines to these people is a form of  
11 discrimination. Also the hearing impaired, like myself,  
12 can only hear well on landlines.

13 It's an environmental issue because cell phone  
14 towers -- cell phones and the proliferation of cell  
15 phone towers harms all the life in the environment  
16 around them including animals, birds, insects, and plant  
17 life.

18 Also landlines are the most energy efficient  
19 form of telephone communication. Wireless technology  
20 has a much larger carbon footprint and (indecipherable)  
21 climate conscious years ahead. We need to be using the  
22 most efficient forms of communications. So these are  
23 compelling reasons to deny AT&T's request, and I  
24 appreciate you doing that.

25 Thank you.

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

3 Can we please have our next speaker?

4 THE OPERATOR: Our next speaker is Constance  
5 McKnight.

6 You may go ahead.

7 STATEMENT OF SPEAKER MCKNIGHT

8 Yes, can you hear me?

9 ALJ GLEGOLA: We can. Please continue.

10 SPEAKER MCKNIGHT: My name is Constance  
11 McKnight, M-c-K-n-i-g-h-t. I'm 70 years old. I've been  
12 on complete total and permanent disability for 32 years  
13 since being injured on the job. And it's left me with  
14 many very serious health problems. I'm really reliant  
15 on my landline for -- I spend several hours a week  
16 receiving treatment from therapists and other medical  
17 professionals online as well as interacting with friends  
18 because most of that time I've been bedridden. And  
19 without being able to interact with people on the phone,  
20 I'd be very isolated. I have been very isolated, and  
21 it's just really helped to be able to talk with people.

22 Two-and-a-half -- I mean last year, there was  
23 massive thunderstorms with very high winds, and the  
24 power was out for two-and-a-half days. It was a very  
25 frightening time.



1 (Timer notification.)

2 SPEAKER McKNIGHT: -- and without the landline,  
3 I would have been -- I was really afraid that -- over  
4 the landline, I knew that I could call for help if I  
5 needed it.

6 Please reject these different proposals on  
7 behalf of many other people like myself.

8 Thank you.

9 ALJ GLEGOLA: Thank you for calling in.

10 Can we have our next speaker, please?

11 THE OPERATOR: Our next caller is Susan  
12 Schiavone.

13 You may go ahead.

14 STATEMENT OF SPEAKER SCHIAVONE

15 Hello. Can you hear me?

16 ALJ GLEGOLA: We can. Please continue.

17 SPEAKER SCHIAVONE: Thank you. Susan,  
18 S-u-s-a-n; Schiavone, S-c-h-i-a-v-o-n-e. I live in  
19 Seaside, California. Please deny both applications.  
20 Cell service is not comparable in privacy, safety,  
21 security, efficiency, availability, cost or required  
22 services. Access to 911 is essential for all and we'd  
23 be at risk.

24 Rural residents, elderly, and disabled people,  
25 rely on landline for sound clarity, for ease of use, and

1 in emergencies. Landlines are primary lifesavers in  
2 power outages, storms, or fires, or earthquakes.

3 As a coastal resident, we often have power  
4 outages in storms. And with climate change coming and  
5 happening, these events will only become more severe and  
6 happen more often.

7 We must keep our landlines. AT&T's arguments  
8 are based on greed, and frankly I find them cruel in  
9 their affect on our population.

10 Thank you for listening, and have a good  
11 evening. I hope you make the right decision.

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

14 Can we have our next speaker, please?

15 THE OPERATOR: Our next caller is Keisha  
16 Browder.

17 You may go ahead.

18 STATEMENT OF SPEAKER BROWDER

19 Hi. Keisha Browder, K-e-i-s-h-a B-r-o-w-d-e-r.  
20 And I'm in Santa Clara County. I just want to say with  
21 the growth of technology demands and new devices on the  
22 network, I support the modernization of infrastructure  
23 to strengthen connectivity.

24 I do not want to take lightly the calls, the  
25 use of landlines, those who use it. So I do urge our

1 Commission, our AT&T, those who are responsible to find  
2 ways. Just as we create this technology and improve on  
3 technology, we cannot forget about our neighbors, our  
4 seniors, those who live in rural areas.

5 But I'm confident that just as we continue to  
6 evolve technology, that we will continue to do it to  
7 improve connectivity, to improve access, so that our  
8 friends and neighbors from the beaches to the hillside  
9 to the rolling mountains to our great redwoods, that we  
10 can stay connected and that have access.

11 So I do agree with the modernization of  
12 technology. We have to think creatively with satellites  
13 and all the other tools that --

14 (Timer notification.)

15 SPEAKER BROWDER: I just urge the modernization  
16 of technology and come up with solutions that can keep  
17 everyone connected.

18 Thank you. Good evening.

19 ALJ GLEGOLA: Thank you for calling in.

20 Could we please have our next speaker?

21 THE OPERATOR: Our next caller is Anne  
22 Bettinger.

23 You may go ahead.

24 STATEMENT OF SPEAKER BETTINGER

25 Good evening. Can you hear me all right?

1 ALJ GLEGOLA: We can. Please continue.

2 (No response.)

3 We can hear you. Please continue.

4 (No response.)

5 THE OPERATOR: It appears that her line has  
6 been disconnected. We'll go to the next caller.

7 Linda Harris, you may go ahead. ]

8 STATEMENT OF SPEAKER HARRIS

9 Good evening, my name is Linda Harris.

10 L-i-n-d-a H-a-r-r-i-s. I am a senior, and I live in  
11 Berkeley, California.

12 I respectfully urge the Commission to reject  
13 both applications from AT&T and advocate for continued  
14 landline services throughout California.

15 I like a lot of tools in my toolbox, and I am  
16 lucky that I am able to have both a cell phone and a  
17 landline; however, I love my landline, because I can  
18 communicate with people in case of an emergency. I can  
19 call 9-1-1; I can reach out to my loved ones.

20 VoIP is not as secure and reliable as a  
21 landline. You know, landlines work when the power goes  
22 out and when cell service is disrupted. Landlines are  
23 also, you know, less subject to radiation emitted by  
24 cell towers and much better for health.

25 In our future, where Californians are aging,

1 and where we are vulnerable to the continued threat of  
2 climate change i.e., floods and fires and the inevitable  
3 earthquake, and we will all also --

4 (Timer notification.)

5 SPEAKER HARRIS: -- in the future (inaudible)  
6 the threat from cyber-attacks, maintaining landlines for  
7 health and safety purposes for all Californians is more  
8 important than ever.

9 Thank you for rejecting both applications.  
10 Let's maintain a big toolbox. Yes, we can have both  
11 cell phones and landlines wishing for the best possible,  
12 most comprehensive communications network for all of  
13 California.

14 Please, go back to the drawing board and make  
15 it possible for landlines and modernization.

16 Thank you so very much.

17 ALJ GLEGOLA: Thank you for calling in.

18 Could we have our next speaker, please?

19 THE OPERATOR: Our next caller is Anne  
20 Bettinger.

21 You may go ahead.

22 STATEMENT OF SPEAKER BETTINGER

23 Thank you. My name is Anne, A-n-n-e,  
24 Bettinger, B-e-t-t-i-n-g-e-r; and I will tell you I've  
25 been on hold for probably four or five hours, and the

1 call keeps getting dropped, so if it drops again, I am  
2 going to call in again.

3 I am opposed to these applications. If these  
4 applications are approved, this would set a legal  
5 precedence for all other carriers in California and even  
6 around the U.S. to use. This would destroy our local,  
7 statewide and national capability of reliable  
8 communication during earthquakes or other emergencies  
9 and national disaster; and believe me, those carriers  
10 are waiting in the wings for your decision.

11 I live in Orange County in an urban setting  
12 where cell and VoIP calls drop regularly -- ha ha --  
13 like they have been doing, and unexpected power outages  
14 occur. I am a senior citizen living alone with no local  
15 family, and I am dependent on my copper landline of  
16 52 years as a result.

17 I have my home security alarm system connected  
18 to it, and if my landline goes away, I can't afford to  
19 replace it. Please vote no.

20 Thank you.

21 ALJ GLEGOLA: Thank you for calling in and  
22 sticking with us.

23 Could we have our next speaker, please?

24 THE OPERATOR: Our next caller is Diana. You  
25 may go ahead. Your line is open.

1 STATEMENT OF SPEAKER NICHOL

2 Oh, is -- hello? Is anybody there?

3 ALJ GLEGOLA: Yes, please continue.

4 SPEAKER NICHOL: Oh, hi, Diana Nichol.

5 CPUC should -- should deny AT&T's application  
6 to withdraw as carrier -- Carrier of Last Resort for  
7 landlines. I request this for the reasons including the  
8 following: National security issues. The FBI director  
9 announced over a month ago that wireless telecom is  
10 vulnerable to further attacks by foreign actors --  
11 attacks that have already occurred -- that could take  
12 down the entire system. Copper landlines are not  
13 vulnerable to such attacks.

14 Two, U.S. Court of Appeals for DC Circuit ruled  
15 in August 13, 2021, that current FCC guidelines for U.S.  
16 radio frequency radiation failed to take into account  
17 adverse health effects of wireless technology, period.  
18 They did not appeal it. FCC failed to consider the  
19 11,000 pages of study submitted to the court for its  
20 guidelines.

21 Three, I have electrosensitivity to wireless  
22 radiation and cannot use wireless technologies for my  
23 internet and phone service. AT&T told me --

24 (Timer notification.)

25 SPEAKER NICHOLS: -- to not put in fiber optics

1 to my residence. I would not have access to phone or  
2 internet service, which would violate my rights for  
3 equal access.

4 Four, the Santa Clara County Medical  
5 Association states in its report recommendation for best  
6 practices for safe technology for children, dated  
7 February 14, 2023, that scientific literature indicates  
8 the mechanism of harm for wireless technologies to  
9 include to oxidative injury to DNA, blood brain barrier  
10 and related health disorders.

11 Thank you. I am sorry I ran over.

12 ALJ GLEGOLA: Thank you very much for calling  
13 in.

14 Can we have our next speaker, please?

15 THE OPERATOR: Our next caller is John Eccles.  
16 You may go ahead.

17 STATEMENT OF SPEAKER ECCLES

18 Thank you.

19 THE OPERATOR: John --

20 SPEAKER ECCLES: Yes, I'm sorry, I was on mute.

21 I am not going to belabor the good points that  
22 have been made by our good citizens of California up  
23 until now. I would just like to bring to the  
24 attention -- oh, I'm sorry, my last name is E-c-c-l-e-s;  
25 and I would just like to bring to the attention of the



1 good commissioners that AT&T/SBC, the name of the  
2 company that initially bought Pacific Bell that ran the  
3 phone service here in California and Nevada many years  
4 ago, understood that when they bought this entity, this  
5 asset that they were obligated to provide this service  
6 to the good people of California. So, how is it now,  
7 all these many years later, they can say, well, we are  
8 done with that. We were not interested in that anymore.  
9 We are not going to live up to the obligation that we  
10 signed onto when we voluntarily bought this asset.

11 So, I would just plead to the good  
12 commissioners, the men and women of the California  
13 Public Utilities Commission that you consider that when  
14 you make a decision, and I -- I have faith in your  
15 ability to make the right decision to protect the needs  
16 of the good people of the state of California.

17 Thank you --

18 (Timer notification.)

19 SPEAKER ECCLES: -- for your time.

20 ALJ GLEGOLA: Thank you very much for your  
21 time.

22 Can we have our next speaker, please?

23 THE OPERATOR: Our next caller is Michelle  
24 Falluzzo. You may go ahead.

25 ///

1 STATEMENT OF SPEAKER FALLUZZO

2 Hello. Wrong button. Michelle Falluzzo,  
3 M-i-c-h-e-l-l-e F-a-l-l-u-z-z-o; legacy customer for  
4 60-plus years. Carmichael, California. Early childhood  
5 professor, business owner, ally to our young, elders and  
6 ancestors.

7 I am urging the Commission to please reject  
8 AT&T's two requests to discontinue landline and  
9 relinquish the community obligation that they -- AT&T  
10 signed with Public Utilities Commission.

11 The people that built the landlines and paid  
12 their bill to AT&T throughout their lives are not  
13 obsolete. They are alive and wish to stay -- stay so.

14 AT&T is under contractual obligation to sustain  
15 their Carrier of Last Resort. Please enforce their  
16 contractual obligation. Please reject AT&T's -- both  
17 applications to be released from their contractual  
18 obligations to behold the Public Utilities Commission.

19 Should Public Utilities Commission approve  
20 these applications, the results place our elders, online  
21 students and teachers, rural --

22 (Timer notification.)

23 SPEAKER FALLUZZO: -- communities, vulnerable,  
24 differently-abled, disabled, housebound families with  
25 children in harm's way. Direct violation to the Adult

1 Protection Act, Child Protection Act, Americans with  
2 Disabilities Act and Rights of Victims Act.

3 Please, please, reject this. Our elders,  
4 vulnerable and people have not reached the end of their  
5 life yet unless you accept AT&T's proposal.

6 Thank you.

7 ALJ GLEGOLA: Thank you for calling in.

8 Could we have our next speaker, please?

9 THE OPERATOR: Our next caller is Cheryl  
10 Flournoy. You may go ahead.

11 STATEMENT OF SPEAKER FLOURNOY

12 Hello, my name is Cheryl, C-h-e-r-y-l, F, as in  
13 Frank, l-o-u-r-n, as in Nancy, o-y.

14 Please deny AT&T's application. Any  
15 application. My mother has not had proper service -- I  
16 just checked the date -- since March 23, '23. We called  
17 to get the service fixed. They keep saying they're  
18 going to come, and they never show up -- show up, and  
19 she currently doesn't have usage of her phone.

20 AT&T doesn't take care of their current  
21 services, so why should we expect them to do the same  
22 with new service?

23 The phone that I mentioned has been out of  
24 service since March 23, 2023, and the service people  
25 keep telling us it's because they don't want to fix the

1 landlines, and if anything happens to my mother, and she  
2 can't reach anyone because she doesn't have phone  
3 service, that's a lawsuit waiting to happen.

4 She doesn't know how to use a cell phone and  
5 her landline is all she has. That's all.

6 (Timer notification.)

7 SPEAKER FLOURNOY: Thank you.

8 ALJ GLEGOLA: Thank you. If you could stay on  
9 the line for just one second, ma'am, I just want to give  
10 you a number that -- if you can call today, you should  
11 be able to get some help.

12 SPEAKER FLOURNOY: Okay.

13 ALJ GLEGOLA: Because AT&T does have a customer  
14 service representative waiting to help -- to help people  
15 right now.

16 SPEAKER FLOURNOY: Is that Chris Timmermans?

17 ALJ GLEGOLA: Yes, exactly. That's -- that's  
18 the name.

19 SPEAKER FLOURNOY: Okay. I wrote it down from  
20 you -- from the -- from the video.

21 ALJ GLEGOLA: Okay. I would suggest calling.  
22 So, if you -- if you could today.

23 SPEAKER FLOURNOY: Okay. Perfect. Thank you.

24 ALJ GLEGOLA: Okay. Thank you very much.

25 Could we have our next speaker, please?

1 THE OPERATOR: Our next speaker is Marilyn  
2 Garrett. You may go ahead.

3 STATEMENT OF SPEAKER GARRETT

4 Hi. The main challenge is the structural  
5 domination of the corporate state. There has never been  
6 more corporate power than in our society today as  
7 exemplified by AT&T, PG&E, Raytheon, Lockheed Martin, et  
8 cetera.

9 Let's see here on my notes. I am calling you  
10 on my only phone, a landline, because cell phone  
11 radiation makes me feel ill as it does many people; and  
12 in a real democracy, shouldn't it be required to have  
13 public utility ownership with the genuine wellbeing of  
14 the community prioritized? AT&T clearly prioritizes  
15 their corporate profits, period.

16 I would like to see the proven toxic cell  
17 phone, cell tower microwave technology, which causes --

18 (Timer notification.)

19 SPEAKER GARRETT: -- increase cancer incidents,  
20 is fire prone and destroys all life as elaborated in  
21 Bees, Birds and Mankind - destroying nature by  
22 "electrosmog" by Warnke. I would like to see that  
23 technology abandoned and keep the truly legacy -- which  
24 I call truly modern -- all -- always reliable copper  
25 landline made more easily available, maintained and

1 inexpensive for everyone.

2 We do not consent to AT&T being granted by you  
3 the means to cause deaths by removing the lifelines  
4 landlines.

5 Please support the Public Advocates Office  
6 motion to dismiss AT&T's amended application with  
7 prejudice.

8 Broadband is radiation. That's what we need to  
9 get rid of.

10 Thank you.

11 ALJ GLEGOLA: Thank you for calling in, ma'am.  
12 Have a -- have a nice evening.

13 Can we please have our next -- next speaker?

14 THE OPERATOR: Our next caller is Karen Obaid.  
15 You may go ahead.

16 STATEMENT OF SPEAKER OBAID

17 Hi, good evening. My last name is, O-b-a-i-d.

18 Please reject AT&T's application. Please do  
19 not downgrade the public telephone service. Not only  
20 are the concerns for security systems that are tied to  
21 copper landlines, but the voice over internet protocol  
22 landline is inferior.

23 I was switched by AT&T from my copper landline  
24 a few years back, and I called them, and they said it  
25 would cost more money for them to reinstall me, even

1    though it already runs into my house that was built in  
2    1960; and it would cost more per month, so I now have  
3    voice over internet protocol landline, okay. It goes  
4    out all the time, approximately five times this year.  
5    Any time the electricity blips. It can be a storm. It  
6    can be fires, flood. It can be anything, and my phone  
7    goes offline, because the router has three different,  
8    sort of, channels, right; it's got TV stuff. It's got  
9    phone stuff. It's got internet stuff. The worst thing  
10   is that it goes out and --

11                   (Timer notification.)

12               SPEAKER OBAID: -- not only can I not call out,  
13   but people can't call me, and I don't even know it's  
14   out. I don't know it's out unless I walk over to the  
15   phone and pick up the phone and see that it's dead.  
16   There's nothing that tells me that the electricity  
17   blipped. There's nothing else in my house. The lights  
18   still come on, everything else is fine, but the phone  
19   fails all the time, and it's not my phone. I've called  
20   them repeatedly. They've told me, "Oh, you can buy a  
21   generator," "You can get backup batteries," et cetera,  
22   et cetera.

23               So, please don't -- if they can't even live up  
24   to their commitment, that's evidence that we shouldn't  
25   trust what they are saying they will do in the future.

1 Thank you very much, good evening.

2 ALJ GLEGOLA: Thank you for -- for calling in.

3 Before we continue, I just want to -- a couple  
4 items. I want to remind speakers, if they could; one,  
5 please state and spell your name. That would help the  
6 court reporters out; and two, as a reminder, we still  
7 have about 80 people in the queue, so please try to keep  
8 your remarks to one minute.

9 Can we have our next speaker, please?

10 THE OPERATOR: Our next caller Cherie Flint.  
11 You may go ahead.

12 STATEMENT OF SPEAKER FLINT

13 Hi. My name is Cherie, C-h-e-r-i-e, Flint, F,  
14 as in Frank, -l-i-n-t. I live in Springville,  
15 California. I am a disabled rural senior and am  
16 subjected to all of the problems that previous callers  
17 have talked about. I live in a high fire area, and the  
18 cell phone is unreliable on a good day and -- and  
19 completely out when we have any kind of an emergency.

20 So, I am very dismayed that this is even being  
21 considered as it eliminates -- I mean, it's not a maybe.  
22 It eliminates emergency services any time that there's a  
23 power outage, and it's now policy for the electric  
24 company to turn the power off when fire is an issue; and  
25 this blatant disregard for public safety makes me, I --



1 I guess, more concerned than some of the other callers.  
2 Obviously, I would like this to be rejected, but they've  
3 also -- AT&T has been neglecting the landline  
4 infrastructure. If they want to complain that people  
5 aren't holding up their landlines, I have people down  
6 the road from me who, every time it rains, their  
7 landline doesn't work for years now, and AT&T --

8 (Timer notification.)

9 SPEAKER FLINT: -- has refused to fix it.

10 So, you know, perhaps we should be thinking  
11 about taking this over as a public utility.

12 Thank you very much for your time.

13 ALJ GLEGOLA: Thank you for your time.

14 Could we please have our next speaker?

15 THE OPERATOR: Our next caller is Charles  
16 Cooper. You may go ahead.

17 STATEMENT OF SPEAKER COOPER

18 Hi, yes. My name is Charles Cooper, and that's  
19 C-o-o-p-e-r.

20 I am from the Bay Area, and I have an AT&T  
21 customer for over 20-plus years as neither a Luddite or  
22 technophobe, I am calling on the CPUC to reject both of  
23 AT&Ts applications.

24 First, wireless solutions don't work for me as  
25 I am sensitive to wireless electromagnetic radiation.

1 Minimizing my exposure to electromagnetic radiation  
2 inside my home is critical to maintaining my health, but  
3 I use and appreciate modern technology. I use  
4 wired-only technology and depend on a landline for all  
5 my voice communications.

6 Second, VoIP and other digital solutions do not  
7 work for me. As I've aged, my hearing has degraded and  
8 digitized voice signals over technology such as VoIP are  
9 significantly inferior to quality to analog voice over  
10 plain old telephone service.

11 Please reject these two applications. Thank  
12 you.

13 ALJ GLEGOLA: Thank you for calling in today.  
14 Could we have our next speaker, please?

15 THE OPERATOR: Our next caller is Inge Daumer.  
16 You may go ahead.

17 STATEMENT OF SPEAKER DAUMER

18 Thank you. Inge, I-n-g-e, Daumer, D-a-u-m-e-r.

19 I am speaking as a senior citizen that only  
20 uses my Lifeline copper wired landline. I don't use a  
21 cell phone.

22 My landline works when the power goes out.  
23 Just last month, it was out for four continuous days. I  
24 am on the central coast, Pacific Grove, Monterey County.

25 PG&E is another private for-profit company

1 regulated by the CPUC, which, so far, has allowed them  
2 to get away with murder with poor maintenance, so it can  
3 pad salaries and shareholder profits, while all the time  
4 raising its rates. AT&T is attempting to do the same.

5 This is not a upgrading their system. It is  
6 trying to get away with murder by abandonment and  
7 neglect of its system, and the most vulnerable citizens  
8 in their service areas.

9 (Timer notification.)

10 SPEAKER DAUMER: Thank you for your time. ]

11 ALJ GLEGOLA: Thank you for your time.

12 Can we have our next speaker, please.

13 THE OPERATOR: Our next caller is Sara Smith.  
14 You may go ahead.

15 STATEMENT OF SPEAKER SMITH

16 Hi. Hello. And thank for listening. My name  
17 is Sara Smith, S-a-r-a S-m-i-t-h. I live in the city of  
18 West Hollywood in Los Angeles County, which as most of  
19 California, is an earthquake-prone area, and in the  
20 event of an earthquake or other emergency, cell phone  
21 service could collapse. Our landlines would be our only  
22 resource to communicate.

23 AT&T is an incredibly profitable company with  
24 resources growing every year. These applications are  
25 driven solely by greed and greed is not good. Listening

1 to the many callers this evening with disabilities that  
2 prohibit them from using cell phones and those with  
3 limited cell phone service, my emotions have been  
4 stirred beyond expectation.

5 My hope is that the members of this Commission  
6 are truly listening and tapping closely into the  
7 communication, the human condition that is on full  
8 display here and --

9 (Timer notification.)

10 SPEAKER SMITH: -- that they reject AT&T's  
11 greed-motivated application to discontinue landline  
12 service. Thank you so much for listening. I appreciate  
13 it.

14 ALJ GLEGOLA: Thank you for your time.

15 Can we have our next speaker, please.

16 THE OPERATOR: Our next speaker is Lisa  
17 Schlotterbeck. You may go ahead.

18 STATEMENT OF SPEAKER SCHLOTTERBECK

19 Hi. My name is Lisa Schlotterbeck,  
20 S-c-h-l-o-t-t-e-r-b-e-c-k. I am from Los Angeles. I am  
21 neither rural nor am I a senior. I am calling from a  
22 landline. Obviously, the landlines are the most  
23 reliable option in emergencies, earthquakes, and power  
24 outages, but I would also like to reiterate the issues  
25 of physical use and cost.

1 I am calling on a handset. It's the easiest  
2 thing for me to use. People talk about how they're  
3 using their fingers on a cell phone. For me, I can both  
4 be heard and hear. I cannot hear with a cell phone. So  
5 the ease of use is tremendous.

6 And the cost is, of course, one of the most  
7 important issues. I can't afford a cell phone to start  
8 out with. I can't afford to update a cell phone every  
9 three years if I could get a cell phone. And I have not  
10 seen a carrier yet that has a program that I could  
11 afford. So these are things that are important to me  
12 and why I urge you to reject these proposals.

13 (Timer notification.)

14 SPEAKER SCHLOTTERBECK: Thank you.

15 ALJ GLEGOLA: Thank you very much for calling  
16 in.

17 Can we have our next speaker, please.

18 THE OPERATOR: Our next caller is Kim Hahn.  
19 You may go ahead.

20 STATEMENT OF SPEAKER HAHN

21 Kim, K-i-m, Hahn, H-a-h-n. I live in the Bay  
22 Area. And I'm electromagnetically sensitive as I have  
23 been since the smart meter was put on my house in 2011,  
24 but I'm just blown away tonight by the number of people  
25 who are in a similar situation as mine. I had no idea

1 how many people are suffering from the daily barrage  
2 that we have. These waves that are breaking up our  
3 bodies and making us sick.

4 I just have a little question out there for the  
5 people who are favor of this crazy idea to take away the  
6 landlines by AT&T. I just want to know why not having a  
7 workable phone during an earthquake or forest fire or a  
8 power shortage or a medical emergency or a health  
9 disaster or a special needs solution or an elder crisis,  
10 how is that considered modern or more technologically  
11 savvy or in line with the future or a strengthening of  
12 connectivity --

13 (Timer notification.)

14 SPEAKER HAHN: -- or technology that's going to  
15 lead us all to a better life. I'd like to know the  
16 answer to that. Thank you so much. Please reject the  
17 proposals, these motions.

18 ALJ GLEGOLA: Thank you for calling in today.  
19 Can we have our next speaker, please.

20 THE OPERATOR: Our next caller is Andrea  
21 Berrin. You may go ahead.

22 (No response.)

23 THE OPERATOR: Again, Andrea Berrin, your line  
24 is open. We're not able to hear you.

25 ///

1 STATEMENT OF SPEAKER BERRIN

2 Oh, I'm sorry. Can you hear me now?

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

4 SPEAKER BERRIN: Okay. So it is A-n-d-r-e-a.

5 Berrin is B-e-r-r-i-n. I live in Santa Cruz county.

6 I'm calling to especially emphasize the dangerous and  
7 serious health effects of wireless technology, and I  
8 feel this is not being addressed enough. I appreciate  
9 what I've heard today. And I am a Phi Beta Kappa from  
10 UC Berkeley. I worked as a court reporter full time for  
11 27 years, and 25 years ago became electromagnetic  
12 sensitive, and I'm disabled. There are many of us all  
13 around the world. I could speak for several hours about  
14 the health effects in detail.

15 So I am dependent on my copper landline. There  
16 is no Wi-Fi in my house. It is my sanctuary. I ask  
17 everyone to follow the money, follow the conflicts of  
18 interest, and educate yourself about the science that is  
19 out there about the dangers of wireless technology.

20 (Timer notification.)

21 SPEAKER BERRIN: Yes. Thank you so much.

22 ALJ GLEGOLA: Thank you so much for your time.

23 Can we have our next speaker, please.

24 THE OPERATOR: Our next caller is Diana  
25 Luxenberg. You may go ahead. Your line is open.

1 STATEMENT OF SPEAKER LUXENBERG

2 Diana, D-i-a-n-a, Luxenberg, L-u-x-e-n-b-e-r-g.

3 I am calling also to reject both applications by AT&T.

4 And I would say to start off with, that greed can be a  
5 motivator people. AT&T in their greed can simply go to  
6 the market and either issue bonds to set up what they  
7 consider to be the next technology. If it's really  
8 important enough, the market will say, yes, we're going  
9 to fund this because the market will make money off of  
10 it or they can ask private equity that has billions of  
11 dollars to access in order to set up new technology.

12 I have to say that I think the CPUC has been  
13 deficient in their oversight of AT&T. You have allowed  
14 them not to keep up infrastructure. You have not  
15 audited them sufficiently. You agreed that they could  
16 use U-verse --

17 (Timer notification.)

18 SPEAKER LUXENBERG: -- as a landline. So the  
19 CPUC is at fault as well, and you should reject both  
20 applications.

21 ALJ GLEGOLA: Thank you for calling in today.

22 Can we have our next speaker, please.

23 (No response.)

24 ALJ GLEGOLA: Thank you for calling in.

25 Can we have our next speaker, please.



1 THE OPERATOR: And, Mrs. Carter, your line is  
2 open.

3 STATEMENT OF SPEAKER CARTER

4 Yes. Thank you. My name is Mareike,  
5 M-a-r-e-i-k-e, last name C-a-r-t-e-r. I'm calling from  
6 San Francisco, and thank you. I have been very patient  
7 waiting to voice my opinion. It is an atrocity in my  
8 opinion that the landline -- after so many years,  
9 Pacific Bell took it over.

10 I've lived in five different states, and they  
11 have landlines, and they still have landlines. I don't  
12 know why they want to eliminate that, the copper wiring.

13 And I have another problem. I have landline  
14 and I also have a modem for my HP computer, laptop, and  
15 that's the only way. I'm not privileged to access Wi-Fi  
16 at all. So I need the modem. I need the landline. I  
17 need my remote modem. And the CPUC needs not to oppose  
18 AT&T request to terminate the landline. I think it is  
19 (indecipherable) business. Thank for having me.  
20 Listening.

21 ALJ GLEGOLA: Thank you very much for taking  
22 your time.

23 Can we go to our next speaker, please.

24 SPEAKER CARTER: Yeah. I can talk to you.  
25 Thank you. Can you pass on this information to the

1 people in charge?

2 ALJ GLEGOLA: We are the people in charge.

3 SPEAKER CARTER: Thank you. Thank you.

4 ALJ GLEGOLA: Can we have our next speaker,  
5 please.

6 THE OPERATOR: Our next caller in Jim Bohon.  
7 You may go ahead.

8 STATEMENT OF SPEAKER BOHON

9 Thank you. My name is Jim Bohon, J-i-m  
10 B-o-h-o-n. I live in Yolo county. I'm a member of the  
11 Yolo County Aging Commission and a member of the Aging  
12 Area 4 Advisory Council and senior assembly member with  
13 the California Senior Legislature. All three of those  
14 organizations have grave concerns over this.

15 AT&T at its recent town hall in Yolo county --  
16 I informed the audience they were applying for a large  
17 portion of the \$8 billion dollars -- "B," billion  
18 dollars -- in California to enhance their technology.

19 AT&T is a large company and is very healthy as  
20 far as their finances go. They are able to modernize  
21 their system without eliminating landlines or by being  
22 relieved of their obligation. We believe that relief  
23 from COLR and ETC obligations should come after AT&T  
24 closes the digital divide and not before. Thank you  
25 very much.

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

3           Could we have our next speaker, please.

4           THE OPERATOR: Our next caller is Dorothy  
5 Martin. You may go ahead.

6                     STATEMENT OF SPEAKER MARTIN

7           Okay. Yes. I've been waiting. I just want to  
8 reiterate what everybody else has been saying and I was  
9 struck by the idea that elevators may not have safety  
10 backups, and I have a landline and cell phone, and I use  
11 the landline for the fax machine for home business  
12 purposes. And I also use -- yes. Cell phone capability  
13 is great. And I love -- great technology. I do use  
14 internet extensively. I'm remote 100 percent for my  
15 work with my company.

16           I also support the idea of -- we can do -- we  
17 can chew gum and walk at the same time. And we need it  
18 for backups and for the disabled, et cetera, and  
19 elderly. It's not an either/or proposal. Thank you  
20 very much for listening.

21           ALJ GLEGOLA: Thank you very much for taking  
22 the time.

23           Could we have our next commenter, please.

24           THE OPERATOR: Our next caller is David  
25 Guthartz. You may go ahead.

1 STATEMENT OF SPEAKER GUTHARTZ

2 Thank you for taking my call. Can you hear me?

3 ALJ GLEGOLA: We can. Please continue.

4 SPEAKER GUTHARTZ: First name David, D-a-v-i-d,  
5 last name, Guthartz, G-u-t-h-a-r-t-z. I am a senior  
6 living in the city of Berkeley, in Alameda County. I  
7 have had my beloved landline for over 40 years. And I'm  
8 calling to encourage the PUC to summarily reject AT&T's  
9 application for the discontinuance of the service and  
10 the landline.

11 I'm also a recipient of the Lifeline discount  
12 program, which has been essential to me as I'm a very  
13 low-income person. I know plenty of people who rely on  
14 their landlines for their communication. And I can  
15 hardly do better than reiterate the comments from the  
16 overwhelming majority of the public, who have spoken  
17 very eloquently the necessity of landlines for public  
18 safety, the risks associated with EMF and cell phones.  
19 And I urge the Public Utilities Commission to reject  
20 these proposals.

21 And I would also like to make one suggestion  
22 that in future, when you hold these public forums, if  
23 you could figure out some way to let people know, who  
24 are waiting on line for hours to speak, if you could at  
25 least let them know, approximately, where they are in

1 the queue so they can organize their life.

2 I personally have had to rearrange my work  
3 schedule this evening to stay on the line to make these  
4 comments, and I think that you can do better by the  
5 public in the future. Thank you very much for your  
6 time.

7 ALJ GLEGOLA: Thank very much for that feedback  
8 and for staying with us.

9 Can we have our next speaker, please.

10 THE OPERATOR: Our next caller is Joanna Subia.  
11 You may go ahead.

12 STATEMENT OF SPEAKER SUBIA

13 My name is J-o-a-n-n-a S-u-b-i-a, and I'm a  
14 resident in Contra Costa County. And I did stay on the  
15 line this long. I appreciate the last gentlemen's  
16 comment. I just wanted to let you know there is a  
17 person in Contra Costa county who was able to get cell  
18 service, but cell phones are not reliable. I'm retiree  
19 of AT&T Legacy T, and I have training in VoIP, and I  
20 depend on my landline. My POTS line is safer. I don't  
21 have to keep my cell phone plugged in. I don't have to  
22 buy a new cell phone every three or four years because I  
23 can depend on my landline, which to me is more  
24 pro-technology because it's more dependable.

25 I appreciate you listening to my phone call,

1 and please listen to the customers. Give us an option.  
2 Give us a choice to keep our landline. Have a good  
3 evening. Good night.

4 ALJ GLEGOLA: Thank you for calling in. Have a  
5 good evening as well.

6 Can we have our next speaker, please.

7 THE OPERATOR: Our next caller is Eleanore  
8 Vega. You may go ahead.

9 STATEMENT OF SPEAKER VEGA

10 Hi. Thank you very much. I live in Alta Dena,  
11 California. I have a landline and I also have a cell  
12 phone. I want you to consider some facts. According to  
13 the Gardner Research Firm, 20 percent of people in the  
14 U.S. have landlines. That's equivalent 88 million  
15 lines. Even though the majority, 80 percent of people,  
16 have individual voice connections through mobile phones  
17 or other means. 88 million; that's a lot of people that  
18 you can't ignore.

19 The recent AT&T massive national cellular  
20 outage in February of this year affected tens of  
21 thousands of people. The AT&T CEO John Stankey said in  
22 a statement after the outage that impacted all these  
23 people, quote: "This is not our first network outage  
24 and it won't be our last." Unfortunately --

25 (Timer notification.)

1           SPEAKER VEGA: -- our business. Therefore,  
2 they're going to continue having these issues, and we  
3 need to have our landlines. Our landline is a lifeline  
4 that has worked for over 100 years. Thank you. Oh, I'm  
5 sorry. Vega, V-e-g-a, Eleanore, E-l-e-a-n-o-r-e. Thank  
6 you.

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

9           THE OPERATOR: Our next caller is Kimberly  
10 Masse. Go ahead.

11                       STATEMENT OF SPEAKER MASSE

12           Good evening. My name is Kimberly Masse,  
13 spelled K-i-m-b-e-r-l-y M-a-s-s-e. And I am calling, as  
14 a Californian, in support of AT&T's application. I live  
15 in the greater Los Angeles area and rely heavily  
16 broadband to do my job.

17           As a millennial, I don't know how many people  
18 still have copper landlines; yet everyone I know depends  
19 on being connected to the internet for various reasons,  
20 remote work, telehealth and remote learning. During the  
21 pandemic, I earned my master's degree and relied heavily  
22 on broadband to continue my graduate degree, and I am  
23 grateful for that broadband that allowed me to further  
24 my education and career. Please continue to prioritize  
25 modernizing our network and make sure that everyone has

1 access to reliable, high-speed internet. Thank you.

2 ALJ GLEGOLA: Thank you very for calling in.

3 Can we have our next speaker, please.

4 THE OPERATOR: Our next caller is Victoria  
5 Sackville Rosen. You may go ahead.

6 STATEMENT OF SPEAKER SACKVILLE ROSEN

7 Good evening, and thank you for taking my call.  
8 That's V-i-c-t-o-r-i-a S-a-c-k-v-i-l-l-e R-o-s-e-n. My  
9 great uncle was quite the -- a top executive with AT&T  
10 and I ended with preferred stock from him, but I've  
11 heard the sound wall -- I've been listening to these  
12 absolutely amazing comments from so many of the public.  
13 I think it's the sound of him rolling in his grave.

14 I think he would be very embarrassed by this  
15 valued company, AT&T, at this point trying to yank out  
16 the copper service that he believed in so strongly. By  
17 the way, he was also in his youth, if you can believe  
18 it, a very trusted assistant of Thomas Alva Edison.  
19 Yeah.

20 So I live in Humboldt county at this point, and  
21 I've often had AT&T in any lifetime as a service  
22 provider. Loved the landlines. In Humboldt we have a  
23 lot of wind storms and rain. And often the power is  
24 out. And, of course, at that point, the cell phone  
25 won't work; the internet won't work, but the landline



1 will.

2 (Timer notification.)

3 SPEAKER SACKVILLE ROSEN: Now, I was running to  
4 almost two years ago, without that landline, with the  
5 kind of mild traumatic brain injury that I received --  
6 concussive effects were more persistent than they have  
7 been. Without that landline, I really wouldn't have  
8 been able to survive in a lot of ways, and I think I  
9 speak for a lot of people in saying: Is it not an  
10 either/or. I urge the Commissioners to consider safety  
11 and health issues of the public, and, indeed, national  
12 security issues from cyberattacks, which I'm afraid to  
13 say may be in our future, and I think the copper-based  
14 system is going to be very necessary for our national  
15 security to keep it in place. Thank you. ]

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

18 Can we have our next speaker, please?

19 THE OPERATOR: Our next caller is Sheila Gunn.

20 You may go ahead.

21 (No response.)

22 THE OPERATOR: Again, Sheila Gunn, your line is  
23 open. We're not able to hear you.

24 (No response.)

25 THE OPERATOR: Sheila Gunn, your line is open.

1 You may go ahead with your comments.

2 ALJ GLEGOLA: Maybe come back to her.

3 STATEMENT OF SPEAKER GUNN

4 I'm here. I'm here. I'm here. I'm here.

5 ALJ GLEGOLA: Oh, great.

6 SPEAKER GUNN: I couldn't get the speaker to  
7 pop off. So with that little drama behind us, I am an  
8 emergency preparedness coordinator at the Center for  
9 Independent Living in Berkeley, and I work at home in  
10 Oakland for 98 percent of my job. And there are some  
11 words that I have not heard yet. One is resilience. We  
12 need it.

13 Please reject both of these propositions.  
14 They're both death nails for many of us. 20 percent of  
15 the people in the United States of America have  
16 disabilities of one sort or another.

17 Access and functional needs is a wider swath of  
18 people who are -- struggle with the systems of this  
19 country for many reasons. You can Google that. It's  
20 a -- it's a nationwide term, I think, "access and  
21 functional needs."

22 And I just want to add one more thing. Every  
23 single VoIP, every cell tower, every single landline are  
24 all connected to the copper.

25 (Timer notification.)

1           SPEAKER GUNN: We need to be sure that we  
2 maintain these things. And we need an "and" not an  
3 "either or." Because if we don't get it, this won't  
4 work.

5           I was working last year and had six --  
6 seven hours of no Wi-Fi. My electricity was fine.  
7 Something was wrong at the cable. I have Comcast, and  
8 I'm VoIP. Unfortunately I don't have a landline because  
9 AT&T took it away when I was switched to U-Verse being  
10 told that I would keep a landline, but I didn't. They  
11 lied. No surprise. Yes, thanks.

12           And thanks for your fortitude for listening to  
13 all of us. But I hope that you decide in a good way  
14 that will not hurt people.

15           Thanks.

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

18           Can we have our next speaker, please?

19           THE OPERATOR: Next caller is Irene Leiby.

20           You may go ahead.

21           STATEMENT OF SPEAKER LEIBY

22           Yes, I'm Irene Leiby, L-e-i-b, as in Boy, y.  
23 I'm an urban dweller in the City of Orange. I'm  
24 86 years old. I'm a widow. And when I have a medical  
25 emergency, I rely on my landline for my very survival.

1 My landline's battery never runs down, and I never have  
2 a dropped call. And please for all seniors, reject  
3 AT&T's proposal.

4 Thank you.

5 ALJ GLEGOLA: Thank you very much for calling  
6 in.

7 Could we have our next speaker, please?

8 THE OPERATOR: Our next caller is Susan Hammer.  
9 You may go ahead.

10 STATEMENT OF SPEAKER HAMMER

11 Hi. Thank you. My name is Susan Hammer.  
12 That's, S-u-s-a-n. Last name, H-a-m-m, as in Mary, e-r.  
13 I want to echo all the reasons the previous speakers  
14 have given you to deny this request on the part of AT&T.  
15 They've even thought of some I never thought of. But I  
16 want to make a couple of points that have not yet been  
17 made I think.

18 One is if you don't have landline service  
19 anymore, you have to have two bills. And one is for a  
20 phone service and the other is for the internet because  
21 the two are interconnected.

22 If you're a senior like me who is retired on a  
23 fixed income, having, you know, an additional bill can  
24 be a real challenge if not impossible. You know, fixed  
25 income is a way of life. Not something you hear on the

1 10:00 o'clock news. So, you know, adding an expense,  
2 that means you have to give something else up. So  
3 that's one point I'd like to make.

4 Also I think landlines are a necessity and cell  
5 phones are a convenience.

6 (Timer notification.)

7 SPEAKER HAMMER: I know my time is up.  
8 So, again, reject AT&T's request.

9 Thank you for letting me speak.

10 ALJ GLEGOLA: Thank you for giving us your time  
11 today.

12 Could we have our next speaker, please.

13 THE OPERATOR: Our next speaker is Teresa  
14 Bradley.

15 You may go ahead. Your line is open.

16 (No response.)

17 THE OPERATOR: Again, Teresa Bradley, your line  
18 is open. We're not able to hear you.

19 (No response.)

20 THE OPERATOR: Should we go to the next caller?

21 ALJ GLEGOLA: Yeah. Maybe come back if we can.

22 THE OPERATOR: Barbara Hepburn, your line is  
23 open.

24 You may go ahead.

25 ///

1 STATEMENT OF SPEAKER HEPBURN

2 Hi. Good evening. I've been waiting for three  
3 hours, so I wasn't expecting you to call my name. Can  
4 you hear me okay?

5 ALJ GLEGOLA: We can. Please continue.

6 SPEAKER HEPBURN: Okay. I've been listening  
7 since the 2:00 o'clock meeting, and I took a break when  
8 you took a break and came back at 6:00 o'clock.

9 So there have been many comments made that have  
10 been very eloquently said and very poignant I think.  
11 And also so much emotion on the part of the people who  
12 are afraid that they're going to lose their landlines.  
13 It's just been very stressful for everybody who's very  
14 dependent on their landlines. I don't need to go over  
15 all the reasons why we need our landlines, because I  
16 think that's been said very well by many others before  
17 me. I just want to add my -- add my input that we need  
18 landlines. The technology is secure, it's in the ground  
19 mostly, and it's good. So please reject AT&T's two  
20 proposals to disconnect our landline. And also --

21 (Timer notification.)

22 SPEAKER HEPBURN: As a former Lifeline user,  
23 they tricked me out of my Lifeline as well. I hope that  
24 you reject that as well.

25 Thank you so much for your time. Good night.

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

3 Can we have our next speaker, please?

4 THE OPERATOR: Our next caller is Pamela  
5 Lincoln.

6 You may go ahead.

7 STATEMENT OF SPEAKER LINCOLN

8 Hi. My name is Pamela Lincoln. That's,  
9 P-a-m-e-l-a; Lincoln, L-i-n-c-o-l-n. There are AT&T  
10 copper wire customers who rely on AT&T services for  
11 communication and such between medical devices and  
12 anticipated help that AT&T lines provide.

13 Secondly, businesses and residents rely on AT&T  
14 lines to work for their security alarms 24/7 and during  
15 power outages as many have spoken of. People who do not  
16 want invasive or intrusive smart technologies, this is a  
17 safety and privacy priority.

18 Finally, the California Public Utilities  
19 Commission inclusive in its nature and mission must  
20 intervene and protect the citizens it serves. Anything  
21 less potentially imparrels (sic) (phonetic) citizens'  
22 safety on mass. Reject AT&T's -- the moneymaking  
23 behemoth -- to dis-empower the public.

24 And ironically I noticed, I don't know if  
25 anybody else did, on the outgoing messaging service when

1 I called earlier in the month it says -- the recording  
2 said that you've reached the Verizon Messaging Service.  
3 I don't know if anybody had run into that.

4 Thank you for listening.

5 ALJ GLEGOLA: Thank you very much for calling.

6 If we can have our next speaker, please.

7 THE OPERATOR: Our next caller is Anastasia  
8 Yovanopoulos.

9 You may go ahead. Your line is open.

10 STATEMENT OF SPEAKER YOVANOPOULOS

11 Good evening I'm Anastasia Yovanopoulos.

12 That's spelled Y-o-v, like Victor, a-n-o-p-o-u-l-o-s.

13 Plea deny AT&T's applications to relinquish their  
14 responsibility to provide landline service and monthly  
15 discounts.

16 I'm a 77-year old AT&T customer living in San  
17 Francisco on a fixed income. I've always relied on AT&T  
18 landline telephone service and Universal Lifeline  
19 discount to meet my expenses.

20 I'm very grateful to have a landline telephone  
21 and internet to stay connected with friends, family, and  
22 the community groups I participate in. If my discount  
23 is discontinued, I won't be able to afford the luxury of  
24 a cell phone and pay for using the internet, and I need  
25 to stay connected to others.



1           AT&T is asking the California Public Utilities  
2 Commission to effectively change the universal service  
3 access to communication services rules and remove the  
4 safety net that guarantees access to affordable quality  
5 phone service for customers. It would essentially  
6 redefine what a Carrier of Last Resort is obligated to  
7 do for its customers.

8           Traditionally an existing Carrier of Last  
9 Resort cannot relinquish its service obligations without  
10 a replacement provider stepping in. AT&T has failed to  
11 identify a replacement Carrier of Last Resort and no  
12 equivalent pathway to guarantee universal service in its  
13 place.

14           AT&T must consider its customers' needs first.  
15 Allowing AT&T to relieve itself from the legal  
16 obligation to provide traditional landline telephone  
17 service is not in the public's interest.

18           Thank you.

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

21           Can we have our next speaker, please.

22           (No response.)

23           ALJ GLEGOLA: Can we have our next speaker,  
24 please?

25           (No response.)

1 ALJ GLEGOLA: Can we have our next speaker,  
2 please?

3 (No response.)

4 ALJ GLEGOLA: Okay. Why don't we go off the  
5 record.

6 (Off the record.)

7 ALJ GLEGOLA: We are back on the record.  
8 And if we could our next speaker, please.

9 UNIDENTIFIED SPEAKER: Not me apparently.

10 THE OPERATOR: Excuse me. Our next question  
11 comes from Brian Rosen.

12 Your line is open.

13 STATEMENT OF SPEAKER ROSEN

14 Hi. I'm Bryan Rosen from Trinidad, California.  
15 You can hear me; right?

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

17 SPEAKER ROSEN: Okay. B-r-y-a-n R-o-s-e-n.

18 Now, I've was -- I've used a regular landline and had no  
19 cell phone until recently. And then after my mom passed  
20 away, that I was taking care of her, I couldn't get my  
21 inheritance because of a dishonest trustee so I was kind  
22 of forced to have a cell phone.

23 But because they took out all the pay phones,  
24 almost all of them, so they kind of forced us into  
25 having cell phones. So I think a lot of this has been

1 manipulated by corporations like AT&T, you know, and  
2 because a lot of people were using cell -- pay phones.  
3 And now by raising the price of landlines so much, I  
4 know a lot of people that can't afford to have them  
5 both. And really don't want -- they want to have a  
6 landline, but it's so expensive.

7           So I think a lot of this has really been  
8 manipulated. I mean, people have a really hard time  
9 paying for them both, and when landlines are so  
10 expensive -- I have a very expensive land -- now that I  
11 have a landline. And I think people need a choice, and  
12 I think that choice should be honored. There's a lot of  
13 good safety issues. We need maybe both right now.

14           (Timer notification.)

15           SPEAKER ROSEN: And we're certainly not ready  
16 to get rid of landlines because the cell phone  
17 technology just doesn't cover every place and  
18 emergencies.

19           So I thank you very much for listening to me,  
20 and I pray that we can keep our landlines at a  
21 reasonable price.

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

24           Can we have our next speaker, please?

25           THE OPERATOR: Thank you.

1 Kathy Henderson, your line is now open.

2 STATEMENT OF SPEAKER HENDERSON

3 Hi. My name is Kathy Henderson,  
4 H-e-n-d-e-r-s-o-n. I request that the CPUC reject both  
5 of AT&T's applications. I live in the Aptos Hills  
6 (indecipherable) in Santa Cruz County, a rural high-fire  
7 hazard area. The cell phone reception in our area is  
8 unreliable to non-existent, and we suffer from frequent  
9 power outages.

10 Just this month we had a power outage that  
11 lasted over two days. In an emergency, a landline is a  
12 critical necessity for those of us living in areas  
13 lacking reliable cell phone coverage. Also our security  
14 system needs a landline to notify first responders of a  
15 fire or a home intrusion.

16 A landline is not a luxury. Rather it is the  
17 only reliable means of communication for those of us  
18 living in vulnerable areas. It would be a gross  
19 dereliction of duty for the CPUC knowingly endanger tens  
20 of thousands of people by approving AT&T's request.  
21 It's not a matter of if, but when and how many people  
22 will lose their lives or suffer serious harm or property  
23 damage because they were not able to call 911.

24 Have a good evening.

25 ALJ GLEGOLA: Thank you very much for your time

1 today.

2 Can we have our next speaker, please.

3 THE OPERATOR: Our next comment comes from  
4 Debra Young Bear.

5 Line is open.

6 STATEMENT OF SPEAKER YOUNG BEAR

7 Hello. My name is Debra Young Bear, D-e-b-r-a  
8 Y-o-u-n-g B-e-a-r. Yes, while modern is good. But  
9 until modern is everywhere, we really need to keep our  
10 copper lines. I know there might be just a few of us,  
11 but we do count. As many have said, the power goes out,  
12 no phone, no internet, but we can still call out on the  
13 copper lines. So if we could have both until one is  
14 reliable, that would be the best idea I believe.

15 So I really thank you for your time. Please  
16 don't get rid of our copper lines by -- that's the only  
17 thing that works up here in Georgetown, California.  
18 Thank you so much for your time.

19 ALJ GLEGOLA: Thank you for your time.

20 Can we have our next speaker, please.

21 THE OPERATOR: Our next caller is Sandy  
22 Sanders.

23 You may go ahead. ]

24 STATEMENT OF SPEAKER SANDERS

25 Hi, this is Cindy Sanders. I am in Los

1 Angeles.

2 (Audio failure.)

3 SPEAKER SANDERS: -- cell phone and a landline.  
4 It -- it seems like you're going to skew your decision  
5 maybe against seniors, disabled and people that live you  
6 know, in a rural area.

7 The reason I have held on this long is because  
8 you gave some number -- you were going to give that girl  
9 a number for AT&T --

10 ALJ GLEGOLA: Uh-huh.

11 SPEAKER SANDERS: -- if you have a problem with  
12 your landline, which I often do, can I get that number?

13 ALJ GLEGOLA: Sure. The number is -- I do want  
14 to note that this is -- we asked someone to be ready  
15 today to help with --

16 SPEAKER SANDERS: Not today, but a number for  
17 the future that will be a working number.

18 ALJ GLEGOLA: I don't know that this number  
19 will be a working number for the future.

20 SPEAKER SANDERS: Okay.

21 ALJ GLEGOLA: This is a special event.

22 SPEAKER SANDERS: Final comment, save the  
23 landlines for a few more years, so we can transition  
24 without trauma. This is all so final with not a lot of  
25 notice. I didn't even get this notice until January,

1    which I guess everybody did, but -- and the places you  
2    had it, Clovis, Ukiah and Indio -- I am in Los Angeles,  
3    but that would be quite the day trip if I had tried to  
4    go to one of those meetings.

5           Also, with all these people holding, just FYI,  
6    maybe you can give out the email address again, because  
7    you said cpuc.ca.gov/ -- and I didn't get the rest of  
8    it. I have tried to email them three different ways,  
9    and they only will do it if you have a computer. I use  
10   my cell phone to -- to send things like this.

11           So, maybe when they're -- with all these people  
12   waiting, you can give -- if they want to hang up and  
13   email, you can give an email address, and we will just  
14   work on -- on -- on an IOS.

15           ALJ GLEGOLA: So, I didn't give an email  
16   address. What I gave is a website address --

17           SPEAKER SANDERS: Oh, okay.

18           ALJ GLEGOLA: -- for people to go to --

19           SPEAKER SANDERS: So, there's no way we can  
20   email a comment, correct --

21           ALJ GLEGOLA: Correct.

22           SPEAKER SANDERS: -- without being on -- it  
23   said Windows?

24           ALJ GLEGOLA: I don't --

25           SPEAKER SANDERS: Which I think is really

1 strange.

2 ALJ GLEGOLA: Well, I don't know about the  
3 website browser or not, but --

4 SPEAKER SANDERS: I think as a member of the  
5 CPUC, maybe -- maybe you should, so.

6 ALJ GLEGOLA: Okay, ma'am, I am trying to help  
7 you.

8 SPEAKER SANDERS: I realize.

9 ALJ GLEGOLA: So, there's -- if you're not  
10 interested in the website, what I would ask or suggest  
11 that you do is contact our Public Advisors Office.

12 SPEAKER SANDERS: I -- I did. It said you had  
13 to be on Windows.

14 ALJ GLEGOLA: Okay. Well, then -- then they  
15 tried to help you, too. I won't have a different answer  
16 than them --

17 SPEAKER SANDERS: I -- should I try calling, or  
18 is it too late to -- to get a comment through that way  
19 also?

20 ALJ GLEGOLA: So, you -- you can also call  
21 them, and it's 866 --

22 SPEAKER SANDERS: Okay.

23 ALJ GLEGOLA: 849 --

24 SPEAKER SANDERS: Thank you.

25 ALJ GLEGOLA: 8390.



1 SPEAKER SANDERS: 3 -- 849...

2 ALJ GLEGOLA: 8390.

3 SPEAKER SANDERS: I'm sorry, I didn't get the  
4 rest of it. 866-849...

5 ALJ GLEGOLA: 8390.

6 SPEAKER SANDERS: 8390. Okay, thank you, and I  
7 hope you will wait a few more years until we get this  
8 all finalized or -- or a backup plan.

9 ALJ GLEGOLA: Okay. Thank you --

10 SPEAKER SANDERS: Thank you very much.

11 ALJ GLEGOLA: -- very much your time today.

12 SPEAKER SANDERS: Bye-bye.

13 ALJ GLEGOLA: Can we have our next speaker,  
14 please?

15 THE OPERATOR: Our next caller is Melinda York.  
16 Your line is now open.

17 STATEMENT OF SPEAKER YORK

18 Hello, my name is Melinda York, M-e-l-i-n-d-a  
19 Y-o-r-k. I live in Los Angeles. I live in a high-rise  
20 building. The cell phone drops every 10 seconds. I  
21 can't get -- I can't -- I can't use the cell phone.

22 So, my landline -- I have been a customer since  
23 I was 16 -- or 15. I am now 75 years old. I -- my  
24 mother was 94 when she passed away a couple of years  
25 ago, and the only thing she could ever use was her

1 landline and thank God we had that for her; and that was  
2 in Laguna Woods where a lot of seniors live and with  
3 landlines. Thank God she had that.

4 Now, I am 75, and I have had to call 9-1-1 a  
5 couple of times for getting -- for atrial fibrillation  
6 and thank God they said to me, "Are you Melinda York and  
7 your address is such and such?" Do you know what a  
8 relief that was that they even knew where I was, and how  
9 to get here? I -- I -- I -- I cannot explain to you the  
10 stress of having that letter come that said that your  
11 landline is going to be removed or --

12 (Timer notification.)

13 SPEAKER YORK: -- or we are going to do away  
14 with it. So, copper is the way to go. It's -- it's  
15 reliable and reliability and -- and safety for everyone,  
16 really -- really in disasters in California --  
17 earthquakes -- you got to -- you got to stand up for the  
18 people. You got to do that for the people now. Enough  
19 of the AT&T business. I have been with them many, many,  
20 years. I have seen everything they've done. All the  
21 changes. All the baby bells and every other thing.

22 It's time for you to stand up to --

23 ALJ GLEGOLA: Okay.

24 SPEAKER YORK: -- for the people and do what's  
25 right --

1 ALJ GLEGOLA: Thank you, ma'am.

2 SPEAKER YORK: -- and I pray that you do.

3 Thank you.

4 ALJ GLEGOLA: Thank -- thank you very much.

5 Could we have our next speaker, please?

6 THE OPERATOR: Our next caller is Barbara  
7 Lewis. Your line is open.

8 STATEMENT OF SPEAKER LEWIS

9 Barbara Lewis, B-a-r-b-a-r-a L-e-w-i-s. I live  
10 in Valencia, which is in LA County.

11 To me, the bottom line is the al -- always the  
12 almighty dollar. Corporations should have a social  
13 conscience, which I don't think AT&T does. They have  
14 been more profitable than many corporations for decades.  
15 They have ample resources to upgrade and also to  
16 maintain the current lines. It is not mutually  
17 exclusive as everybody has been saying. It's not an  
18 either/or situation.

19 Some people are shortsighted and have said it  
20 should be technology, but I guess they can't think  
21 beyond the box and think that there should be a  
22 transition, as others have said, to maintain the current  
23 lines, and then start implementing the changes.

24 As an RN, I'm an advocate for those who are  
25 unable to participate today. Those who have physical

1 disabilities. To me, the health and safety needs of all  
2 should be the top priority in a civilized community. I  
3 oppose both of their requests, and I only hope that the  
4 judge who looks so bored, that I can see on this Zoom  
5 meeting, is listening.

6 Thank you and goodnight.

7 ALJ GLEGOLA: Well, thank you very much. I am  
8 -- I am the judge. Hopefully, I am not looking too  
9 bored for everybody.

10 SPEAKER LEWIS: Well --

11 ALJ GLEGOLA: Sorry.

12 SPEAKER LEWIS: -- you were looking more alert  
13 than the other one.

14 Thank you.

15 COMMISSIONER REYNOLDS: Oh.

16 ALJ GLEGOLA: Have a nice day.

17 Can we have our next speaker, please?

18 THE OPERATOR: Yes, our next caller is Michael  
19 Schaffer. Your line is open.

20 UNIDENTIFIED SPEAKER: Hold on. I think it's  
21 you, Michael.

22 STATEMENT OF SPEAKER SCHAFFER

23 Hello? Michael Schaffer.

24 THE OPERATOR: Yes, your Honor line is open.

25 SPEAKER SCHAFFER: I'm sorry?

1 ALJ GLEGOLA: Yes, please continue.

2 SPEAKER SCHAFFER: Hello?

3 UNIDENTIFIED SPEAKER: Your line is open.

4 ALJ GLEGOLA: Please continue, sir.

5 SPEAKER SCHAFFER: Okay.

6 ALJ GLEGOLA: Your line is open.

7 SPEAKER SCHAFFER: This is Michael,

8 M-i-c-h-a-e-l, Schaffer, S-c-h-a-f-f-e-r, coming to you  
9 from Napa Wine country.

10 Do you remember what happened to free analog  
11 television when its bandwidth was stolen from the public  
12 domain and sold to cell phone carriers? Free TV in my  
13 area of Napa, California went away. Don't let something  
14 like this happen again.

15 To the folks at the CPUC, please do your job  
16 and reject AT&T's attempt at rejection of their duty as  
17 a public utility to maintain copper landlines, et  
18 cetera, for the benefit of all of the public.

19 Don't make me whine at you again.

20 Thank you.

21 ALJ GLEGOLA: Thank you for your time today.

22 Can we have our next caller, please?

23 THE OPERATOR: Our next caller is Kim  
24 Jorgensen. Your line is open.

25 ///

1 STATEMENT OF SPEAKER JORGENSEN

2 Oh, it's me, okay. Kim Jorgensen, K-i-m, J, as  
3 in jump, -o-r-g-e-n-s-e-n, and I am coming to you from  
4 Prunedale, California on my 1981 copper line hand phone,  
5 which is still as reliable as it has ever been. Oh, I  
6 lost my notes. Okay.

7 AT&T says that they can, you know, take the  
8 money that they're saving by getting rid of all of our  
9 phones and modernize us. We are going to be without  
10 phone service until they do that. We have fiber-optic  
11 cable on the other side of the freeway. It's been 35  
12 years, and they haven't put it in here. I can't wait  
13 another 35 years for them to -- for them to get their  
14 act together and modernize this.

15 I do have a cell phone, but I don't have any  
16 cell phone service because we are in a dead zone. Even  
17 when AT&T has to come out to fix the DirectTV, they have  
18 to walk halfway down the street to talk to their people  
19 on their cell phones. It's dead.

20 (Timer notification.)

21 SPEAKER JORGENSEN: So, apparently that nice  
22 map that they -- they sent out saying that, you know, I  
23 don't need my -- my copper landline is wrong, because  
24 it's the only thing I have got and my cell phone doesn't  
25 work.

1           Okay. Thank you very much.

2           ALJ GLEGOLA: Thank you very much for your  
3 time.

4           Could we have our next speaker, please?

5           THE OPERATOR: Our next caller is Jay  
6 Rosenquist. Your line is open.

7                         STATEMENT OF SPEAKER ROSENQUIST

8           Thank you. I am calling from the Mendocino  
9 Coast, Fort Bragg actually, and we have several  
10 landlines in remote areas, summer cabins, second  
11 residences where there is no cell service whatsoever.

12           We used to have one that we only used in the  
13 summertime, and we were allowed to have summer rates,  
14 and it has saved some people's lives because it's  
15 30 minutes by train when the Skunk train was running and  
16 the tunnel was open. You could get to town by train, or  
17 you could drive 45 minutes if you had an emergency and  
18 had to drive someone to the hospital.

19           We also have a remote -- up in Orleans up in  
20 Humboldt County, at our cabin up there that was built in  
21 1955, we have had a landline since then, and there is no  
22 cell service, and cell service just does not work where  
23 that residence, cabin is -- house that is a rental at  
24 sometimes, but I would like to encourage you to continue  
25 to have the AT&T keep the landlines.

1           Also, where I live here in Mendocino County and  
2   on the coast --

3           (Timer notification.)

4           SPEAKER ROSENQUEIST:  -- people are still on  
5   dial up, and they need a landline to have dial up, so.

6           Thank you for your time, and rotary phones work  
7   great still.  Thank you.  Bye.

8           ALJ GLEGOLA:  Thank you for your time, too.  
9           Could we have our next speaker, please?

10          THE OPERATOR:  Our next caller is Patrick  
11   Regan.  You may go ahead.

12                         STATEMENT OF SPEAKER REGAN

13           Hi, can you hear me?

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

15           SPEAKER REGAN:  Hi, my name is Patrick Regan.  
16   That's P-a-t-r-i-c-k, R-e-g-a-n, and I am calling from  
17   Oakland, California.  Thank you for listening to my  
18   comment, and thank you for putting in the time on this  
19   long meeting to listen to everyone's comments.

20           I have enjoyed listening as well to all of the  
21   relevant things that my fellow citizens have been  
22   saying.  I want to first of all say that I am calling in  
23   opposition to both of AT&T's applications, and I hope  
24   that the CPUC will do the right thing and reject them  
25   both.



1           Second of all, I just want to echo what some  
2 other commenters said earlier, which is that earlier  
3 calls and comments that we have heard in support of AT&T  
4 during this comment period has clearly been scripted, or  
5 based on a template that was probably provided by AT&T.

6           The CPUC must apply proper due diligence to  
7 those comments, investigate whether or not, you know,  
8 these people are being compensated or belong to  
9 organizations that are being otherwise compensated by  
10 AT&T and weigh and disregard those comments accordingly.

11           Most of those comments I have heard and read  
12 have been overwhelmingly against this, and I believe  
13 that is the decision that you should make tonight.

14           Landlines are not --

15           (Timer notification.)

16           SPEAKER REGAN: -- standing in the way of any  
17 other technological improvements that AT&T wants to  
18 make. They can do that as well, and it's up to you guys  
19 to make sure that they leave landlines the way they are.

20           Thank you so much.

21           ALJ GLEGOLA: Thank you for your time.

22           Can we have our next speaker, please?

23           THE OPERATOR: Our next caller is Nancy from  
24 San Diego. You may go ahead.

25           ///

1 STATEMENT OF SPEAKER NANCY

2 Hi, my name is Nancy, and I am calling from  
3 San Diego, California. I am very pro-technology. I  
4 worked in accounting for over 20 years and was very  
5 experienced in many forms of technology prior to being  
6 struck by two drunk drivers and a reckless driver in  
7 three motor-vehicle accidents that injured my spine.

8 I would very much like to encourage the CPUC to  
9 reject both of AT&T's applications especially in support  
10 of all of the people with disabilities, which is  
11 estimated to be one in six people in the United States,  
12 which in -- would include California.

13 Landlines were originally intended to be LAN,  
14 L-A-N, Local Area Network lines, which meant that they  
15 were not only provided by, but supported by a local area  
16 network. Now, they are not, but I can tell you that I  
17 rely on my landline for all of my incoming business  
18 calls including --

19 (Timer notification.)

20 SPEAKER NANCY: -- all of my calls from my  
21 healthcare providers everyone during the pandemic.

22 Thank you very much for taking my call. I have  
23 very much enjoyed the many comments tonight.

24 ALJ GLEGOLA: Thank you for your time today.

25 Could we have our next speaker, please?

1           THE OPERATOR: Our next caller is Beatrice  
2 Dieringer. You may go ahead.

3                     STATEMENT OF SPEAKER DIERINGER

4           Thank you. I have been on the phone between  
5 this afternoon and evening about six-and-a-half hours to  
6 give these comments, so here it goes.

7           My name is Bea Dieringer, B-e-a, D, as in  
8 David, -i-e-r-i-n-g-e-r. I am the president of the  
9 League of California Cities, Los Angeles County Division  
10 with 86 member cities and Rolling Hill City Council  
11 members, speaking in opposition to these applications  
12 from both organizations.

13           Much of LA County is plagued by devastating  
14 wildfires and other emergencies that can and have  
15 suddenly knocked out cell phones and electricity, so  
16 copper landlines are needed as the only reliable form of  
17 communication when this occurs.

18           In Palos Verdes Peninsula, all of our cities  
19 like Malibu are in the highest fire area. We also have  
20 very few constricted evacuation routes and limited cell  
21 coverage. We desperately need redundant communication  
22 and a reliable system for emergency alerts and 9-1-1  
23 calls required to save our residents' lives.

24           The CPUC should not only deny this application,  
25 but instead require copper landlines in all high fire

1 and other crucial areas as an essential life-saving  
2 requirement. As AT&Ts recent huge cell outage showed  
3 us, there is a dire need for more copper landlines for  
4 reliable 9-1-1 call access and general communication --

5 (Timer notification.)

6 SPEAKER DIERINGER: -- our doctor residence has  
7 no home cell coverage, so he has to rely on his landline  
8 to receive hospital emergency calls.

9 Please deny these applications and instead  
10 require copper landlines as true lifelines in all high  
11 fire areas and other needed areas. It is truly a matter  
12 of life or death.

13 Thank you very much for your time and for your  
14 patience. I have been very impressed with your patience  
15 and calm attitude throughout these long proceedings, so  
16 you're to be commended for that. Just wanted to give  
17 you that.

18 ALJ GLEGOLA: Thank you for much for that and  
19 thank you for your time today, too, and for sticking  
20 with us.

21 SPEAKER DIERINGER: Okay.

22 ALJ GLEGOLA: So, before going -- before moving  
23 to our next speaker, I just wanted to mention that there  
24 are still 45 speakers in the queue. Just so folks know  
25 that and are aware of that.

1 Can we have our next speaker, please?

2 THE OPERATOR: Our next speaker is Carmen  
3 Shoemaker. You may go ahead.

4 STATEMENT OF SPEAKER SHOEMAKER

5 Can you hear me?

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

7 SPEAKER SHOEMAKER: Okay, awesome.

8 Good evening, my name is Carmen Shoemaker.

9 It's spelled C-a-r-m-e-n, and last name  
10 S-h-o-e-m-a-k-e-r, and I'm a Southern California  
11 resident; and I am calling in support of AT&Ts  
12 application for the Carrier of Last Resort relief.

13 We must modernize our network to ensure our  
14 communities have access to reliable high-speed internet.

15 During the pandemic, my family relied on  
16 broadband to stay connected to work remotely and  
17 continue learning virtually and received vital  
18 healthcare services. Additionally, we were able to stay  
19 connected with our parents virtually to check in on  
20 their health and wellbeing without putting them at risk  
21 for contracting COVID-19.

22 Thank you.

23 ALJ GLEGOLA: Thank you very much for calling  
24 today.

25 Can we have our next speaker, please?

1 THE OPERATOR: Our next caller is Frank Egger.  
2 You may go ahead.

3 STATEMENT OF SPEAKER EGGER

4 Frank Egger, E-g-g-e-r, a former seven-term  
5 mayor of Fairfax. I am calling on our landline.

6 Earlier this year, we bought two new iPhone 14s  
7 from AT&T. I have been back to AT&T store in Corte  
8 Madera a number of times, and I still cannot phone or  
9 text half the time out of -- out of our home here in the  
10 Cascade Canyon of Fairfax.

11 We have had our -- our landline in Marin since  
12 1959. The Egger family members -- a number of them were  
13 old Pac Bell employees between 1940 and 1990. We have  
14 AT&T fiber here at the house, and the service is  
15 periodic, not reliable at all; in fact, right now, my  
16 fiber system is -- is down. I -- I -- what I am doing  
17 is I'm hitting -- I am hitting the word "send," and here  
18 is what comes up:

19 Message cannot be sent. Check your network  
20 and try again.

21 So much for fiber -- AT&T fiber. Anyway --  
22 (Timer notification.)

23 SPEAKER EGGER: Anyway, the only way we can  
24 dial 9-1-1 is with our AT&T copper landline.

25 Please deny both AT&T applications. Don't let



1 community that I recently discovered. And I am urging  
2 you to do right thing. Please reject both of AT&T  
3 applications and continue to give people an option to  
4 have less radiation in their home environment.

5 And, please, consider the public health and  
6 safety of our future generations. I mean, the amount of  
7 exposure for our children that they're exposed to on a  
8 daily basis from cell phones and tablets and computers,  
9 and we need to maintain ways to reduce -- have redundant  
10 communication, as well as reduce harmful radiation,  
11 especially in our homes.

12 (Timer notification.)

13 SPEAKER SUBLIME: And, yeah. Thank you so  
14 much. And I hope that you deny the application.

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

17 Can we have our next speaker, please.

18 THE OPERATOR: Our next caller is Toril Jelter.  
19 You may go ahead.

20 STATEMENT OF SPEAKER JELTER

21 Hello. Can you hear me?

22 ALJ GLEGOLA: Yes. We can. Please continue.

23 SPEAKER JELTER: Yes. This is Toril Jelter,  
24 J-e-l-t-e-r. I'm a pediatrician in Walnut Creek,  
25 California, where I've lived for 25 years.



1           And I request that the hardwired landlines be  
2 continued and maintained. The landline telephone lines  
3 are healthier safer than the wireless phones, and Voice  
4 over Internet Phones do not work in a power outage.

5           And the wireless phones are particularly  
6 harmful to our most vulnerable populations, those with  
7 chronic illness, elderly, children and unborn child. In  
8 my practice, I now hear from parents that children can  
9 no longer go to public schools because of the wireless  
10 radiation makes them sick. They get headaches, nausea  
11 and can't think straight.

12           And if we don't have landlines anymore, they'll  
13 be forced to only use the cell phone for communication  
14 and these problems of electro-hypersensitivity will come  
15 out in younger and younger ages, having disability  
16 before they can even enter the workforce. In Europe,  
17 wireless radiation is being removed from public schools  
18 and libraries --

19           (Timer notification.)

20           SPEAKER JELTER: -- because of concerns about  
21 long-term health. And I have left some websites in the  
22 docket. Please save the landline. Thank you very much  
23 for your time.

24           ALJ GLEGOLA: Thank you very much for your  
25 time.

1 Can we have our next speaker, please.

2 THE OPERATOR: Our next caller is Rolf Jacobs.

3 You may go ahead.

4 STATEMENT OF SPEAKER JACOBS

5 Yeah. Hi. Rolf Jacobs, R-o-l-f J-a-c-o-b-s.

6 I'm in San Jose. Now, I'm not against new technology,  
7 but I am against introducing it until whatever it's  
8 replacing -- you know, until it works as well as  
9 whatever it is replacing. And, frankly, the  
10 old-fashioned landlines, I have a couple of them in my  
11 house. I like them. They're clear. They're easy to  
12 understand. The calls don't get dropped. I've been  
13 sitting on the line since this afternoon for many hours.  
14 That never would have happened on the cell phone.

15 So, look, I hope you don't get rid of  
16 landlines. In fact, I'd really like to see you  
17 strengthen them and require AT&T to maintain them until  
18 the technology is as good as what we have now. Okay.  
19 That's it. Thank you.

20 ALJ GLEGOLA: Thank you very much for your  
21 time.

22 Can we have our next speaker, please.

23 THE OPERATOR: Our next caller is Curt Bantz.

24 You may go ahead. Your line is open.

25 ///

1 STATEMENT OF SPEAKER BANTZ

2 Thank you so much. I'll keep it very short and  
3 simple. Just please reject the AT&T prepared project.

4 Thank you so much. My name is Curt Bantz, C-u-r-t  
5 B-a-n-t-z. Thank you so much. And thank you for all  
6 the effort you put into tonight to keep up with everyone  
7 here. I really appreciate it very much. Thank you.

8 ALJ GLEGOLA: Thank for your time as well.

9 Can we have our next speaker, please.

10 THE OPERATOR: And before we go to the next  
11 caller, again, if you would like to make a comment,  
12 unmute your phone and press star one to record your  
13 first and last name slowly and clearly when prompted.

14 Our next caller is Debra Butler.

15 You may go ahead.

16 STATEMENT OF SPEAKER BUTLER

17 Can you hear me?

18 ALJ GLEGOLA: Yes, we can.

19 SPEAKER BUTLER: Great. Thank you. My name is  
20 Debra, D-e-b-r-a, Butler, B-u-t-l-e-r. I am calling to  
21 urge you to reject both of AT&T's applications. I'm  
22 living in a highly, built-up portion of Alameda county  
23 in the San Francisco Bay Area, and it has turned out to  
24 not be a guarantee of being able to receive cell phone  
25 service.

1           In addition to people who live in remote areas,  
2       lack of cell service is not at all unheard of in urban  
3       and built-up areas.

4           Next, the quality of my internet connection has  
5       degraded significantly in the last two years. At this  
6       time, I have no reliable service about one-third of the  
7       time. The potential inability to make emergency calls  
8       or important family calls is --

9           (Timer notification.)

10          SPEAKER BUTLER: -- affected because of the  
11       poor service. On 911 calls by a cell phone from this  
12       area, at least a few years ago, used to go 50 miles away  
13       to Vallejo in a call center where people would not know  
14       this area where the emergency is happening; whereas  
15       landline calls do go to local call centers.

16          Next, very briefly, I was in a hurricane that  
17       hit Hawaii in 1992. For many days right after the  
18       hurricane hit -- and I can tell you there was very  
19       little or no cell service for many, many, many days  
20       after that in part because towers were down and in part  
21       because of emergency uses. The only phone that did work  
22       for people reliably was a pay phone at the local mall.

23          Last, I am a risk manager and I must say --

24          ALJ GLEGOLA: Ma'am, can you please wrap up.

25          SPEAKER BUTLER: Yes. It's irresponsible to

1 not have a reliable backup such as landline service for  
2 such a critical service that everybody needs to use.

3 Thank you very much for your time.

4 ALJ GLEGOLA: Thank you for your time as well.

5 Can we have our next speaker, please.

6 THE OPERATOR: Our next called is Noelle. You  
7 may go ahead.

8 STATEMENT OF SPEAKER NOELLE

9 Hi. Good evening. I'm just calling to  
10 respectfully request that you approve these  
11 applications, which will not snatch anyone's home phones  
12 away. In fact, they will actually improve the state as  
13 a whole by granting AT&T the ability to pump resources  
14 into improving their service.

15 This will also create a transition plan, which  
16 will ensure that we all have the appropriate dial tone.  
17 I also want to go ahead make sure that folks know  
18 that -- people seem to love copper, but copper is also  
19 susceptible to power outages as well as natural  
20 disasters. And also copper service will take longer to  
21 bring back up again. So thank you very much for your  
22 time. Have a great evening.

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

24 Could we have our next speaker, please.

25 THE OPERATOR: The next caller is Erica

1 Richardson.

2           You may go ahead.

3           (No response.)

4           THE OPERATOR: Erica Richardson, your line is  
5 open. We're not able to hear you. Please check your  
6 mute button.

7           STATEMENT OF SPEAKER RICHARDSON

8           Erica Richardson, E-r-i-c-a  
9 R-i-c-h-a-r-d-s-o-n, Sacramento. I oppose both  
10 applications because I truly believe lives are at stake.  
11 I am disabled. Both of my parents are seniors. In my  
12 family, we have landlines, DSL, and also cell service.  
13 The DSL is very unreliable. My mom has the cell service  
14 and she encounters frequent dead zones. I actually was  
15 at a CPUC meeting about the DSL service last year.

16           I'm concerned about what happens in an  
17 emergency without landlines. AT&T had a widespread cell  
18 service outage on February 22nd of this year. Just two  
19 days before that, most of California was under a flood  
20 watch. What happens when the next atmospheric river  
21 hits and we have flooding, blizzards, mud slides, and  
22 the power goes out again, and we have the cell towers go  
23 down.

24           I've looked at other phone service options.  
25 Cable phone service requires power. So if you have a

1 power outage, there's no phone service unless you have  
2 batteries, which only last 24 hours. Please consider  
3 people who are disabled. Please consider people in  
4 rural areas. They don't have good access. They have  
5 many, many dead zones. And please reject AT&T's  
6 petition. Thank you.

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

9 Can we have our next speaker, please.

10 THE OPERATOR: Our next caller is Arlene Ward.  
11 You may go ahead.

12 STATEMENT OF SPEAKER WARD

13 Hello. My name is Arlene Ward. Can you hear  
14 me?

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

16 SPEAKER WARD: Yes. I believe that that  
17 approval of AT&T's request would have an adverse impact  
18 on its customers. And even though we have a choice of  
19 having both cell service and landlines -- and I have  
20 both -- I have dead zones in my home where I can talk on  
21 the cell phone for five minutes and have to end up  
22 converting to a landline.

23 And I believe that it's my choice to use both,  
24 you know, and I should have that choice. I've had cell  
25 phone company representatives tell us that you'll have

1 better service, you know, landlines -- landlines --  
2 better Wi-Fi capability and what have you, better  
3 coverage, and this promise has been made for the last 10  
4 years. We still don't have it, even though we're paying  
5 for it. And I'm not talking about just myself, but  
6 2,500 homes in our community.

7 (Timer notification.)

8 SPEAKER WARD: They paid thousands of dollars  
9 for it, but we don't have it. I'd like to see them  
10 produce this product before they pull it from us.  
11 That's all. Thank you.

12 ALJ GLEGOLA: Thank you very much for your  
13 time.

14 Could we have our next speaker, please.

15 THE OPERATOR: Our next caller is Margaret  
16 Wagner.

17 STATEMENT OF SPEAKER WAGNER

18 Hello?

19 ALJ GLEGOLA: Hello. Please continue.

20 SPEAKER WAGNER: Oh, hi. Sorry. I've been  
21 waiting for over four hours for my name and when it  
22 comes up, it's sort of a shock. Let's see. My name is  
23 Margaret Wagner, W-a-g-n-e-r. I'm living in the Santa  
24 Cruz county mountains in the town of Felton.

25 And when we got that letter -- and this whole



1 thing is just so terrifying for us. We're seniors that  
2 need our landlines. We're in a rural area, and we hope  
3 that you, please, do not approve the applications, and  
4 our lives depend on it, and other people that live in  
5 our canyon.

6 Our electricity goes out regularly for days at  
7 a time in the winter and the summer. Regular phone  
8 lines don't work, and we don't get a cell phone signal  
9 at home. If we lose it, we wouldn't be able to call for  
10 emergency services, and also we wouldn't be warned of  
11 wildfires. And we live in a forest canyon that's at a  
12 very high risk, and there's only one way in and out, and  
13 many others in canyon depend on the landlines too --

14 (Timer notification.)

15 SPEAKER WAGNER: And we have flooding and mud  
16 slides, and it's our only communication outside the  
17 canyon. So, please, don't approve it. Our lives depend  
18 on it. Thank you.

19 ALJ GLEGOLA: Thank you very much for your time  
20 today.

21 Can we have our next speaker, please.

22 THE OPERATOR: Our next caller is Joyce  
23 Vandermeyde.

24 STATEMENT OF SPEAKER VANDERMEYDE

25 Hello?

1           ALJ GLEGOLA: Hello. We can hear you. Please  
2 continue.

3           SPEAKER VANDERMEYDE: Okay. Yes. My name is  
4 Joyce Vandermeide, J-o-y-c-e V-a-n-d-e-r-m-e-y-d-e. And  
5 I also wanted you to reject this thing from AT&T. I  
6 know I've been an AT&T customer for 64 years or so, but  
7 cell phone, it's very difficult at my house.

8           Even -- they tried to do a doctor's appointment  
9 because my husband doesn't like to go to the office. So  
10 we tried to do a video call on my cell phone so he can  
11 see him, but it was so low. I think it was only one red  
12 dot. So the doctor had to call us back on the landline.  
13 So he can just talk and cannot see him, but he had to  
14 stop because on that one the reception got so bad, there  
15 was nothing he could do with that.

16           So we had to go back to the landline, and so we  
17 need it for emergencies. My husband is 92. I'm 84, and  
18 things happen when you're this age. So, please, keep  
19 phones, our landline. I even have the rotary phone, you  
20 know, dial that way. So thanks for listening.

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

23           SPEAKER VANDERMEYDE: Thank you.

24           ALJ GLEGOLA: Can we have our next speaker,  
25 please.

1 THE OPERATOR: Our next caller is Karen Stout.  
2 You may go ahead.

3 STATEMENT OF SPEAKER STOUT

4 Hi, Commissioner.

5 Karen Stout, K-a-r-e-n S-t-o-u-t.

6 ALJ GLEGOLA: Yes, please continue.

7 SPEAKER STOUT: Thank you so much. I  
8 appreciate you guys staying on the line so late, and  
9 thank you for giving me the opportunity to make a  
10 comment. I am speaking in support of allowing AT&T to  
11 be able to modernize their system. I would argue that  
12 we should be focusing on cell phones.

13 Electromagnetic sensitivity is not a real  
14 thing. I think we all know that. I hope the CPUC can  
15 take that into account. I would also ask that we --  
16 they be allowed to modernize and progress. Thank you so  
17 much.

18 ALJ GLEGOLA: Thank you for your time today.

19 Can we have our next speaker, please.

20 THE OPERATOR: Our next speaker is Anna  
21 Villalobos.

22 STATEMENT OF SPEAKER VILLALOBOS

23 Yes. Can you hear me?

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

25 SPEAKER VILLALOBOS: My name is Anna

1 Villalobos, A-n-n-a V-i-l-l-a-l-o-b-o-s. I live in San  
2 Bruno, in the San Francisco Bay Area. During the '89  
3 earthquake, the landlines were our lifeline, and they  
4 will be when the next big one hits us.

5 I was a civil servant for over 33 years; five  
6 years as a community worker and 27 years as a records  
7 clerk at a police department. Our police department had  
8 a landline for backup in case of a major disaster. When  
9 911 is called from a landline, it provides the  
10 dispatcher with the exact address where a medical  
11 emergency, a domestic violence incident or any critical  
12 emergency could be occurring.

13 Senior citizens, the disabled, and  
14 non-English-speaking citizens need this basic service as  
15 a lifeline when an emergency happens. It can be a  
16 matter of life and death. Landlines are a very critical  
17 infrastructure for our communications. This is a matter  
18 of social justice and equality for every Californian,  
19 especially our most vulnerable. I urge the CPUC to  
20 reject the two applications submitted by AT&T.

21 I really hope you take this into consideration.  
22 For my phone call, I bet there are, you know, a thousand  
23 people that need to be heard that don't have the  
24 wherewithal, the means, to call in --

25 (Timer notification.)

1           SPEAKER VILLALOBOS:  -- four hours.  So,  
2     please, consider what you're hearing tonight and reject  
3     the application submitted by AT&T.  Thank you so much  
4     for your time.

5           ALJ GLEGOLA:  Thank you for your time today.  
6           Can we have our next speaker, please.         ]

7           THE OPERATOR:  Our next caller is Karen Stout.  
8           You may go ahead.

9                         STATEMENT OF SPEAKER STOUT

10          Karen Stout.  Consideration for my phone call.  
11     I bet there are a thousand people that need to be heard  
12     that don't have the wherewithal or the means to call in  
13     and wait four hours.  So please consider what you're  
14     hearing tonight and reject the application submitted by  
15     AT&T.

16          Thank you so much for your time.

17          ALJ GLEGOLA:  Thank you for your time today.  
18          Can we have our next speaker, please?

19          THE OPERATOR:  Our next caller is Lucille  
20     Bartoo.

21          You may go ahead.

22                         STATEMENT OF SPEAKER BARTOO

23          My name is Lucille Bartoo, L-u-c-i-l-l-e;  
24     second word, B-a-r-t-o-o.  I've been an AT&T customer  
25     for over 50 years and (indecipherable) before that.  I'm

1 on a fixed income and use Lifeline. Elderly, disabled.  
2 I find the landlord -- landlord? Landline to be a lot  
3 safer. I also get sick trying to use the cell phone. I  
4 can't sleep around it at all. I get dizzy. There's a  
5 number of problems. A lot of thing that I actually  
6 agreed with a lot of the other people on too.

7 The cell phone I find to be very expensive  
8 since I'm on a fixed income. And another thing I don't  
9 like is --

10 (Timer Notification.)

11 SPEAKER BARTOO: -- you have to have an auto  
12 payment. And, you know, I am watching my finances so  
13 closely, which is really a turn off.

14 I find the landline a necessity too. The only  
15 time I want a cell around me is when I'm out on my walk  
16 or away from home. So if I have a disaster or something  
17 like that, hopefully I can reach someone. But I can't  
18 really have it around me at the house because I'm  
19 sensitive to it.

20 Okay. And I find it's very expensive. They  
21 have a lot of stuff on it that I'm not interested and  
22 don't want on top of it. And I'm not into learning a  
23 whole bunch of stuff at my later age.

24 Thank you very much. I appreciate your  
25 patience.

1 ALJ GLEGOLA: Thank you for your time today.

2 Can we have our next speaker, please.

3 THE OPERATOR: Our next caller is Lori  
4 Shiffrin.

5 You may go ahead.

6 STATEMENT OF SPEAKER SHIFFRIN

7 Hello. Can you hear me?

8 ALJ GLEGOLA: Yes, we can. Can you please  
9 continue?

10 SPEAKER SHIFFRIN: I can, sorry. I've been  
11 here for a long time. I don't even remember what it was  
12 that I was going to say except, A, please don't get rid  
13 of our landlines; and, B, everybody I know who doesn't  
14 have one, doesn't have one because they were -- I'm not  
15 even going to use the word. They didn't get correct  
16 information from AT&T.

17 And I wanted to read you something I just got  
18 in the mail from them, which says to keep your numbers,  
19 to keep your home phone -- so now they have something  
20 called "home phone." Pay less. Staying connected is  
21 important as it should be. That's why AT&T phone does  
22 everything your current phone line does for less than  
23 you currently pay.

24 Hello? I mean, obviously that's not true.  
25 Because I actually called them yesterday. And it's a --

1 what do you call it? A VoIP line or something like  
2 that. It's an internet line.

3 So they're also scamming people. I mean every  
4 time they call me for something, the last thing I say to  
5 them is, "Do I get to keep my landline?" And either  
6 they hang up on me or they say, "No." And otherwise  
7 they hang up because they don't know.

8 So there's something fishy going on with AT&T.  
9 And I really, really, really, believe that this has to  
10 do a lot with life and death for people including me who  
11 had to call 911 last week -- actually two weeks ago for  
12 an ambulance. That's not going to happen on one of  
13 these lines.

14 The other thing is I have stayed on the phone.  
15 I called at 2:00 o'clock. I had to leave at 4:15. I  
16 called back at 6:00 o'clock. And I don't even know what  
17 time it is now. If I was on my cell phone, it would  
18 have died a long time ago.

19 (Timer notification.)

20 SPEAKER SHIFFRIN: Anyway, thank you very much.  
21 Your patience has been invaluable. I wish your website  
22 worked, but it didn't. Thank you very much. Please,  
23 please, please, let us keep our landlines, and hopefully  
24 others can have them as well.

25 Thank you.



1 ALJ GLEGOLA: Thank you for your time too.

2 Can we have our next speaker, please?

3 THE OPERATOR: Our next caller is Lupita  
4 Sanchez.

5 You may go ahead.

6 STATEMENT OF SPEAKER SANCHEZ

7 Thank you. Good evening. I appreciate the  
8 opportunity to speak, and I want to start by thanking  
9 all of you as well because, you know, as we've been on  
10 the call, you've been on the call just as long and on  
11 video. I'm watching you on video right now, and you  
12 don't look bored. I think someone had made a comment  
13 earlier.

14 But I want to share a story. And I'm part of  
15 a -- I'm impacted at several levels. I have two young  
16 children who go to public school, and everything they do  
17 now is online. They do homework it's online. They  
18 submit homework, a project it's online. They no longer  
19 submit paper in a classroom. And so when I think about  
20 the technology and where we're moving, we need to do  
21 this for California.

22 And then at the same time, I think about my  
23 grandmother who was extremely isolated in 2020 because,  
24 you know, we're immigrants to this country. We were  
25 essential workers and we couldn't expose her and so she

1 was very lonely during those years. And the thing that  
2 kept her going was we could Face time with her. She  
3 learned how to go on the --

4 (Timer notification.)

5 SPEAKER SANCHEZ: -- channel. My mother,  
6 similarly she was widowed in her 40s, and she allowed to  
7 connect to technology to connect with people and connect  
8 to groups. And I think that that's what I want us to  
9 focus on is that technology allows us to make those  
10 connections and to be -- you know, feel connected to  
11 people when we can't physically be there. So I urge you  
12 to consider investing in California and our people, and  
13 let us have advanced technology.

14 Thank you for your time.

15 ALJ GLEGOLA: Thank you for your time as well.

16 Can we have our next speaker, please?

17 THE OPERATOR: Our next caller is  
18 Sharon Gelder.

19 You may go ahead.

20 STATEMENT OF SPEAKER GELDER

21 Hi. My name is Sharon, S-h-a-r-o-n; Gelder,  
22 G-e-l-d-e-r, from a landline in San Francisco with  
23 decades of pleasurable use. The kind of action -- this  
24 kind of action needs a countrywide investigation before  
25 we start trashing proven, highly secure technology.

1 Because it's -- it is considered out of fashion trend or  
2 too much trouble financially or otherwise.

3 This is not an AT&T problem. Not just a  
4 problem for people in AT&T's area. It's an America  
5 problem. It's a state government problem, a federal  
6 government problem, a military problem, and national  
7 security problem.

8 In a time when our so-called high tech is  
9 vulnerable to destruction cell towers and fiber attacks,  
10 questionable electric guide --

11 (Timer notification.)

12 SPEAKER GELDER: -- to local terrorists never  
13 mind China and Russia. When these problems exist, why  
14 would we choose to dismantle a nearly indestructible  
15 technology with a vast longevity?

16 Thank you for your time.

17 ALJ GLEGOLA: Thank you for your time.

18 Can we have our next speaker, please?

19 THE OPERATOR: Our next caller is Daniel Lee.

20 You may go ahead.

21 STATEMENT OF SPEAKER LEE

22 Oh, hello?

23 ALJ GLEGOLA: Hello. Please continue.

24 SPEAKER LEE: Oh, oh, you hear me?

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

1           SPEAKER LEE: I basically wanted to echo some  
2 of the other people's comments. The in-person hearings  
3 were too far away, and I urge you to deny both proposals  
4 by AT&T and send them back to the drawing board.

5           Oh, my name is Daniel, D-a-n-i-e-l L-e-e. I'm  
6 a former IBM mainframe COBOL computer programmer. My  
7 father was a stockholder in AT&T and PG&E. And we have  
8 a landline to the fax machine and the cordless to the  
9 rest of the house. But some people complain about the  
10 reception on the cordless, so I have to run upstairs to  
11 talk on the fax phone.

12           And I have two cell -- cell phones, flip  
13 phones, one track phone by Verizon, which was required  
14 by Verizon, and the other an AT&T prepaid phone. And I  
15 have a voice over IP number too through Wi-Fi on a  
16 smartphone, but I'm not -- I'm not using the device or  
17 data plan just no SIM card. Did I go over my time?

18           (Timer notification.)

19           SPEAKER LEE: Oh, yeah, yeah, yeah. I like the  
20 one comment "transition without trauma."

21           Hello?

22           ALJ GLEGOLA: Thank you, sir. Thank you very  
23 much for your time.

24           Can we have our next speaker please?

25           SPEAKER LEE: Oh, wait, wait. I sent the

1 written comments to publicadvisor@cpuc.ca.gov.

2 ALJ GLEGOLA: Okay. Thank you very much, sir.

3 Can we have our next speaker, please?

4 THE OPERATOR: Our next caller is Karen

5 McClain.

6 You may go ahead.

7 (No response.)

8 THE OPERATOR: Guest Sharon McClain, your line  
9 is open. You may go ahead with your comments.

10 (No response.)

11 THE OPERATOR: We are not able to hear you.  
12 Please check your mute button.

13 (No response.)

14 THE OPERATOR: Should we go to the next caller?

15 ALJ GLEGOLA: Could you please.

16 SPEAKER McCLAIN: Hello?

17 THE OPERATOR: There we go, Karen. You can go  
18 ahead. Your line is open.

19 SPEAKER McCLAIN: Are you asking for Sharon  
20 McClain?

21 THE OPERATOR: Yes.

22 ALJ GLEGOLA: Can you please continue with your  
23 comments?

24 (No response.)

25 THE OPERATOR: Sharon McClain, you can go ahead

1 with your comments.

2 (No response.)

3 ALJ GLEGOLA: Can we come back to this person?

4 THE OPERATOR: Yes, we can.

5 Our next caller is Helen Walsh.

6 You may go ahead.

7 STATEMENT OF SPEAKER WALSH

8 Yes. Hi. And thank you for this opportunity.

9 My name is Helen Walsh, and I live in Berkeley,  
10 California. I oppose AT&T's application to withdrawal  
11 (sic) its eligible telecommunications carrier  
12 designation and AT&T's application for relief from its  
13 Carrier of Last Resort obligation copper landline  
14 technology. I am a person with a disability. Copper  
15 landline service is a lifeline for seniors and persons  
16 with access and functional needs. It is a reliable and  
17 affordable communication technology for California. A  
18 copper landline is reliable during power outages and  
19 other types of emergency. Copper landline provides  
20 reliable access to emergency services. A copper  
21 landline is vital for my safety and my well being.

22 Thank you.

23 ALJ GLEGOLA: Thank you for your time today.

24 Can we have our next speaker, please?

25 THE OPERATOR: Our next caller is Sharon

1 McClain.

2           You may go ahead.

3           (No response.)

4           THE OPERATOR: Again, Sharon, we are not able  
5 to hear you. Please check your mute button.

6           STATEMENT OF SPEAKER McCLAIN

7           Okay. Can you hear me now?

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

9           SPEAKER McCLAIN: I have spoken before about  
10 advancing technology. Yeah, absolutely. That is  
11 amazing. However, for the folks that, you know, live in  
12 the rural areas that do not have access to wireless, you  
13 know, and other technology, having a landline is -- is a  
14 lifeline. It's life and death.

15           And so for AT&T to, you know, dismiss that and  
16 to try to renig responsibility for that is insane. You  
17 know, they -- they're a corporate entity. They need to  
18 take responsibility for what they took on the  
19 responsibility for. And until they can come up with,  
20 you know, a some sort of a -- some sort of a plan --

21           (Timer notification.)

22           SPEAKER McCLAIN: -- then this should not go  
23 through. Both, you know, proposals should be denied  
24 absolutely.

25           ALJ GLEGOLA: Thank you for your time today.

1 Can we have our next speaker, please.

2 THE OPERATOR: Our next caller is Billy Jene  
3 Carter.

4 You may go ahead.

5 STATEMENT OF SPEAKER CARTER

6 Good evening. Can you hear me?

7 ALJ GLEGOLA: Yes, we can. Can you please  
8 continue.

9 SPEAKER CARTER: Yes. B-i-l-l-y J-e-n-e  
10 C-a-r-t, as in Tom, e-r. I just want to make a comment  
11 that I hope the commissioners and judge you won't be  
12 offended by. Just haven't heard anybody mention this.  
13 But in a spiritual sense, you know, I just -- you guys  
14 have such a heavy decision to make for so many people  
15 whose very lives depend on your decision.

16 You know, today you're a judge, a commissioner.  
17 None of us know where we're going to be tomorrow. And  
18 it could easily be you or a loved one tomorrow that  
19 needs a decision like this made, you know, for the  
20 people. I just want you to keep that in mind that  
21 there's the human factor.

22 Yes, AT&T is a conglomerate, they're powerful,  
23 they can throw money around, but we are human beings.  
24 And we need each other and I hope that you guys remember  
25 when you make this very serious decision that it impacts



1 so many people very lives.

2 Thank you. Good evening.

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

5 Can we have our next speaker, please?

6 THE OPERATOR: Our next caller is M. O'Brien.

7 You may go ahead.

8 STATEMENT OF SPEAKER O'BRIEN

9 Hello. M -- (inaudible) i-e-n. Your Honor and  
10 all the wonderful people speaking in attendance and the  
11 hearing staff, thank you so much. And thank you for  
12 your time and dedicated service. I'm so inspired by the  
13 compelling arguments articulated today.

14 Respectfully I only just learned of this  
15 hearing late today. I urge you guys to do your best to  
16 ensure more inclusive widespread public awareness  
17 campaigns prior to hearings of this nature that impact  
18 public safety and affordability utility access options.

19 As a first responder and caregiver to those  
20 unable to afford nor operate cell phones, I humbly  
21 request CPUC to reject both AT&T's application for  
22 removal of landline services and their designation as a  
23 COLR until a viable reliable option is secured.

24 Landline services are a means to preserve and  
25 protect public safety. They provide affordable

1 communication option --

2 (Timer notification.)

3 SPEAKER O'BRIEN: -- well, I can only say as  
4 the fourth largest economy in the world, progress and  
5 secure reliable landlines can coexist. Having landlines  
6 does not stop progress. It just secures an option for  
7 us when there's a natural disaster, natural or manmade.  
8 They don't require power we have frequent brownouts, and  
9 bring back popcorn.

10 Thank you.

11 ALJ GLEGOLA: Thank you very much.

12 Can we have our next speaker, please?

13 THE OPERATOR: Our next caller is Deborah  
14 Creech.

15 You may go ahead.

16 STATEMENT OF SPEAKER CREECH

17 Hi. I'm Deborah Creech, D-e-b-o-r-a-h  
18 C-r-e-e-c-h. I want to thank you for your nice, gentle,  
19 even tone tonight. Because we've all heard the same  
20 thing. A lot of ideas. And I just want to say what has  
21 been said before in a roundabout way. When you call  
22 911, and the previous caller mentioned this, your  
23 physical address comes up on that screen if you're on  
24 the landline. If you're on a cell phone, your call goes  
25 to Sacramento and then gets rerouted back to your

1 jurisdiction. And there's no record ever made of that  
2 call.

3 I've had to avail myself of 911. I'm a  
4 disabled senior like so many others on a fixed income.  
5 And I just want to say I hope that the CPUC will uphold  
6 the citizens.

7 (Timer notification.)

8 SPEAKER CREECH: Thank you.

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

11 Can we have our next speaker, please?

12 THE OPERATOR: Our next caller is Ellen  
13 Gillespy (sic).

14 You may go ahead.

15 STATEMENT OF SPEAKER DELESTON

16 Hello?

17 ALJ GLEGOLA: Hello. Please continue.

18 SPEAKER DELESTON: Yeah. My name is Ellen  
19 Deleston. Last name is spelled, D-e-l-e-s-t-o-n. And  
20 I'm calling from Rodero High School located in LA  
21 County, which is 90056. I'm calling to request that you  
22 reject the petition of AT&T to discontinue landlines. I  
23 have experienced an earthquake and power outages where  
24 landline was my only way to communicate with my family  
25 and electric company to restore power.

1 I'm all for progress and think -- and I think  
2 that we need to have both. I have a cell phone, but I  
3 learned that when the power's out and Wi-Fi fails, my  
4 landline has worked.

5 Also our schools use landlines. I would hate  
6 for there to be a disaster and lives lost due to the  
7 lack of ability to call for help.

8 I also have friends that live in the -- near  
9 the airport, LAX, and very often calls are dropped on  
10 the cell phone.

11 (Timer notification.)

12 SPEAKER DELESTON: -- landlines. Anyway thank  
13 you for your patience, and I don't want AT&T to treat us  
14 like an old dog that the owners decide to put down just  
15 because the care is too great and the dog is old.

16 Thank you. ]

17 ALJ GLEGOLA: Thank you for calling in today.

18 Can we have our next speaker, please?

19 THE OPERATOR: Our next caller is John Patrick.

20 You may go ahead.

21 STATEMENT OF SPEAKER PATRICK

22 Thank you. John Patrick, P-a-t-r-i-c-k,  
23 calling in this evening to voice my support for the AT&T  
24 application before the CPUC.

25 If I understand correctly, this technology we

1 are talking about, these copper lines, it was developed  
2 and de -- deployed initially in the late 1800s. It is  
3 time to move California forward; it's 2024, and from  
4 what I have seen, it appears the overwhelming majority  
5 of California residents -- these AT&T customers have  
6 already moved on. I think there was one -- one news  
7 article that said they used to have 10 million customers  
8 and now there's about 500,000 and it goes down every  
9 year.

10 A quick story about my 88-year old mother. She  
11 feels very strongly about the landline she has. She  
12 feels strongly about the daily robocalls, unwanted  
13 solicitations and scammers trying to steal her personal  
14 information. She feels very strong, but she gets  
15 stressed out and confused.

16 Please support this application and allow AT&T  
17 to get out from underneath this regulatory scheme where  
18 they have to maintain a network that only a fraction of  
19 the -- of the cust -- consumers in their service  
20 territory even want.

21 (Timer notification.)

22 SPEAKER PATRICK: Obviously, it's critical for  
23 rural customers and seniors, but let's come up with a  
24 solution other than this Carrier of Last Resort  
25 designation.

1 Thank you.

2 ALJ GLEGOLA: Thank you for your time today.

3 Could we have our next caller, please?

4 THE OPERATOR: Our next caller is Leslie  
5 Graves. You may go ahead.

6 STATEMENT OF SPEAKER GRAVES

7 Thank you. My name is Leslie Graves,  
8 L-e-s-l-i-e G-r-a-v-e-s; and I live in Cool, California.

9 Please reject AT&T's proposal on the  
10 applications. We rely on a modem or DSL-internet  
11 service that is through our phone line; unfortunately,  
12 we do not have many other options for internet service  
13 because of trees.

14 I believe modernization is necessary, but there  
15 should be both landline and modernization. Let AT&T --  
16 AT&T prove, by installing it first, before removing our  
17 resource.

18 Fiber optics, it was installed in Auburn Lake  
19 Trails, but I don't live in Auburn Lake Trails. Areas  
20 that have that option -- great, good for them. But if  
21 you live outside the area, you are limited and have very  
22 few options. What I don't understand is why places like  
23 larger cities, Roseville, Granite bay, Elk Grove are  
24 carved out, and they get to keep their landlines.

25 During the Mosquito Fire in 2022, we were in

1 the evacuation zone and lost power. Thank you goodness  
2 for our landlines.

3 Please, that's for our California users and  
4 seems to be shortsighted and dangerous and should only  
5 be done when fiber optic is available.

6 (Timer notification.)

7 SPEAKER GRAVES: Thank you.

8 ALJ GLEGOLA: Thank you very much for your  
9 time.

10 Can we have our next speaker, please?

11 THE OPERATOR: Our next caller is Craig  
12 Chatterton. You may go ahead.

13 (No response.)

14 THE OPERATOR: Again, Craig Chatterton, your  
15 line is open. You may go ahead.

16 We are not able to hear you, please check your  
17 mute button.

18 STATEMENT OF SPEAKER CHATTERTON

19 Oh, I'm sorry. That -- that flipped on me.

20 Thank you so much. C-r-a-i-g C-h-a-t-t-e-r-t-o-n.

21 I am calling to hope that you'll reject both  
22 these applications. I live in Santa Cruz County.  
23 Supervisor Zach Friend talked earlier about the issues  
24 in our county; and like many others, I depend on a  
25 landline. I -- there was so many poor phone calls that

1 came in on cell phones tonight; I hope the irony is not  
2 lost on the CPUC.

3 I also hope that the CPUC truly understands  
4 what AT&T's larger game plan is, because I am lost.  
5 AT&T applied for 1.4 billion -- that is with a "B" in  
6 FSA funding grants from the CPUC for fiber broadband  
7 expansion. So, they truly aren't exiting California;  
8 they want to be a player. They want to provide services  
9 to residents here.

10 If their network is reliable, then they should  
11 be happy to continue to provide COLR to residents; that  
12 would be a great competitive advantage to be the Carrier  
13 of Last Resort over fiber for millions of customers in  
14 California, so I don't understand why they want to  
15 abandon COLR if their network is reliable. If it's not  
16 reliable then they need to fix it.

17 So, anyway, hoping you'll reject their  
18 applications and send them back to the drawing board to  
19 come up with something that makes more sense.

20 Thank you.

21 ALJ GLEGOLA: Thank you for your time today.

22 Could we have our next speaker, please?

23 THE OPERATOR: Our next caller is Elizabeth  
24 Greval. You may go ahead.

25 ///



1 STATEMENT OF SPEAKER GREVAL

2 Hi, can you hear me?

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

4 SPEAKER GREVAL: Hi, this is Elizabeth calling  
5 from Marin County. I have had a landline in this home  
6 -- our family has had a landline in this home for  
7 100 years when my grandfather put it in continuously as  
8 well as original stockholders, so.

9 I am a working-age mom with a child at home,  
10 and I am, frankly, absolutely appalled that you're even  
11 dreaming of getting rid of landlines. Every single  
12 caller that I have heard who called in while I was  
13 listening who spoke out in favor of getting rid of  
14 landlines cited inaccurate information.

15 Anyway, down the road from me is Marin County  
16 Fire Department Headquarters on my street, a third of a  
17 mile away. My next-door neighbor is a U.S. Post Office.  
18 They had no cell service for one week a few weeks ago,  
19 when they had all the storms.

20 I find it absolutely shocking that you're  
21 considering getting rid of landlines in a town where  
22 there is the Marin County Fire Department Headquarters  
23 and the U.S. Post Office; this town needs to maintain  
24 landlines.

25 My cell phone rarely works, and I am not hidden

1 under trees very much. We are a couple of miles from  
2 the urban area. It's a town of maybe 1,500-1,200  
3 people.

4 (Timer notification.)

5 SPEAKER GREVAL: I am concerned that there are  
6 strange motivations for why this is happening.

7 The landlines don't have to be made of copper.  
8 They just need to be hardwired and continuously working.  
9 You also have situations where you have children too  
10 young to have a phone; they need to be able to call in  
11 an emergency, which requires a landline.

12 Also, not everyone is retired or disabled who  
13 wants to maintain landlines. A lot of people who have  
14 the time to call in are retired; a lot of families don't  
15 always have time to call in, so I like to think I  
16 represent people with children. I think the CPUC is  
17 supposed to represent the public here, not AT&T.

18 So please, please, please, reject this  
19 application. Please find a way to maintain landlines.  
20 Things like fire departments and post offices should not  
21 have to go without landlines because the cell phone only  
22 does not work. We get power outages here routinely in  
23 the winter --

24 ALJ GLEGOLA: Ma'am, can you please wrap up?

25 SPEAKER GREVAL: I am all done. Thank you

1 kindly, and thank you for going so late to give everyone  
2 a chance to call in.

3 ALJ GLEGOLA: Thank you for your time as well.  
4 Can we please have our next speaker?

5 THE OPERATOR: The next call caller is Dawn  
6 Hunter. You may go ahead.

7 (No response.)

8 THE OPERATOR: Again, Dawn Hunter, you may go  
9 ahead. Your line is open.

10 STATEMENT OF SPEAKER HUNTER

11 Hello?

12 ALJ GLEGOLA: Hello.

13 SPEAKER HUNTER: Oh, hi. My name is Dawn  
14 Hunter. That is D-a-w-n H-u-n-t-e-r. I am hoping that  
15 you'll reject their application due to the fact that I  
16 have a full-time student that does a lot of her work  
17 online. If we lose our landline, the only thing we have  
18 left is the cell phone connection; and it's not very  
19 reliable in our area.

20 We live in Rosamond. That's R-o-s-a-m-o-n-d,  
21 and we just really -- we just really need that extra  
22 connection for -- -- for her to be able to get her  
23 schoolwork done.

24 Thank you very much for your time.

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

1 Can we have our next speaker, please?

2 THE OPERATOR: Our next caller is Greg  
3 Weinstein. You may go ahead.

4 STATEMENT OF SPEAKER WEINSTEIN

5 Thank you for your incredible patience. Greg,  
6 G-r-e-g, Weinstein, W-e-i-n-s-t-e-i-n; and I will try to  
7 say two new things.

8 First, I'm a tech expert, Silicon Valley  
9 Engineer. I used to work on CPUC computers decades ago.  
10 I used to teach classes at AT&T offices for their  
11 employees.

12 I think know something about what is going on,  
13 and I love my cell phone. I love my smart phone. I  
14 love my internet -- high-speed internet, but I still  
15 have an AT&T copper wire line -- landline. Why? Not  
16 only because of the reliability that everyone's talked  
17 about in the event of an emergency, but did you know,  
18 the quality of service and the quality of the  
19 conversation is actually better on a wireline connection  
20 than it is on a cellular connection? Most people don't  
21 know that.

22 You know, now the second thing is is, in the  
23 U.S., we used to have this whole idea of a public  
24 utility --

25 (Timer notification.)

1           SPEAKER WEINSTEIN: -- where you can get  
2     guaranteed service at the affordable tariff rate, and  
3     AT&T was in a privileged position as the incumbent as to  
4     be our Carrier of Last Resort. What happened to that?  
5     We can't give up on this concept. We have to make sure  
6     that everyone has right to telephone communications no  
7     matter what.

8           Thank you.

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

11           Could we move to our next speaker, please?

12           THE OPERATOR: The next speaker is Seth Fulton.  
13    You may go ahead.

14                     STATEMENT OF SPEAKER FULTON

15           Thank you. My name is Seth Fulton. Can you  
16    hear me?

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

18           SPEAKER FULTON: Okay, thank you. That's  
19    F-u-l-t-o-n, and I am a father of three, and I have an  
20    electrosensitive wife. I live in San Diego. I have  
21    30 years in the IT industry and, you know, I am a pretty  
22    capable guy. I can find VoIP, cell and service through  
23    the cable company for about \$15 a month, but we had to  
24    drop our landline because they kept jacking the rates  
25    up, and basic land -- you know, local line with two

1 features is somewhere between \$70 and \$80 a month; and  
2 so, I looked into what is going on, and as far as I can  
3 tell, this is basically -- the fix has been in since  
4 about 2014 when AT&T first piloted this program for and  
5 in Alabama to ditch their copper networks.

6 The -- the decision has been made, you know, by  
7 the execs, high up, over a decade ago; and now, this is  
8 just starting to hit us in California. I did some more  
9 research on it. What I believe is happening, this is  
10 because of the last-mile problem; and the last-mile  
11 problem is getting that service to the house from the --  
12 usually the central office or, you know, the little  
13 distribution box in your neighborhood, and it's the most  
14 expensive part of the whole connection, and this --

15 (Timer notification.)

16 SPEAKER FULTON: -- discontinue their services,  
17 and they decide to go wireless, so I can't believe my  
18 time is up already, but this is all about the money.  
19 They are just trying to save money by switching  
20 everything to wireless, especially 5G and -- and health  
21 and safety and reliability of all the other citizens be  
22 dammed; and that's all I got to say.

23 ALJ GLEGOLA: Thank you very much for your  
24 time.

25 Can we have our next speaker, please?

1 THE OPERATOR: Our next caller is Tom Manhein.  
2 You may go ahead.

3 STATEMENT OF SPEAKER MANHEIN

4 Hello. My name is Tom Manhein. T-o-m  
5 M-a-n-h-e-i-n, and I live in Santa Cruz.

6 I am calling to oppose AT&Ts application. I am  
7 actually calling on my landline right now. The line  
8 that my wife and I maintain entirely, because we know  
9 that if we have an emergency, our landline will work  
10 even during a power outage.

11 This reliability is critical, and I can't --  
12 and can't be replaced by either cell service or voice  
13 over internet.

14 In an emergency, cell service will be quickly  
15 overloaded and VoIP won't work when we have no power at  
16 home.

17 AT&T wants us to believe that this an either/or  
18 choice; that you must approve their application or they  
19 will not be able to compete in the broadband arena.  
20 That is patently false. Denying the application will  
21 not slow their commitment to broadband; it's their most  
22 profitable sector, and as they made clear in its most  
23 recent quarterly report, they brag about its great cash  
24 driven by 5G and fiber growth; so, they're clearly  
25 committed to it and that's a quote.

1           It's not that --

2           (Timer notification.)

3           SPEAKER MANHEIN: -- AT&T can't do both, it  
4 just doesn't want to because landline service -- a  
5 critical lifeline for many -- doesn't add enough to  
6 their bottom line.

7           Please reject both of AT&T's applications, and  
8 thank you for your patience and commitment to listening  
9 to every caller.

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

12          Could we have our next speaker, please?

13          THE OPERATOR: Our next caller is Julia Quinn.  
14 You may go ahead.

15          (No response.)

16          THE OPERATOR: Julia Quinn, your line is open.  
17 You may go ahead with your comments.

18          (No response.)

19          THE OPERATOR: Should we go to the next caller?

20          ALJ GLEGOLA: Please.

21          THE OPERATOR: Our next caller is Tom Kay.

22                 STATEMENT OF SPEAKER KAY

23           Hi, I'm Tom, and I support fiber-optic and  
24 technology for all communities; however, I am asking  
25 that the CPUC to(sic) oppose and reject both



1 applications because this is bad for all communities.

2 Some people, like small children or seniors  
3 that are confused, don't know their address, and the  
4 POTS landline provide exact 9-1-1 address and location.  
5 That is crucial in an emergency.

6 Many locations that have good cell coverage may  
7 have poor or no coverage inside a home or business  
8 building. We need public safety for everyone. Some  
9 VoIP carriers have substandard service that have  
10 inaccurate or no e9-1-1 data for the public safety  
11 answer point.

12 Having access to the public switch telephone  
13 network is crucial for 9-1-1 trunk lines, elevator  
14 phones, faxes and telecommunications for many people,  
15 and needed for disasters like fires, earthquakes --

16 (Timer notification.)

17 SPEAKER MANHEIN: -- or other major disasters.

18 Allowing this to pass would be like the CPUC  
19 allowing power companies to force electric customers to  
20 use solar power -- solar panels instead of having access  
21 to the power grid.

22 Again, please reject this and protect all  
23 Californians.

24 Thank you so much for your time.

25 ALJ GLEGOLA: Thank you for your time.

1           Could we have our next speaker, please?

2           THE OPERATOR: Our next speaker is Gary  
3 Freeman. You may go ahead.

4                         STATEMENT OF SPEAKER FREEMAN

5           Hello, G-a-r-y F-r-e-e-m-a-n, opposing both  
6 applications.

7           AT&T should not abandon landline service  
8 anywhere that they are not providing generator backed-up  
9 fiber. I have heard no legally-binding guarantees AT&T  
10 will actually use all of their cost savings for  
11 improving service.

12           AT&T will improve its networks to be  
13 competitive, even if they are denied abandonment of  
14 landlines. AT&T cell service is unreliable and has been  
15 out in my area during two five-day power outages just  
16 this winter.

17           AT&T provides no fiber here. There is no  
18 southern exposure for satellite.

19           It would be cruel to subject rural minorities  
20 that are vulnerable to potentially life-threatening loss  
21 of communications in order for people to have faster TV  
22 and gaming. High-speed internet is already available  
23 for business and technological advance in urban areas.

24           Supporters of AT&T have almost all been urban  
25 dwellers and not seniors. Copper is only a dying

1 technology if the interest of the vulnerable and  
2 minorities are disregarded. AT&T should not be allowed  
3 to abandon obligations which provided a capital,  
4 competitive advantage and preferential treatment for  
5 easements, cell towers and 5G --

6 (Timer notification.)

7 SPEAKER FREEMAN: -- with this landline  
8 obligation, which gave AT&T huge advantages.

9 Thank you. ]

10 THE OPERATOR: Our next caller is Nancy Okada.  
11 You may go ahead.

12 STATEMENT OF SPEAKER OKADA

13 Oh, hi. You can hear me; right?

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

15 SPEAKER OKADA: Oh, great. Thank you. Thank  
16 you for offering this opportunity to talk to you. My  
17 last name is -- my first name is Nancy, N-a-n-c-y,  
18 Okada, O-k-a-d-a. And I want to encourage you to reject  
19 this plan by AT&T. Please say no to it. I've learned a  
20 lot listening on this public hearing about a lot of  
21 different things, but the one thing I've experienced is  
22 the strong-arm tactics of AT&T regarding landline and  
23 switching over to fiber optics.

24 And a lot people have said they've been tricked  
25 out of their landline. I haven't so far. My landline

1 is reliable, and I rely on it when there are power  
2 outages. I'm in the north of San Francisco where there  
3 are power outages off and on, and one time for at least  
4 a week.

5 The other thing is that, you know, there are  
6 mistakes in the past that are happening, and we  
7 eliminated the key system years and years ago -- I heard  
8 about it from my mother -- in the San Francisco Bay  
9 Area, which now we're trying to redo it with public  
10 transit --

11 (Timer notification.)

12 SPEAKER OKADA: And landlines are just another  
13 thing that they're trying to eliminate now. The thing  
14 that people -- one gal said earlier is that landlines  
15 really are a necessity and cell phones are a  
16 convenience. And, please, take time to think about that  
17 because, really, landlines are a necessity. They are  
18 guaranteed. They work when everything else has gone  
19 down. And cell phones are pretty much for games and  
20 playing around and for a convenience.

21 And, really, we need our landlines as a  
22 baseline, as a foundation for communication. Thank you.

23 ALJ GLEGOLA: Thank you very much for your  
24 time.

25 Can we have our next speaker, please.

1 THE OPERATOR: Our next caller is David. You  
2 may go ahead.

3 STATEMENT OF SPEAKER INOUE

4 Hello. Is this clear?

5 ALJ GLEGOLA: Yes, it is. Please continue.

6 SPEAKER INOUE: David Inoue, D-a-v-i-d  
7 I-n-o-u-e, calling on behalf of the JCL, which has an  
8 office in the Japantown neighborhood in San Francisco.  
9 Unfortunately, the Japantown neighborhood is one served  
10 primarily by copper-line service, particularly for its  
11 internet service.

12 And while copper line works well for voice, as  
13 many have opined tonight, it is wholly inadequate for  
14 our high-speed internet needs. We don't have access to  
15 fiber-optic or cable-broadband service. Speeds by a  
16 copper-line service top out at about 100 megabits per  
17 second. So sometimes with multiple people logged on in  
18 conference calls, we require much higher bandwidth than  
19 what is available via the DSL service and the copper  
20 line.

21 In addition, the workplace, due to the Covid  
22 pandemic, revealed how students, like my own children,  
23 are highly dependent on reliable, high-speed internet.  
24 With the increasing demand of households and businesses  
25 on broadband service, we need to increase access and

1 improvement with better fiber and cable service for  
2 future technologies in order to close the digital  
3 divide, so communities like Japantown are not left  
4 behind.

5           These investments are hindered by the  
6 high-maintenance cost of traditional copper service.  
7 Where there are alternatives available such as through  
8 fiber optic or cable broadband, we do need to begin  
9 transitioning to newer technology and sunseting the  
10 older copper service. Thank you for your time and thank  
11 you for your attention tonight.

12           ALJ GLEGOLA: Thank you for your time as well.

13           Can we have our next speaker, please.

14           THE OPERATOR: Our next caller is Robert Ernst.  
15 You may go ahead.

16           STATEMENT OF SPEAKER ERNST

17           Hello. Can you hear me?

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

19           SPEAKER ERNST: Okay. Robert Ernst, E-r-n-s-t.  
20 I have throat issues. An earlier speaker said that they  
21 hope that the CPUC votes for the people and not for the  
22 corporation. I have to say that I was part of a lot of  
23 protests during the Michael Peevey era. I hope I'm not  
24 idealizing when I hear that two judges are running the  
25 CPUC that's a little more neutral than that

1 administration was during the smart meter era that was  
2 pretty much run in the wrong way.

3 I agree with everybody, all the comments, and  
4 I've been listening since 3:00 this afternoon. Here's  
5 the total that I have: 185 against the passing of these  
6 applications and 22 for. I think that needs to be  
7 repeated: 185 against the applications; 22 for.  
8 That's --

9 (Timer notification.)

10 SPEAKER ERNST: -- what the people feel.

11 And, also, I think that AT&T has  
12 passive-aggressive strategies to exclude and get what  
13 they want and they have plenty in the till; so they can  
14 afford to do both I think. And the necessity for copper  
15 intervention amongst certain segments of the community  
16 for their life and livelihood is absolutely a necessity.

17 And I thank you very much for your time. I  
18 just wanted to add that during the CPUC era with Michael  
19 Peevey, the general people that were on board on the  
20 dais there were either former executives at AT&T or  
21 PG&E, and they would just sort of the trade places.

22 So I hope that your organization has changed at  
23 least a little bit in that direction. Thank very much  
24 for your time.

25 ALJ GLEGOLA: Thank you for your time.

1 Can we have our next speaker, please.

2 THE OPERATOR: Our next caller is Blossom  
3 Cortez. You may go ahead.

4 STATEMENT OF SPEAKER CORTEZ

5 Hello?

6 ALJ GLEGOLA: Hello. Please continue.

7 SPEAKER CORTEZ: Hi. I am -- I live in  
8 Richmond, California. I actually live next to a cell  
9 phone tower about a mile away, and I still get dropped  
10 calls. I have been trying to get a landline phone for  
11 seven years. I'm not a senior citizen, and I want to  
12 get rid of this stereotype that it's only senior  
13 citizens in rural communities. I live in Richmond and  
14 they've been using all these tactics on me as well.

15 I had a landline. For the past seven years,  
16 I've been fighting to get it back, and they won't give  
17 it to me, and they always give me all these run-arounds  
18 and do this aggressive stuff with my cell phone and all  
19 of that kind of stuff.

20 Please not only reject it, but also, like,  
21 please do an investigation on AT&T and their tactics  
22 that they're using. I feel like people should have a  
23 right to their freedom of choice. If I want a landline  
24 phone, I should be allowed one as an American citizen.  
25 Thank you.



1 ALJ GLEGOLA: Thank you for your time today.

2 Could we have our next speaker, please.

3 THE OPERATOR: Our next caller is Devon. You  
4 may go ahead.

5 STATEMENT OF SPEAKER DEVON

6 Yeah. I've been listening to many of the calls  
7 tonight, and I'm agreement that we should always --

8 (Audio failure.)

9 SPEAKER DEVON: I don't see any reason why a  
10 landline should be done away with --

11 (Reporter clarification.)

12 ALJ GLEGOLA: Sir, we're having a hard time  
13 hearing you. Can you get, maybe, closer to your phone.

14 SPEAKER DEVON: Can you hear me now?

15 ALJ GLEGOLA: It's better.

16 SPEAKER DEVON: Like I said, there's no reason  
17 why both things can be done: Technology can go forward,  
18 but at the same time maintain the landlines because for  
19 the past six hours many people still need and depend  
20 upon the landlines. So I don't understand why -- both  
21 things can be reality in this world. So keep the  
22 landlines alive. That's all I got to say.

23 ALJ GLEGOLA: Thank you for your time.

24 Can we have our next speaker, please.

25 THE OPERATOR: Our next caller is Linda

1 Leonard. You may go ahead.

2 STATEMENT OF SPEAKER LEONARD

3 My name is Linda L-i-n-d-a, Leonard  
4 L-e-o-n-a-r-d. I have been listening for eight hours to  
5 all of the comments regarding the landline and agree  
6 with all of them. Plus, your Honor -- plus -- but I  
7 don't want to take up any more time. Eight hours is a  
8 long time to be on the phone. I am a senior, although I  
9 don't think this applies only to seniors or people with  
10 disabilities or where we live in California because all  
11 of us are subject to -- to things that are beyond our  
12 control, and we need to be able to get help.

13 What I would like to ask is how do our  
14 comments -- I've -- I've, you know, been on quite a few  
15 of these our public hearing calls, whether it was with  
16 insurance companies or PG&E or AT&T. I haven't found  
17 that they have done really any good for -- for the  
18 people calling in, for the public. So my question is  
19 how do our comments play a role in your decisionmaking?

20 ALJ GLEGOLA: The short answer is they're part  
21 of the record so we have to consider them.

22 SPEAKER LEONARD: And what is the criteria?  
23 You know, you listen for eight hours, plus the  
24 written -- you know, your original hearings in person,  
25 and pretty much said the same thing and you pretty much

1 know what the problem is. So I don't understand what  
2 the criteria is. How do you -- you know, with the  
3 insurance public hearings, it didn't help. Our prices  
4 went up. They were dropping people. You know, the  
5 prices for all the utilities and insurances have gone  
6 through the roof.

7 And so we have the these publics hearings that  
8 I don't see how -- how they help. So I need to try to  
9 understand why I'm spending eight hours of my day  
10 listening to things that -- over and over and over and  
11 over and over and over again and wonder --

12 ALJ GLEGOLA: So, ma'am, there's two things I  
13 can do: One, I can tell you we consider them. I don't  
14 know what else to say other than we consider them, but,  
15 I mean, but if you have more concerns, more thoughts, my  
16 suggestion is you contact our Public Advisor's Office.

17 SPEAKER LEONARD: Oh, I have. Oh, I mean, you  
18 can look -- my name is all over the -- public  
19 utilities --

20 ALJ GLEGOLA: Okay. Okay.

21 SPEAKER LEONARD: -- because I have the time to  
22 sit on the phone for eight or 15 hours --

23 ALJ GLEGOLA: Ma'am --

24 SPEAKER LEONARD: -- but not everybody does.

25 ALJ GLEGOLA: Okay. Ma'am. I've got to --

1 I've got to interrupt you because we have more people  
2 behind you that also want to talk.

3 SPEAKER LEONARD: Oh.

4 ALJ GLEGOLA: But I can just tell you, we  
5 definitely consider.

6 SPEAKER LEONARD: Well, please do. Please do.  
7 I -- we need our landlines, and -- and, please, deny  
8 both those applications. If for nothing else, for more  
9 time; okay?

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

12 Can we have our next speaker, please.

13 THE OPERATOR: Our next caller is David Gleba.  
14 You may go ahead.

15 STATEMENT OF SPEAKER GLEBA

16 Yes. David Gleba, G-l-e-b-a. In the 1940s,  
17 Japanese Americans were forcibly placed in internment  
18 camps, an activity that was totally legal under the  
19 current law at the time. It was also totally wrong as  
20 we acknowledge today.

21 But for any reason the CPUC feel obligated  
22 under current law to leave behind the most vulnerable  
23 Californians who depend on landlines, then you should  
24 use your position to help change the law, not allow it  
25 to stand at the expense of our seniors, disabled, rural

1 and economically disadvantaged residents.

2           This is California. We know there is more  
3 capital here for modernization and new technology than  
4 anywhere in the world. What remains to be seen is  
5 whether California has a regulator that will protect the  
6 most vulnerable people in our state who depend on a  
7 technology that others may belittle as outdated, but has  
8 served them for their entire lives and will continue to  
9 serve them if the CPUC rejects both of these misguided  
10 applications. Thank you.

11           ALJ GLEGOLA: Thank you for your time.

12           Can we have our next speaker, please.

13           THE OPERATOR: Our next caller is Jennifer  
14 Walker. You may go ahead.

15           STATEMENT OF SPEAKER WALKER

16           Hi. My name is Jennifer, J-e-n-n-i-f-e-r,  
17 Walker, W-a-l-k-e-r.

18           Can you hear me?

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

20           SPEAKER WALKER: I live in Santa Cruz,  
21 California. I've lived here for about 30 years, and  
22 I've had AT&T service for probably longer than that, and  
23 I'm deeply concerned about this. I'm hoping that you  
24 will reject AT&T's application, both applications.

25           Over the last four years, they've taken our

1 sacred beach community and turned it into -- I don't  
2 know. It definitely feels like big telecom. They put a  
3 cell receiver around the corner from my house. Since  
4 that has happened, I've had no sleep. Really severe  
5 headaches, where I've had to go to the doctors, and I  
6 don't like going to the doctors.

7 And, you know, all this progress, all this  
8 modern technology, comes at a really high price. It's  
9 affecting a lot of us. And there is such a thing as  
10 being sensitive to EMF, and I feel like people, such as  
11 myself, are the canaries in the coal mine.

12 And so I also feel very suspicious, like, okay.  
13 So you're going to try and take away our landlines  
14 and then -- what -- we're --

15 (Timer notification.)

16 SPEAKER WALKER: -- every corner of every  
17 block. This is very, very unhealthy for human beings  
18 and nature. So, yes. Thank you for staying up so late  
19 and listening. And there's a definite connection  
20 between all this technology and people's health. And  
21 landlines are very critical. I have a heart condition  
22 and I cannot use a cell phone or Wi-Fi. It's not what I  
23 want. It just a -- it doesn't work for my body, and  
24 there are a lot of us out there like that. So we  
25 appreciate our landlines. Thank you, and have a good

1 night.

2 ALJ GLEGOLA: Thank you for your time.

3 Can we have our next speaker, please.

4 THE OPERATOR: Our next caller is Roxanne  
5 Fuentez. You may go ahead.

6 STATEMENT OF SPEAKER FUENTEZ

7 Yes. My name is Roxanne, R-o-x-a-n-n-e,  
8 Fuentez, F-u-e-n-t-e-z. And I don't think AT&T should  
9 be released from their obligation to provide low-cost  
10 service to eligible customers because low-income people  
11 need to have communication ability as well as everyone  
12 else. And, also, AT&T should not be released from their  
13 obligation to provide hardwired landlines.

14 Our internet service is connected to our  
15 landline, and if it is cut, then we're going to lose our  
16 internet service, and some of our family members do not  
17 have cell phones. Either they're too young or they  
18 can't afford them. And also when batteries go dead on  
19 cell phones, then there's no communication in case of  
20 emergency. Thank you.

21 ALJ GLEGOLA: Thank you very much for your  
22 time.

23 Can we have our next speaker, please.

24 THE OPERATOR: Our next caller is Syreda  
25 Roberts. You may go ahead.

1 STATEMENT OF SPEAKER ROBERTS

2 Yes. I'm Syreda, S-y-r-e-d-a, Roberts,  
3 R-o-b-e-r-t-s. And I'm really concerned about the map  
4 that I'm looking at because all the areas surrounding my  
5 area is (audio failure), and I really don't understand  
6 how they came up with what they were going to do and  
7 what they were not going to do, and maybe it's because  
8 there are more people in my area with cell phones.

9 But I am a senior. I'm in my 80s. And I've  
10 had AT&T from the time I was 18 years old. It was  
11 PacBell before. Loved the service. I am hearing  
12 impaired, which means I only hear in one ear with the  
13 help of a very high-working electronic hearing aid that  
14 cost me \$3,000, and it's not paid by insurance.

15 So I am really challenged in a lot of areas. I  
16 have a PacBell phone. I qualify for a hearing dog. I  
17 don't hear anything without my hearing aids. So the  
18 only phone I can hear on is the one I keep on my  
19 nightstand, and I have to put my hearing aids in to even  
20 hear it ring.

21 My concern is not so much about myself, but  
22 during Covid, because I worked previously with the  
23 school district --

24 (Timer notification.)

25 SPEAKER ROBERTS: -- problems getting tutors



1 for children in school and it's the mentality of a lot  
2 of people, they think that everyone has a cell phone;  
3 everyone has a computer.

4 Well, praise god. People -- agencies --  
5 they've donated computers for children to go to school  
6 these four years. But my question is, is this about the  
7 haves and the have-nots? And I hope you will be open to  
8 hear that these are the people that depend on this  
9 landline for their health to be able to live, to be able  
10 to connect with people because, otherwise, we aren't in  
11 community at all.

12 And I really do -- I've never been involved --  
13 and I have been on the phone eight hours now, and I'm  
14 exhausted. So I will let you go. But I thank you that  
15 you're listening and I pray that it will make a  
16 difference. Thanks so much. Bye-bye.

17 ALJ GLEGOLA: Thank you for your time today.

18 Can we have our next speaker, please.

19 THE OPERATOR: Our next speaker is Nancy Deter.  
20 You may go ahead.

21 STATEMENT OF SPEAKER DETER

22 Hello?

23 ALJ GLEGOLA: Hello. Go ahead.

24 SPEAKER DETER: My name is Nancy, N-a-n-c-y,  
25 Deter, D-e-t-e-r. I live in a small community in Nevada

1 county in Northern California that will be affected with  
2 the CPUC decision on AT&T's request.

3 A great part of our county, the people who live  
4 there, live in our area, are in remote areas and cell  
5 phones are not an option. In the case of an emergency,  
6 fire, medical, police assistance, cell phones will not  
7 work. And many of our citizens will not able to reach  
8 these services as landlines are their only connection.

9 Even -- I'm sorry. I'm trying to read this.  
10 Even within our more populated areas, there are dead  
11 zones, in which our cell phones do not work, and are not  
12 available for use. Please reconsider AT&T's request and  
13 reject their applications. I was reminded in listening  
14 to some of the other comments this evening of something  
15 that doctors --

16 (Timer notification.)

17 SPEAKER DETER: -- do no harm in their  
18 decisions, and I'm hoping that many of those who would  
19 be impacted by this decision will be represented. Thank  
20 you. ]

21 ALJ GLEGOLA: Thank you for your time today.

22 Can we have our next speaker, please?

23 THE OPERATOR: Our next speaker is Richard  
24 Valls.

25 You may go ahead.

1 STATEMENT OF SPEAKER VALLS

2 Hello?

3 ALJ GLEGOLA: Yes. Please continue.

4 SPEAKER BELL: My name is, R-i-c-h-a-r-d V, as  
5 in Victor, a-l-l-s. Imagine if you have a system that  
6 could be hacked or interrupted by cyber attack. Someone  
7 comes up with a system that says, "You know, here's a  
8 system that will never be affected by power outages, and  
9 it can't be hacked." You'd say, "Wow. Let's do that."

10 But we're -- the whole idea that this is  
11 supposed to be modern it's not really. It's regressive.  
12 I think the landline is really a superior system. So  
13 anyway that's my two cents.

14 But please reject the PG&E mandate or request.

15 Thank you.

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

18 Can we have our next speaker, please?

19 THE OPERATOR: Our next caller is Sandra  
20 Walker.

21 STATEMENT OF SPEAKER WALKER

22 Hello. My name is Sandra Walker, W-a-l-k-e-r.  
23 Thank you Commission and your Honor. I'm calling about  
24 AT&T's application related to discontinuing landline  
25 service. We oppose it. For over 60 years, my

1 residential family member in Sacramento County still  
2 wants their landline in 95660.

3 Please do not cease the availability of  
4 landline service because this service helps so many  
5 people like seniors, disabled, military, veteran, and  
6 retirees in this area like my family member.

7 During recent weather and wind events during  
8 February and March, problems occurred with cell service  
9 and internet. However, the landline service was  
10 available during power outage.

11 I'd like to just say that we've been loyal to  
12 AT&T on this issue. It would be great if AT&T spent a  
13 little bit more time on outreach and more --

14 (Timer notification.)

15 SPEAKER WALKER: -- provided more local town  
16 hall meetings within the community including local  
17 partners and their efforts in the communities.

18 Thank you so much.

19 ALJ GLEGOLA: Thank you for your time today.

20 Can we have our next speaker, please.

21 THE OPERATOR: Our next caller is Don (sic)  
22 Heape.

23 You may go ahead.

24 STATEMENT OF SPEAKER HEAPE

25 Thank you for sitting in with all of us in the

1 public for this long, long meeting. My name is Shawn  
2 Heape, S-h-a-w-n; last name is, H-e-a-p-e. I'm the vice  
3 president of CWA 9400 and I represent the workers and  
4 the communities out here. I just want to reiterate to  
5 everybody on the call we do try to provide service to  
6 you, and we know how hard it is to get services that  
7 there is no alternate from Humboldt all the way down to  
8 Mendocino and Lake. Not everybody has the capabilities  
9 as occurred in our live meeting with 350 people present,  
10 and you're hearing it again today.

11 I just wanted to reiterate that, and we're in  
12 bargaining right now with AT&T, and there's nothing but  
13 kickbacks on the table. Just like they're saying now  
14 kickback, kickback. So please take all these in  
15 consideration and have a great night.

16 And thank you for all your participation.

17 ALJ GLEGOLA: Thank you for your time.

18 Can we have our next speaker, please?

19 THE OPERATOR: Our last speaker is Carol  
20 Manuel.

21 You may go ahead. Your line is open.

22 STATEMENT OF SPEAKER MANUEL

23 Hi. My name is Carol, C-a-r-o-l M-a-n-u-e-l.  
24 I don't want to keep everyone on a long time. I'm  
25 basically saying keep the landline.

1 Thank you.

2 ALJ GLEGOLA: Thank you very much.

3 That concludes all of the people who have  
4 signed up to speak.

5 Commissioner, do you have any concluding  
6 remarks?

7 COMMISSIONER JOHN REYNOLDS: Thank you, Judge  
8 Glegola. I will keep it brief so the folks who are  
9 still with us on the line including our staff can get to  
10 bed.

11 I really want to offer my thanks and  
12 appreciation to everyone who's been very patiently  
13 waiting on the phone to join us and provide their  
14 comments about these AT&T items. We really value your  
15 input. We consider your comments and appreciate the  
16 time that you spent to be with us this evening.

17 Thank you to everyone on the CPUC team who's  
18 here with us burning the midnight oil to make public  
19 comment possible. We appreciate all of your efforts.

20 And I will turn it back to you, Judge GLegola.

21 ALJ GLEGOLA: Thank you, Commissioner Reynolds.

22 And I also want to thank everyone both the  
23 folks in the public who were with us for so long as well  
24 as everyone who helped pull off this hearing that  
25 includes the court reporters, IT staff, Public Advisors

1 Office. Thank you everyone for your help, and I very  
2 personally appreciate these efforts.

3 This concludes the sixth public participation  
4 hearing for Applications 23-03-002 and Application  
5 23-03-003.

6 We are adjourned and off the record.

7 (At the hour of 11:36 p.m. this matter having  
8 been concluded, the Commission then  
9 adjourned.)

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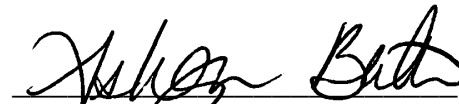
25

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF CALIFORNIA

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I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE  
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EXECUTED THIS MARCH 27, 2024.

  
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CSR NO. 14013

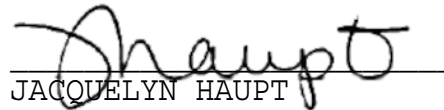


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JACQUELYN HAUPT  
CSR NO. 13964

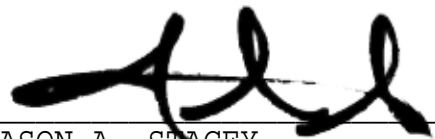
BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, JASON STACEY, CERTIFIED SHORTHAND REPORTER  
NO. 14092, IN AND FOR THE STATE OF CALIFORNIA DO  
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT  
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT  
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN  
THIS MATTER ON MARCH 19, 2024.

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

EXECUTED THIS MARCH 27, 2024.

A handwritten signature in black ink, appearing to read 'JAS STACEY', written over a horizontal line.

JASON A. STACEY  
CSR NO. 14092

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, SHANNON ROSS, CERTIFIED SHORTHAND REPORTER  
NO. 8916, IN AND FOR THE STATE OF CALIFORNIA, DO  
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT  
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT  
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN  
THIS MATTER ON MARCH 19, 2024.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE  
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.  
EXECUTED THIS MARCH 27, 2024.



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SHANNON ROSS WINTERS  
CSR NO. 8916

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