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
Telephone Company d/b/a/ AT&T
California (U1001C) for Targeted
Relief from its Carrier of Last
Resort Obligation and Certain
Associated Tariff Obligations.  

PUBLIC
PARTICIPATION
HEARING
Application
23-03-003

REPORTERS' TRANSCRIPT
Virtual Proceeding
March 19, 2024
Pages 402 - 788
Volume 4

Reported by: Shannon Ross Winters, CSR No. 8916
Ashleigh E. Button, CSR No. 14013
Jacquelyn Haupt, CSR No. 13964
Jason A. Stacey, CSR No. 14092
<table>
<thead>
<tr>
<th>INDEX</th>
</tr>
</thead>
<tbody>
<tr>
<td>STATEMENTS</td>
</tr>
<tr>
<td>SPEAKER DEAL</td>
</tr>
<tr>
<td>SPEAKER O-DAVIS</td>
</tr>
<tr>
<td>SPEAKER DSWAR</td>
</tr>
<tr>
<td>SPEAKER VOZENILEK</td>
</tr>
<tr>
<td>SPEAKER CARROLL</td>
</tr>
<tr>
<td>SPEAKER CHRISTMAN</td>
</tr>
<tr>
<td>SPEAKER DOMINIC</td>
</tr>
<tr>
<td>SPEAKER A. JOHNSON</td>
</tr>
<tr>
<td>SPEAKER H. ANDERSON</td>
</tr>
<tr>
<td>SPEAKER BRUVOLD</td>
</tr>
<tr>
<td>SPEAKER GUTTMANN</td>
</tr>
<tr>
<td>SPEAKER TONY F.</td>
</tr>
<tr>
<td>SPEAKER MENON</td>
</tr>
<tr>
<td>SPEAKER PETERSON</td>
</tr>
<tr>
<td>SPEAKER MACKNAK</td>
</tr>
<tr>
<td>SPEAKER PARVIN</td>
</tr>
<tr>
<td>SPEAKER STRICKLAND</td>
</tr>
<tr>
<td>SPEAKER C. ANDERSON</td>
</tr>
<tr>
<td>SPEAKER DIPPLE</td>
</tr>
<tr>
<td>SPEAKER BAGHDASSARIAN</td>
</tr>
<tr>
<td>SPEAKER ACEVEDO</td>
</tr>
<tr>
<td>SPEAKER HAYWARD</td>
</tr>
<tr>
<td>SPEAKER LOEW</td>
</tr>
<tr>
<td>SPEAKER GUTTMAN</td>
</tr>
<tr>
<td>SPEAKER MOORE</td>
</tr>
<tr>
<td>SPEAKER CAIN</td>
</tr>
<tr>
<td>SPEAKER HALE</td>
</tr>
<tr>
<td>SPEAKER MORRIS</td>
</tr>
<tr>
<td>SPEAKER KORIN</td>
</tr>
<tr>
<td>SPEAKER WELLS</td>
</tr>
<tr>
<td>SPEAKER COTTONE</td>
</tr>
<tr>
<td>SPEAKER HART</td>
</tr>
<tr>
<td>SPEAKER SANDEL</td>
</tr>
<tr>
<td>SPEAKER GALIE</td>
</tr>
<tr>
<td>SPEAKER LERNER</td>
</tr>
<tr>
<td>SPEAKER RUSSEL</td>
</tr>
<tr>
<td>SPEAKER RICKMAN</td>
</tr>
<tr>
<td>SPEAKER DURSTON</td>
</tr>
<tr>
<td>SPEAKER LAVERLE</td>
</tr>
<tr>
<td>SPEAKER DAVID</td>
</tr>
<tr>
<td>SPEAKER KEISER</td>
</tr>
<tr>
<td>SPEAKER WELSH</td>
</tr>
<tr>
<td>SPEAKER TEMPRANO</td>
</tr>
<tr>
<td>SPEAKER LAFORTE</td>
</tr>
<tr>
<td>SPEAKER MCKOY</td>
</tr>
<tr>
<td>SPEAKER AMY</td>
</tr>
<tr>
<td>SPEAKER SILVERMAN</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>11</td>
</tr>
<tr>
<td>12</td>
</tr>
<tr>
<td>13</td>
</tr>
<tr>
<td>14</td>
</tr>
<tr>
<td>15</td>
</tr>
<tr>
<td>16</td>
</tr>
<tr>
<td>17</td>
</tr>
<tr>
<td>18</td>
</tr>
<tr>
<td>19</td>
</tr>
<tr>
<td>20</td>
</tr>
<tr>
<td>21</td>
</tr>
<tr>
<td>22</td>
</tr>
<tr>
<td>23</td>
</tr>
<tr>
<td>24</td>
</tr>
<tr>
<td>25</td>
</tr>
<tr>
<td>26</td>
</tr>
<tr>
<td>27</td>
</tr>
<tr>
<td>28</td>
</tr>
<tr>
<td>29</td>
</tr>
<tr>
<td>30</td>
</tr>
<tr>
<td>31</td>
</tr>
<tr>
<td>32</td>
</tr>
<tr>
<td>33</td>
</tr>
<tr>
<td>34</td>
</tr>
<tr>
<td>35</td>
</tr>
<tr>
<td>36</td>
</tr>
<tr>
<td>37</td>
</tr>
<tr>
<td>38</td>
</tr>
<tr>
<td>39</td>
</tr>
<tr>
<td>40</td>
</tr>
<tr>
<td>41</td>
</tr>
<tr>
<td>42</td>
</tr>
<tr>
<td>43</td>
</tr>
<tr>
<td>44</td>
</tr>
<tr>
<td>45</td>
</tr>
<tr>
<td>46</td>
</tr>
<tr>
<td>47</td>
</tr>
<tr>
<td>48</td>
</tr>
<tr>
<td>49</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td>11</td>
</tr>
<tr>
<td>12</td>
</tr>
<tr>
<td>13</td>
</tr>
<tr>
<td>14</td>
</tr>
<tr>
<td>15</td>
</tr>
<tr>
<td>16</td>
</tr>
<tr>
<td>17</td>
</tr>
<tr>
<td>18</td>
</tr>
<tr>
<td>19</td>
</tr>
<tr>
<td>20</td>
</tr>
<tr>
<td>21</td>
</tr>
<tr>
<td>22</td>
</tr>
<tr>
<td>23</td>
</tr>
<tr>
<td>24</td>
</tr>
<tr>
<td>25</td>
</tr>
<tr>
<td>26</td>
</tr>
<tr>
<td>27</td>
</tr>
<tr>
<td>28</td>
</tr>
<tr>
<td>29</td>
</tr>
<tr>
<td>30</td>
</tr>
<tr>
<td>31</td>
</tr>
<tr>
<td>32</td>
</tr>
<tr>
<td>33</td>
</tr>
<tr>
<td>34</td>
</tr>
<tr>
<td>35</td>
</tr>
<tr>
<td>36</td>
</tr>
<tr>
<td>37</td>
</tr>
<tr>
<td>38</td>
</tr>
<tr>
<td>39</td>
</tr>
<tr>
<td>40</td>
</tr>
<tr>
<td>41</td>
</tr>
<tr>
<td>42</td>
</tr>
<tr>
<td>43</td>
</tr>
<tr>
<td>44</td>
</tr>
<tr>
<td>45</td>
</tr>
<tr>
<td>46</td>
</tr>
<tr>
<td>47</td>
</tr>
<tr>
<td>48</td>
</tr>
<tr>
<td>49</td>
</tr>
<tr>
<td>50</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>11</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>12</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>13</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>14</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>15</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>16</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>17</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>18</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>19</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>20</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>21</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>22</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>23</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>24</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>25</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>4</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>5</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>6</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>7</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>8</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>9</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>10</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>11</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>12</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>13</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>14</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>15</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>16</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>17</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>18</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>19</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>20</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>21</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>22</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>23</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>24</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>25</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>---</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
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
Commissioner to AT&T's applications requesting relief from its Carrier of Last Resort obligation and its Eligible Telecommunications Carrier designation.

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

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

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

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

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

What do these requests or applications mean? AT&T has come before the CPUC asking for two separate requests.
First, we have their request to relinquish their Eligible Telecommunications Carrier designation also known as an ETC. I will use those terms interchangeably.

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

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

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

Where AT&T is the default basic telephone service provider, it must provide basic telephone service to any potential customer in that area. When we talk about basic telephone service, I do want to emphasize that this does not necessarily mean that your particular phone service or that it is served by landline, copper or fiber-optic wirelines.
Your home service may, for example, be provided by a voice over internet protocol, or VoIP, connection.

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

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

Where are we in these cases?

Once we conclude these public participation hearings for the Eligible Telecommunications Carrier case, Judge Glegola will hold evidentiary hearings at the Commission's San Francisco hearing rooms. After hearings, AT&T and the other active parties to cases will file briefs. After that process, Judge Glegola will issue a proposed decision for the Commission to consider at one of the official voting meetings, and our current
schedule provides for that to happen later this year.

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

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

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

ALJ GLEGOLA: Thank you, Commissioner Reynolds.

Commissioner Reynolds provided a very
high-level overview. As he alluded to, both
applications are opposed. If you would like more
details about either application, information is
available at www.cpuc.ca.gov/PPH.

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

If you have a customer-specific question, such
as a question about your bill or service, we have an
AT&T representative that you may contact. That
individual's name is Chris Timmermans, the associate --
an associate director, who can be reached at
800-791-6661; and the number and information is also
on -- on the screen right now before those who are
watching the live video feed.

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

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

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

I have been told that we have, at this point,
90 callers online. So, as you can imagine, as a
courtesy to those that are later in the line, I will be
limiting comments to one minute each, and I ask folks to
understand, because if you think about it, person number
90 will be waiting for an hour and a half.

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

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

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

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

THE OPERATOR: Yes, thank you.
The public comment telephone line is now open.

Again, if you would like to make a comment, please
 unmute your phone, press star one and record your first
and last name slowly and clearly when prompted.
The first caller is Jerry Deal, you may go ahead.

STATEMENT OF SPEAKER DEAL

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

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

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next caller, please?

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

STATEMENT OF SPEAKER O-DAVIS

Hi, I'm Jessica O-Davis. That's J-e-s-s-i-c-a O-hyphen D-a-v-i-s. I am one of the managers here at
the Greater Los Angeles African American Chamber of Commerce, better known as GLAAACC. Thank you for the opportunity to comment on this important issue.

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

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

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

(Timer notification.)

SPEAKER O-DAVIS: -- entrepreneurship.

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

THE OPERATOR: Next caller is Harihar Dswar.
You may go ahead.

STATEMENT OF SPEAKER DSWAR

Good afternoon. My name is Harihar Dswar.
First name is spelled H-a-r-i-h-a-r. Last name is
D-s-w-a-r.

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

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

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

ALJ GLEGOLA: Thank you very much.

Can we have the next caller, please?

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

STATEMENT OF SPEAKER VOZENILEK

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

Thank you.

ALJ GLEGOLA: Thank you very much.

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER CARROLL

Okay. Can you guys hear me?
ALJ GLEGOLA: Yes, we can. Please continue, sir.

SPEAKER CARROLL: Okay, thank you.

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

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

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

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

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

(Timer notification.)
SPEAKER CARROLL: It's older technology, but they're very efficient, reliable, and they're high quality and used by 30 percent of the country.

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

ALJ GLEGOLA: Sir?

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

ALJ GLEGOLA: Sir --

SPEAKER CARROLL: -- for one of these --

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

SPEAKER CARROLL: Okay. I'll --

ALJ GLEGOLA: Thank you.

(Crosstalk.)

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

In a situation where a catastrophic situation would have been avoided by having a landline available because of the dissolution of the services and -- and it wasn't avoided, do we want that on our conscience?
Because these systems are not secure. Just in the time that I got this letter, approximately, a month, I have seen the internet go down and T-Mobile had a nationwide outage. What does that mean to people? Okay. It's not secure. It's still -- it's premature. Maybe when the systems are more up-to-date and then maybe so, but there's no re -- with the trillions this country spends --

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

(Crosstalk.)

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

SPEAKER CARROLL: Thank you. Have a good day.

ALJ GLEGOLA: Yes. Thank you for calling in.

Can we have our next caller, please?

THE OPERATOR: Our next caller is Noah Christman.

STATEMENT OF SPEAKER CHRISTMAN

Thank you. Hello, my name is Noah Christman. That's N-o-a-h C-h-r-i-s-t-m-a-n. I am calling from Berkeley and I have been an AT&T customer for 25 years, and I am very much in support of -- of AT&T modernizing their communications network and moving from what is now outdated technology to a modern, proven system.
In my estimation, money that AT&T spends maintaining and operating a vast landline network for a small portion of our state's population is really money not spent on pushing technology forward. Clinging to old technology will only allow other states and other countries more willing to welcome progress an edge over California; and as you're well aware, our state has been experiencing a mass emigration of residents and businesses costing us congressional seats, and while I don't believe that the topics we discussed today will alone stem that tide, limiting technological growth in an age where many GDP driving jobs can be worked from anywhere, they contribute to this emigration and long-term brain drain that robs California of its core economic advantages adversely impacting the state's fiscal prospects.

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

Thank you.

ALJ GLEGOLA: Thank you very much.

Can we have our next caller, please?

THE OPERATOR: Our next caller is Vic Dominic.
You may go ahead.

STATEMENT OF SPEAKER DOMINIC

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

(Timer notification.)

SPEAKER DOMINIC: Is that a minute?

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

SPEAKER DOMINIC: Thank you.

ALJ GLEGOLA: Thank you so much for calling.

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Anne Johnson.
You may go ahead.

STATEMENT OF SPEAKER A. JOHNSON

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

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

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

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

(Timer notification.)

SPEAKER A. JOHNSON: So, again, I appreciate
your time, attention, and consideration to please deny these requests.

ALJ GLEGOLA: Thank you for calling in and sharing.

Could we have our next commenter, please?

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

You may go ahead.

Again, Aidan Johnson (sic), your line is open.

We're not able to hear you. Please check your mute button.

(No response.)

THE OPERATOR: Should we go to the next caller?

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

Please continue.

STATEMENT OF SPEAKER H. ANDERSON

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

Sf.citi believes that supporting AT&T
California's initiative means catalyzing a future where every Californian has access to high-quality communications technologies. AT&T California's commitment to modernizing our infrastructure, particularly by moving towards fiberoptics and away from outdated systems, demonstrates a strategic investment in bridging the digital divide.

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

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

With that, could we have our next commenter,
please?

THE OPERATOR: Our next caller is Erik Bruvold.

You may go ahead. Your line is open.

STATEMENT OF SPEAKER BRUVOLD

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

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

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

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

THE OPERATOR: Our next caller is Patricia Guttmann.
You may go ahead.

STATEMENT OF SPEAKER GUTTMANN

My name is Patricia Guttmann, G-u-t-t-m-a-n-n. I reside in the Colony Hills, Calaveras County. My message is redundancy, redundancy, redundancy.

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

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

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

(Timer notification.)

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

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

Could we have our next commenter, please?
THE OPERATOR: Our next caller is Tony F.
You may go ahead. Your line is open.

STATEMENT OF SPEAKER TONY F.

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

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

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

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

I also wish to state quickly that the speakers
who spoke on behalf of AT&T are completely insane. They
don't know that --

(Timer notification.)

SPEAKER TONY F.: We need to have redundancy.

And landlines are secure and safe. Thank you for
consideration.

ALJ GLEGOLA: Thank you for calling in.

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Sunitha Menon.

You may go ahead.

STATEMENT OF SPEAKER MENON

Excellent. Thank you so much. My name is

Sunitha Menon. And I -- and that's spelled

S-u-n-i-t-h-a. Last name Menon, M-e-n-o-n. And I'm the

managing director of operations at Equality California.

Equality California brings the voices of LGBTQ+ people

and allies to institutions of power across California

and the United States, striving to create a world that

is healthy, just, and fully equal for all LGBTQ+ people.

Given the level of hatred, discrimination, and

anti-LGBTQ+ sentiment happening all over the country and

in California, it's critical that the LGBTQ+ community

has fast, strong, and secure communication capability to

build community inside safe spaces. By investing in the
future of technology, AT&T could be improving the lives
and safety of the LGBTQ+ community to connect with
life-saving support.

Thank you very much.

ALJ GLEGOLA: Thank you for calling.

Could we have our next commenter, please?

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

You may go ahead.

STATEMENT OF SPEAKER PETERSON

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

ALJ GLEGOLA: Thank you for calling in.

Could we have our next commenter, please?

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

You may go ahead.

STATEMENT OF SPEAKER MACKNAK

Good afternoon. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER MACKNAK: Thank you.

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

Yeah. Thank you.

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

Could we have our next commenter, please?

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

You may go ahead.

STATEMENT OF SPEAKER PARVIN

Thank you.

Large areas of Ventura County have been impacted by or are at high risk for catastrophic
wildfires such as Thomas fire in 2017 when over 500 homes were destroyed. During emergencies, customers and first responders need reliable landline access. Voice phones are reliant on Internet connection, which during power outages such as PSPS events make reliable communication impossible. AT&T's request does not consider whether the customers affected reside in high fire-threat districts and can reliably and continuously access alternative services such as cellular phones.

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

Please reject these applications. Thank you.

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

THE OPERATOR: Our next caller is Rick Strickland.

You may go ahead.

STATEMENT OF SPEAKER STRICKLAND

Yes. I oppose the application. My name is Rick Strickland, S-t-r-i-c-k-l-a-n-d. I live in a large
retirement community in Laguna Woods, California.

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

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

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

Could we have our next commenter, please?

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

You may go ahead.

STATEMENT OF SPEAKER C. ANDERSON

Hello. Can you hear me?

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

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

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

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

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

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

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Terry Dipple, the executive director of Las Virgenes-Malibu Council of
Governors (sic).

You may go ahead.

STATEMENT OF SPEAKER DIPPLE

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

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

(Timer notification.)

SPEAKER DIPPLE: -- position.

We urge you to oppose the application. Thank you.

ALJ GLEGOLA: Thank you so much for calling in to share.
Could we have our next commenter?

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

Go ahead.

STATEMENT OF SPEAKER BAGHDASSARIAN

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

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

Could we have our next commenter, please?

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

You may go ahead.

STATEMENT OF SPEAKER ACEVEDO

Good afternoon, Judge Glegola and Commissioner Reynolds. My name is David Acevedo with AARP. On behalf of our 3.2 million members here in California, I
am here today to express our strong opposition to AT&T's petition.

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

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Andrew Hayward. You may go ahead.
STATEMENT OF SPEAKER HAYWARD

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

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

Thank you for your time.

ALJ GLEGOLA: Thank you calling in today.

Can we have our next commenter, please?

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

STATEMENT OF SPEAKER LOEW

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

Keeping up with modern technology is essential in a constantly evolving world. The pandemic was an example of the dire need for broadband, for remote
learning, telehealth, and remote work. During the pandemic, broadband enabled me to stay in touch with my parents, who are located out of state, through video calls using applications such as Zoom and Facetime.

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

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

Thank you for your time.

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

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER GUTTMAN

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

Thank you.

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

THE OPERATOR: Our next caller is Christine
Moore. You may go ahead.

STATEMENT OF SPEAKER MOORE

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

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling
Can we have our next commenter, please?

THE OPERATOR: Our next caller is Maya Caine.

You may go ahead.

STATEMENT OF SPEAKER CAINE

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

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

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

(Timer notification.)

SPEAKER CAINE: -- to stop the melt down.

Thank you. Goodbye.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next commenter, please?

THE OPERATOR: The next caller is Sally Hale.

You may go ahead.

STATEMENT OF SPEAKER HALE

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

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

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

Third, fiber optic is not as reliable as current landlines, because the Federal Communications Commission has recommended that fiber-optic users also have a battery backup.
Fourth, mobile triggers have proven themselves to be unreliable. Sometimes even during good weather, the party trying to converse with me hung up on me because of a bad connection; therefore, since nothing is reliable as AT&T landline service is available, the application should be denied.

Thank you for your time.

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

Can we have the next commenter, please?

THE OPERATOR: Our next caller is David Morris.

You may go ahead.

STATEMENT OF SPEAKER MORRIS

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

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

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

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

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

(Timer notification.)

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

Thank you.

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

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER KORIN

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

My husband and I are both required seniors. We
live in a rural area of Placerville about 10 miles from the '21 Caldor fire and were evacuated for three days. Due to the topography of the area and the heavily treed and windy canyon, there is no reliable call service or internet. Even though I keep calling different carriers, they say it's a dead zone. Besides fires, we also have heavy snows during the winter and can't get out. There's also the PUC shutoffs during the summer. The landlines become a necessity to be able to check on our neighbors and friends and their safety. Landlines don't drop calls and overload during emergencies. Landlines don't lose power during outages. Landlines keep us safe by immediately connecting us with first responders during emergencies.

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

Thank you very much.

ALJ GLEGOLA: Thank you very much for calling in.

I just want to mention to folks before moving on to the commenter that we do have 209 folks in the queue. I am going to do my best to move people along. We are still keeping the limit to one -- one minute
each, but that does mean that we may not be able to get
to some people before we stop at 4:45. There is --
there is many in the queue.

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

If we can have our next commenter, please?

THE OPERATOR: Our next caller is Jean Wells.

You may go ahead.

STATEMENT OF SPEAKER WELLS

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

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

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

The Commission has no choice but to deny AT&T's
request. It's impossible for me to have Voice over
Internet Protocol. I live 400 feet from the road in the
Redwood Forest, and the cost for bringing cable into my
house would be well over $10,000, way beyond my budget.
I am retired. I'm 74 years old, living on Social
Security. I have a hearing disability. Cell phone service is very poor in my neighborhood. The landline is absolutely essential for life and death.

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

Thank you.

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

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER COTTONE

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

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

Our internet, we are fortunate that we still have DSL barely, and that is also dependent upon the copper landlines. One thing I have heard today that is curious is that it's like an either/or. Like, AT&T can either modernize, or they can maintain their copper
landlines. I don't see why AT&T can't do both. I would love to have fiber to our house. We live a mile and a third off the road. I would love to have a fiber connection for internet but, most importantly, we need to maintain our copper landlines for safe, secure communications.

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

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

Thank you.

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

Can we have our next commenter, please?

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

STATEMENT OF SPEAKER HART

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

Back in March, my landline went out, and it was going to be out for three weeks, so I went to Spectrum, and then I came ba -- then I went to AT&T U-verse. I would have actually gone to U-verse earlier, except that
they didn't have speed calling. As someone blind, a lot of us blind customers are eligible for 30 number speed calling, but U-verse doesn't have speed calling at all, and when you talk to the reps -- now, by the way, they dismantled the special needs department, so they outsource the calls; and they -- the reps you talk to don't even know what braille is when you ask them for the bill in braille, they don't know what that is.

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

Thanks so much.

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

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER SANDEL

Hello. My name is Kristen Sandel,
K-r-i-s-t-e-n S-a-n-d-e-l. I am calling to represent
the Valley Women’s Club of the San Lorenzo Valley in the
Santa Cruz Mountains.

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

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

Please deny AT&T’s application.

Thank you.

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

Can we have our next commenter, please?

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

STATEMENT OF SPEAKER GALIE

Hi. I’m Barbara Galie, G-a-l-i-e, from San
Francisco. Thank you for letting me talk today.
I appreciate what everyone has to say. As an older person, though, 79, having my landline for almost 50 years, as I have lived in my house for almost 50 years in San Francisco, this is not uncommon here.

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

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

(Timer notification.)

SPEAKER GALIE: I just want to say thank you very much, and AT&T is offering cordless phone service, which you can plug in and get a backup battery if you want to keep your landline.
Thank you very much for having an open forum and letting everyone share their experience.

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

Can we have our next commenter, please?

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

STATEMENT OF SPEAKER LERNER

Hi, can you hear me?

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

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

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

I want to also address the fact that there are many, many elders including my mother, who can only use a landline. They are electrically sensitive, and -- and I am also electrically sensitive, so having a landline option is absolutely critical; and, again, I have been...
through power outages where there is no way we can reach anyone unless we are relying on our copper landlines.

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

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

(Timer notification.)

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Bruce Russel.
You may go ahead.

STATEMENT OF SPEAKER RUSSEL

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

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

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

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

(Timer notification.)

SPEAKER RUSSEL: -- are not good. Thank you.
ALJ GLEGOLA: Thank you very much for your time today.

Could we have our next caller, please?

THE OPERATOR: Our next caller is Robert Rickman with the San Joaquin County Supervisors Office. You may go ahead.

STATEMENT OF SPEAKER RICKMAN

Thank you.

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

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

Carrier of last resort relief should not be
granted without securing widespread alternatives with uniform, technologically-neutral, minimum-service-quality standard of landline alternatives.

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

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

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

Could we have our next caller, please?

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

You may go ahead.

STATEMENT OF SPEAKER DURSTON

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

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

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

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

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

Could we have our next commenter, please?

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

You may go ahead.

STATEMENT OF SPEAKER LAVELLE

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

AT&T has already effectively started denying applications for new house phones in our region. And so we're seeing the effects for new homeowners that wish to
have a landline being denied currently. We are in a place that has challenges, at best, with services provided by other carriers through broadband Internet services, all of which are based off of the same electrical source -- one electrical plant -- and the same microwave tower -- one microwave tower.

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

So we're asking on behalf of the seniors who do not use cellular devices. We're asking on behalf of all of us who live in a space that does not have the availability currently to make it safe without a redundancy like landlines to deny these applications. And we're also asking that if in the future this becomes
a request, that you please consider requiring AT&T to have services in place, especially for rural areas, that would make it the same or better service, not comparable or equal to but better because right now they're needing to do better.

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

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

Could we have our next commenter, please?

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

You may go ahead.

STATEMENT OF SPEAKER DAVID

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

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

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

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

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

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

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

Could we have our next commenter, please?
THE OPERATOR: Our next caller is Patricia Keiser.
You may go ahead.

STATEMENT OF SPEAKER KEISER

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

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

(Timer notification.)

SPEAKER KEISER: So I request that you deny
this to help support people like myself and the elderly and people that can't afford all the newer technology.

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER WELSH

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

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

And I think -- I hate to bad mouth my former
employer. But AT&T has shown in the past that any
savings it gets when it's from a tax break or from modern
technology -- I'm sorry -- from any operating costs, it
most likely goes to profits and not what's best for its
customers --

(Timer notification.)

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

ALJ GLEGOLA: Thank you very much for calling
in.

Could we have our next commenter, please?

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

You may go ahead.

STATEMENT OF SPEAKER TEMPRANO

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

Connectivity is absolutely critical for all
Californians but particularly LGBTQ+ Californians in more remote parts of the state. Good modern networks are required for folks to access community and have access to safe, supportive communities and resources, especially at a time of increasing attacks on LGBTQ+ youth in more rural parts of the state. These youth rely on a strong modern network connection to help them connect with their peers and to access necessary services.

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

(Timer notification.)

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Jennifer Laforte.

You may go ahead.

///
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.
Could we have our next commenter, please?

THE OPERATOR: Our next caller is Ellen McKoy.

You may go ahead.

STATEMENT OF SPEAKER McKOY

Thank you very much.

Good afternoon. My name is Ellen McKoy. Hold on. Let me take it off speaker. My name is Ellen McKoy. And that's spelled E-l-l-e-n, as in Nancy, M-c-K-o-y. And I'm from the city of Yorba Linda.

I'm calling to oppose AT&T's application to remove its -- cease providing traditional landline service. In addition to wireless and Internet service, I also maintain two landlines, which are both personally and professionally vital, without which I would be severely hampered. I'm a freelance journalist. I conduct all interviews via landline so that they can be properly tape-recorded and transcribed, a process that cannot be similarly accomplished with a mobile device.

But more importantly, on a broader scale, landline service is unquestionably reliable in virtually all circumstances, including wildfires and earthquakes and, as we recently experienced, a massive power outage.

Living, as I do, right at the edge of a severe high-burn area, we have experienced a number of incidents in this section. In 2008, more than 200 homes
between Yorba Linda and Anaheim Hills were destroyed, and we were under several days of evacuation.

(Timer notification.)

SPEAKER McKOY: The only thing that worked at the time were our landlines.

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

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

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

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

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

I urge the California Public Utilities Commission to reject AT&T's application. Thank you very much.
ALJ GLEGOLA: Thank you.
Could we have our next commenter, please?

THE OPERATOR: Our next caller is Emily Amy.
You may go ahead.

STATEMENT OF SPEAKER AMY

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

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next commenter, please?

THE OPERATOR: The next caller is Ben
Silverman. You may go ahead.

STATEMENT OF SPEAKER SILVERMAN

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

Thank you.

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

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER TODD

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

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

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

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

Thank you.

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

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Ron Mayer.

You may go ahead.

STATEMENT OF SPEAKER MAYER

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

ALJ GLEGOLA: Yes, we can, please continue.

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

There's no cell service at my house. It's about two miles away from my house, when I went up and over that path, that's where you lose it. Our whole area shows up on AT&T, Verizon and T-Mobile coverage maps, but we don't have service; and my neighbors, which
are higher elevation, they don't have service. So, I put up a 400-foot tower; I still don't have service.

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

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

(Timer notification.)

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

Thank you. Sorry.

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

Could we have our commenter, please?

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

STATEMENT OF SPEAKER HOEK

Oh, good afternoon, thank you. I am calling in
opposition of the AT&T relief.

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

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

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

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

We just believe this would just cause terrible disruption to our community as well as being in a high fire -- catastrophic wildfire and emergency situation,
we need to have this type of phone, so that our first
responders have safe and reliable access.

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

Thank you.

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

Can we have the next speaker, please?

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

STATEMENT OF SPEAKER CUNNINGHAM

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

Our lives depend on our landlines, again,
because they're most reliable, so I certainly hope you
deny these applications.
Thank you very listening to me.

ALJ GLEGOLA: Thank you very much for calling today.

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER REED

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

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

Thank you.

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Eileen Theimer.

STATEMENT OF SPEAKER THEIMER

Yeah. E-i-l-e-e-n, T, as in Tom, h-e-i-m-e-r. One question is, is this being recorded and can we listen to it later again?

ALJ GLEGOLA: Yes.
SPEAKER THEIMER: Can you tell us how -- how we can listen to it?

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

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

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

And another thing in terms of modernizing technology --

(Timer notification.)

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

So, AT&T's claim that we can't do both is
really bizarre to me.

Thank you.

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

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER HUTCHINSON

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

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

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

Also, there are other digital advanced options, but there are no other landlines options. What we already have, if we let it go away, that's it. It's gone. Personally, I am more than two kilometers from a
switching station, which means I don't have any digital AT&T options anyway.

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

(Timer notification.)

SPEAKER HUTCHINSON: Have a good day.

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

Can we have our next commenter, please?

THE OPERATOR: Our next caller is Diana Smith.

You may go ahead.

STATEMENT OF SPEAKER SMITH

My name is Diana Smith. Can you hear me?

ALJ GLEGOLA: Yes, we can, please continue.

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

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

I paid $16 for my phone at the local discount store and it has lasted for years. Also, it's red and cream colored, and it's very cute. I am on a fixed income, and the Lifeline discount really helps me
balance my budget. Another perk is, I never worry that I am being radiated as I talk on my phone.

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

(Timer notification.)

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

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER PEREZ

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

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

Access to high-speed internet is no longer a luxury, but a necessity, especially
considering the growing demand for online learning, remote work and entertainment. Older technologies are costly to maintain and just not practical -- practical for this day and age.

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

Thank you.

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER SHLASKY

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

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

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

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

Thank you.

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

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

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

Can we have our next commenter, please?

THE OPERATOR: Our next caller is Larry Ortega.

You may go ahead.

///
STATEMENT OF SPEAKER ORTEGA

Hi.

THE OPERATOR: Again, Larry Ortega --

SPEAKER ORTEGA: Hello.

THE OPERATOR: Go ahead.

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

The CPUC should reject AT&T's application.

Commissioner Reynolds and the ALJ should demand disclosure of conflict of interests, during this and other proceedings, of commenters who are receiving funding from AT&T. It is incumbent for the ALJ and the Commission to weigh commentary that is paid for accordingly.

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

AT&T has enjoyed decades of hands-off
regulatory regime, which has resulted in the CPUC losing
$2- to $300 million that may have been designated for
fiber upgrades to these landlines.

If landlines are shut off, so --

(Timer notification.)

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

Thank you.

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

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

STATEMENT OF SPEAKER ADELSON

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

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

If you're an AT&T customer and cannot get
through to 9-1-1, then please try calling from
a landline. If that's not an option, please
try to get ahold of a friend or family member who is a customer of a different carrier and ask them to call 9-1-1 on your behalf. So, that is not very efficient during a fire, an earthquake, a landslide or a heart attack; and it's also both ironic and not reassuring at a time when AT&T is petitioning to eliminate landline service in our area.

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

(Timer notification.)

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

Thank you so much.

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER GREGORY

As a senior, I have several disabilities. I
live alone. I have no living family or any help. I have Lifeline landline.

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

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

I ask you to deny this application, and at the very least, if you consider approving it, you need to give us to another telephone company that will accommodate Lifeline landline customers also. Please.

One size does not fit all.

Thank you.

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

Could we have our next speaker, please?

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

You may go ahead.

STATEMENT OF SPEAKER SIEVERS

Thank you. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

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

I'd like to point to the Commission's
Environmental and Social Justice Action Plan, which is founded on assuring widespread availability of high-quality telecom service to all customers who request it. That plan is a safety guard against discrimination. And please understand, as other speakers have said, that only fully wired, high-quality connectivity of plain old telephone service is tolerable for that not inconsiderable percent of the population that is too sensitive to wireless radiation to use cell phones or other wireless devices.

Thank you. Please deny these requests.

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

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Patricia Limkemann.

You may go ahead.

STATEMENT OF SPEAKER LIMKEMANN

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

I have a couple of reasons. First of all, I have a security system tied to this alarm. I also have
the landline, which enables me in an earthquake, fire, or other emergency -- historically the towers in my community are not placed properly, and I have poor service with this particular system. I also pay bills by phone, which I use to input information. With a cell phone, I could not do on the phone because that has limitations on a cell phone.

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

(Timer notification.)

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

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Anne Thrift. You may go ahead.

STATEMENT OF SPEAKER THRIFT

Yes. Hi. Can you hear me?

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

SPEAKER THRIFT: Yes. Thank you. My name is
Anne Thrift. I live in the Santa Cruz mountains in a cell dead zone. I'm calling on my landline. I live in Santa Cruz County in the mountains where nothing else works reliably and nothing else works at all in power outages. In Santa Cruz County, we've had seven disasters in seven years with weeks-long power outages and absolutely no communication except landlines.

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

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

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

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Rod Souza.
You may go ahead.

(No response.)

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

STATEMENT OF SPEAKER SOUZA

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

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

(Timer notification.)
SPEAKER SOUZA: -- barely cover our area in maintenance. And something needs to be done. I just don't understand it. Thank you.

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER VIRVA

Good afternoon. Thank you for taking my call.

My name is Diane Virva. Last name is spelled V-i-r-v-a. I live in the city limits of Nevada City in the Sierra Foothills. I object to the withdrawal of the AT&T carrier of last resort.

We are in a very large fire-prone area. I have AT&T Internet and landline. When we lose electricity due to storms or PSPS, we lose our cell service. Without the landline, we would not receive emergency notices or evacuation orders from fire. The landline is our only saving grace. Our modern technology does not work in these circumstances. It is not reliable.

Please deny the AT&T application. Our lives may depend on it.

Thank you so much for allowing us courtesy of giving our opinion. Thank you.
ALJ GLEGOLA: Thank you very much for calling in to share.

Could we have our next commenter, please?

THE OPERATOR: Our next caller is Eileen George.

You may go ahead.

STATEMENT OF SPEAKER GEORGE

Hi. Can you hear me?

ALJ GLEGOLA: Yeah, we can. Please continue.

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

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

I hope you will reject this. I really, really do. We need our landlines. I don't want to lose my
number. I've had this number for 27 years. I know I could move it to a wireless. But why? So I can get more radiation? Anyway, don't forget about the -- I'm retired too, and I'm elderly myself. And --

(Timer notification.)

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

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Allen Huddleston.

You may go ahead.

STATEMENT OF SPEAKER HUDDLESTON

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

I really request that the CPUC denies AT&T's application to vacate the landline service. If I'm
injured, for example, I could potentially die if I can't
have a cell phone signal. So, again, please don't allow
AT&T to vacate the landline. Thank you.

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Jim Strehlow.

STATEMENT OF SPEAKER STREHLOW

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

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

When the power grid fails, so will the Internet
fail and its Voice over IP Internet fail. The CPUC must
keep landlines operational and affordable as a major
public safety lifeline for us volunteering Neighborhood
Watch captains. Thank you.

(Timer notification.)

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Michael
Ranney.

You may go ahead.

STATEMENT OF SPEAKER RANNEY

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

I live in Alameda County, and I believe the
landlines are crucial in times of emergency, even in
urban areas like the one I live in. After an earthquake
or major fire, it's likely the cell phone tower -- cell
phone towers will be disabled or unusable due to being
swamped, especially, even if they are usable. And we
were actually told that in an emergency, we're supposed
to call people from outside of our area, like in other
states and so forth, so that others from California can
use them as a conduit to let them know what's going on
and get back to other people in California when the
lines are down and swamped. So we're actually being
told something different now from what emergency
responders have told us in the past.

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

(Timer notification.)

SPEAKER RANNEY: -- really not changed.

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

So please reject AT&T's COLR application.

They've made many profits at our expense, and I think
they continue to owe us this service. So please keep
the landline. They have better reception than most cell
phones as it is. And when it goes out, even PG&E will
call us on the landline and say when the power --
ALJ GLEGOLA: Thank you very much, sir.

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

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

Could we have our next speaker, please?

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

You may go ahead.

STATEMENT OF SPEAKER BROWN

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

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

During an emergency such as a natural disaster or electrical power outage, customers and first responders need reliable access to 9-1-1 and 2-1-1.
service, including the ability to receive alerts and notifications. Landlines are the most reliable communications tool in the safety arsenal.

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

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

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Bryan Ito. You may go ahead.

STATEMENT OF SPEAKER ITO

Yes. My name is Bryan, B-r-y-a-n. Last name is Ito, I-t-o. I just want to speak in support of the application by AT&T. I do believe in modernization being important for all companies and customers to support innovation. And my understanding is with relief from the application, customers will not lose their landline home phones, 9-1-1 access, nor battery backup power. I believe that if the relief is not given, that
will slow down, again, the modernization to all communities, including urban and suburban. I've also heard that United Kingdom is discontinuing their copper landline service next year, so I think we should be part of that movement. Thank you.

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

Could we have our next speaker, please?

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

You may go ahead.

STATEMENT OF SPEAKER WEISELY

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

Many of our community members and family members as well as our own staff have been affected by the need for higher quality broadband access. In fact, our headquarters, which is in San Francisco's Japan town, has used AT&T for many years as a service provider. But we've had to start looking at alternatives because of the many issues that come with the outdated wiring that's being used in the area. Of
course, because of the pandemic, we've seen the need for broadband access for many of our members to be able to do basic things like work and attend school from home.

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

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

Could we have our next speaker, please?

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

You may go ahead.

STATEMENT OF SPEAKER NUTT-BEERS

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

Access to high-speed Internet is vital for
communities to thrive in today's digital economy.

AT&T's commitment to expanding its fiberoptic network aligns with San Francisco Chamber's goals of innovation and economic growth for all Californians. Enhanced connectivity for AT&T's expansion initiatives will increase productivity and competitiveness statewide. Fiber Internet infrastructure benefits extends beyond business, bridging the digital divide and fostering social inclusion.

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

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

Could we have our next speaker, please?

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

You may go ahead.

STATEMENT OF SPEAKER McPHERSON

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

As other commentators have said, we are a rural
county. We have been subjected to many natural
disasters. And it's hard for me to explain the
insecurity that seniors in our community have over this
initiative. And it does not seem like the right
solution at this time. Thank you very much.

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Peter
Schustack.

You may go ahead.

STATEMENT OF SPEAKER SCHUSTACK

Hi. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

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

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

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

Could we please have our next speaker?

THE OPERATOR: Our next caller is Debos Holm.

You may go ahead.

STATEMENT OF SPEAKER HOLM

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

You can hear me, right?

ALJ GLEGOLA: Yes, we can, please continue.

SPEAKER HOLM: Yes. Famous lines.

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

If these two types of services, COLR and ETC,
are stopped, it severely effects the disenfranchised specific sectors of society -- elderly seniors, people with health conditions and/or disabilities, rural areas and people living on low or restricting income. There are no other safe options. Selling voice over internet protocol phones are not reliable at this time.

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

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

(Timer notification.)

SPEAKER HOLM: Quickly.

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

Thank you.

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

Could we have our next speaker, please?
THE OPERATOR: Our next caller is Christopher Negri with the California Partnership to End Domestic Violence. You may go ahead.

STATEMENT OF SPEAKER NEGRI

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

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

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

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

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling
Could we have our next commenter, please?

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

STATEMENT OF SPEAKER SHOEMAKER

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

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

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

(Timer notification.)

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

Thank you very much.

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

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

STATEMENT OF SPEAKER SIPPRELLE

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

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

The transition for existing at-risk customers is also meant to be very smooth, allowing them to maintain the access to their essential home phone, voice
and 9-1-1 services.

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

Thank you so much.

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER VELASQUEZ

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

So, I am opposed to this. Thank you.

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

Could we have our next speaker, please?
THE OPERATOR: Our next caller is Cynthia Wain. You may go ahead.

STATEMENT OF SPEAKER WAIN

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

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

(Timer notification.)

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

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

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

STATEMENT OF SPEAKER LEVIN

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

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

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

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

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

So, cutting off the service is cutting off lifelines for folks, and I must say that -- (Timer notification.)

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

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER YUN

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

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

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

We are not obsolete, although AI will be smarter than us. Landlines are not obsolete, although
they have cell phones.

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

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

(Timer notification.)

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

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

SPEAKER YUN: Yeah.

People who eat more carrots have low risk of lung cancer. Drug companies cannot make tons of money
selling carrots. People make choice to be selfish, self-interested and bow down to the money, so money gets power. Competition is not efficient. Competition creates redundant --

(Crosstalk.)

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

SPEAKER YUN: Okay.

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

(Crosstalk.)

SPEAKER YUN: -- monopoly, okay?

ALJ GLEGOLA: Thank you very much.

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER HORWITZ

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

Los Angeles Unified serves some of Los Angeles' least resourced populations and is deeply concerned that the termination of wireline service will detrimentally impact our students and families. The end of AT&T's COLR obligation will likely cause the district to divert
funds from instruction to update our school safety and communications infrastructure and will lead to higher consumer prices for basic phone service, the elimination of a central communication tool during emergencies and natural disasters and inequities that will be largely borne by the underserved.

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

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

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

(Timer notification.)

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

Thank you.

ALJ GLEGOLA: Thank you very much for calling
Could we have our next speaker, please?

THE OPERATOR: Our next caller is Lori McBride.

You may go ahead.

STATEMENT OF SPEAKER McBride

Hi, Lori McBride from Redwood City, California.

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

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

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

My hearing impaired elderly mother had an amplified phone with an AT&T landline service. She depended on this for being able to make and receive calls and communicate with others. She could not use a
cell phone. I know there are many others living in areas with limited cell service who depend on their landlines. It's a matter reliability, safety and security.

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

Thank you.

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER FRIEDMAN

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

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

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

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

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

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

(Timer notification.)

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

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

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

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

I will provide some more information later on.
for folks on other ways to -- to be able to reach out to
the Commission, but you should be able to see that on
our live video feed as well.

   Could we have our next speaker, please?

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

STATEMENT OF SPEAKER JONES

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

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

   I know I am going too much deeper into it, but
I agree that some other company needs to take over it if
AT&T doesn't want it, and it is deeper than just not understanding the new technology. We do need more information on that, but it's so much deeper than that.

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

Thank you so much.

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER AMINOFF

Hi. Can you hear me?

ALJ GLEGOLA: If you could speak a little --

SPEAKER AMINOFF: Hi, can you hear me?

ALJ GLEGOLA: If you could speak a little louder?

SPEAKER AMINOFF: Yeah, can you hear me?

ALJ GLEGOLA: Yes, thank you. Go ahead.

SPEAKER AMINOFF: Thank you so much.

My name is Sarah Aminoff, calling from Union City, California. I am also with Safe Tech International. I live right on the Hayward fault in the San Francisco Bay Area, and a few years ago, we had a
fire right here in the regional park. We have a landline. I oppose AT&T's application to abandon copper. 34 percent of San Franciscos (sic) also have landlines, so relying only on VoIP and cellular services has giant environmental and carbon footprints and requires energy extractions and hazarded waste. It's so vital we keep our landlines in good repair.

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

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

(Timer notification.)

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

Landlines are not antiquated but save lives, and they're very fire safe and cyber secure. Please keep them.
ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next commenter, please?

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

STATEMENT OF SPEAKER TRAVIS

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

Now, to start my time, I urge CPUC to rule against this and ignore paid pro comments here today. There are still over 600,000 members that use landlines throughout the state: Seniors living alone with no cell plans or easy ability to get one, young families who need it for their kids if their school is in an emergency lockdown or earthquake or letting relatives out of state know they're alive, folks that work at home and have spotty cell service. So many friends live in the hills or the beach: Playa del Rey, Sherman Oaks, Malibu, Brentwood. They lose cell service if it's windy, let alone serious storms or earthquakes. Our state has so many wildfires, floods. When power lines fail, landlines persist. They connect us to loved ones, neighbors, emergency services. This will jeopardize
lives, disrupt communication, and exacerbate isolation. We cannot allow profit margins to override public welfare. These are more than mere wires. They are lifelines.

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

(Timer notification.)

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

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

THE OPERATOR: Our next caller is Thomas Steed with Bell Tower Retirement retirees. You may go ahead.

(No response.)

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

SPEAKER STEED: This is Thomas Steed.
ALJ GLEGOLA: Please continue, sir.

SPEAKER STEED: Mute button.

ALJ GLEGOLA: We can hear you, sir.

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

SPEAKER STEED: Can you hear me now?

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

(No response.)

ALJ GLEGOLA: Maybe come back to him.

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

You may go ahead. Your line is open.

STATEMENT OF SPEAKER PERREAULT

Hi. My name is Piper Perreault, P-e-r-r-e-a-u-l-t. And I would like to say that the carrier of last resort cannot be altered because AT&T doesn't like it. It exists to protect the public. AT&T should not have the ability to destroy a regulation in place to ensure Americans across the country have the ability to connect with each other and essential services. But AT&T has monopolized the telecom industry for over a century, continually bullying smaller companies and the American public. AT&T is the largest telecom company in the world with over $120 billion in
annual revenue. They do not need relief from its public utility obligation.

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

(Timer notification.)

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

ALJ GLEGOLa: Thank you very much for calling in and sharing.

Could we have our next speaker, please?

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

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

(No response.)
THE OPERATOR: Again, Mr. Steed, we are unable to hear you at this time.

Should we go to our next caller?

ALJ GLEGOLA: That's probably a good idea.

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

STATEMENT OF SPEAKER FARRELL

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

   Distinguishing rural versus urban is divisive.

Having to purchase, maintain, and frequently update and replace computers and batteries is not sustainable or acceptable. Landlines and the LifeLine program are necessary for consistent access. Many poor or disabled people cannot use what AT&T considers alternatives.

Electrosensitive, especially, people are toxically evicted from homes and communities by wireless radiation from antennas encroaching everywhere. ADA rights are being violated.

   AT&T has been dismantling landlines for over a decade, neglecting repairs and lying about availability, pressuring customers into giving them up and now using manipulated statistics to convince you that people chose
to abandon the technology. Coercion is not choice.

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

(Timer notification.)

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

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Cliff Poleski.

You may go ahead.

STATEMENT OF SPEAKER POLESKI

Thank you very much. You know, they call these lifelines for a reason. Those of us who live in rural areas with no cell service rely on the phone when the power goes out. And you know that PG&E shuts their power now when there's high wind. None of these alternatives work from a public safety standpoint. The PUC exists to protect the most vulnerable during the most dangerous periods. You know because you are sophisticated that these alternatives work for people with resources, with cell service. And I urge you to do what the PUC is intended -- if you're going to let them
just un-regulate themselves to make more money and leave us without any 9-1-1 or resources when we need them the most, you might as well shut your doors.

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

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

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Lorraine Johnson.

You may go ahead.

STATEMENT OF SPEAKER L. JOHNSON

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

My -- her area's phone lines are underground, so they don't present the maintenance problems that AT&T complains about. AT&T's proposal penalizes areas with underground line. I had an AT&T Internet line, but it often malfunctioned, cutting off my phone. I replaced it with a landline that's much simpler and more
Ending landlines is inequitable to vulnerable populations like seniors and people with comprehension issues and disability. I'm part of that group. I need a simple landline. If AT&T cuts it off, I'll have no phone. And AT&T won't likely send someone to teach me how to use whatever it wants me to use instead of a landline.

Please reject AT&T's harsh, greedy proposal.

Thank you on behalf of Lorraine Johnson in Greenbrae, California.

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

Could we have our next speaker, please?

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

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

STATEMENT OF SPEAKER STEED

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

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

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

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

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

If you're not able to rejoin us and we don't make it to you and you're on our live video feed, you will see two links that you can go to to provide written comments. If you're not on our video feed and just listening to us, please go to the following website: www.cpuc.ca.gov/pph. And from there you will be able to find both these proceedings and how to provide comments.
to us. Thank you again.

   And if we could continue with our next speaker.

THE OPERATOR: Our next caller is Teresa Mendovel Montero.

You may go ahead.

STATEMENT OF SPEAKER MENDOVEL MONTERO

Hi. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

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

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

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Haakon Williams.

You may go ahead.

STATEMENT OF SPEAKER WILLIAMS

Hi. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

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

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

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

(Timer notification.)

SPEAKER WILLIAMS: Thank you.

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Beth
Weinberger.

You may go ahead.

STATEMENT OF SPEAKER WEINBERGER

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

ALJ GLEGOLA: We can. Please continue.

SPEAKER WEINBERGER: Yes. I want to make two
points. First, it's absolutely ludicrous to call a
technology obsolete when it is clearly the superior
quality to the newer technology. Now, that might not always be true. But for now and the foreseeable future with cell calls even in urban areas drop and -- and spotty and the voice quality poor, landlines are still superior quality. That's number one.

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

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Linda Grabke.

You may go ahead.

STATEMENT OF SPEAKER GRABKE

Hello. Can you hear me?

THE OPERATOR: We can. Please continue.

SPEAKER GRABKE: Oh, good.

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

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

(Timer notification.)

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

ALJ GLEGOLA: Thank you very much for that
feedback.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Metammy
Jennings.

You may go ahead.

STATEMENT OF SPEAKER JENNINGS

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

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

Please deny both strongly. Thank you. Bye. ]

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

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Thomas Ham.

You may go ahead.

///
STATEMENT OF SPEAKER HAM

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

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

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

Thank you.

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

Could we have our next speaker, please?

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

STATEMENT OF SPEAKER MORALES

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

I am speaking on behalf of myself, my husband
and all the other residents today who have care --
Carrier of Last Resort, COLR, basic telephone land
services provided by AT&T California.

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

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

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

Thank you very much.

ALJ GLEGOLA: Thank you very much for calling
in.

Could we have our next speaker, please?
THE OPERATOR: Our next speaker is Linda Hodges. You may go ahead.

STATEMENT OF SPEAKER HODGES

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

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

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

Thank you.

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

We are almost at the 4:45 timeframe.

Commissioner Reynolds, do you have any concluding marks?

COMMISSIONER JOHN REYNOLDS: Thank you, Judge
Glegola.

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

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

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

(Audio interruption.)

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

ALJ GLEGOLA: Thank you, Commissioner Reynolds.

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

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

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

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

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

* * * * *
EVENING SESSION
MARCH 19, 2024 - 6:00 P.M.

* * * * *

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
Reynolds, who is the assigned commissioner.

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

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

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

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

I'm going to talk a little bit about the Public Utilities Commission to start. The CPUC, or the Commission, is the regulatory agency for all of California's Investor Owned Public Utilities, spanning across the energy, water, and telecommunications
industries. The Commission is headed by five commissioners with each commissioner serving a six-year staggered term. As a commissioner, I am assigned to a wide variety of cases, including these two requests by AT&T, both of these are requests or applications.

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

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

Where AT&T is the default, basic service
provider, they must provide basic telephone service to
any potential customer in that service territory. When
we talk about basic telephone service, I do want to
emphasize this does not necessarily mean that your
particular home phone service is basic service or that
it is provided by a landline copper or fiber-optic
wireline. Your home phone service may, for example, be
provided by other technology like Voice over Internet
Protocol, or VoIP.

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

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

Where are we in these cases? After this
evening's public participation hearing, in the ETC case,
Judge Glegola will hold evidentiary hearings at the
Commission in San Francisco. After hearings, AT&T and the other active parties will file briefs. After that process, Judge Glegola will issue a proposed decision for the Commission to consider at one of its official voting meetings and our current schedule provides for that to happen later this year.

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

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

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

Additionally, AT&T should have mailed notice of its COLR application to all landline customers, both those that rely on Plain Old Telephone Service and those
that use Voice over Internet Protocol service. If you
have a customer-specific question, such as a question
about your bill or service, we have an AT&T
representative that you may contact. The contact
information is on our live-stream video feed, but for
those who don't have it, the individual is Chris
Zimmerman, the associate director at AT&T, and they can
be reached at 800-791-6661.

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

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

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

We currently have over 100 speakers waiting in
queue to speak. So I'm going to ask that people limit
their comments to one minute. The first folks that will
be speaking -- my understanding will be that 28 folks
asked or decided to stay on the line from our last
session because they still wanted to speak.

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

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

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

THE OPERATOR: Thank you. Our first public
comment comes from Judy Arbuckle. Judy, your line is
open.
STATEMENT OF SPEAKER ARBUCKLE

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

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

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

(Timer notification.)

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

ALJ GLEGOLA: Thank you so much for calling and sharing and for staying with us today.
Can we have our next speaker, please.

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

STATEMENT OF SPEAKER KATEN

Hi. Can you hear me?

ALJ GLEGOLA: We can. Please continue.

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

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

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

(Timer notification.)

SPEAKER KATEN: Please stay with us. Protect
us from AT&T from doing this. Thank you. Thank you so much.

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

Could we have our next speaker, please.

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

Susan, your line is open.

STATEMENT OF SPEAKER LEDGER-EDWARDS

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

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

More important, landlines give our vulnerable residents access to 911. We've had multiple incidents where neighbors have gone to a house with a landline to make their call. Also, according to the RCRC, VoIP and
wireless have no obligation to serve a customer, including giving reliable access to 911 or Lifeline discounts. So, please, help our rural and vulnerable residents get reliable and affordable communication services. Please deny these applications. Thank you very much.

ALJ GLEGOLA: Thank you very much for calling in and sharing. Could we have our next public speaker please.
THE OPERATOR: Our next public comment comes from Monica Staar.

Monica, your line is open.

STATEMENT OF SPEAKER STAAR

Thank you. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

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

But, basically, even for AT&T, I have to drive five miles up the hill and sit in the car in line of sight of the tower to make a phone call, and for access
to this meeting, I had to go 10 miles to town to get Wi-Fi. So I'm also calling as an emergency manager. I was a first responder for 40 years, and I just agree with everyone who mentions this afternoon the importance of having landlines for 911 and the importance of redundancy.

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

(Timer notification.)

SPEAKER STAAR: Okay. Thank you.

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

Can we have our next speaker, please.

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

Hillary, your line is open.

STATEMENT OF SPEAKER LEAF

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

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

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

(Timer notification.)

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

ALJ GLEGOLA: Thank you very much.

(Reporter clarification.)

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

THE OPERATOR: Our next public comment comes from Tony Loeb.
Tony, your line is open.

STATEMENT OF SPEAKER LOEB

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

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

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

Landline or -- that's the end of the quote.

Landline or no line AT&T will be able to upgrade its other services no doubt. The company is more than profitable. Not an either/or situation. As both a member of RACES, the Civil Emergency Service, and as a private citizen, I urge you to deny these requests.
SPEAKER LOEB: -- the cable internet ceased operation through no fault of my own equipment.

Thank you very much.

ALJ GLLEGOLA: Thank you for calling in.

Could we have our next speaker, please?

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

Josh, your line is open.

STATEMENT OF SPEAKER HART

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

Spokesperson for savelandlines.org based in Plumas County where climate driven fires are the new reality.

We strongly oppose AT&T's applications. Go to savelandlines.org to get involved.

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

Let's be honest, approving these applications would mean not just the end of AT&T's COLR obligations but the end of the entire COLR guarantee in California.
and a reliance on the free market for basic phone
service known to leave disadvantaged, disabled, and our
rural communities cut off. This is why COLR was
established in the first place.

One Silicon Valley resident told us:

Why is the PUC allowing lower quality phone
service that does not work when the power is
out? Why would they want to get rid of what
really works?

AT&T claims to bridge the digital divide.

(Timer notification.)

SPEAKER HART: AT&T is a great service and
raises prices for rural customers refusing DSL even when
it is the fastest available option forcing people to use
dialup. Now they want to cut landlines altogether. Do
not believe claims that no one will lose home phone
service. Documentation, which we'll follow up with in
their application, undermines that statement.

Thank you.

ALJ GLEGOLA: Thank you very much for calling
in.

Can we have our next caller, please?

THE OPERATOR: Our next public comment comes
from Terry (sic) Bame.

Terry, your line is open.
STATEMENT OF SPEAKER BAME

My name is Sherry, S-h-e-r-r-y; Bame, B, like Boy, a-m, like Mary, e. This is so important to me that I have stayed on the line from the earlier 2:00 o'clock session. I'm elderly, a widow, partially disabled. I have no family members. I'm all by myself. I don't use a computer, don't own a smartphone. I've had -- my family's had this same landline telephone for 67 years since 1957.

I'm going through terrible stress and anxiety over the possibility of losing it. I don't know what in the world I would do for telephone. I do have a Life Alert Emergency Response System, which is extremely important, and it is connected to the landline telephone.

So I'm just begging you please reconsider or please consider not allowing AT&T to discontinue cell phone service. It's extremely important to many of us. I do not live in a rural area, but I wouldn't possibly be able to use any of this modern technology. And I really, really --

(Timer notification.)

SPEAKER BAME: -- just the landline.

Thank you.

ALJ GLEGOLA: Thank you very much for calling
Could we have our next speaker, please?

THE OPERATOR: Our next public comment comes from Kalyn Dean.

Kalyn, your line is open.

STATEMENT OF SPEAKER DEAN

Good evening. Kalyn Dean, K-a-l-y-n D-e-a-n.

Legislative advocate for California State Association County. CSAC strongly requests that the CPUC reject AT&T California's application for relief from their Carrier of Last Resort obligation and eligible telecommunications designation.

We ask that you prioritize the interest of consumers specifically those who will be disproportionately affected by this such as senior citizens, low-income households, and residents in rural areas.

It is essential to require AT&T to uphold their obligations to ensure that all Californians regardless of where they live continue to have access to reliable and affordable telecommunications services. Please reject AT&T's application.

Thank you.

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

THE OPERATOR: Our next public comment comes from Jessica Bernstein.

Jessica, your line is open.

STATEMENT OF SPEAKER BERNSTEIN

Hi. Can you hear me?

ALJ GLEGOLA: We can. Please continue.

SPEAKER BERNSTEIN: I am bed bound, and it is a medical necessity that I have access to a landline. Not only in terms of being able to reach people at all times, but I cannot tolerate the radiation from cell phones, and I have severe arthritis and cannot use the buttons on cell phones.

So let me just be very clear that I will be initiating a class action lawsuit if this does go forward both against the California Public Utilities Commission and AT&T. This is a violation of the Elder Abuse and Dependent Adult Civil Protection Act in which abuse is defined as any individual who knows or reasonably should know that an elder or dependent adult who under circumstances likely to produce great bodily harm or death willfully causes or allows an elder or dependent adult to suffer or inflict unjustifiable physical pain or mental suffering or willfully causes or allows the elder or dependent to be placed in a
situation which their health is endangered. This is the
most powerful act in California because if you win the
lawsuit, the other side is automatically required to pay
all attorney fees. I will be rigorously pursuing this.

ALJ GLEGOLA: Thank you for that feedback.
Can we have our next commenter, please?
THE OPERATOR: Our next public comment comes
from Marilyn Public Interest Coalition.

Marilyn, your line is open.

STATEMENT OF SPEAKER JASPER

Thank you. Good evening. My name is Marilyn
Jasper, M-a-r-i-l-y-n; Jasper, J-a-s-p-e-r. I'm in
Placer County, rural Loomis. Because my electric power
is not reliable, my landline is akin to a lifeline.

In January over an eight-day period, my
electricity was cut off on four different occasions,
different days. Last month, my power was out for 20
hours straight. A few years ago during the fires, we
had no power for four days, but the landline did work.

Unfortunately, like extortion my landline's
monthly cost has skyrocketed increased to over
300 percent. It's an outrageous $80 per month that I am
forced to pay.

As a public utility providing a necessity, AT&T
is held to a higher standard.
(Timer Notification.)

SPEAKER JASPER: -- to never be allowed to drop its landline or price gouge to force people to give them up. Especially when AT&T should have properly maintained them -- maintained its equipment. These two AT&T applications need to be a strong denial.

Thank you so much for your time.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please?

THE OPERATOR: Our next public comment comes from Alfred Sattler.

Alfred, your line is open.

STATEMENT OF SPEAKER SATTLER

Hello? Can you hear me.

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER SATTLER: Most people ask the question. Alfred Sattler, A-l-f-r-e-d S-a-t-t-l-e-r. I strongly urge you to reject both of AT&T's applications to cut off our landline phone service. We live in an upper-middle class suburban neighborhood in LA County, not a rural area. We frequently have poor cell phone service here. We had DSL internet from AT&T. And after a couple of outages lasting a week, I was told that DSL was old technology. That AT&T could not get new equipment for it. That they were not taking new
customers for it. At that point, we got fiber optic
internet from Cox. It has outages lasting 5 to
30 minutes a couple times a week.

On the other hand, our landline is dependable,
and we do not want to start hearing from AT&T "Well,
it's old. We can't get new equipment for it. We're not
taking new customers for it." That's just bull. That's
just bull. The landlines are essential during
emergencies. That having been said, landline 911 calls
identify address locations exactly compared to cell
phones.

(Timer notification.)

SPEAKER SATTLER: -- PUC must also regulate
AT&T to make sure that AT&T maintains good service.

Thank you.

ALJ GLEGOLA: Thank you very much for calling
in.

Can we have our next speaker, please?

THE OPERATOR: Our next public comment comes
from Rick Leutwyler, Trinity County Board of
Supervisors.

Rick, your line is open.

STATEMENT OF SPEAKER LEUTWYLER

Thank you. I had to unmute my phone. Hi. My
name is Rick Leutwyler, L-e-u-t-w-y-l-e-r. I'm a
resident of Lewiston, California, an area directly impacted by this decision by the Public Utilities Commission. I am also the District 1 supervisor for Trinity County an area directly affected and most affected within our county.

I'm on the CSAC Board, the board of our local area agency for aging and currently chair of our disaster council all of whom have raised concerns regarding (indecipherable) this matter.

Trinity County has already submitted a letter of opposition to this application. I understand that both RCRC, the rural county representation, and CSAC, which we heard from earlier, have also opposed this application.

Many of our residents rely on the landline services covered by this COLR agreement. They rely on it for all communications including access to 911, medical device emergency notifications, et cetera.

As a very rural and mountainous county, we are extremely limited with access to cellular services. I live less than two miles from a recently installed cellular service tower by AT&T. And due to our very mountainous terrain, there is no cell signal at our property.

(Timer notification.)
SPEAKER LEUTWYLER: -- many of our residents do not have the financial resources to pay for both landline services, cellular services, and internet services. As a result, they rely heavily on the landline services protected by this agreement.

I encourage the Commission to protect our residents' interest including very real health and safety needs and reject AT&T's application.

Thank you.

ALJ GLEGOLA: Thank you very much for calling in, Supervisor. We really appreciate that.

I just wanted to mention before going on that we currently have 196 callers in the queue. So I just wanted to let folks know we are not going to have a cutoff like we did for our 4:00 o'clock -- or, I'm sorry, for the 2:00 p.m. proceeding. But, you know, I am keeping folks to one minute if at all possible. So with that just wanted folks to know that.

Can we have our next speaker, please?

THE OPERATOR: Our next public comment comes from Zach Friend, Santa Cruz County Supervisor.

Zach, your line is open.

STATEMENT OF SPEAKER FRIEND

Yes. Thank you. First, Judge, I'd like to express some gratitude for you and the honorable...
Commissioner Reynolds for your willingness to take so
much public comment on this issue.

Our county, Santa Cruz County of California, of
which I am the county supervisor has voted in opposition
of these applications. I'd obviously encourage the
Commission to consider doing the same.

Our community has been besieged by fires and
floods. In fact we've had seven federally declared
natural disasters in the last seven years. So for our
community, the importance of the service really can't be
depicted by the COLR coded maps from AT&T or even
percentages of usage. It's really a life safety
service, and it's going to continue to be that way until
a viable alternative is created. Right now one does not
exist for our county or many other rural or suburban
counties throughout the state.

AT&T has noted that it's an outdated
technology. That's something I'd actually agree with
and have been supportive of CPUC efforts for broadband
expansion and other technological expansions throughout
the state. But two things are true here. This is a
technology that will need to be phased out and there
currently isn't a viable alternative for tens of
thousands of California. And until that time comes,
it's really unreasonable to take definitive action or
remove the service from many of our residents.

So we'd just like to encourage the Commission to reject the current proposal. And also to have AT&T do additional outreach, focus on viable alternatives, and spend a lot more time before they try and phase this in.

Thank you.

ALJ GLEGOLA: Thank you for taking the time today.

Can we have our next speaker, please?

THE OPERATOR: Our next public comment comes from Helga Mahlmann.

Helga, your line is open.

STATEMENT OF SPEAKER MAHLMANN

Good evening, gentlemen. Thank you so much for taking my comments. My name is Helga Mahlmann spelled, H-e-l-g-a; last name, M-a-h-l-m-a-n-n. I live in the Oakland Hills. I live in a dead zone. So therefore I have no internet access, no cell phone access. My only internet access is via a DSL line. I have two landlines. I don't have a car. So I have to have DSL access in order to order food from Safeway for delivery, medications from Walgreens for delivery, or anything else for emergency access I have to have my landlines available, at least one landline available.
And there is no fiber or cable access in this area, and I checked with AT&T and Sonic, and they have no planned fiber or cable access to be put into this area.

Thank you, and I humbly request that you reject both these requests by AT&T.

ALJ GLEGOLA: Thank you for calling in today.
Can we have our next speaker, please?
THE OPERATOR: Our next public comment comes from Pip Reynolds.
Pip, your line is open.

STATEMENT OF SPEAKER REYNOLDS
Hi. Thank you so much. My name is Pip spelled "Paul" "Inga" "Paul," R-e-y-n-o-l-d-s. I am asking that you deny the applications for losing our analog copper landlines, which are really our last chance in an emergency for reaching any type of help.

There is a very clear situation where everything nowadays: the banks, the schools, the emergency, everything is on computers. So if those powers go down, then all we have left is our landlines.

During the '89 earthquake the landlines went out for three days. But in the end, that was the only thing that saved us. As you know, people who are blind, deaf, on medical equipment, and otherwise, our security
systems need to have their landlines. You probably
don't know that the world economic forum is threatening
to put an EMP to knock out our power from 9 months to
two years.

    (Timer notification.)

SPEAKER REYNOLDS: -- which would be really
bad. So I hope that you will deny this.

    Thank you very much for your time and
consideration.

    ALJ GLEGOLA: Thank you for your time.
    Can we please have our next speaker?
    THE OPERATOR: Our next public comment comes
    from Meseit Happsus.
    Your line is open.

STATEMENT OF SPEAKER HAPPSUS

    Hello. Hi. My name is Meseit Happsus spelled
M-e-s-e-i-t; last name, H-a-p-p-s-u-s. I'm calling to
ask that these two -- two applications by AT&T be
rejected because landlines are important to us because
we live in a tiny area. I have AT&T landlines. I've
had it for some years. So as written, please reject
both.

    Thank you.

    ALJ GLEGOLA: Thank you very much.
    Can we have our next speaker, please?
THE OPERATOR: Our next public comment comes from Kevin Gallo.

Kevin, your line is open.

STATEMENT OF SPEAKER GALLO

Hi. My name's Kevin Gallo, G-a-l-l-o. I work in television as a technical director. I ran the backup commercials for the Super Bowl. We are used when the commercial fails. And that one commercial that we helped back up, that pays for our whole operation for a year.

All of our studios have landlines. They are essential to keeping TV on the air. We have VoIP phones, but we have landlines as a back up. A back up, in this case a landline, is always worth it.

When it comes to big companies like AT&T, we consumers don't want to hear that they don't make enough money for advanced technologies without first getting rid of landlines. That ridiculous.

And let me just give you the "Keep the Carrier of Last Resort" pitch: My in-laws were in a huge fire in Paradise, California. I'm sure you're familiar with what that was. We saw the fire on TV. They hadn't noticed yet. We called their cells, no answer. We tried email messenger over their fiber internet, no answer. Then we called their landline. They picked up,
they packed up, they opened the door to fire and smoke everywhere, and they barely made it down the hill alive. If it wasn't for their landline, they'd be dead.

Please keep requiring AT&T to do this. The landline saves lives.

Thank you.]

ALJ GLEGOLA: Thank you very much.

Could we have our next speaker, please?

THE OPERATOR: Our next public comment comes from Erin Johnson.

Erin, your line is open.

STATEMENT OF SPEAKER JOHNSON

Hello, my name is Erin Johnson, E-r-i-n; Johnson, J-o-h-n-s-o-n, and I am calling from a landline.

I implore the CPUC to reject AT&T's two requests to discontinue copper landline phone service. Copper landlines are proven to be the more secure, reliable, widespread and integrated communication tool for our daily and emergency needs.

Just today, like many other days, in the City of Sacramento, where I live, I lost internet access. Our landline, in contrast, is consistently reliable. I'm in the capital city of California, and my internet service is unreliable. VoIP is not an adequate
alternative to copper landline service.

Existing older technology is not bad or outdated technology. Copper landlines are long lasting, proven technology that are critical to our state and country's infrastructure, our national security, and our communities' ability to communicate regularly and in emergencies.

Keeping a public switch telephone network that runs on an analog system and separate from the computer networks, which are vulnerable to cyber-attacks, is critical to our national security. It's a national treasure --

(Timer notification.)

SPEAKER JOHNSON: -- in the way that railroads are, and our plain old telephone service needs to be maintained, because once it's gone, we won't be able to resurrect it.

I strongly oppose AT&T's profit-driven request and urge the CPUC to reject them. Everyone should remember that AT&T's request is only about corporate greed. AT&T is wanting to make more money at less cost to them. They want to eliminate copper landlines because they can't bundle all of their highly profitable services like internet and TV onto copper landlines.

Don't listen to big business. Listen to the
community. Copper landlines are safe, reliable and necessary. Please reject AT&T's request.

Thank you.

ALJ GLEGOLA: Thank you very much.

Could we have our next speaker, please?

THE OPERATOR: Our next public comment comes from Kay Parrott.

Kay, your line is open.

STATEMENT OF SPEAKER PARROTT

Hi, can you hear me?

ALJ GLEGOLA: We can. Please continue.

SPEAKER PARROTT: Thank you. It's Kay Parrott, P-a-r-r-o-t-t, and I want to thank you for hearing me today.

I am urging the PUC to deny both applications. I am going to cosign on all the callers. I am a caller that came and went at 2:00 and has been holding back on the line and very passionate about all the things the callers have had to say.

I'm a legacy of AT&T customer for 40 years; last 20 at this address currently, and I am cosigning on the fact that I have medical devices, used to have prescriptions to essential services, which is a prioritization and restoration for emergency.

I am also in a metropolitan area, where there
is a major hospital, a jail, a mall and several hotels within one-eighth of a mile. Essentially, I believe it's a dead zone, but not.

After being here for 20 years, I have been promised, year after year, that there would be high-speed fiber --

(Timer notification.)

SPEAKER PARROTT: -- and nothing has come.

I am hoping that they deny this. Please.

There are no alternatives, but Spectrum that is at capacity, and they are oversubscribed in the small pocket that they are in with no alternatives for us customers with Pac Bell.

Thank you for hearing me today.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Barbara Gilson.

STATEMENT OF SPEAKER GILSON

Hi, I'm Barbara Gilson, B-a-r-b-a-r-a. Last name G-i-l, as in Larry, s, as in Sam, o-n. I am calling from Richmond, California, in the east bay of the San Francisco Bay Area. I have been a legacy AT&T customer for years and years and years, and as you can
tell, I live in a -- an urban area.

AT&T, this is clearly a profit motive, and I had to kind of laugh at the first speakers at the 2:00 hearing, because all of them were pro; and I am a tech -- technology person myself, grew up with computers back in the '60s and '70s and still work in technology, and yet, we know that, you know, the copper -- the physical basically is the most reliable.

AT&T, this is clearly a profit motive and, basically, in their first application, they say that they receive no federal high cost universal service support and haven't since December of 2021, I believe the end of it; and yet, I look at my last bill and continuously, I have gotten the Federal Universal Service charge. It was $8.18 last month, so I am going to request that they refund all of that since the end of 2021.

You know, basically the --

(Timer notification.)

SPEAKER GILSON: -- the callers were high tech -- I will just finish up -- and, you know, not considering people who -- who need these services. You know, not considering the low-income people, the rural people, the poor people and all the emergencies.

Thank you very much. I appreciate it.
ALJ GLEGOLA: Thank you very much for taking the time today.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Martha Glaser.

STATEMENT OF SPEAKER GLASER

Oh, good. Hi, my name is M-a-r-t-h-a G-l-a-s-e-r.

I'm urging the PU -- and I was on since 2:00 as well, so thank you for taking my call.

I urge the CPUC to reject both applications to discontinue Carrier of Last Resort obligation, and main -- maintain use of copper -- and I want them to maintain use of copper wire landlines.

It is essential for me to continue to use wired equipment for telephone and internet use. I believe that the AARP supports this position as do many other residents, representatives and citizen advocacy groups.

I'm a teacher at an elementary school, and we need to have our landlines as back up even at the school, as when the power was out in the past few months in big rain and windstorms.

This does not have to mean the people who want wireless service have to go without it, but the development of this technology should not mean that the
massive numbers of people who depend on landlines should be forced to give them up. Like so many people, I depend on my landline to conduct personal and family business. I use a corded internet. I am not able to use cell phones, as they cause me hand, chest, head and ear pain when I am closer than four feet to a cell phone, which, of course, is an impractical way to use a cell phone. It also means that I have trouble being near others using cell phones.

Landlines are essential to me. I would be unable to communicate independently without my landline.

Since the fires in Sonoma county where I live, I have been part of a neighborhood communications unit and part of the Map Your Neighbors Project. Landlines are essential community safety -- safety communications. Landlines are essential for many who are disabled and elderly and not able to use cell phones for many reasons.

I wanted to say also I have a young friend in her 20s, who will be having abdominal cancer surgery on Friday, and she has carried a cell phone in her pocket for at least 12 years, and until we can prove that the tumors mentioned earlier on this call by other speakers, and until you can prove that my young friend's cancer is unrelated to carrying and using a cell phone for almost
half her life, I don't think we can in all good consciences force all citizens to use cellular equipment, and I think we must have the freedom of choice --

(Timer notification.)

SPEAKER GLASER: -- to use landlines, and please remember the Americans with Disability Act is a law that protects people with disabilities in many areas of public life; and disability rights are civil rights.

Thank you for your time.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please?

THE OPERATOR: Our next speaker is Tom.

(No response.)

THE OPERATOR: Tom, if your number ends in 2222, your line is open.

(No response.)

THE OPERATOR: We will come back to Tom. Our next speaker is W.

STATEMENT OF SPEAKER ICHIYASU

My name is W. Ichiyasu, and please freeze the clock for my name, because it's culturally discriminatory.

I, like India, -c, like Charles, -h, like hotel, -i, like India, -y, like Yankee, -a, like alpha,
-s, like sierra, -u, like uniform; and it's initial W like whiskey, last name Ichiyasu.

One minute is an affinity with all respect, and it only points to the need for more hearings. I'm an IT and information security professional. I'm also immunocompromised.

What is really going on here are two things. One, AT&T's attempt -- latest attempt to completely escape regulation, which protects cons -- which protects consumers and competitors and also a multibillion dollar asset grab.

AT&T looks at the public switch telephone network as their own private gold mine to dispose of as they see fit, but they can't do it without permission from the CPUC. The entire infrastructure is not investor-owned because it has been paid for many times over by ratepayers and also, through government subsidy. It longs to the public.

If AT&T is allowed to withdraw, which I am firmly opposed to on both applications, then AT&T must turn over all the physical assets and the customer data to the public.

(Timer notification.)

SPEAKER ICHIYASU: So that an alternative carrier can be found to manage these valuable resources.
I have submitted three written comments, and they should all be gone over in detail.

Thank you very much.

ALJ GLEGOLA: Thank you very much for calling in and sharing your opinion.

Could we have our next speaker, please?

THE OPERATOR: Our next speaking is Natalie Ariel -- excuse me -- Arroyo, Humboldt County Supervisor.

STATEMENT OF SPEAKER ARROYO

Good evening. I am Natalie Arroyo, N-a-t-a-l-i-e A-r-r-o-y-o. I am a Humboldt County Supervisor and also the chair of the Redwood Region Economic Development Commission, or RREDC.

I am calling on behalf of both these agencies to oppose AT&T's request to be released from its Carrier of Last Resort obligation, and both agencies have submitted letters accordingly as well.

RREDC has 19 members and is governed by a board of directors of elected officials from throughout the county, and we are dedicated to expanding economic opportunity in our region. We create and nurture economic opportunities and support the growth of local businesses; and we lead projects of regional significance, make loans and offer business consulting
through the North Coast Small Business Development Center.

The proposed shutdown of AT&T's landline telefine (sic) -- phone network would pose challenges for residents in Humboldt County where landline services play a crucial role, particularly during emergencies and natural disasters. The unique challenges faced by rural communities including Humboldt County with its sprawling mountainous landscapes and limited alternatives make the preservation of the existing COLR obligation even more crucial.

This isn't just about maintaining a service, it's about safeguarding the communication lifeline for residents who rely on it for daily needs, as well as our businesses.

Concerns persist regarding the lack of commensurate, regulatory treatment or consumer protections for alternative technologies proposed by AT&T.

We respectfully urge you to protect our communities and deny this request.

Thank you for your time today.

ALJ GLEGOLA: Thank you very much for taking the time to share that feedback.

Could we have our next speaker, please?
THE OPERATOR: Our next speaker is Linda Parker.

Linda, your line is open.

STATEMENT OF SPEAKER PARKER

Is that me?

ALJ GLEGOLA: Yes, it is. Please continue.

SPEAKER PARKER: Oh, I'm sorry, my name is Brenda Parker, B-r-e-n-d-a P-a-r-k-e-r, and I am calling from Rialto.

First, I would like to say it was very unfortunate that the in-person hearings were held so far away that I could not get there nor could my neighborhood watch group. I am calling to represent our neighborhood watch group in Rialto. Meetings were not close. I'm calling on behalf of our senior citizens, emergencies and hearing impaired.

I work from home, so I need my fax phone. I have a 96 year old grandmother and 100 year old grandfather who are hearing impaired that live in the home with me.

I oppose AT&T being able to disconnect our landline services, which are very, very important.

Although we are not in a rural area, the cell services sometimes are also dropped here in Rialto, and we need those secure landline services.
It's because of those services we were able to contact our family members in the case of the last couple of earthquakes that we had, because the cell towers were so busy, we could not get through.

So, please, I urge the PUC to not allow AT&T to discontinue our landline services, and I also urge them to please not allow AT&T to discontinue the senior discount. The low-income discount.

I thank you very much for your time and your consideration, and I thank you for holding these hearings, but I would like for you, please, if you have time, to have a hearing that is closer in to those of us that is being affected. You are talking about disconnecting all of 92376 area code landlines. We should have all had the opportunity to appear in-person.

Thank you and have a great evening.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Tom Pianeda (sic).

STATEMENT OF SPEAKER PIANTANIDA

I think you mean Tom Piantanida. The last name is, P-i-a-n-t-a-n-i-d-a.

I request that the Commission reject AT&T's
application to discontinue landline service.

I am 84 years old. I have had three strokes.
I have a cardiac pacemaker, so I probably won't a need
landline much longer or any phone for that matter, but I
need a landline now. I live alone. I have a cell
phone, but my cell phone doesn't work at my house. I
live in the ancient town of Oregon City, California.
The cell phone towers are too far away to get reliable
cell phone service.

I need a landline to make calls to emergency
services when I need help. For example, to call an
ambulance to take me to the hospital again. Without a
landline, I cannot do that. If I am stricken with
another stroke or heart attack and do not have a
landline to call for help, I will die here, then I will
raise a stink in my house and my family will raise a
stink with you.

Thank you. Bye-bye.

ALJ GLEGOLA: Thank you for calling in today.
Could we have our next speaker, please?
THE OPERATOR: Our next speaker is Jeanette
Benson.

STATEMENT OF SPEAKER BENSON

Good evening, Jeanette Benson. J-e-a-n-e-t-t-e
B-e-n-s-o-n.
I just wanted to reiterate many of the things that have been said about emergency services and the need for landlines. Personally, I have experienced these things. I was born and raised in rural California, currently living in La Grande, California. I have been a grant writer, an educator and a farmer my entire life, and I can tell you that I can see what has been given and not given to rural areas.

I also know the importance of buzzwords, those are my words, to say that we want to help the underserved and unrepresented. I haven't seen much happen. I have brought satellite internet for my business. I also know that I keep a corded phone as one of the technicians said earlier today in one of the calls -- that being an AT&T tech -- the corded phone works when the power is out.

When the power is out in a rural area, it's hell. I have experienced flooding, and I just want to say that I feel personally -- my own feelings and my observations -- AT&T has helped push customers away from their landlines by the words of "bundling," and these bundling things clearly tell the person getting bundled, your landline not -- will not be the same for emergency services.

I've helped an elderly relative when their...
husband died go back to a POTS line through the
president's office of AT&T when their alarm wouldn't
work and their --

    (Timer notification.)

SPEAKER BENSON: -- health device wouldn't
work.

Thank you for listening.

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

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Mary Homelin
(sic) -- excuse me -- Mary Helen.

Mary, your line is open.

STATEMENT OF SPEAKER FRAKE-MINAR

My name is Mary Helen Frake-Minar and company

I --

THE OPERATOR: Mary, your line is open.

SPEAKER FRAKE-MINAR: Can you hear me?

ALJ GLEGOLA: We can hear you now, definitely, yes.

SPEAKER FRAKE-MINAR: Okay, sorry. Mary, M-a-r-y; Helen, H-e-l-e-n; Frake-Minar, F-r-a-k-e,
hyphen, M-i-n-a-r; and I am also -- like all the other
callers that have called in, I am opposed and reject
this AT&T application due to many reasons as most of the
callers have already repeated.

The reasons I am opposed to it, especially because our cell phone service here in Irvine, California, always is going out. We are -- we have a monopoly of Cox, and it goes out intermittently, so I always use the landline. The landline is essential. It's -- I mean, it is a lifeline for all of those who use AT&T.

My mother is 93, and she has AT&T on her phone. It is essential for her to have that line because she has a pacemaker, and everything is hooked up with her landline.

So, I please implore all of you, the Commission especially, to reject and oppose the AT&T application, please, to benefit all those involved and include those from urban and rural and poor -- and --

(Timer notification.)

SPEAKER FRAKE-MINAR: -- and hearing impaired, et cetera. Thank you very much for giving us this time to speak.

ALJ GLEGOLA: Thank you for taking the time.

Do we have our next speaker, please.

THE OPERATOR: Our next speaker is Heidi Hart.

STATEMENT OF SPEAKER HART

My name is Heidi Hart, H-a-r-t. I am
continuing comments for savelandlines.org. We strongly oppose AT&T's applications.

AT&T has said: We don't expect you to use wireless as your only form of communication. But in many areas, that is exactly what they expect people to do. In our own personal rate center, AT&T is applying to abandon landlines; yet landlines are the only available wireline, VoIP, and data option available at our location.

Inferior, unreliable, and dangerous wireless options are simply not viable for us and many others. For many people in rural areas, myself included, if you cut off our landline service, we will all lose both 911 services and wildfire evacuation alerts. We will have to hold AT&T and CPUC responsible if our wire Carrier of Last Resort is cut, and we lose communication in an emergency, which could result in injury or property damage.

Regarding EMF injury and sensitivity, Michael Peevey, former CPUC president, acknowledged this medical condition when he said that there really are people who feel pain related to EMF.

If people cannot use wireless technology for reasons of disability, including that caused by radio frequencies, then alternatives to landline service are
truly not available to them. Please reject the plan and please visit savelandlines.org and defend our landlines.

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please.

THE OPERATOR: Our next speaker is Maria Sanchez.

STATEMENT OF SPEAKER SANCHEZ

Good evening. Maria Sanchez, M-a-r-i-a S-a-n-c-h-e-z. I'm in the San Joaquin Valley in a farm area, and I say you must deny these applications. I mean, the medical and safety issues that have been brought up -- I was on the call earlier at 2:00, and I heard a big divide from California of the young and/or the affluent saying, yes, we want it, and the elderly, the cons -- the elderly, the poor, the disabled, the rural, and, of course, those in the dead zone. Let's not forget them.

AT&T is going to invest in better technology for profit no matter what happens on this. Don't let them kid you. They don't need the money from cutting off -- by the way, the money they make on the landline.

In the rural areas, the poor cannot afford to keep buying new technology. They simply can't afford
it. We also have people who don't speak English. They may not --

(Timer notification.)

SPEAKER SANCHEZ: These are the two popular languages of California, but they may speak other languages, and they can't navigate through all of this that's going on. The young, no problem. They love all that stuff. But the older people -- and there's plenty of them out here in the farmlands -- they can't do it. They have to have the landlines. That's all they've got.

And in some of these cities, quite frankly, AT&T has no interest in building anything. I don't think anything in their applications has guaranteed that they're going to improve service or expand into the rural or poverty or the dead zone.

So, please, deny these applications. And, listen, it is a matter of life and death for people to have these landlines. Thank you.

ALJ GLEGOLA: Thank you very much.

Can we have our next speaker, please.

THE OPERATOR: Our next speaker is Erin Pak.

STATEMENT OF SPEAKER PAK

Hi. My name is Erin Pak, E-r-i-n P-a-k. I'm with Care Clinic in Metro Los Angeles. We're a
nonprofit, federally qualified health center with seven sites, providing free or low cost medical, mental health, and eye and vision services to the low income population of LA. On behalf of 19,000 patients we serve, I'm here in support of AT&T's request for withdrawal from its COLR status.

Especially since Covid, all of us have experienced an increasing rate of power outages, wildfires, flooding and other disasters that we were not prepared for. For our clinics, our VoIP capability was truly a lifeline during Covid for over 72 percent of our patients that we were able to reach via telephonic telehealth medical visits.

We sent out thousands of texts when we received precious vaccine. Our nurses and social workers made over 55,700 welfare checks, phone calls, in 2020 and 2021. We continue to rely on internet and cell phone services to serve our patients through video and telephone-conferencing tools. We need a solid growth and modernization plan in place to transition California, to upgrade our technology in the continuity of vital communications.

Modern communication technology will effectively and rapidly install backup power generators. It will prepare us for wildfire season and possible
power shutoffs by electric utilities. During earthquake, fire, or other public safety emergencies, mobile communications will allow us to share information and save lives. Thank you for your support.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please.

THE OPERATOR: Our next speaker is Monica Montano.

STATEMENT OF SPEAKER MONTANO

Good afternoon. My name is Monica Montano, M-o-n-i-c-a M-o-n-t-a-n-o. And I ask you to approve these requests. Network modernization supports telehealth via access to a greater number of healthcare providers and other diverse services and resources that may not be available in smaller rural communities.

Consumers, for example, feel more comfortable accessing the healthcare services online, rather than visiting a doctor in a rural community. The one building annual investment in copper in California should instead be focused on more modern infrastructure such as fiber and wireless. Thank you so much.

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

Could we have our next speaker, please.
THE OPERATOR: Our next speaker is Steve Benard.

STATEMENT OF SPEAKER BENARD

Yes. Hello. My name is Steven Benard, S-t-e-v-e-n B-e-n-a-r-d. And I'm calling to oppose and reject both applications by AT&T. This whole thing about technology being so superior, we all recall what happened back in February of this year when there was an outage of cell phones, and it was an indicator of how technology can fail.

Also copper lines have been more reliable in the last 100 years. Plus not everyone has access to cell phones, fiber optics or other modern technology.

In listening to others earlier today, I noticed that many of them are special interest groups probably receiving grants from AT&T, which really compromises the credibility of AT&T; however, there are seniors, low income, disabled citizens, as well as those on life-support healthcare systems that may need landline technology. Landline technology has been around forever, and should continue, and reinvested to make improvements.

(Timer notification.)

SPEAKER BENARD: Lifeline customers should not be violated by increased prices. Thank you very much.
ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please.

THE OPERATOR: Our next speaker is Nancy Hubert.

STATEMENT OF SPEAKER HUBERT

Hello. Hi. This is Nancy Hubert, H-u-b-e-r-t, and I'm calling to say, please refuse both of AT&T's proposals. I would like to, you know, say something about copper landlines. People keep talking about them being antiquated and blah, blah. I mean, the people on the other side. And, really, they are better in many ways.

Why are they better? Well, at the February 22nd CPUC hearing in Ukiah, one of the Communications Workers of America answered that question. He said they had incredible standards, that they would hold themselves to 99.99 percent up-time, and backup systems that included floatable batteries as a backup.

The Plain Old Telephone Service communication system was seen as critical. So these systems were built with redundancy and backups in mind, which is why the Plain Old Telephone Service lines still work when the power goes out. It's not nearly as sensitive to failure as the power grid due to DC current,
essentially, battery power infrastructure. I would also like to say --

(Timer notification.)

SPEAKER HUBERT: Well, I guess that's it.

However, I live in a place where I found out how bad a VoIP phone is because there is no copper landline in this rental I moved into four years ago. And when we had the fires in Sonoma county, I could not get any information about the evacuations, where the fires were, anything else.

I can't use cell phones. They barely work in this valley. But I can't use them anyway because of the EMF. It makes me extremely ill from cell phones, wireless radiation. So please stop this nonsense from AT&T. Thank you.

ALJ GLEGOLA: Thank you for calling in.

Could we have our next speaker, please.

THE OPERATOR: Our next speaker is Dan Vozenilek.

STATEMENT OF SPEAKER VOZENILEK

Hi. Good evening. Dan Vozenilek, V-o-z-e-n-i-l-e-k. I wanted to support AT&T's application requiring AT&T and other companies to invest in a technology that has been replaced with optimal, reliable fiber. Doesn't make sense. You know, fiber is
more reliable. I know there are folks on this call that have different opinions.

I would disagree. I live in Orange County. We've had copper until a few years ago, and there were a number of outages related to copper theft and other issues. We have had that replaced with fiber, and it's been nothing but perfect service. I want to reiterate that there is a reliability issue with copper.

And I've also heard many folks talk about the fact that their copper lines will be taken away in areas where they have no other options. And my understanding is that's not accurate. And in AT&T's application, that there's no alternative service that they --

(Timer notification.)

SPEAKER VOZENILEK: -- copper service customer. I just wanted to make sure you understand that. Thank you.

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

THE OPERATOR: Our next speaker is Wes Richardson.

STATEMENT OF SPEAKER RICHARDSON

Good evening, customers. I'm Wes Richardson, W-e-s R-i-c-h-a-r-d-s-o-n. I'm the manager in information technology for Calleguas Water District,
located in Ventura county. Calleguas Municipal Water District is the largest water wholesaler in Ventura county, providing water to 640,000 residents, businesses and institutions to about three-quarters of our county. We do this by importing water from Metropolitan Water District and distributing that water to 19 purveyors, which includes city special districts and mutual water companies.

Reliable communication technology is imperative to our work. And critical to our communications system is allowing our pumps, reservoirs, and pipes to work safety efficiently.

This action concerns us greatly, both for our daily operations and especially in the event of an emergency. Unfortunately, parts of our service area already experienced frequency-related outages during the 2018 Woolsey Fire, when internet and cellular service went down, leaving communication by landline as all the first responders could use.

As a district, we rely on landline service to ensure emergency telephone service at our facilities in the event of an internet failure and VoIP services shutdown. In addition, landline service via copper wire is the only form of communication at some of our remote facilities due to lack of cellular signal.
Should AT&T's request be granted, it would be a serious concern at managing the system on a day-to-day basis, even worse during emergency. Lack of communication could have tragic consequences to provide safe, reliable water supply to hundreds of thousands of citizens in our county. Please reject AT&T's request on both parts. Thank you.

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

THE OPERATOR: Our next speaker is James Holmes.

STATEMENT OF SPEAKER HOLMES

James Holmes, H-o-l-m-e-s. Larkspur. I'm a technologically challenged senior alarmed at the prospect of losing my vital landline, but I'd like to highlight another issue I haven't heard mentioned. Cell phones are vulnerable to cyberattack in a way that landlines are not. Cyberattacks are of special concern not only because of widespread hacking, but also rising international tension. With hostile dictators like Putin and others explicitly threatening reprisals if our country interferes with their scheme.

The systemwide AT&T outage occurred last month right after we slapped sanctions on Russia. Many commenters thought Putin was sending us a message. AT&T
later complained it was all just a technical error.

What's worse: Vulnerability to cyberattacks or random mass technical error?

The bottom line is AT&T presently has no substitutes for the simplicity, security, and reliability of landlines. Please reject this proposal.

Thank you.

ALJ GLEGOLA: Thank you for calling in today.

Can we have our next speaker, please.

THE OPERATOR: Our next speaker is Jason Moore.

(No response.)

THE OPERATOR: Jason Moore, your line is open.

STATEMENT OF SPEAKER MOORE

Thank you. My name is Jason Moore, and I'm from San Diego. I appreciate today's hearing. I wanted to share the importance connectivity has been for my family and voice strong support of AT&T's request today. My 80-year-old mother is a widow, living alone, as she is fiercely independent; however, she has started experiencing age-related health issues.

Her landline has been the same for decades, and only recently has she began relying on cellular service because it has expanded her ability to connect.

Yesterday, my mother was taken via ambulance for an age-related health issue. It was only because of
cellular technology that we were able to stay in touch. Not only did she share how the cell phone's connectivity helped to calm her, but we were also able to text her neighbors who were not at home when she left by ambulance. I was even able to coordinate a ride home for her after the doctor released her and communicate with her and the driver. My mom at 80 is new to using a cell phone, but she has not stopped telling me what a benefit cellular has been to her as a widow who lives alone. Thank you again. I appreciate your time.

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

THE OPERATOR: Our next speaker is Kris Brown.

STATEMENT OF SPEAKER BROWN

Hi. My name is Kris Brown, B-r-o-w-n, and I'm calling in support of AT&T's application. One billion annual investment in copper in California should be focused on more modern infrastructure such as fiber and wireless. Network modernization is important because it supports public safety as it allows more robust infrastructure for Next Gen 911, and realtime communication like Amber Alerts, My Shake Earthquake Alerts, Red Cross Shelter Locaters, Cal Trans and CHP road closure info also, and wireless devices that are
able to connect to the internet also allow for greater interaction and oversight over loved ones, too, as the device can be with that person at all times, and also through the use of applications like FaceTime and (indecipherable) services that are built into these devices. Thank you.

ALJ GLEGOLA: Thank you for calling in today.

Could we have our next speaker, please.

THE OPERATOR: Our next speaker is Ella Neely.

STATEMENT OF SPEAKER NEELY

Happy Tuesday. My name is Ella Neely, E-l-l-a N-e-e-l-y. I'm a resident of Whittier, California. I strongly support AT&T's two applications before the CPUC to modernize California's communication network. I've not had a landline in at least 10 years. AT&T specializes in telecommunications and has detailed data that supports the need to upgrade the system to apply strong, safe, accessible, and reliable telecommunications to all the citizens of California.

Change is hard. But change is essential in our ever-evolving technologically advanced world.

After listening to all the comments before me since 2:00, it's apparent that options are needed to deal with rural, seniors and other people who have special needs. Seventy percent of California's
telecommunication users do not have special needs and will greatly benefit from AT&T's ability to use their resources to modernize technologies -- telecommunication in California. I respectfully encourage the Commission to approve both applications --

(Timer notification.)

SPEAKER NEELY: -- and I thank you for the opportunity.

ALK GLEGOLA: Can we have our next speaker, please?

THE OPERATOR: Our next speaker is Lee -- excuse me. Lynn Ann Sorenson.

STATEMENT OF SPEAKER SORENSEN

Hi. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER SORENSEN: My name is Lynn Ann Sorensen, L-y-n-n A-n-n S-o-r-e-n-s-e-n. I urge the PUC to deny AT&T's application. Approval of the application as written is inappropriate and would appear the PUC's actually a participant to AT&T's request, which would require the PUC to exercise their right to sovereign immunity should they approve the request under the law as the law is set forth on the PUC's website, which requires the designated Carrier of Last Resort by law to provide telephone service. The law itself would need to
be or should be changed prior to any approval by the PUC granting AT&T relief from their obligation as the carrier under the law.

AT&T is not asking for the law to be changed. AT&T is asking the PUC to excuse them from the law. It does not make sense to relieve AT&T of their responsibility without plans to ensure continued landline service. It is not likely that someone will ever step up in the future to take on that obligation.

PUC's approval of the request as written would cut off landline service to customers that have no alternative options. And now from the only service that they've ever had or could have.

(Timer notification.)

-- or is it likely it will ever provide advanced technology to the properties which are targeted AT&T's request. It is my opinion these properties are properties AT&T considers too costly to maintain. They just want to eliminate the associated cost. This will be a critical decision for the PUC.

Every life counts. I respectfully request the PUC give careful consideration to all persons who have and need landline services. The PUC should not excuse AT&T from the law.

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

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Jordan Lindsey.

STATEMENT OF SPEAKER LINDSEY

Hello. Good evening. My name is Jordan Lindsey, L-i-n-d-s-e-y, with The Arc of California. We represent individuals across California with developmental disabilities and their families.

Investing in broadband infrastructure is not just a matter of convenience. It's actually a matter of inclusivity and social justice.

While we fully understand that there are individuals and individual needs for landlines, we have not seen any data that demonstrates that Californians with disabilities have (indecipherable) lives on landlines. Instead what we have seen is the need to move services and support towards adoption of technologies that rely on broadband.

And what we risk is leaving California behind if we do not make those investments, and it prevents some from participating fully in our society, our economy. It's time in California that we take steps to prepare ourselves for the future including all
communities and individuals with disabilities. We hope that we can work together with all communities and all participants to build a more inclusive and accessible California while every individual --

(Timer notification.)

SPEAKER LINDSEY: -- by. Thank you.

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

THE OPERATOR: Our next speaker is Tom (sic) Madden.

STATEMENT OF SPEAKER MADDEN

Hello. This is Kyle Madden. I live in Ukiah. And these canyons around here get no cell phone service. They never have. Cell phones have been a joke for a long time. I seriously recommend the board to not approve AT&T's request to abandon their line land service (sic). And I hope you hear me.

Have a good one. Bye.

ALJ GLEGOLA: Thank you very much for calling in.

A couple things I want to mention to everyone that's listening in before we go to the next speaker; first, there's still a lot of folks in the queue. Probably close to 150. So I just want people to know that. I want those people to know that, you know we're
still -- you know, we're going to keep people to one minute. And we're going to get to you as soon as we can.

The second thing I want to ask is that for our court reporters, please remember to state your name and spell it. That's very very helpful to them.

Can we please have our next speaker?

THE OPERATOR: Our next speaker is John Kelly.

STATEMENT OF SPEAKER KELLY

Good evening. My name is John Kelly, J-o-h-n K-e-l-l-y. I live in Hayward, California. Thank you for the opportunity to comment.

First, I want to associate myself with the AARP letter dated February 5 this year opposing AT&T's petitions. In my reading of AT&T's petitions, I got the feeling that AT&T considers itself a needy petitioner needing relief from an unnecessary obligation causing AT&T significant hardship.

This, however, is a very large stretch from the truth. Even with its landline obligations in California, AT&T had revenues of 122.4 billion. That's with a "B" in 2023.

(Timer notification.)

SPEAKER KELLY: With profits of 23.5 billion, providing landline service and broadband service are not
mutually exclusive, and these financial figures show
that AT&T is readily able to do both.

Thank you very much.

ALJ GLEGOLA: Thank you very much for calling
in.

Can we have our next speaker, please?

THE OPERATOR: Our next speaker is

Naveen Albert.

STATEMENT OF SPEAKER ALBERT

Hi. AT&T claims that they're -- sorry my name.

Naveen Albert, N-a-v-e-e-n A-l-b-e-r-t. AT&T claims
that they're seeking relief only where alternatives
exist are happily false. In fact contrary to what
(indecipherable) comments, their application includes
numerous census blocks which have absolutely no
comparable alternatives for voice or data. AT&T's claim
that over 99 percent of California has alternatives is a
complete fabrication. Not even 95 percent of California
has access to fixed broadband per the FCC's own maps.

AT&T has repeatedly promised officials at
county and city meetings that they won't take away
landlines in areas where that's all there is. Yet their
application indicates an explicit intent to seek relief
from COLR in those census spots. Why does AT&T's
application explicitly seek relief in areas where no
alternatives exist while they simultaneously lie to public officials and tell them "It's not that serious, and we promise we won't do that"?

We have to go off of what the application says that AT&T plans to eliminate people's only phone and internet option in many parts of the state.

(Timer notification.)

SPEAKER ALBERT: AT&T's claims of caring about the digital divide are simply bologna. They have done nothing but widen the digital divide in the past couple years by eliminating DSL in areas where it was the only broadband option. This is exactly what COLR was intended to protect against and why AT&T wants it eliminated. Please deny both applications.

Thank you.

ALJ GLEGOLA: Thank you for calling in.
Can we have our next speaker, please?
THE OPERATOR: Our next speaker is James Howard.

STATEMENT OF SPEAKER HOWARD

Hello. Am I on? Last name, H-o-w-a-r-d, James Howard. Coastal Sonoma County under the redwoods. By the way, AT&T formerly Atlantic Telephone and Telegraph now American Telephone and Telegraph implies legacy support. Legacy founding, legacy existence, legacy
support.

You've already had one sheriff's department
plainly tell you if you approve the cessation of
landlines that people will die. People will die.

The whole thing is a profit scam: maximize
profit, maximize profit. Okay. Now, I've -- just --
throughout the afternoon, I've heard terms referred to
"TTY" used formally Teletype. Now it's more for hearing
impaired. Especially --

(Timer notification.)

SPEAKER HOWARD: Hello. What's the beep about?

ALJ GLEGOLA: You've reached a minute, sir.

SPEAKER HOWARD: Already?

ALJ GLEGOLA: Yeah.

SPEAKER HOWARD: Listen if you guys knuckle
under like you did with PG&E, like you do with PG&E,
you're selling everybody out. You should have just
laughed this out of the court hearing process and
summarily dismissed it. This is unbelievable. It's
ridiculous. And it's pretty obvious how people are
weighing in. What in God's name is wrong with you
people?

Summarily dismiss it. Laugh it out of court.

It's ridiculous. It's just profit gooberism (sic).

Corporate cronyism.
ALJ GLEGOLA: Thank you for calling in.
Can we have our next speaker, please?
THE OPERATOR: Our next speaker is Laurie Ackerman.

STATEMENT OF SPEAKER ACKERMAN

Hello. I'm actually calling you from my Princess Line. Hello.

ALJ GLEGOLA: Hello.

SPEAKER ACKERMAN: Can you hear me?

ALJ GLEGOLA: We can. Please continue.

SPEAKER ACKERMAN: I'm sorry. My name is Laurie Ackerman, L-a-u-r-i-e. My last name is, A-c-k-e-r-m-a-n. I live in Agoura Hills, California. A year before the Woolsey Fire, which I was unfortunately a part of, I had a massive heart attack. And due to the landline and communications, I was able to get out safely. And I have a really strong objection to the plan of the -- AT&T's leaving the landlines.

I'm on a princess phone, which I can for emergencies plug into my phone jack and without that I would not be here because I had a massive heart attack in 2017 the year before the fire.

And then last year I had a pacemaker put in that has a 24-hour -- how do I say that? A 24-hour -- forgive me. A 24-hour that monitors me. I also have an
elevator, which also protects me. And by law there is
-- California law says there has to be a telephone
landline in that. I really like everybody's comments
whether positive or negative, but I --

(Timer notification.)

SPEAKER ACKERMAN: -- to at this point ask a
vote against the landline in the name of people who have
serious medical needs.

When I saw the map for Agoura Hills, I was
terribly distressed and it's very scary because we do
not have where I live in Agoura Hills in this
mountainous area an opportunity if the landlines are
taken away to find a way to get out or have any further
communications. Because Ladyface Mountain is a big
mountain that blocks a lot of things, and it would be to
everybody's detriment to our community.

And I would unfortunately -- and I'm not just
speaking alone for myself I am honestly speaking for all
senior citizens in Agoura Hills and neighboring
communities to please consider the needs of senior
citizens.

I respectfully thank all of you for listening
to me. I apologize if I was a bit off just now. But
it's -- I feel very vulnerable, and I would hope that
AT&T would continue working with everyone to find a
solution that would be in the best interest of everyone.

ALJ GLEGOLA: Thank you for calling in today, ma'am.

Can we please move to our next speaker?

THE OPERATOR: Our next speaker is Julie (sic) Scull. Sorry about that.

STATEMENT OF SPEAKER SCULL

Did you say Susie Scull?

THE OPERATOR: Yes, that's correct.

SPEAKER SCULL: I'm sorry. I didn't hear that.

Last name is Scull, S-c-u-l-l. AT&T wants to discontinue its legacy copper landline with a sole purpose of increasing corporate profits and see its stock price rise. Over 7,000 customers have spoken up at the CPUC and left comments for the advisor's office and AT&T itself.

Members of the San Francisco Board of Supervisors and state and federal congress members such as Adam Schiff have spoken up against both of AT&T's applications. AT&T has served the public with excellent service for 125 years and is the only company that has the breadth of knowledge, experience, and capital to continue providing reliable landline service.

If AT&T were to discontinue its legacy landline, its stock price would continue to drop and
customers would be encouraged to boycott AT&T for a different cell phone company altogether.

I therefore encourage AT&T to withdraw both of its applications. And if they don't, certainly to have the CPUC to deny them.

Thank you very much.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next speaker is Joanne Wolfeld.

STATEMENT OF SPEAKER WOLFELD

Thank you. Can you hear me?

ALJ GLEGOLA: We can. Please continue.

SPEAKER WOLFELD: Okay. My name is, J-o-a-n-n-e. Last name is, W-o-l-f, like Fred, e-l-d. I agree with -- I oppose and reject AT&T's two applications. Listening to everyone who's spoke this afternoon about all the many issues that they're speaking about tonight. Particularly I want to add that, you know, AT&T wants to increase technology. And that may mean that they want to increase the radiation levels. We already have 4G, 5G. And 5G is millimeter wave frequencies. It looks like they're going to 6G, which is terahertz.

I don't know how we're going to survive
frankly. Radiation mutates cells. That's the real science. It causes cancer, head symptoms, tentative headaches, dizziness, and neurological conditions.

You know, AT&T's a Fortune 500 company controlled by State Street, Flat Rock, and Vanguard. These are three conglomerates. They do not have their consumers' best interests at heart.

(Timer notification.)

SPEAKER WOLFE: I just want to close. In America we already have a hundred times more radiation 24/7 than the next country down. That is Japan.

So please, please do not let them pull out the landline. Thank you.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next speaker is McKenzie Inglewood resident.

STATEMENT OF SPEAKER WRIGHT

Good evening. McKenzie is spelled M-c-K-e-n-z-i-e. Last name Wright, W-r-i-g-h-t. I just wanted to say that I support AT&T's effort to modernize the network and strongly support and hope that the CPUC will approve their application. I believe that network modernization is important to bridge the digital divide and there's an absolute need for that. And so my hope
is that we continue to allow AT&T to (indecipherable) its fiber network and continue to serve the customers and (indecipherable) the customers.

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next speaker is Barbara Tykert.

STATEMENT OF SPEAKER TYKERT

Hello? Oh, yes, I'm here. Can you hear me?

ALJ GLEGOLA: We can.

SPEAKER TYKERT: Okay. Good. Yes. I want to -- the issues have been addressed. I want to address several issues, and I might note that there's -- I just saw in the news Pinnacles, California just had three earthquakes in a matter of days.

When the rock group, Iron Maiden, was flying into Tokyo, they had just had a tremendous earthquake. The tour was over. They plain had to go to another city. There was no cell phone service in Tokyo. The roads were not open, the port and airport were down, and we've had earthquakes here.

If that sort of thing happens to us, I assume there'd be no cell phone service. Personally in my home
if I'm sitting in a chair, usually I can hear something on the cell phone. Sometimes I have to lean forward. Sometimes it's garbled. But if I go out in the carport, sometimes there's no service. I get power losses frequently even though I'm near the wharf because there's storms in the hills and they go down.

And --

(Timer notification.)

SPEAKER TYKERT: -- earthquake in San Francisco. I was without power for days. But I had a landline and could call into work. When my father was dying in a town on the Arizona-California border, I could get no cell phone service and I had to use a landline. So this is significant.

The people I know -- many people who are disabled and middle-aged or old. They cannot afford a cell phone. They can't afford to buy a new one because the old ones become obsolete. They can't afford the payment. They have no need of one and this seems to not be taken into consideration.

I think summing up if you can think of one thing, it's the gentleman in Paradise who had no technology to get ahold of his family but a landline. Once you say, "Well, there's all this alternate things and we have all within. There'll be no problem."

If all of these alternate things exist, why are there still dead zones? Why are there no fiber optics everywhere. I worked downtown in San Francisco --

ALJ GLEGOLA: Ma'am, can I ask you to wrap up, please?

SPEAKER TYKERT: -- had cut the fiber wires.

So those apparently are not very technological.

I oppose PG -- the AT&T -- how do you turn this thing off? Anyway, I'm going to try and hang up.

Thank you, your Honor.

(End JAS-ZE).

(Start ABN-ZF).

ALJ GLEGOLA: Thank you for calling in.

Before going -- before going to our next speaker, I just -- I do want to mention to folks that we do have roughly 140 people in the queue; that means I am going to have to be asking people to stick to the one minute much more closely. I know that has upset a couple of people, most everybody is okay with it, and I do apologize for that, but there's 140 people in the queue that also want to speak.

So, I just want to make sure folks are aware of that.

If we could have our next speaker, please?

THE OPERATOR: Our next speaker is Jesse Nunez.
STATEMENT OF SPEAKER NUNEZ

Thank you so much for allowing me to speak. My name is Jesse Nunez, J-e-s-s-e N-u-n-e-z, and I am with the Culver City Chamber of Commerce. I am the president and CEO.

And I just wanted to point out that from a perspective of technology, and how much it's helped business and businesses survive the pandemic, we really want to make sure that we can upgrade the technology. Students -- the telehealth component was spoken about, but students in particular also benefitted and were able to, you know, thrive and survive during the pandemic.

Many of our businesses closed because of the inability to have technology that allowed them to -- to transition to an online economy, so at least from my perspective, we would urge you that you support -- and we support and urge you to approve of AT&T's request on both counts.

Thank you very much.

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

THE OPERATOR: Our next speaker is Edward Hasbrouck.

Edward, your line is open.

(No response.)
THE OPERATOR: Your Honor, we will come back to Edward.

ALJ GLEGOLA: Thank you.

THE OPERATOR: Our next speaker -- you're welcome.

Our next speaker is Kathleen Brown.

STATEMENT OF SPEAKER BROWN

Yes, Kathleen Brown, K-a-t-h-l-e-e-n B-r-o-w-n. I live in rural Marin County. I am a senior who can't use cell phone due to electrosensitivity. If you do not have this sensitivity, you can't imagine how devastating it can be. It's real, and I am certainly not alone this in. There are many of us. Will you allow this proposal to pass without having an alternative carrier for people who absolutely cannot use cell phones? I am also a recipient of California Lifeline, which has been tremendously helpful as one trying to live on Social Security.

My landline is imperative for my safety and wellbeing and also, it's evident how crucial landlines were when cell phones were down last month as well as in emergencies.

I wholeheartedly agree with all of the valid points submitted in the letter to you from Positions For Safe Technology dated March 4th.
Please reject these applications and choose people over profits. Thank you very much.

ALJ GLEGOLA: Thank you for calling in today.

Could we have our next commenter, please?

THE OPERATOR: Our next speaker is Jason Joseph.

STATEMENT OF SPEAKER JOSEPH

Hi. Jason, J-a-s-o-n, Joseph, J-o-s-e-p-h.

Just a little story. I came home this afternoon after having a -- visited a doctor, picked up the phone, there were a few messages; and it turns out that PG&E was calling to inform me that I was in an area that was having a blackout; and if I hadn't been called by PG&E, I wouldn't have known there was actually a blackout because it was daytime.

To get a fiber-optic system actually requires that you get a modem. A modem requires an electrical connection. Fiber optic does not allow for the time period of, oh, we have a power outage. You can't use a cell phone. You can't -- you know, you -- you can't charge a battery. You can't do anything, but you have a landline.

In an emergency, a landline is, in fact, a lifeline. They may seem as different things, but for an older person -- and besides America used to have an
attitude that if it -- if it saves one life, it's worth
the expense, and I don't see why --

(Timer notification.)

SPEAKER JOSEPH: -- it's an either/or
situation.

So, thank you for the opportunity to speak, and
I wish that you guys deny AT&T.

Thank you. Goodnight.

ALJ GLEGOLA: Thank you very much for calling
in.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Angie, Los
Angeles resident.

STATEMENT OF SPEAKER LOW

Yes, Angie Low. A-n-g-i-e, last name L-o-w.
I'm a resident of Los Angeles, and I realize not too
many people have called from Los Angeles, and I wanted
-- want to remind that for every call that it's a no
call, it represents thousands of residents who couldn't
call in because of language limitations, physical
immobility or age.

My plea is for you to reject both AT&T's
applications. Landline is a crucial essential means of
communication especially during emergencies, such as
earthquakes, fire, landlines, home invasions -- yes,
home invasions and robberies in a big city.

Earlier this year, in February, AT&T and other cell phone providers had their cell -- cell services down. Landline is the only means of communication that is reliable.

In a 9-1-1 emergency, landline identifies people's home addresses so ambulances, fire, police can be dispatched to people's home's during medical emergencies --

(Timer notification.)

SPEAKER LOW: -- for robberies or home invasions, or any dire situation.

Remember, cell phones get hacked, not landlines. Also, cell phones are -- cell phones and its plans are very expensive, and they're always being upgraded to a more expensive model.

So, please, do not approve and please also ensure that seniors and low-income residents continue to have the California Lifeline credit and discount.

Thank you so much for consider -- for my consideration to this plea. Please vote no for this. I appreciate it.

Thank you.

ALJ GLEGOLA: Thank you for calling in today. Can we have our next speaker, please?
THE OPERATOR: Our next speaker is Nancy Hadley.

STATEMENT OF SPEAKER HADLEY

Hello, I am calling to urge the Public Utilities Commission to deny the -- both applications.

I have heard a lot from several people, you know, for and a lot for against. I am firmly against it. Back in February, when the -- when AT&T had their outage, if I had not had a landline to call 9-1-1 for my husband, I am not sure he would still be alive today.

We are both seniors and cell phone service in our area is very unreliable. We get bad connections when -- if there's an earthquake, which we have had out here, the cell phones go down and my landline is a lifesaver.

We also have a security system, which is connected to the landline, so to change the security system would cost us a lot of money, which we don't have, because all we have is Social Security as an income.

Also, in -- just for information, in the state of Washington requires that landlines be on property for safety reasons, and why AT&T still can do their fiber optics and everything, it's not that it has to be an either/or situation.
(Timer notification.)

SPEAKER HADLEY: They can do both.

Thank you so much for taking this call.

Goodnight.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next speaker is Edward Hasbrouck.

STATEMENT OF SPEAKER HASBROUCK

My name is Edward Hasbrouck, H-a-s-b-r-o-u-c-k.

This is not just a rural issue. I live in San Francisco. I have a cell phone and VoIP service, but I also have a landline as a vital part of my earthquake preparedness.

After a big earthquake, restoring power will take days. Cell phone sites have battery backups that will last only a few hours, but one generator in a central office can maintain landline service indefinitely throughout an entire neighborhood.

In addition, every carrier, except the COLR carrier, have the right to refuse service for any reason.

I am a journalist, and I write critical stories about large companies. They can decide that I'm a troublemaker and cut off my phone. COLR obligations
have universal access to telecommunications making an
important contribution to free speech and a free press.

Deny the application to withdraw COLR. Thank you.

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

Can we have our next commenter, please?

THE OPERATOR: Our next speaker is Clara Cooper.

STATEMENT OF SPEAKER COOPER

Hello, sorry about that. Hi, my name is Clara Cooper, C-l-a-r-a C-o-o-p-e-r.

I ask that AT&T's request to discontinue landline service be denied. I live in a suburban area of the San Francisco Bay Area, and landline service is critical in times when power is out, and for the safety that are unable to learn to use other services.

We recently lost power for three days due to a windstorm. My VoIP phone didn't work anymore. My cell phone battery died, but my landline reliably worked the entire time. During this time, one of my children in college on the east coast had a medical emergency. Luckily, they were able to reach us because we have a landline. I cannot imagine what would have happened had we been unreachable.
UC Berkeley says there's a 63 percent chance of a 6.7 or higher earthquake in the Bay Area in the next 12 years. When this happens, power outages will last more than three days. We will need landline service to call for emergency service and other needs.

My elderly parents are unable to learn how to use a cell phone. We've tried a smartphone. We've tried a flip phone; they just can't learn it. Their landline enables them to continue to live independently in their home, because help is only a phone call away.

I would hate to take away this from them.

Please deny AT&T's request to discontinue landline service.

Thank you.

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

THE OPERATOR: Our next speaker is Rob Avalon.

STATEMENT OF SPEAKER AVALON

Good afternoon. I am here on behalf of the California Asian Pacific Chamber of Commerce and the Sacramento Asian Chamber of Commerce representing many businesses across the state.

We are in support of the request made by AT&T for the items before you today. This is process that will take multiple years and home phone services and
emergency access will still be preserved, as well as (indecipherable) for backup power accessibility and network performance.

We believe this is a step in the right direction and it is crucial to embrace innovation and make this transformation.

We are in support of the (indecipherable) before you today.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Katie Teller-Ijen.

STATEMENT OF SPEAKER TELLER-IJEN

Hello, I'm Katie Teller-Ijen. I am calling from Oakland, and I am calling in to support this application because, ultimately, it means getting better, more modern services.

You know, the evolution to better technology is inevitable, and I think that we can address people's fears as part of that process, but we shouldn't stop it from happening in the first place.

If the CPUC lets people have the access and the information that they need to be a part of this progress and how we communicate. My mom is a great example. She
was afraid to give up her copper home phone. She came around when she got a VoIP phone with a higher-speed internet; and so, now she has voice over IP and it comes with a backup battery that keeps her connected. She was super nervous about it, which is totally normal, but once she used it, she trusted it. So, when the power goes out, we know that she has both a home phone and internet that will still both work.

I understand why some people are nervous about switching, but we can't just shrug our shoulders, and we can't leave people behind on a dying technology; that isn't an answer either.

So, I would just urge the CPUC to figure out how to get everyone better connected.

Thank you.

(Timer notification.)

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

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Samantha Martinez.

STATEMENT OF SPEAKER MARTINEZ

Hi, thank you. Samantha Martinez.

I am calling in to support AT&T's applications.

I really think that California needs to plan for the
future and our state should really be incentivizing telecom companies to invest in modern technologies.

We should be working to make sure that all of our communities have access to high-speed internet for things like education, healthcare and other vital uses.

I think that in areas where there are plenty of technology options, companies should be investing in upgrades and new services and not spending a lot of money on old technologies.

I hear a lot of people with a lot of concerns, and it sounds like there is a little bit of misinformation, but I really hope that you approve these applications.

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Priscilla Kasha.

STATEMENT OF SPEAKER KASHA

Hello, my name is Priscilla Kasha. I am an attorney, and I am vehemently opposed to this proposal.

We live in Glenoaks Canyon in Glendale, zip code 91206, which is included in AT&T's proposed maps for mobile and landlines, yet we get zero AT&T wireless
reception. We cannot receive or make any calls on our AT&T cell phones, because there are no cell towers.

AT&T offered us a free MicroCell, but later stopped supporting them, and their solution to this problem was to force us to buy expensive repeaters for $200, which are totally unreliable. AT&T no longer services its landlines, and it's egregious to even suggest discontinuing landlines in the very same areas where AT&T provides no cell coverage.

My parents are 87 years old and have had their landline for 50 years and don't own or know how to use cell phones. My father worked as an AT&T manager for 40 years and always advised me to never get rid of my copper landline, because it's the only reliable means of communication during power outages and natural catastrophes like earthquakes.

Please reject this misguided and observed proposal. Thank you, and it's spelled P-r-i-s-c-i-l-a. Last name K-a-s-h-a.

Thank you.

ALJ GLEGOLA: Thank you for calling in to share.

Can we have our next speaker, please?

THE OPERATOR: Our next speaker is Mischa Lorraine.
STATEMENT OF SPEAKER LORRAINE

Hello, my name is Mischa Lorraine. That's M-i-s-c-h-a, last name Lorraine, L-o-r-r-a-i-n-e.

I am calling to ask you to please reject AT&T's two requests to eliminate landlines. I -- cell phones were introduced and marketed as a redundant feature. Without landlines, we do not have the redundant systems that are so important to our stability as a community.

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Maureen Milton.

STATEMENT OF SPEAKER MILTON

Good evening, everyone. Thank you so very much. My name M -- Maureen, M-a-u-r-e-e-n, M-i-l-t-o-n.

I want to state that earlier this afternoon, they mentioned about the cordless phone. Cordless phones do not work in 9-1-1 situations. Also, for the techies that talked earlier this afternoon, they said that they -- you know, pro -- advancement, advancement; and if we hadn't have had ancient math, NASA would have never gotten John Glenn to the moon -- or to outer space and back. That is taken from the movie Hidden Figures.
So, the past is very, very important in the future, and when something works and is there to help everyone, that is most important. It should not be taken away.

I am --

(Timer notification.)

SPEAKER MILTON: -- disabled, and I thank you so very much; and I am looking forward to the results.

Thank you. Bye.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Nancy Gutierrez.

STATEMENT OF SPEAKER GUTIERREZ

My name is Nancy, N-a-n-c-y, Gutierrez, G-u-t-i-e-r-r-e-z. I'm from Palm Desert, California. I am asking you to please reject both AT&T requests.

I have a flip cell phone, and when I use it, the phone gets really hot against my ear, and it's not always reliable. I keep this cell phone because my parents' AT&T digital phone service blocks my calls from my (indecipherable) phone. I called AT&T twice with no remedy. Being on the edge of town, oftentimes my cell phone will not work. Also a tree pulled my cable lines
down, and I had no internet digital phone, no home
phone, for three weeks.

All Californians deserve to have a reliable
lifeline. I really want a copper landline back, and I
really tried to look into it, but I feel like I've been
fooled every single step I tried. I live in Riverside
county. This is about our safety. Clearly, with
comments, you must reject this. Yes. AT&T is a profit
scam, and their greed means people will die. Please
vote --

(Timer notification.)

SPEAKER GUTIERREZ: Thank you for your time.

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

If I could just remind some folks, before we go
to our next speakers, if you could remember to state and
spell your name. It's going to be particularly
important because we're having some technical issues
just on our end, so that's why I'm asking for it.

So can we have our next speaker, please.

THE OPERATOR: Our next caller is Julia Parrish. Go ahead.

 STATEMENT OF SPEAKER PARRISH

Julia Parrish, P-a-r-r-i-s-h. I need my
landline, and most sincerely request that AT&T remains
the Carrier of Last Resort. I have reliable internet, but it's not an adequate replacement for my landline. They are not mutually exclusive, and the pursuit of providing high-speed internet service can continue, while still keeping landline phone infrastructure.

When our electricity goes out, I can still use my landline. When AT&T's cell service went down last month, which is February, my landline still worked. Businesses that use landlines will suffer if landlines were to be discontinued especially since VoIP service may also be discontinued in the future.

Cell phone systems are vulnerable to hackers and it is always a good idea to have redundancies in place. If cell phone service is interrupted long term, people can simply activate landline service if the landline infrastructure is maintained. Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Nina Beety you may go ahead.

(Reporter clarification.)

STATEMENT OF SPEAKER BEETY

Nina Beety, B-e-e-t-y. I'm calling on a landline. Sorry. I had you on speaker phone. I ask
you to grant Public Advocates' motion to dismiss AT&T's Application 23-03-003 with prejudice. Copper landlines are indispensable, vital infrastructure. AT&T reps slander this premier system.

Is reliable telephone and 911 service outdated or antiquated or dying? In a power outage, alternatives do not provide telephone service once batteries die. February's network outage showed AT&T's alternatives are fragile and intermittent. Landline customers haven't left voluntarily. It's forced attrition due to poor AT&T service, rising cost, refusal to provide landlines, aggressive marketing of systems and robocalls. AT&T applied last March, but the public didn't get notified until January.

The CPUC's notice didn't mention landlines, didn't define terms, and there was no link for information, and it was guaranteed to be thrown in the trash. How many more people would have called today?

Alternatives must be appropriate. For people --

(Timer notification.)

SPEAKER BEETY: -- sensitivity like me and other EMF sensitive disabilities, they have no safe accessible telephone. And 911 service without landlines would violate state laws and federal laws, and without
COLR, discrimination would be the rule. This is like
the red car trolley debacle in Los Angeles. Don't do it.
Reject AT&T's application for the sake of all
Californians. Thank you.

ALJ GLEGOLA: Thank you very much for calling
in.
Could we have our next speaker, please.
THE OPERATOR: Our next caller is Zenith Jones.

You may go ahead.

STATEMENT OF SPEAKER JONES
Hi. My name is Zenith Jones, Z-e-n-i-t-h
J-o-n-e-s. And I just want to call in and make sure
that my voice is heard. I disagree with the passing of
these two applications. I pray that you please do not
pass them. I am also asking that you consider where the
money went that was supposedly relegated to maintain the
copper landline. I know that a business does not just
have funds just sitting there. I'm sure that they were
redirected into some other form or fashion.

AT&T is a huge giant. They can walk and chew
gum. Modern age -- modernization -- sorry. I'm a
little nervous -- doesn't need to come at the cost of
the landline. They can do both and be successful.

I ask, again, please make the notices more
relevant: Who, what, where, when, why; dates and times
and maps; better maps because you if examine the one
they've got on the site, you'll see that north to south
and mainly along the main highways and byways, and it's
like --

(Timer notification.)

SPEAKER JONES: Who put the boundaries in
place? Why are they not everywhere? You would think
that if it was something that was vital and it needed to
be done, it would include the entire state, not just
bits and pieces along the landlines. Thank you for your
time and I apologize for going over.

ALJ GLEGOLA: Thank you for calling in today.
Can we have our next speaker, please.
THE OPERATOR: Our next caller is Rose Stout.
You may go ahead.

STATEMENT OF SPEAKER STOUT

Hello, folks. Hello. How are you doing this
evening?

ALJ GLEGOLA: Doing great. Please continue.
SPEAKER STOUT: Thank you for taking my call.
I appreciate it very much. R-o-s-e S-t-o-u-t.

Hey, I'm not opposed to, you know, advancing
technology or making a dollar. I'm not opposed to that
 whatsoever. That's one of our American freedoms, but
when you take a freedom and you think it entitles to
infringe upon the rights and to discriminate against the
seniors, those that are disabled, those that live in
rural areas, or even like myself, I'm a senior citizen,
permanently disabled. My landline is my lifeline.

I live on a limited income. I have family and
friends who live in rural areas. That is their only way
of communicating. That's why the telephones were
created -- was for communication.

AT&T can do both. They have the capacity.
They have know-how, and they can do it. I urge you,
please, to reject both applications. Thank you very
much for your time, and you have a wonderful evening.

ALJ GLEGOLA: Thank you for calling. And,
likewise.

Can we please have our next speaker.

THE OPERATOR: Our next caller is Kathleen
Sapington. You may go ahead.

STATEMENT OF SPEAKER SAPINGTON

Hi. Good evening. I'm calling from Northern
California, Shasta County, and I'm hoping that you will
also deny these requests. I am calling from a landline.
I have a cell phone, but it does not work where I live.
I'm also a social worker, and many of my clients rely on
their landlines for emergency reasons as well as just
for medical reasons.
So I am hoping that you'll deny it because, as I mentioned, my cell phone does not work at all at my house because of the rural area that I live in. Three years ago, when I had a fire at my home, had I not had my landline, I would have lost absolutely everything. It was only the fact that I had the landline that I was able to call for first responders. Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Rick MacLeod.

You may go ahead.

STATEMENT OF SPEAKER MacLEOD

This is Rick MacLeod. Can you hear me?

ALJ GLEGOLA: We can. Please continue.

SPEAKER MacLEOD: Okay. Rick MacLeod, M-a-c-L-e-o-d, Aptos, California, in Santa Cruz County. I would say -- I -- we have no cell service, no cell service at our house. We're concerned about radiation and EMF from cell towers and the cell phone. We have frequent power outages. Depended on our landline.

And in light of the recent AT&T cell phone failure as well as Verizon cell failure, I don't know why you're trying to push getting rid of landlines. I want to say I attended the Santa Cruz Board of
Supervisors meeting with AT&T, and what came out was that a lot of people are leaving landlines, not because they want to, but because of deterioration of service, either maybe unintentional or intentional sabotage; failure to maintain or refusal to maintain; failure to repair.

So people are -- and the escalating cost have left people often with no choice, but to migrate over to cell phones, not because they want to.

So what I want is a landline with no wireless gap; free of radiation, and immune to power outages like we've had for decades and decades and decades.

(Timer notification.)

SPEAKER MacLEOD: Thank you very much.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next speaker, please.

THE OPERATOR: Our next speaker is call Karl Boettcher. You may go ahead.

STATEMENT OF SPEAKER BOETTCHER

I live in -- Karl, K-a-r-l, Boettcher, B-o-e-t-t-c-h-e-r. I live in eastern Humboldt County. I'm talking to you on a landline right now. I have to drive two-and-a-half miles.

If I had a cell phone, that's the only way I
could make a call, and I don't have a cell phone. I've been an AT&T customer for 34 years here at this location, and if they pull out, I really feel that it would also devalue my property. So I'm all for having a landline.

And I hope you guys can figure out how to maintain it and still have a profitable business. Thank you very much.

ALJ GLEGOLA: Thank you for calling in today. Can we have our next speaker.

THE OPERATOR: Our next caller is Dana Reed with Santa Clara County. You may go ahead.

STATEMENT OF SPEAKER REED

Good evening. Dana Reed, D-a-n-a R-e-e-d. I'm the Director of Emergency Management for the County of Santa Clara. On March 12, 2024, the Board of Supervisors for the County of Santa Clara directed county administration and county counsel to engage in this CPUC proceeding regarding AT&T's application to withdraw as a Carrier of Last Resort and to advocate on behalf of the county residents who will be adversely impacted by this action.

As a Carrier of Last Resort, AT&T is required to provide landline phone service upon request to all customers within their service territory. Many Santa
Clara county residents live in areas where mobile phone and internet service is nonexistent or spotty, relying on landline telephone services, especially in an emergency.

This is particularly true in Tier 2 and Tier 3 high-fire districts where residents have experienced repeated problems with the loss of cell service and emergencies and power outages.

In order to protect the public and ensure that all residents have access to safe, reliable, and affordable telephone service, residents must continue to have access to Carrier of Last Resort basic service.

I look forward to further participating in these proceedings and will seek party status shortly.

Thank you for allowing us to speak this evening. Thank you.

ALJ GLEGOLA: Thank you for calling in.
Can we have our next speaker, please.
THE OPERATOR: Our next speaker is Laura Mingo.
You may go ahead.

STATEMENT OF SPEAKER MINGO
Okay. My name is Laura Mingo and also on behalf of Ruby Mingo. L-a-u-r-a R-u-b-y M-i-n-g-o.
My mother has had her phone for 70 years. She is 88 years old. And I've had mine for 45 years.
I'm 62. I'm a senior citizen, and I'm legally blind; so I have to ride the bus. So when I ride the bus, I don't have a phone. I don't do cell phones. Phone is for home. When you get home, that's when you answer your phone and when you talk on your phone. You're not out on the street telling all your business.

So, please, leave the landline. That's the only thing I have is the landline. When there's an emergency -- the power went out here the other week. I was able to call and check why the power went out. My mother couldn't. She has a landline, but she was in bed, so I called to find out why the power went out.

So we need landlines. We must keep our landlines. I had to task -- AT&T put my landline in a glide loop because they tried to hook it with hers.

I said, No. If her phone goes out, there's no phone in the house. I need a phone. I am 62-years-old and I need a phone as a senior citizen. And I don't want a cell phone. I don't have money to pay that bill. I have money to pay one bill, landline only. Thank you.

You just need to throw this case out, out of court. Period. It's just a money grab. That's it.

Thank you.

ALJ GLEGOLA: Thank you for calling in today.

Can we have our next speaker, please.
THE OPERATOR: Our next caller is Shirley Mack.
You may go ahead.

STATEMENT OF SPEAKER MACK

Yes. Shirley Mack, S-h-i-r-l-e-y M-a-c-k. I'm calling from Hayward, California, and I'm calling to support an option to keep landline services and phones and for the PUC to reject both proposals from AT&T to get ride of landline services.

Why? Because landline phones are essential and reliable in emergencies, power outages, hacking. They provide more privacy and security. The sound is better for those that are hard of hearing. And as a cancer survivor, the radiation exposure is less on a landline than a cell phone.

In the '89 earthquake, when I lived in San Francisco, my home was the telephone center because the landline phone was the only one working, and it allowed tenants to call their relatives out the state to let them know that they were okay. I've had two emergency surgeries. I could only get emergency help by using my landline phone. The cell phone does not work.

(Timer notification.)

SPEAKER MACK: I'm calling you now from a landline because my cell phone does not work and AT&T does not know why it's not working. I really implore
you to not vote for these two proposals from AT&T to get rid of landlines. We should have an option wherever we live to have a landline. Thank you.

ALJ GLEGOLA: Thank you for calling in today.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Christina Ruelas. You may go ahead.

STATEMENT OF SPEAKER RUELAS

Hello. My name is Christina Ruelas. The last name is spelled R-u-e-l-a-s. I am in Sacramento, California. My mother also is in Sacramento, California, and I have many relatives in the Sacramento area. And I am requesting that the CPUC make a decision for once -- of long other times -- in the best interest of the community and for the people. That you reject AT&T's proposal on the -- both of the proposals, that you reject them.

This decision of what they're trying to do targets senior citizens, low-income people, ethnic groups, disabled, and plus to mention that a lot of medical alert systems also rely on landlines. And can you just imagine the chaos that this will cause because landlines are used in hospitals, city and county, and state and federal buildings? They all use landlines. And wireless is not a reliable source, especially during
catastrophes or disasters.

    (Timer notification.)

SPEAKER RUELAS: Could you please make a
decision in favor of the people, not like how you did
with allowing PG&E to have their rate hikes twice. Make
a decision in favor of the people in the community.

Thank you so much.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next speaker, please.

THE OPERATOR: Our next speaker is Aldo Macias
Arellano. You may go ahead.

STATEMENT OF SPEAKER MACIAS ARELLANO

Thank you. My name is Aldo Macias Arellano,
A-l-d-o M-a-c-i-a-s A-r-e-l-l-a-n-o, calling from Pico
Rivera in LA county. Also representing Equality
California, the state's leading LGTBQ rights
organization. I'm joining to express my support for
AT&T's proposal to transition to a more technology.

    The technology is not a convenience. It's a
necessity in today's world. As we continue to rely on
technology for work, education, and healthcare and
staying connected with loved ones our reliable and
efficient internet access is paramount.

    As an AT&T customer of over 20 years, I believe
that AT&T should invest more in future, basic technology
such as fiber-optic networks. Fiber optics offers greater reliability and a capacity to meet increasing demand in a digital society. By embracing fiber, we can assure that all members of our community, including LGBTQs, have access to the resources and sometimes lifesaving opportunities that come with a reliable internet connectivity. Thank you very much for your time.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Rena Nayyar.

You may go ahead.

STATEMENT OF SPEAKER NAYYAR

My name is Rena Nayyar, R-e-n-a; Nayyar, N-a-y-y-a-r. Davis, California. So not a rural area. Please reject AT&T's application. I depend on my landline for a variety of reasons. As others said, they're more reliable during emergencies and can't be hacked. They also have better reception. When I call my sister who lives in a rural area, the reception is really bad sometimes with her phone that has voice over internet. Landlines are still relevant because they work better.

Cell phones and Wi-Fi shouldn't be the only other alternative because they pose long-term health
risks including cancer. My evidence of this comes from hours of researching this at the UC Davis library with the help of a reference librarian. So I really think this health effect needs to be taken more seriously.

And also I often call in areas with poor cell reception so cell phones are also not the answer. From what I looked up, AT&T is making billions of dollars in profits, as others have said, and should be able to provide -- continue providing existing services even while it's still upgrading as needed.

So it's not just a one or the other kind of thing. I think we need to maintain our landlines as an enduring viable option for the future.

So thank you.

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

THE OPERATOR: Our next caller is Ern Moor. You may go ahead.

STATEMENT OF SPEAKER MOOR

Hello. Can you hear me.

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER MOOR: Okay. Thank you so much. I'm sorry about that. Ern Moor. I'm here to also voice the opinion of pretty much what I've been hearing (indecipherable) tonight. It's very imminent that some
point in the near future that there might be some
natural disaster, you know, invasion (indecipherable)
proceeding that might endanger lives of all Americans.
And we live (inaudible) hope of populations. You know,
(inaudible) get more out --

(Audio failure.)

ALJ GLEGOLA: I'm sorry. I'm sorry, sir. Sir?
I'm sorry to interrupt you. You're not coming in very
clearly.

SPEAKER MOOR: Okay. I'm sorry. I just want
to say please reject -- thank you, your Honor. Thank
you, commissioners. Please reject AT&T's proposal.
It's a well known fact that AT&T has not managed their
company properly. It's obviously segregated its
services. The amount of employees have tremendously
plunged. The company -- (indecipherable). It's not in
the best interest of the people and (indecipherable)
over a hundred years.

Thank you.

ALJ GLEGOLA: Thank you very much for calling
in.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Christine C.

You may go ahead.

///
STATEMENT OF SPEAKER C

To the California Public Utilities Commission,
landlines that AT&T have provided for decades in
California serve an essential need for a substantial
portion of Californians including the towns near
Sacramento like Fair Oaks, California.

When internet and cell phones have poor
service, landline consistently works. This is essential
in our lives especially during emergencies.

AT&T's technology is core infrastructure for
California like they did when they were first created
many decades ago. Landline serve customers and have
become an even more integral part of our world.

Thank you for taking time for my comments in
opposition to AT&T's requests, and thank you for your
consideration.

ALJ GLEGOLA: Thank you for calling in today.
Can we have our next speaker, please?
THE OPERATOR: Our next caller is Marilyn Hess.
You may go ahead.

STATEMENT OF SPEAKER HESS
Yes. I released my mute. Can you hear me
okay? Am I loud?

ALJ GLEGOLA: Yes. We can hear you just fine.
Please continue.
SPEAKER HESS: Thank you. Last name is Hess, H, as in Harry, e-s-s, as in "Sam" "Sam." Please start my minute now because I do not live in a rural area, but I have had a landline for 42 years in Arcadia, California, Southern California, an area that's targeted to remove landlines.

Please to the CPUC, I request that you reject both applications of AT&T. We don't want to lose AT&T. They have the quality and all of the landlines are there. A lot of it's done. There is funds for them to repair and continue to repair the areas that need it. I hope no one ever has to go through what I went through seven days and seven nights without power, because in November 2011, we had a terrible windstorm and many of the transformers on Live Oak went out, and they took out the City of Temple City and Arcadia. And imagine please -- listen to everyone today.

The blind, the hearing impaired, the seniors, those that need the landline for a lifeline for medical purposes.

(Timer notification.)

SPEAKER HESS: -- low-income disabilities please. And my sister in Monterey Park she's had her landline for 71 years. I've had mine for 42.

So please. We are loyal and I'm paying more
now for my landline, and we're loyal to AT&T. Don't let
them abandon us. Please reject this.

Thank you.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Ruth Rhodes.

You may go ahead.

STATEMENT OF SPEAKER RHODES

Hello. This is Ruth Rhodes. Thank you for
taking my call, R-u-t-h R-h-o-d-e-s. Representing Five
County Central Labor Council. Our membership is 8,500
members of 26 labor unions, and we stand in opposition
to the applications by AT&T to abandon the COLR and the
ETC classifications.

Our area it covers Modoc, Trinity, Tehama
Shasta, (indecipherable), most of it rural, and about 25
percent of our memberships only have landline service.
And they can only use cell phones when they come into
town.

We are like everyone else who has testified
today and in prior hearings. We are subject to lots of
emergency issues with fire and wind damage and we
respect the Commission's decision to conduct these
hearings. But we do tell them, please, all of you
vote -- reject the applications by AT&T to abandon
Thank you.

ALJ GLEGOLA: Thank you for calling in.

Can we please have our next speaker?

THE OPERATOR: Our next caller is Susan Bardet.

You may go ahead.

STATEMENT OF SPEAKER BARDET

Yes. Hi. My name is Susan Bardet, B, as in Berry, a-r-d, as in David, e-t, as in Tom. And I use internet all the time. I use a cell phone all the time. I also have a landline. I have found that it is crucial to rely on my landline because so often -- I live in Hillsborough, California, which is 20 miles south of San Francisco. Everyone in our town has poor cell service and internet that goes out all the time off and on off and on.

And what's really important is often in emergency cell service is reserved for first responders. And so even if the internet is up and running, it's unlikely that first responders or family members would be monitoring emails during a crisis or during a relative's health emergency.

That means landlines are the only reliable way for California citizens to remain safe and be able to reach out to get the help they desperately need.
You know, the man that spoke earlier about his mom being thrilled about a cell phone and being able to call an ambulance that way. Well, if there had been a crisis and she still needed to go to the hospital and get an ambulance without a cell phone--without a landline, she wouldn't be able to do it.

(Timer notification.)

SPEAKER BARDET: Thank you very much for your consideration. I hope you reject AT&T's application.

Thank you.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Brian Lewin.

You may go ahead.

STATEMENT OF SPEAKER LEWIN

Yes. Can hear me?

ALJ GLEGOLA: We can hear you. Please continue.

SPEAKER LEWIN: Okay. Thank you. My name is Brian, B-r-i-a-n; Lewin, L-e-w-i-n, from Rosemead, California. For me personally, the landline is kind of an emergency backup when the power goes out. And also for my mother because sometimes we have issues like she sometimes forgets to turn her--the ringer on her cell phone on and so forth.
But also really this is -- it's clearly about social justice, social equity, and -- versus money grab. People need landlines. There are people who have no viable alternative. AT&T says, "Oh, yeah. We're going to get this to everybody. We're going to create alternatives, et cetera, et cetera, et cetera." Let them prove it first.

If they want to take away the traditional landline that runs when the power goes out as many people have said, and I have friends who live in Temple City during that power outage that the woman just mentioned, and they -- that was their lifeline too. Because after seven days, your cell phone's dead. Even if you have one, it's dead. And fiber's great until the power goes out. Then it's dead. So if they want to get rid of it, fine. But --

(Timer notification.)

SPEAKER LEWIN: -- let them create the alternative first before you let them do it.

Thank you.

ALJ GLEGOLA: Thank you for calling in.

So before continuing, I just want to mention so we've heard from, if my count is correct, 84 people. And I'm told that we have about a hundred people waiting. So some of us probably need a short break. So
we will be back in 10 minutes. So that's going to be 8:41. We very much appreciate everyone staying with us.

We are off the record.

(Off the record.)

ALJ GLEGOLA: We will go back on the record from our break.

Before continuing with our speakers, I'll just note a couple reminders. One, please keep to a minute.

We still -- last looked there's roughly a hundred people waiting. If for some reason we're taking too long for you because it is getting late into the night, we're still going to be here. But it's -- if you see the -- for whatever reason you can't if you are watching our live video feed, you already see two websites that you can go to to provide written comments.

If you are just listening to us, the comments are at -- the website to go to is www.cpuc.ca.gov.

With that can we please have our next speaker?

THE OPERATOR: Our next caller is Christina Alis Bertea.

You may go ahead.

STATEMENT OF SPEAKER BERTEA

Okay. Thank you. Bertea, B-e-r-t-e-a. Please reject AT&T's applications. Saving our landlines is a safety issue as we've heard because it's the only...
reliable form of communication in power outages and emergencies. It's a public health issue because forcing people to turn to cell phones puts more people at risk for biological harms caused by electromagnetic radiation. And the proliferation of cell towers will harm all the life in the area around them.

It's a disability issue because people who are disabled by electromagnetic sensitivities can only use landlines ran by telephones that don't emit radiation. Denying landlines to these people is a form of discrimination. Also the hearing impaired, like myself, can only hear well on landlines.

It's an environmental issue because cell phone towers -- cell phones and the proliferation of cell phone towers harms all the life in the environment around them including animals, birds, insects, and plant life.

Also landlines are the most energy efficient form of telephone communication. Wireless technology has a much larger carbon footprint and (indecipherable) climate conscious years ahead. We need to be using the most efficient forms of communications. So these are compelling reasons to deny AT&T's request, and I appreciate you doing that.

Thank you.
ALJ GLEGOLA: Thank you for taking the time today.

Can we please have our next speaker?

THE OPERATOR: Our next speaker is Constance McKnight.

You may go ahead.

STATEMENT OF SPEAKER McKNIGHT

Yes, can you hear me?

ALJ GLEGOLA: We can. Please continue.

SPEAKER McKNIGHT: My name is Constance McKnight, M-c-K-n-i-g-h-t. I'm 70 years old. I've been on complete total and permanent disability for 32 years since being injured on the job. And it's left me with many very serious health problems. I'm really reliant on my landline for -- I spend several hours a week receiving treatment from therapists and other medical professionals online as well as interacting with friends because most of that time I've been bedridden. And without being able to interact with people on the phone, I'd be very isolated. I have been very isolated, and it's just really helped to be able to talk with people.

Two-and-a-half -- I mean last year, there was massive thunderstorms with very high winds, and the power was out for two-and-a-half days. It was a very frightening time.
(Timer notification.)

SPEAKER McKNIGHT: -- and without the landline, I would have been -- I was really afraid that -- over the landline, I knew that I could call for help if I needed it.

Please reject these different proposals on behalf of many other people like myself.

Thank you.

ALJ GLEGOLA: Thank you for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Susan Schiavone.

You may go ahead.

STATEMENT OF SPEAKER SCHIAVONE

Hello. Can you hear me?

ALJ GLEGOLA: We can. Please continue.

SPEAKER SCHIAVONE: Thank you. Susan, S-u-s-a-n; Schiavone, S-c-h-i-a-v-o-n-e. I live in Seaside, California. Please deny both applications. Cell service is not comparable in privacy, safety, security, efficiency, availability, cost or required services. Access to 911 is essential for all and we'd be at risk.

Rural residents, elderly, and disabled people, rely on landline for sound clarity, for ease of use, and
in emergencies. Landlines are primary lifesavers in power outages, storms, or fires, or earthquakes.

As a coastal resident, we often have power outages in storms. And with climate change coming and happening, these events will only become more severe and happen more often.

We must keep our landlines. AT&T's arguments are based on greed, and frankly I find them cruel in their affect on our population.

Thank you for listening, and have a good evening. I hope you make the right decision.

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

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Keisha Browder.

You may go ahead.

STATEMENT OF SPEAKER BROWDER

Hi. Keisha Browder, K-e-i-s-h-a B-r-o-w-d-e-r. And I'm in Santa Clara County. I just want to say with the growth of technology demands and new devices on the network, I support the modernization of infrastructure to strengthen connectivity.

I do not want to take lightly the calls, the use of landlines, those who use it. So I do urge our
Commission, our AT&T, those who are responsible to find ways. Just as we create this technology and improve on technology, we cannot forget about our neighbors, our seniors, those who live in rural areas.

But I'm confident that just as we continue to evolve technology, that we will continue to do it to improve connectivity, to improve access, so that our friends and neighbors from the beaches to the hillside to the rolling mountains to our great redwoods, that we can stay connected and that have access.

So I do agree with the modernization of technology. We have to think creatively with satellites and all the other tools that --

(Timer notification.)

SPEAKER BROWDER: I just urge the modernization of technology and come up with solutions that can keep everyone connected.

Thank you. Good evening.

ALJ GLEGOLA: Thank you for calling in.

Could we please have our next speaker?

THE OPERATOR: Our next caller is Anne Bettinger.

You may go ahead.

STATEMENT OF SPEAKER BETTINGER

Good evening. Can you hear me all right?
ALJ GLEGOLA: We can. Please continue.

(No response.)

We can hear you. Please continue.

(No response.)

THE OPERATOR: It appears that her line has been disconnected. We'll go to the next caller.

Linda Harris, you may go ahead.

STATEMENT OF SPEAKER HARRIS

Good evening, my name is Linda Harris. L-i-n-d-a H-a-r-r-i-s. I am a senior, and I live in Berkeley, California.

I respectfully urge the Commission to reject both applications from AT&T and advocate for continued landline services throughout California.

I like a lot of tools in my toolbox, and I am lucky that I am able to have both a cell phone and a landline; however, I love my landline, because I can communicate with people in case of an emergency. I can call 9-1-1; I can reach out to my loved ones.

VoIP is not as secure and reliable as a landline. You know, landlines work when the power goes out and when cell service is disrupted. Landlines are also, you know, less subject to radiation emitted by cell towers and much better for health.

In our future, where Californians are aging,
and where we are vulnerable to the continued threat of climate change i.e., floods and fires and the inevitable earthquake, and we will all also --

(Timer notification.)

SPEAKER HARRIS: -- in the future (inaudible) the threat from cyber-attacks, maintaining landlines for health and safety purposes for all Californians is more important than ever.

Thank you for rejecting both applications.

Let's maintain a big toolbox. Yes, we can have both cell phones and landlines wishing for the best possible, most comprehensive communications network for all of California.

Please, go back to the drawing board and make it possible for landlines and modernization.

Thank you so very much.

ALJ GLEGOLA: Thank you for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Anne Bettinger.

You may go ahead.

STATEMENT OF SPEAKER BETTINGER

Thank you. My name is Anne, A-n-n-e, Bettinger, B-e-t-t-i-n-g-e-r; and I will tell you I've been on hold for probably four or five hours, and the
call keeps getting dropped, so if it drops again, I am going to call in again.

I am opposed to these applications. If these applications are approved, this would set a legal precedence for all other carriers in California and even around the U.S. to use. This would destroy our local, statewide and national capability of reliable communication during earthquakes or other emergencies and national disaster; and believe me, those carriers are waiting in the wings for your decision.

I live in Orange County in an urban setting where cell and VoIP calls drop regularly -- ha ha -- like they have been doing, and unexpected power outages occur. I am a senior citizen living alone with no local family, and I am dependent on my copper landline of 52 years as a result.

I have my home security alarm system connected to it, and if my landline goes away, I can't afford to replace it. Please vote no.

Thank you.

ALJ GLEGOLA: Thank you for calling in and sticking with us.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Diana. You may go ahead. Your line is open.
STATEMENT OF SPEAKER NICHOL

Oh, is -- hello? Is anybody there?

ALJ GLEGOLA: Yes, please continue.

SPEAKER NICHOL: Oh, hi, Diana Nichol.

CPUC should -- should deny AT&T's application to withdraw as carrier -- Carrier of Last Resort for landlines. I request this for the reasons including the following: National security issues. The FBI director announced over a month ago that wireless telecom is vulnerable to further attacks by foreign actors -- attacks that have already occurred -- that could take down the entire system. Copper landlines are not vulnerable to such attacks.

Two, U.S. Court of Appeals for DC Circuit ruled in August 13, 2021, that current FCC guidelines for U.S. radio frequency radiation failed to take into account adverse health effects of wireless technology, period. They did not appeal it. FCC failed to consider the 11,000 pages of study submitted to the court for its guidelines.

Three, I have electrosensitivity to wireless radiation and cannot use wireless technologies for my internet and phone service. AT&T told me --

(Timer notification.)

SPEAKER NICHOLS: -- to not put in fiber optics
to my residence. I would not have access to phone or internet service, which would violate my rights for equal access.

Four, the Santa Clara County Medical Association states in its report recommendation for best practices for safe technology for children, dated February 14, 2023, that scientific literature indicates the mechanism of harm for wireless technologies to include to oxidative injury to DNA, blood brain barrier and related health disorders.

Thank you. I am sorry I ran over.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is John Eccles.

You may go ahead.

STATEMENT OF SPEAKER ECCLES

Thank you.

THE OPERATOR: John --

SPEAKER ECCLES: Yes, I'm sorry, I was on mute. I am not going to belabor the good points that have been made by our good citizens of California up until now. I would just like to bring to the attention -- oh, I'm sorry, my last name is E-c-c-l-e-s; and I would just like to bring to the attention of the
good commissioners that AT&T/SBC, the name of the
company that initially bought Pacific Bell that ran the
phone service here in California and Nevada many years
ago, understood that when they bought this entity, this
asset that they were obligated to provide this service
to the good people of California. So, how is it now,
all these many years later, they can say, well, we are
done with that. We were not interested in that anymore.
We are not going to live up to the obligation that we
signed onto when we voluntarily bought this asset.

So, I would just plead to the good
commissioners, the men and women of the California
Public Utilities Commission that you consider that when
you make a decision, and I -- I have faith in your
ability to make the right decision to protect the needs
of the good people of the state of California.

Thank you --

(Timer notification.)

SPEAKER ECCLES: -- for your time.

ALJ GLEGOLA: Thank you very much for your
time.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Michelle

Falluzzo. You may go ahead.

///
STATEMENT OF SPEAKER FALLUZZO

Hello. Wrong button. Michelle Falluzzo, M-i-c-h-e-l-l-e F-a-l-l-u-z-z-o; legacy customer for 60-plus years. Carmichael, California. Early childhood professor, business owner, ally to our young, elders and ancestors.

I am urging the Commission to please reject AT&T's two requests to discontinue landline and relinquish the community obligation that they -- AT&T signed with Public Utilities Commission.

The people that built the landlines and paid their bill to AT&T throughout their lives are not obsolete. They are alive and wish to stay -- stay so.

AT&T is under contractual obligation to sustain their Carrier of Last Resort. Please enforce their contractual obligation. Please reject AT&T's -- both applications to be released from their contractual obligations to behold the Public Utilities Commission.

Should Public Utilities Commission approve these applications, the results place our elders, online students and teachers, rural --

(Timer notification.)

SPEAKER FALLUZZO: -- communities, vulnerable, differently-abled, disabled, housebound families with children in harm's way. Direct violation to the Adult
Protection Act, Child Protection Act, Americans with Disabilities Act and Rights of Victims Act.

Please, please, reject this. Our elders, vulnerable and people have not reached the end of their life yet unless you accept AT&T's proposal.

Thank you.

ALJ GLEGOLA: Thank you for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Cheryl Flournoy. You may go ahead.

STATEMENT OF SPEAKER FLOURNOY

Hello, my name is Cheryl, C-h-e-r-y-l, F, as in Frank, l-o-u-r-n, as in Nancy, o-y.

Please deny AT&T's application. Any application. My mother has not had proper service -- I just checked the date -- since March 23, '23. We called to get the service fixed. They keep saying they're going to come, and they never show up -- show up, and she currently doesn't have usage of her phone.

AT&T doesn't take care of their current services, so why should we expect them to do the same with new service?

The phone that I mentioned has been out of service since March 23, 2023, and the service people keep telling us it's because they don't want to fix the
landlines, and if anything happens to my mother, and she can't reach anyone because she doesn't have phone service, that's a lawsuit waiting to happen.

She doesn't know how to use a cell phone and her landline is all she has. That's all.

(Timer notification.)

SPEAKER FLOURNOY: Thank you.

ALJ GLEGOLA: Thank you. If you could stay on the line for just one second, ma'am, I just want to give you a number that -- if you can call today, you should be able to get some help.

SPEAKER FLOURNOY: Okay.

ALJ GLEGOLA: Because AT&T does have a customer service representative waiting to help -- to help people right now.

SPEAKER FLOURNOY: Is that Chris Timmermans?

ALJ GLEGOLA: Yes, exactly. That's -- that's the name.

SPEAKER FLOURNOY: Okay. I wrote it down from you -- from the -- from the video.

ALJ GLEGOLA: Okay. I would suggest calling.

So, if you -- if you could today.

SPEAKER FLOURNOY: Okay. Perfect. Thank you.

ALJ GLEGOLA: Okay. Thank you very much.

Could we have our next speaker, please?
THE OPERATOR: Our next speaker is Marilyn Garrett. You may go ahead.

STATEMENT OF SPEAKER GARRETT

Hi. The main challenge is the structural domination of the corporate state. There has never been more corporate power than in our society today as exemplified by AT&T, PG&E, Raytheon, Lockheed Martin, et cetera.

Let's see here on my notes. I am calling you on my only phone, a landline, because cell phone radiation makes me feel ill as it does many people; and in a real democracy, shouldn't it be required to have public utility ownership with the genuine wellbeing of the community prioritized? AT&T clearly prioritizes their corporate profits, period.

I would like to see the proven toxic cell phone, cell tower microwave technology, which causes --

(Timer notification.)

SPEAKER GARRETT: -- increase cancer incidents, is fire prone and destroys all life as elaborated in Bees, Birds and Mankind - destroying nature by "electrosmog" by Warnke. I would like to see that technology abandoned and keep the truly legacy -- which I call truly modern -- all -- always reliable copper landline made more easily available, maintained and
inexpensive for everyone.

We do not consent to AT&T being granted by you the means to cause deaths by removing the lifelines landlines.

Please support the Public Advocates Office motion to dismiss AT&T's amended application with prejudice.

Broadband is radiation. That's what we need to get rid of.

Thank you.

ALJ GLEGOLA: Thank you for calling in, ma'am.

Have a -- have a nice evening.

Can we please have our next -- next speaker?

THE OPERATOR: Our next caller is Karen Obaid.

You may go ahead.

STATEMENT OF SPEAKER OBAID

Hi, good evening. My last name is, O-b-a-i-d.

Please reject AT&T's application. Please do not downgrade the public telephone service. Not only are the concerns for security systems that are tied to copper landlines, but the voice over internet protocol landline is inferior.

I was switched by AT&T from my copper landline a few years back, and I called them, and they said it would cost more money for them to reinstall me, even
though it already runs into my house that was built in 1960; and it would cost more per month, so I now have voice over internet protocol landline, okay. It goes out all the time, approximately five times this year. Any time the electricity blips. It can be a storm. It can be fires, flood. It can be anything, and my phone goes offline, because the router has three different, sort of, channels, right; it's got TV stuff. It's got phone stuff. It's got internet stuff. The worst thing is that it goes out and --

(Timer notification.)

SPEAKER OBAID: -- not only can I not call out, but people can't call me, and I don't even know it's out. I don't know it's out unless I walk over to the phone and pick up the phone and see that it's dead. There's nothing that tells me that the electricity blipped. There's nothing else in my house. The lights still come on, everything else is fine, but the phone fails all the time, and it's not my phone. I've called them repeatedly. They've told me, "Oh, you can buy a generator," "You can get backup batteries," et cetera, et cetera.

So, please don't -- if they can't even live up to their commitment, that's evidence that we shouldn't trust what they are saying they will do in the future.
Thank you very much, good evening.

ALJ GLEGOLA: Thank you for -- for calling in.

Before we continue, I just want to -- a couple items. I want to remind speakers, if they could; one, please state and spell your name. That would help the court reporters out; and two, as a reminder, we still have about 80 people in the queue, so please try to keep your remarks to one minute.

Can we have our next speaker, please?

THE OPERATOR: Our next caller Cherie Flint.

You may go ahead.

STATEMENT OF SPEAKER FLINT

Hi. My name is Cherie, C-h-e-r-i-e, Flint, F, as in Frank, -l-i-n-t. I live in Springville, California. I am a disabled rural senior and am subjected to all of the problems that previous callers have talked about. I live in a high fire area, and the cell phone is unreliable on a good day and -- and completely out when we have any kind of an emergency.

So, I am very dismayed that this is even being considered as it eliminates -- I mean, it's not a maybe. It eliminates emergency services any time that there's a power outage, and it's now policy for the electric company to turn the power off when fire is an issue; and this blatant disregard for public safety makes me, I --
I guess, more concerned than some of the other callers. Obviously, I would like this to be rejected, but they've also -- AT&T has been neglecting the landline infrastructure. If they want to complain that people aren't holding up their landlines, I have people down the road from me who, every time it rains, their landline doesn't work for years now, and AT&T --

(Timer notification.)

SPEAKER FLINT: -- has refused to fix it. So, you know, perhaps we should be thinking about taking this over as a public utility.

Thank you very much for your time.

ALJ GLEGOLA: Thank you for your time. Could we please have our next speaker?

THE OPERATOR: Our next caller is Charles Cooper. You may go ahead.

STATEMENT OF SPEAKER COOPER

Hi, yes. My name is Charles Cooper, and that's C-o-o-p-e-r.

I am from the Bay Area, and I have an AT&T customer for over 20-plus years as neither a Luddite or technophobe, I am calling on the CPUC to reject both of AT&Ts applications.

First, wireless solutions don't work for me as I am sensitive to wireless electromagnetic radiation.
Minimizing my exposure to electromagnetic radiation inside my home is critical to maintaining my health, but I use and appreciate modern technology. I use wired-only technology and depend on a landline for all my voice communications.

Second, VoIP and other digital solutions do not work for me. As I've aged, my hearing has degraded and digitized voice signals over technology such as VoIP are significantly inferior to quality to analog voice over plain old telephone service.

Please reject these two applications. Thank you.

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

THE OPERATOR: Our next caller is Inge Daumer.

You may go ahead.

STATEMENT OF SPEAKER DAUMER

Thank you. Inge, I-n-g-e, Daumer, D-a-u-m-e-r.

I am speaking as a senior citizen that only uses my Lifeline copper wired landline. I don't use a cell phone.

My landline works when the power goes out. Just last month, it was out for four continuous days. I am on the central coast, Pacific Grove, Monterey County.

PG&E is another private for-profit company...
regulated by the CPUC, which, so far, has allowed them
to get away with murder with poor maintenance, so it can
pad salaries and shareholder profits, while all the time
raising its rates. AT&T is attempting to do the same.

This is not a upgrading their system. It is
trying to get away with murder by abandonment and
neglect of its system, and the most vulnerable citizens
in their service areas.

(Timer notification.)

SPEAKER DAUMER: Thank you for your time.]

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Sara Smith.

You may go ahead.

STATEMENT OF SPEAKER SMITH

Hi. Hello. And thank for listening. My name
is Sara Smith, S-a-r-a S-m-i-t-h. I live in the city of
West Hollywood in Los Angeles County, which as most of
California, is an earthquake-prone area, and in the
event of an earthquake or other emergency, cell phone
service could collapse. Our landlines would be our only
resource to communicate.

AT&T is an incredibly profitable company with
resources growing every year. These applications are
driven solely by greed and greed is not good. Listening
to the many callers this evening with disabilities that
prohibit them from using cell phones and those with
limited cell phone service, my emotions have been
stirred beyond expectation.

My hope is that the members of this Commission
are truly listening and tapping closely into the
communication, the human condition that is on full
display here and --

(Timer notification.)

SPEAKER SMITH: -- that they reject AT&T's
greed-motivated application to discontinue landline
service. Thank you so much for listening. I appreciate
it.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next speaker is Lisa
Schlotterbeck. You may go ahead.

STATEMENT OF SPEAKER SCHLOTTERBECK

Hi. My name is Lisa Schlotterbeck,
S-c-h-l-o-t-t-e-r-b-e-c-k. I am from Los Angeles. I am
neither rural nor am I a senior. I am calling from a
landline. Obviously, the landlines are the most
reliable option in emergencies, earthquakes, and power
outages, but I would also like to reiterate the issues
of physical use and cost.
I am calling on a handset. It's the easiest thing for me to use. People talk about how they're using their fingers on a cell phone. For me, I can both be heard and hear. I cannot hear with a cell phone. So the ease of use is tremendous.

And the cost is, of course, one of the most important issues. I can't afford a cell phone to start out with. I can't afford to update a cell phone every three years if I could get a cell phone. And I have not seen a carrier yet that has a program that I could afford. So these are things that are important to me and why I urge you to reject these proposals.

(Timer notification.)

SPEAKER SCHLOTTERBECK: Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Kim Hahn.

You may go ahead.

STATEMENT OF SPEAKER HAHN

Kim, K-i-m, Hahn, H-a-h-n. I live in the Bay Area. And I'm electromagnetically sensitive as I have been since the smart meter was put on my house in 2011, but I'm just blown away tonight by the number of people who are in a similar situation as mine. I had no idea
how many people are suffering from the daily barrage
that we have. These waves that are breaking up our
bodies and making us sick.

I just have a little question out there for the
people who are favor of this crazy idea to take away the
landlines by AT&T. I just want to know why not having a
workable phone during an earthquake or forest fire or a
power shortage or a medical emergency or a health
disaster or a special needs solution or an elder crisis,
how is that considered modern or more technologically
savvy or in line with the future or a strengthening of
connectivity --

(Timer notification.)

SPEAKER HAHN: -- or technology that's going to
lead us all to a better life. I'd like to know the
answer to that. Thank you so much. Please reject the
proposals, these motions.

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

THE OPERATOR: Our next caller is Andrea
Berrin. You may go ahead.

(No response.)

THE OPERATOR: Again, Andrea Berrin, your line
is open. We're not able to hear you.

///
STATEMENT OF SPEAKER BERRIN

Oh, I'm sorry. Can you hear me now?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER BERRIN: Okay. So it is A-n-d-r-e-a. Berrin is B-e-r-r-i-n. I live in Santa Cruz county.

I'm calling to especially emphasize the dangerous and serious health effects of wireless technology, and I feel this is not being addressed enough. I appreciate what I've heard today. And I am a Phi Beta Kappa from UC Berkeley. I worked as a court reporter full time for 27 years, and 25 years ago became electromagnetic sensitive, and I'm disabled. There are many of us all around the world. I could speak for several hours about the health effects in detail.

So I am dependent on my copper landline. There is no Wi-Fi in my house. It is my sanctuary. I ask everyone to follow the money, follow the conflicts of interest, and educate yourself about the science that is out there about the dangers of wireless technology.

(Timer notification.)

SPEAKER BERRIN: Yes. Thank you so much.

ALJ GLEGOLA: Thank you so much for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Diana Luxenberg. You may go ahead. Your line is open.
STATEMENT OF SPEAKER LUXENBERG

Diana, D-i-a-n-a, Luxenberg, L-u-x-e-n-b-e-r-g.

I am calling also to reject both applications by AT&T.
And I would say to start off with, that greed can be a motivator people. AT&T in their greed can simply go to the market and either issue bonds to set up what they consider to be the next technology. If it's really important enough, the market will say, yes, we're going to fund this because the market will make money off of it or they can ask private equity that has billions of dollars to access in order to set up new technology.

I have to say that I think the CPUC has been deficient in their oversight of AT&T. You have allowed them not to keep up infrastructure. You have not audited them sufficiently. You agreed that they could use U-verse --

(Timer notification.)

SPEAKER LUXENBERG: -- as a landline. So the CPUC is at fault as well, and you should reject both applications.

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

(No response.)

ALJ GLEGOLA: Thank you for calling in.
Can we have our next speaker, please.
THE OPERATOR: And, Mrs. Carter, your line is open.

STATEMENT OF SPEAKER CARTER

Yes. Thank you. My name is Mareike, M-a-r-e-i-k-e, last name C-a-r-t-e-r. I'm calling from San Francisco, and thank you. I have been very patient waiting to voice my opinion. It is an atrocity in my opinion that the landline -- after so many years, Pacific Bell took it over.

I've lived in five different states, and they have landlines, and they still have landlines. I don't know why they want to eliminate that, the copper wiring.

And I have another problem. I have landline and I also have a modem for my HP computer, laptop, and that's the only way. I'm not privileged to access Wi-Fi at all. So I need the modem. I need the landline. I need my remote modem. And the CPUC needs not to oppose AT&T request to terminate the landline. I think it is (indecipherable) business. Thank for having me.

Listening.

ALJ GLEGOLA: Thank you very much for taking your time.

Can we go to our next speaker, please.

SPEAKER CARTER: Yeah. I can talk to you.

Thank you. Can you pass on this information to the
people in charge?

ALJ GLEGOLA: We are the people in charge.

SPEAKER CARTER: Thank you. Thank you.

ALJ GLEGOLA: Can we have our next speaker, please.


STATEMENT OF SPEAKER BOHON

Thank you. My name is Jim Bohon, J-i-m B-o-h-o-n. I live in Yolo county. I'm a member of the Yolo County Aging Commission and a member of the Aging Area 4 Advisory Council and senior assembly member with the California Senior Legislature. All three of those organizations have grave concerns over this.

AT&T at its recent town hall in Yolo county -- I informed the audience they were applying for a large portion of the $8 billion dollars -- "B," billion dollars -- in California to enhance their technology.

AT&T is a large company and is very healthy as far as their finances go. They are able to modernize their system without eliminating landlines or by being relieved of their obligation. We believe that relief from COLR and ETC obligations should come after AT&T closes the digital divide and not before. Thank you very much.
ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please.

THE OPERATOR: Our next caller is Dorothy Martin. You may go ahead.

STATEMENT OF SPEAKER MARTIN

Okay. Yes. I've been waiting. I just want to reiterate what everybody else has been saying and I was struck by the idea that elevators may not have safety backups, and I have a landline and cell phone, and I use the landline for the fax machine for home business purposes. And I also use -- yes. Cell phone capability is great. And I love -- great technology. I do use internet extensively. I'm remote 100 percent for my work with my company.

I also support the idea of -- we can do -- we can chew gum and walk at the same time. And we need it for backups and for the disabled, et cetera, and elderly. It's not an either/or proposal. Thank you very much for listening.

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

Could we have our next commenter, please.

THE OPERATOR: Our next caller is David Guthartz. You may go ahead.
STATEMENT OF SPEAKER GUTHARTZ

Thank you for taking my call. Can you hear me?

ALJ GLEGOLA: We can. Please continue.

SPEAKER GUTHARTZ: First name David, D-a-v-i-d, last name, Guthartz, G-u-t-h-a-r-t-z. I am a senior living in the city of Berkeley, in Alameda County. I have had my beloved landline for over 40 years. And I'm calling to encourage the PUC to summarily reject AT&T's application for the discontinuance of the service and the landline.

I'm also a recipient of the Lifeline discount program, which has been essential to me as I'm a very low-income person. I know plenty of people who rely on their landlines for their communication. And I can hardly do better than reiterate the comments from the overwhelming majority of the public, who have spoken very eloquently the necessity of landlines for public safety, the risks associated with EMF and cell phones. And I urge the Public Utilities Commission to reject these proposals.

And I would also like to make one suggestion that in future, when you hold these public forums, if you could figure out some way to let people know, who are waiting on line for hours to speak, if you could at least let them know, approximately, where they are in
the queue so they can organize their life.

I personally have had to rearrange my work
schedule this evening to stay on the line to make these
comments, and I think that you can do better by the
public in the future. Thank you very much for your
time.

ALJ GLEGOLA: Thank very much for that feedback
and for staying with us.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Joanna Subia.

You may go ahead.

STATEMENT OF SPEAKER SUBIA

My name is J-o-a-n-n-a S-u-b-i-a, and I'm a resident in Contra Costa County. And I did stay on the line this long. I appreciate the last gentlemen's comment. I just wanted to let you know there is a person in Contra Costa county who was able to get cell service, but cell phones are not reliable. I'm retiree of AT&T Legacy T, and I have training in VoIP, and I defend on my landline. My POTS line is safer. I don't have to keep my cell phone plugged in. I don't have to buy a new cell phone every three or four years because I can depend on my landline, which to me is more pro-technology because it's more dependable.

I appreciate you listening to my phone call,
and please listen to the customers. Give us an option. Give us a choice to keep our landline. Have a good evening. Good night.

ALJ GLEGOLA: Thank you for calling in. Have a good evening as well.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Eleanore Vega. You may go ahead.

STATEMENT OF SPEAKER VEGA

Hi. Thank you very much. I live in Alta Dena, California. I have a landline and I also have a cell phone. I want you to consider some facts. According to the Gardner Research Firm, 20 percent of people in the U.S. have landlines. That's equivalent 88 million lines. Even though the majority, 80 percent of people, have individual voice connections through mobile phones or other means. 88 million; that's a lot of people that you can't ignore.

The recent AT&T massive national cellular outage in February of this year affected tens of thousands of people. The AT&T CEO John Stankey said in a statement after the outage that impacted all these people, quote: "This is not our first network outage and it won't be our last." Unfortunately --

(Timer notification.)
SPEAKER VEGA: -- our business. Therefore, they're going to continue having these issues, and we need to have our landlines. Our landline is a lifeline that has worked for over 100 years. Thank you. Oh, I'm sorry. Vega, V-e-g-a, Eleanore, E-l-e-a-n-o-r-e. Thank you.

ALJ GLEGOLA: Thank you so much for calling in. Can we have our next speaker, please.

THE OPERATOR: Our next caller is Kimberly Masse. Go ahead.

STATEMENT OF SPEAKER MASSE

Good evening. My name is Kimberly Masse, spelled K-i-m-b-e-r-l-y M-a-s-s-e. And I am calling, as a Californian, in support of AT&T's application. I live in the greater Los Angeles area and rely heavily broadband to do my job.

As a millennial, I don't know how many people still have copper landlines; yet everyone I know depends on being connected to the internet for various reasons, remote work, telehealth and remote learning. During the pandemic, I earned my master's degree and relied heavily on broadband to continue my graduate degree, and I am grateful for that broadband that allowed me to further my education and career. Please continue to prioritize modernizing our network and make sure that everyone has
access to reliable, high-speed internet. Thank you.

ALJ GLEGOLA: Thank you very for calling in.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Victoria Sackville Rosen. You may go ahead.

STATEMENT OF SPEAKER SACKVILLE ROSEN

Good evening, and thank you for taking my call.

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 great uncle was quite the -- a top executive with AT&T and I ended with preferred stock from him, but I've heard the sound wall -- I've been listening to these absolutely amazing comments from so many of the public. I think it's the sound of him rolling in his grave.

I think he would be very embarrassed by this valued company, AT&T, at this point trying to yank out the copper service that he believed in so strongly. By the way, he was also in his youth, if you can believe it, a very trusted assistant of Thomas Alva Edison.

Yeah.

So I live in Humboldt county at this point, and I've often had AT&T in any lifetime as a service provider. Loved the landlines. In Humboldt we have a lot of wind storms and rain. And often the power is out. And, of course, at that point, the cell phone won't work; the internet won't work, but the landline
will.

  (Timer notification.)

SPEAKER SACKVILLE ROSEN: Now, I was running to almost two years ago, without that landline, with the kind of mild traumatic brain injury that I received -- concussive effects were more persistent than they have been. Without that landline, I really wouldn't have been able to survive in a lot of ways, and I think I speak for a lot of people in saying: Is it not an either/or. I urge the Commissioners to consider safety and health issues of the public, and, indeed, national security issues from cyberattacks, which I'm afraid to say may be in our future, and I think the copper-based system is going to be very necessary for our national security to keep it in place. Thank you.

  }

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Sheila Gunn. You may go ahead.

  (No response.)

THE OPERATOR: Again, Sheila Gunn, your line is open. We're not able to hear you.

  (No response.)

THE OPERATOR: Sheila Gunn, your line is open.
You may go ahead with your comments.

ALJ GLEGOLA: Maybe come back to her.

STATEMENT OF SPEAKER GUNN

I'm here. I'm here. I'm here. I'm here.

ALJ GLEGOLA: Oh, great.

SPEAKER GUNN: I couldn't get the speaker to pop off. So with that little drama behind us, I am an emergency preparedness coordinator at the Center for Independent Living in Berkeley, and I work at home in Oakland for 98 percent of my job. And there are some words that I have not heard yet. One is resilience. We need it.

Please reject both of these propositions.

They're both death nails for many of us. 20 percent of the people in the United States of America have disabilities of one sort or another.

Access and functional needs is a wider swath of people who are -- struggle with the systems of this country for many reasons. You can Google that. It's a -- it's a nationwide term, I think, "access and functional needs."

And I just want to add one more thing. Every single VoIP, every cell tower, every single landline are all connected to the copper.

(Timer notification.)
SPEAKER GUNN: We need to be sure that we maintain these things. And we need an "and" not an "either or." Because if we don't get it, this won't work.

I was working last year and had six -- seven hours of no Wi-Fi. My electricity was fine. Something was wrong at the cable. I have Comcast, and I'm VoIP. Unfortunately I don't have a landline because AT&T took it away when I was switched to U-Verse being told that I would keep a landline, but I didn't. They lied. No surprise. Yes, thanks.

And thanks for your fortitude for listening to all of us. But I hope that you decide in a good way that will not hurt people.

Thanks.

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

Can we have our next speaker, please?

THE OPERATOR: Next caller is Irene Leiby.

You may go ahead.

STATEMENT OF SPEAKER LEIBY

Yes, I'm Irene Leiby, L-e-i-b, as in Boy, y. I'm an urban dweller in the City of Orange. I'm 86 years old. I'm a widow. And when I have a medical emergency, I rely on my landline for my very survival.
My landline's battery never runs down, and I never have a dropped call. And please for all seniors, reject AT&T's proposal.

Thank you.

ALJ GLEGOLA: Thank you very much for calling in.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Susan Hammer. You may go ahead.

**STATEMENT OF SPEAKER HAMMER**

Hi. Thank you. My name is Susan Hammer. That's, S-u-s-a-n. Last name, H-a-m-m, as in Mary, e-r. I want to echo all the reasons the previous speakers have given you to deny this request on the part of AT&T. They've even thought of some I never thought of. But I want to make a couple of points that have not yet been made I think.

One is if you don't have landline service anymore, you have to have two bills. And one is for a phone service and the other is for the internet because the two are interconnected.

If you're a senior like me who is retired on a fixed income, having, you know, an additional bill can be a real challenge if not impossible. You know, fixed income is a way of life. Not something you hear on the
10:00 o'clock news. So, you know, adding an expense, that means you have to give something else up. So that's one point I'd like to make.

Also I think landlines are a necessity and cell phones are a convenience.

(Timer notification.)

SPEAKER HAMMER: I know my time is up.

So, again, reject AT&T's request.

Thank you for letting me speak.

ALJ GLEGOLA: Thank you for giving us your time today.

Could we have our next speaker, please.

THE OPERATOR: Our next speaker is Teresa Bradley.

You may go ahead. Your line is open.

(No response.)

THE OPERATOR: Again, Teresa Bradley, your line is open. We're not able to hear you.

(No response.)

THE OPERATOR: Should we go to the next caller?

ALJ GLEGOLA: Yeah. Maybe come back if we can.

THE OPERATOR: Barbara Hepburn, your line is open.

You may go ahead.

///
Hi. Good evening. I've been waiting for three hours, so I wasn't expecting you to call my name. Can you hear me okay?

ALJ GLECOLA: We can. Please continue.

SPEAKER HEPBURN: Okay. I've been listening since the 2:00 o'clock meeting, and I took a break when you took a break and came back at 6:00 o'clock.

So there have been many comments made that have been very eloquently said and very poignant I think. And also so much emotion on the part of the people who are afraid that they're going to lose their landlines. It's just been very stressful for everybody who's very dependent on their landlines. I don't need to go over all the reasons why we need our landlines, because I think that's been said very well by many others before me. I just want to add my -- add my input that we need landlines. The technology is secure, it's in the ground mostly, and it's good. So please reject AT&T's two proposals to disconnect our landline. And also --

(Timer notification.)

SPEAKER HEPBURN: As a former Lifeline user, they tricked me out of my Lifeline as well. I hope that you reject that as well.

Thank you so much for your time. Good night.
ALJ GLEGOLA: Thank you very much for your time today.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Pamela Lincoln.

You may go ahead.

STATEMENT OF SPEAKER LINCOLN

Hi. My name is Pamela Lincoln. That's, P-a-m-e-l-a; Lincoln, L-i-n-c-o-l-n. There are AT&T copper wire customers who rely on AT&T services for communication and such between medical devices and anticipated help that AT&T lines provide.

Secondly, businesses and residents rely on AT&T lines to work for their security alarms 24/7 and during power outages as many have spoken of. People who do not want invasive or intrusive smart technologies, this is a safety and privacy priority.

Finally, the California Public Utilities Commission inclusive in its nature and mission must intervene and protect the citizens it serves. Anything less potentially imparrels (sic) (phonetic) citizens' safety on mass. Reject AT&T's -- the moneymaking behemoth -- to dis-empower the public.

And ironically I noticed, I don't know if anybody else did, on the outgoing messaging service when
I called earlier in the month it says -- the recording said that you've reached the Verizon Messaging Service. I don't know if anybody had run into that.

Thank you for listening.

ALJ GLEGOLA: Thank you very much for calling. If we can have our next speaker, please.

THE OPERATOR: Our next caller is Anastasia Yovanopoulos.

You may go ahead. Your line is open.

STATEMENT OF SPEAKER YOVANOPOULOS

Good evening I'm Anastasia Yovanopoulos. That's spelled Y-o-v, like Victor, a-n-o-p-o-u-l-o-s.

Plea deny AT&T's applications to relinquish their responsibility to provide landline service and monthly discounts.

I'm a 77-year old AT&T customer living in San Francisco on a fixed income. I've always relied on AT&T landline telephone service and Universal Lifeline discount to meet my expenses.

I'm very grateful to have a landline telephone and internet to stay connected with friends, family, and the community groups I participate in. If my discount is discontinued, I won't be able to afford the luxury of a cell phone and pay for using the internet, and I need to stay connected to others.
AT&T is asking the California Public Utilities Commission to effectively change the universal service access to communication services rules and remove the safety net that guarantees access to affordable quality phone service for customers. It would essentially redefine what a Carrier of Last Resort is obligated to do for its customers.

Traditionally an existing Carrier of Last Resort cannot relinquish its service obligations without a replacement provider stepping in. AT&T has failed to identify a replacement Carrier of Last Resort and no equivalent pathway to guarantee universal service in its place.

AT&T must consider its customers' needs first. Allowing AT&T to relieve itself from the legal obligation to provide traditional landline telephone service is not in the public's interest.

Thank you.

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

Can we have our next speaker, please.

(No response.)

ALJ GLEGOLA: Can we have our next speaker, please?

(No response.)
ALJ GLEGOLA: Can we have our next speaker, please?

(No response.)

ALJ GLEGOLA: Okay. Why don't we go off the record.

(Off the record.)

ALJ GLEGOLA: We are back on the record.

And if we could our next speaker, please.

UNIDENTIFIED SPEAKER: Not me apparently.

THE OPERATOR: Excuse me. Our next question comes from Brian Rosen.

Your line is open.

STATEMENT OF SPEAKER ROSEN

Hi. I'm Bryan Rosen from Trinidad, California. You can hear me; right?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER ROSEN: Okay. B-r-y-a-n R-o-s-e-n.

Now, I've was -- I've used a regular landline and had no cell phone until recently. And then after my mom passed away, that I was taking care of her, I couldn't get my inheritance because of a dishonest trustee so I was kind of forced to have a cell phone.

But because they took out all the pay phones, almost all of them, so they kind of forced us into having cell phones. So I think a lot of this has been
manipulated by corporations like AT&T, you know, and because a lot of people were using cell -- pay phones. And now by raising the price of landlines so much, I know a lot of people that can't afford to have them both. And really don't want -- they want to have a landline, but it's so expensive.

So I think a lot of this has really been manipulated. I mean, people have a really hard time paying for them both, and when landlines are so expensive -- I have a very expensive land -- now that I have a landline. And I think people need a choice, and I think that choice should be honored. There's a lot of good safety issues. We need maybe both right now.

(Timer notification.)

SPEAKER ROSEN: And we're certainly not ready to get rid of landlines because the cell phone technology just doesn't cover every place and emergencies.

So I thank you very much for listening to me, and I pray that we can keep our landlines at a reasonable price.

ALJ GLEGOLA: Thank you very much for calling in.

Can we have our next speaker, please?

THE OPERATOR: Thank you.
Kathy Henderson, your line is now open.

STATEMENT OF SPEAKER HENDERSON

Hi. My name is Kathy Henderson, H-e-n-d-e-r-s-o-n. I request that the CPUC reject both of AT&T's applications. I live in the Aptos Hills (indecipherable) in Santa Cruz County, a rural high-fire hazard area. The cell phone reception in our area is unreliable to non-existent, and we suffer from frequent power outages.

Just this month we had a power outage that lasted over two days. In an emergency, a landline is a critical necessity for those of us living in areas lacking reliable cell phone coverage. Also our security system needs a landline to notify first responders of a fire or a home intrusion.

A landline is not a luxury. Rather it is the only reliable means of communication for those of us living in vulnerable areas. It would be a gross dereliction of duty for the CPUC knowingly endanger tens of thousands of people by approving AT&T's request. It's not a matter of if, but when and how many people will lose their lives or suffer serious harm or property damage because they were not able to call 911.

Have a good evening.

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

Can we have our next speaker, please.

THE OPERATOR: Our next comment comes from Debra Young Bear.

Line is open.

STATEMENT OF SPEAKER YOUNG BEAR

Hello. My name is Debra Young Bear, D-e-b-r-a Y-o-u-n-g B-e-a-r. Yes, while modern is good. But until modern is everywhere, we really need to keep our copper lines. I know there might be just a few of us, but we do count. As many have said, the power goes out, no phone, no internet, but we can still call out on the copper lines. So if we could have both until one is reliable, that would be the best idea I believe.

So I really thank you for your time. Please don't get rid of our copper lines by -- that's the only thing that works up here in Georgetown, California.

Thank you so much for your time.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Sandy Sanders.

You may go ahead.

STATEMENT OF SPEAKER SANDERS

Hi, this is Cindy Sanders. I am in Los
Angeles.

(Audio failure.)

SPEAKER SANDERS: -- cell phone and a landline.

It -- it seems like you're going to skew your decision maybe against seniors, disabled and people that live you know, in a rural area.

The reason I have held on this long is because you gave some number -- you were going to give that girl a number for AT&T --

ALJ GLEGOLA: Uh-huh.

SPEAKER SANDERS: -- if you have a problem with your landline, which I often do, can I get that number?

ALJ GLEGOLA: Sure. The number is -- I do want to note that this is -- we asked someone to be ready today to help with --

SPEAKER SANDERS: Not today, but a number for the future that will be a working number.

ALJ GLEGOLA: I don't know that this number will be a working number for the future.

SPEAKER SANDERS: Okay.

ALJ GLEGOLA: This is a special event.

SPEAKER SANDERS: Final comment, save the landlines for a few more years, so we can transition without trauma. This is all so final with not a lot of notice. I didn't even get this notice until January,
which I guess everybody did, but -- and the places you
had it, Clovis, Ukiah and Indio -- I am in Los Angeles,
but that would be quite the day trip if I had tried to
go to one of those meetings.

Also, with all these people holding, just FYI,
maybe you can give out the email address again, because
you said cpuc.ca.gov/ -- and I didn't get the rest of
it. I have tried to email them three different ways,
and they only will do it if you have a computer. I use
my cell phone to -- to send things like this.

So, maybe when they're -- with all these people
waiting, you can give -- if they want to hang up and
e-mail, you can give an email address, and we will just
work on -- on -- on an IOS.

ALJ GLEGOLA: So, I didn't give an email
address. What I gave is a website address --

SPEAKER SANDERS: Oh, okay.

ALJ GLEGOLA: -- for people to go to --

SPEAKER SANDERS: So, there's no way we can
email a comment, correct --

ALJ GLEGOLA: Correct.

SPEAKER SANDERS: -- without being on -- it
said Windows?

ALJ GLEGOLA: I don't --

SPEAKER SANDERS: Which I think is really
strange.

ALJ GLEGOLA: Well, I don't know about the 
website browser or not, but --

SPEAKER SANDERS: I think as a member of the 
CPUC, maybe -- maybe you should, so.

ALJ GLEGOLA: Okay, ma'am, I am trying to help 
you.

SPEAKER SANDERS: I realize.

ALJ GLEGOLA: So, there's -- if you're not 
interested in the website, what I would ask or suggest 
that you do is contact our Public Advisors Office.

SPEAKER SANDERS: I -- I did. It said you had 
to be on Windows.

ALJ GLEGOLA: Okay. Well, then -- then they 
tried to help you, too. I won't have a different answer 
than them --

SPEAKER SANDERS: I -- should I try calling, or 
is it too late to -- to get a comment through that way 
also?

ALJ GLEGOLA: So, you -- you can also call 
them, and it's 866 --

SPEAKER SANDERS: Okay.

ALJ GLEGOLA: 849 --

SPEAKER SANDERS: Thank you.

ALJ GLEGOLA: 8390.
SPEAKER SANDERS: 3 -- 849...
ALJ GLEGOLA: 8390.
SPEAKER SANDERS: I'm sorry, I didn't get the rest of it. 866-849...
ALJ GLEGOLA: 8390.
SPEAKER SANDERS: 8390. Okay, thank you, and I hope you will wait a few more years until we get this all finalized or -- or a backup plan.
ALJ GLEGOLA: Okay. Thank you --
SPEAKER SANDERS: Thank you very much.
ALJ GLEGOLA: -- very much your time today.
SPEAKER SANDERS: Bye-bye.
ALJ GLEGOLA: Can we have our next speaker, please?
THE OPERATOR: Our next caller is Melinda York.
Your line is now open.

STATEMENT OF SPEAKER YORK
Hello, my name is Melinda York, M-e-l-i-n-d-a Y-o-r-k. I live in Los Angeles. I live in a high-rise building. The cell phone drops every 10 seconds. I can't get -- I can't -- I can't use the cell phone.
So, my landline -- I have been a customer since I was 16 -- or 15. I am now 75 years old. I -- my mother was 94 when she passed away a couple of years ago, and the only thing she could ever use was her
landline and thank God we had that for her; and that was in Laguna Woods where a lot of seniors live and with landlines. Thank God she had that.

Now, I am 75, and I have had to call 9-1-1 a couple of times for getting -- for atrial fibrillation and thank God they said to me, "Are you Melinda York and your address is such and such?" Do you know what a relief that was that they even knew where I was, and how to get here? I -- I -- I -- I cannot explain to you the stress of having that letter come that said that your landline is going to be removed or --

(Timer notification.)

SPEAKER YORK: -- or we are going to do away with it. So, copper is the way to go. It's -- it's reliable and reliability and -- and safety for everyone, really -- really in disasters in California -- earthquakes -- you got to -- you got to stand up for the people. You got to do that for the people now. Enough of the AT&T business. I have been with them many, many, years. I have seen everything they've done. All the changes. All the baby bells and every other thing.

It's time for you to stand up to --

ALJ GLEGOLA: Okay.

SPEAKER YORK: -- for the people and do what's right --
ALJ GLEGOLA: Thank you, ma'am.

SPEAKER YORK: -- and I pray that you do.

Thank you.

ALJ GLEGOLA: Thank -- thank you very much.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Barbara Lewis. Your line is open.

STATEMENT OF SPEAKER LEWIS

Barbara Lewis, B-a-r-b-a-r-a L-e-w-i-s. I live in Valencia, which is in LA County.

To me, the bottom line is the al -- always the almighty dollar. Corporations should have a social conscience, which I don't think AT&T does. They have been more profitable than many corporations for decades. They have ample resources to upgrade and also to maintain the current lines. It is not mutually exclusive as everybody has been saying. It's not an either/or situation.

Some people are shortsighted and have said it should be technology, but I guess they can't think beyond the box and think that there should be a transition, as others have said, to maintain the current lines, and then start implementing the changes.

As an RN, I'm an advocate for those who are unable to participate today. Those who have physical
disabilities. To me, the health and safety needs of all should be the top priority in a civilized community. I oppose both of their requests, and I only hope that the judge who looks so bored, that I can see on this Zoom meeting, is listening.

Thank you and goodnight.

ALJ GLEGOLA: Well, thank you very much. I am -- I am the judge. Hopefully, I am not looking too bored for everybody.

SPEAKER LEWIS: Well --

ALJ GLEGOLA: Sorry.

SPEAKER LEWIS: -- you were looking more alert than the other one.

Thank you.

COMMISSIONER REYNOLDS: Oh.

ALJ GLEGOLA: Have a nice day.

Can we have our next speaker, please?

THE OPERATOR: Yes, our next caller is Michael Schaffer. Your line is open.

UNIDENTIFIED SPEAKER: Hold on. I think it's you, Michael.

STATEMENT OF SPEAKER SCHAFFER


THE OPERATOR: Yes, your Honor line is open.

SPEAKER SCHAFFER: I'm sorry?
ALJ GLEGOLA: Yes, please continue.

SPEAKER SCHAFFER: Hello?

UNIDENTIFIED SPEAKER: Your line is open.

ALJ GLEGOLA: Please continue, sir.

SPEAKER SCHAFFER: Okay.

ALJ GLEGOLA: Your line is open.

SPEAKER SCHAFFER: This is Michael, M-i-c-h-a-e-l, Schaffer, S-c-h-a-f-f-e-r, coming to you from Napa Wine country.

Do you remember what happened to free analog television when its bandwidth was stolen from the public domain and sold to cell phone carriers? Free TV in my area of Napa, California went away. Don't let something like this happen again.

To the folks at the CPUC, please do your job and reject AT&T's attempt at rejection of their duty as a public utility to maintain copper landlines, et cetera, for the benefit of all of the public.

Don't make me whine at you again.

Thank you.

ALJ GLEGOLA: Thank you for your time today.

Can we have our next caller, please?

THE OPERATOR: Our next caller is Kim Jorgensen. Your line is open.

///
STATEMENT OF SPEAKER JORGENSEN

Oh, it's me, okay. Kim Jorgensen, K-i-m, J, as in jump, -o-r-g-e-n-s-e-n, and I am coming to you from Prunedale, California on my 1981 copper line hand phone, which is still as reliable as it has ever been. Oh, I lost my notes. Okay.

AT&T says that they can, you know, take the money that they're saving by getting rid of all of our phones and modernize us. We are going to be without phone service until they do that. We have fiber-optic cable on the other side of the freeway. It's been 35 years, and they haven't put it in here. I can't wait another 35 years for them to -- for them to get their act together and modernize this.

I do have a cell phone, but I don't have any cell phone service because we are in a dead zone. Even when AT&T has to come out to fix the DirectTV, they have to walk halfway down the street to talk to their people on their cell phones. It's dead.

(Timer notification.)

SPEAKER JORGENSEN: So, apparently that nice map that they -- they sent out saying that, you know, I don't need my -- my copper landline is wrong, because it's the only thing I have got and my cell phone doesn't work.
Okay. Thank you very much.

ALJ GLEGOLA: Thank you very much for your time.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Jay Rosenquist. Your line is open.

STATEMENT OF SPEAKER ROSENQUIST

Thank you. I am calling from the Mendocino Coast, Fort Bragg actually, and we have several landlines in remote areas, summer cabins, second residences where there is no cell service whatsoever.

We used to have one that we only used in the summertime, and we were allowed to have summer rates, and it has saved some people's lives because it's 30 minutes by train when the Skunk train was running and the tunnel was open. You could get to town by train, or you could drive 45 minutes if you had an emergency and had to drive someone to the hospital.

We also have a remote -- up in Orleans up in Humboldt County, at our cabin up there that was built in 1955, we have had a landline since then, and there is no cell service, and cell service just does not work where that residence, cabin is -- house that is a rental at sometimes, but I would like to encourage you to continue to have the AT&T keep the landlines.
Also, where I live here in Mendocino County and on the coast --

(Timer notification.)

SPEAKER ROSENQUEST: -- people are still on dial up, and they need a landline to have dial up, so.

Thank you for your time, and rotary phones work great still. Thank you. Bye.

ALJ GLEGOLA: Thank you for your time, too.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Patrick Regan. You may go ahead.

STATEMENT OF SPEAKER REGAN

Hi, can you hear me?

ALJ GLEGOLA: Yes, we can, please continue.

SPEAKER REGAN: Hi, my name is Patrick Regan. That's P-a-t-r-i-c-k, R-e-g-a-n, and I am calling from Oakland, California. Thank you for listening to my comment, and thank you for putting in the time on this long meeting to listen to everyone's comments.

I have enjoyed listening as well to all of the relevant things that my fellow citizens have been saying. I want to first of all say that I am calling in opposition to both of AT&T's applications, and I hope that the CPUC will do the right thing and reject them both.
Second of all, I just want to echo what some other commenters said earlier, which is that earlier calls and comments that we have heard in support of AT&T during this comment period has clearly been scripted, or based on a template that was probably provided by AT&T.

The CPUC must apply proper due diligence to those comments, investigate whether or not, you know, these people are being compensated or belong to organizations that are being otherwise compensated by AT&T and weigh and disregard those comments accordingly.

Most of those comments I have heard and read have been overwhelmingly against this, and I believe that is the decision that you should make tonight.

Landlines are not --

(Timer notification.)

SPEAKER REGAN: -- standing in the way of any other technological improvements that AT&T wants to make. They can do that as well, and it's up to you guys to make sure that they leave landlines the way they are.

Thank you so much.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Nancy from San Diego. You may go ahead.

///
STATEMENT OF SPEAKER NANCY

Hi, my name is Nancy, and I am calling from San Diego, California. I am very pro-technology. I worked in accounting for over 20 years and was very experienced in many forms of technology prior to being struck by two drunk drivers and a reckless driver in three motor-vehicle accidents that injured my spine.

I would very much like to encourage the CPUC to reject both of AT&T's applications especially in support of all of the people with disabilities, which is estimated to be one in six people in the United States, which in -- would include California.

Landlines were originally intended to be LAN, L-A-N, Local Area Network lines, which meant that they were not only provided by, but supported by a local area network. Now, they are not, but I can tell you that I rely on my landline for all of my incoming business calls including --

(Timer notification.)

SPEAKER NANCY: -- all of my calls from my healthcare providers everyone during the pandemic.

Thank you very much for taking my call. I have very much enjoyed the many comments tonight.

ALJ GLEGOLA: Thank you for your time today.

Could we have our next speaker, please?
THE OPERATOR: Our next caller is Beatrice Dieringer. You may go ahead.

STATEMENT OF SPEAKER DIERINGER

Thank you. I have been on the phone between this afternoon and evening about six-and-a-half hours to give these comments, so here it goes.

My name is Bea Dieringer, B-e-a, D, as in David, -i-e-r-i-n-g-e-r. I am the president of the League of California Cities, Los Angeles County Division with 86 member cities and Rolling Hill City Council members, speaking in opposition to these applications from both organizations.

Much of LA County is plagued by devastating wildfires and other emergencies that can and have suddenly knocked out cell phones and electricity, so copper landlines are needed as the only reliable form of communication when this occurs.

In Palos Verdes Peninsula, all of our cities like Malibu are in the highest fire area. We also have very few constricted evacuation routes and limited cell coverage. We desperately need redundant communication and a reliable system for emergency alerts and 9-1-1 calls required to save our residents' lives.

The CPUC should not only deny this application, but instead require copper landlines in all high fire
and other crucial areas as an essential life-saving requirement. As AT&T’s recent huge cell outage showed us, there is a dire need for more copper landlines for reliable 9-1-1 call access and general communication --

(Timer notification.)

SPEAKER DIERINGER: -- our doctor residence has no home cell coverage, so he has to rely on his landline to receive hospital emergency calls.

Please deny these applications and instead require copper landlines as true lifelines in all high fire areas and other needed areas. It is truly a matter of life or death.

Thank you very much for your time and for your patience. I have been very impressed with your patience and calm attitude throughout these long proceedings, so you're to be commended for that. Just wanted to give you that.

ALJ GLEGOLA: Thank you for much for that and thank you for your time today, too, and for sticking with us.

SPEAKER DIERINGER: Okay.

ALJ GLEGOLA: So, before going -- before moving to our next speaker, I just wanted to mention that there are still 45 speakers in the queue. Just so folks know that and are aware of that.
Can we have our next speaker, please?

THE OPERATOR: Our next speaker is Carmen Shoemaker. You may go ahead.

STATEMENT OF SPEAKER SHOEMAKER

Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER SHOEMAKER: Okay, awesome.

Good evening, my name is Carmen Shoemaker.

It's spelled C-a-r-m-e-n, and last name S-h-o-e-m-a-k-e-r, and I'm a Southern California resident; and I am calling in support of AT&Ts application for the Carrier of Last Resort relief.

We must modernize our network to ensure our communities have access to reliable high-speed internet.

During the pandemic, my family relied on broadband to stay connected to work remotely and continue learning virtually and received vital healthcare services. Additionally, we were able to stay connected with our parents virtually to check in on their health and wellbeing without putting them at risk for contracting COVID-19.

Thank you.

ALJ GLEGOLA: Thank you very much for calling today.

Can we have our next speaker, please?
THE OPERATOR: Our next caller is Frank Egger.
You may go ahead.

STATEMENT OF SPEAKER EGGER

Frank Egger, E-g-g-e-r, a former seven-term mayor of Fairfax. I am calling on our landline.

Earlier this year, we bought two new iPhone 14s from AT&T. I have been back to AT&T store in Corte Madera a number of times, and I still cannot phone or text half the time out of -- out of our home here in the Cascade Canyon of Fairfax.

We have had our -- our landline in Marin since 1959. The Egger family members -- a number of them were old Pac Bell employees between 1940 and 1990. We have AT&T fiber here at the house, and the service is periodic, not reliable at all; in fact, right now, my fiber system is -- is down. I -- I -- what I am doing is I'm hitting -- I am hitting the word "send," and here is what comes up:

Message cannot be sent. Check your network and try again.

So much for fiber -- AT&T fiber. Anyway --

(Timer notification.)

SPEAKER EGGER: Anyway, the only way we can dial 9-1-1 is with our AT&T copper landline.

Please deny both AT&T applications. Don't let
them drop our copper landlines. This is life-or-death issue.

   Thank you very much for the opportunity to testify this evening.

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

   Can we have our next speaker, please.

THE OPERATOR: Our next caller is Curt Bantz.

   You may go ahead.

   (No response.)

THE OPERATOR: Again, Mr. Bantz, your line is open. We're not able to hear you. Please check your mute button.

   (No response.)

ALJ GLEGOLA: Did he come back?

THE OPERATOR: Okay. Our next caller is Marielle Sublime.

   You may go ahead. Your line is open.

STATEMENT OF SPEAKER SUBLIME

   Hi. Good evening. I'm so happy to hear my name. I have been on the call for about three-and-a-half hours. I am a member of a law enforcement family with two young children and another one on the way. I represent a large Bay Area home schooling community as well as the electrosensitive
community that I recently discovered. And I am urging you to do right thing. Please reject both of AT&T applications and continue to give people an option to have less radiation in their home environment.

And, please, consider the public health and safety of our future generations. I mean, the amount of exposure for our children that they're exposed to on a daily basis from cell phones and tablets and computers, and we need to maintain ways to reduce -- have redundant communication, as well as reduce harmful radiation, especially in our homes.

(Timer notification.)

SPEAKER SUBLIME: And, yeah. Thank you so much. And I hope that you deny the application.

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

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Toril Jelter.

You may go ahead.

STATEMENT OF SPEAKER JELTER

Hello. Can you hear me?

ALJ GLEGOLA: Yes. We can. Please continue.

SPEAKER JELTER: Yes. This is Toril Jelter, J-e-l-t-e-r. I'm a pediatrician in Walnut Creek, California, where I've lived for 25 years.
And I request that the hardwired landlines be continued and maintained. The landline telephone lines are healthier safer than the wireless phones, and Voice over Internet Phones do not work in a power outage.

And the wireless phones are particularly harmful to our most vulnerable populations, those with chronic illness, elderly, children and unborn child. In my practice, I now hear from parents that children can no longer go to public schools because of the wireless radiation makes them sick. They get headaches, nausea and can't think straight.

And if we don't have landlines anymore, they'll be forced to only use the cell phone for communication and these problems of electro-hypersensitivity will come out in younger and younger ages, having disability before they can even enter the workforce. In Europe, wireless radiation is being removed from public schools and libraries --

(Timer notification.)

SPEAKER JELTER: -- because of concerns about long-term health. And I have left some websites in the docket. Please save the landline. Thank you very much for your time.

ALJ GLEGOLA: Thank you very much for your time.
Can we have our next speaker, please.

THE OPERATOR: Our next caller is Rolf Jacobs.

You may go ahead.

STATEMENT OF SPEAKER JACOBS


I'm in San Jose. Now, I'm not against new technology, but I am against introducing it until whatever it's replacing -- you know, until it works as well as whatever it is replacing. And, frankly, the old-fashioned landlines, I have a couple of them in my house. I like them. They're clear. They're easy to understand. The calls don't get dropped. I've been sitting on the line since this afternoon for many hours. That never would have happened on the cell phone.

So, look, I hope you don't get rid of landlines. In fact, I'd really like to see you strengthen them and require AT&T to maintain them until the technology is as good as what we have now. Okay.

That's it. Thank you.

ALJ GLEGOLA: Thank you very much for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Curt Bantz.

You may go ahead. Your line is open.

///
STATEMENT OF SPEAKER BANTZ

Thank you so much. I'll keep it very short and simple. Just please reject the AT&T prepared project. Thank you so much. My name is Curt Bantz, C-u-r-t B-a-n-t-z. Thank you so much. And thank you for all the effort you put into tonight to keep up with everyone here. I really appreciate it very much. Thank you.

ALJ GLEGOLA: Thank for your time as well.
Can we have our next speaker, please.
THE OPERATOR: And before we go to the next caller, again, if you would like to make a comment, unmute your phone and press star one to record your first and last name slowly and clearly when prompted.

Our next caller is Debra Butler.
You may go ahead.

STATEMENT OF SPEAKER BUTLER

Can you hear me?

ALJ GLEGOLA: Yes, we can.
SPEAKER BUTLER: Great. Thank you. My name is Debra, D-e-b-r-a, Butler, B-u-t-l-e-r. I am calling to urge you to reject both of AT&T's applications. I'm living in a highly, built-up portion of Alameda county in the San Francisco Bay Area, and it has turned out to not be a guarantee of being able to receive cell phone service.
In addition to people who live in remote areas, lack of cell service is not at all unheard of in urban and built-up areas.

Next, the quality of my internet connection has degraded significantly in the last two years. At this time, I have no reliable service about one-third of the time. The potential inability to make emergency calls or important family calls is --

(Timer notification.)

SPEAKER BUTLER: -- affected because of the poor service. On 911 calls by a cell phone from this area, at least a few years ago, used to go 50 miles away to Vallejo in a call center where people would not know this area where the emergency is happening; whereas landline calls do go to local call centers.

Next, very briefly, I was in a hurricane that hit Hawaii in 1992. For many days right after the hurricane hit -- and I can tell you there was very little or no cell service for many, many, many days after that in part because towers were down and in part because of emergency uses. The only phone that did work for people reliably was a pay phone at the local mall.

Last, I am a risk manager and I must say --

ALJ GLEGOLA: Ma'am, can you please wrap up.

SPEAKER BUTLER: Yes. It's irresponsible to
not have a reliable backup such as landline service for such a critical service that everybody needs to use.

Thank you very much for your time.

ALJ GLEGOLA: Thank you for your time as well.

Can we have our next speaker, please.

THE OPERATOR: Our next called is Noelle. You may go ahead.

STATEMENT OF SPEAKER NOELLE

Hi. Good evening. I'm just calling to respectfully request that you approve these applications, which will not snatch anyone's home phones away. In fact, they will actually improve the state as a whole by granting AT&T the ability to pump resources into improving their service.

This will also create a transition plan, which will ensure that we all have the appropriate dial tone. I also want to go ahead make sure that folks know that -- people seem to love copper, but copper is also susceptible to power outages as well as natural disasters. And also copper service will take longer to bring back up again. So thank you very much for your time. Have a great evening.

ALJ GLEGOLA: Thank you for your time as well.

Could we have our next speaker, please.

THE OPERATOR: The next caller is Erica
Richardson.

You may go ahead.

(No response.)

THE OPERATOR: Erica Richardson, your line is open. We're not able to hear you. Please check your mute button.

STATEMENT OF SPEAKER RICHARDSON

Erica Richardson, E-r-i-c-a R-i-c-h-a-r-d-s-o-n, Sacramento. I oppose both applications because I truly believe lives are at stake. I am disabled. Both of my parents are seniors. In my family, we have landlines, DSL, and also cell service. The DSL is very unreliable. My mom has the cell service and she encounters frequent dead zones. I actually was at a CPUC meeting about the DSL service last year.

I'm concerned about what happens in an emergency without landlines. AT&T had a widespread cell service outage on February 22nd of this year. Just two days before that, most of California was under a flood watch. What happens when the next atmospheric river hits and we have flooding, blizzards, mud slides, and the power goes out again, and we have the cell towers go down.

I've looked at other phone service options. Cable phone service requires power. So if you have a
power outage, there's no phone service unless you have
batteries, which only last 24 hours. Please consider
people who are disabled. Please consider people in
rural areas. They don't have good access. They have
many, many dead zones. And please reject AT&T's
petition. Thank you.

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

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Arlene Ward.

You may go ahead.

STATEMENT OF SPEAKER WARD

Hello. My name is Arlene Ward. Can you hear
me?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER WARD: Yes. I believe that that
approval of AT&T's request would have an adverse impact
on its customers. And even though we have a choice of
having both cell service and landlines -- and I have
both -- I have dead zones in my home where I can talk on
the cell phone for five minutes and have to end up
converting to a landline.

And I believe that it's my choice to use both,
you know, and I should have that choice. I've had cell
phone company representatives tell us that you'll have
better service, you know, landlines -- landlines --
better Wi-Fi capability and what have you, better
coverage, and this promise has been made for the last 10
years. We still don't have it, even though we're paying
for it. And I'm not talking about just myself, but
2,500 homes in our community.

(Timer notification.)

SPEAKER WARD: They paid thousands of dollars
for it, but we don't have it. I'd like to see them
produce this product before they pull it from us.

That's all. Thank you.

ALJ GLEGOLA: Thank you very much for your
time.

Could we have our next speaker, please.

THE OPERATOR: Our next caller is Margaret Wagner.

STATEMENT OF SPEAKER WAGNER

Hello?

ALJ GLEGOLA: Hello. Please continue.

SPEAKER WAGNER: Oh, hi. Sorry. I've been
waiting for over four hours for my name and when it
comes up, it's sort of a shock. Let's see. My name is
Margaret Wagner, W-a-g-n-e-r. I'm living in the Santa
Cruz county mountains in the town of Felton.

And when we got that letter -- and this whole
thing is just so terrifying for us. We're seniors that need our landlines. We're in a rural area, and we hope that you, please, do not approve the applications, and our lives depend on it, and other people that live in our canyon.

Our electricity goes out regularly for days at a time in the winter and the summer. Regular phone lines don't work, and we don't get a cell phone signal at home. If we lose it, we wouldn't be able to call for emergency services, and also we wouldn't be warned of wildfires. And we live in a forest canyon that's at a very high risk, and there's only one way in and out, and many others in canyon depend on the landlines too --

(Timer notification.)

SPEAKER WAGNER: And we have flooding and mud slides, and it's our only communication outside the canyon. So, please, don't approve it. Our lives depend on it. Thank you.

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

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Joyce Vandermeyde.

STATEMENT OF SPEAKER VANDERMEYDE

Hello?
ALJ GLEGOLA: Hello. We can hear you. Please continue.

SPEAKER VANDERMEYDE: Okay. Yes. My name is Joyce Vandermeyde, J-o-y-c-e V-a-n-d-e-r-m-e-y-d-e. And I also wanted you to reject this thing from AT&T. I know I've been an AT&T customer for 64 years or so, but cell phone, it's very difficult at my house.

Even -- they tried to do a doctor's appointment because my husband doesn't like to go to the office. So we tried to do a video call on my cell phone so he can see him, but it was so low. I think it was only one red dot. So the doctor had to call us back on the landline. So he can just talk and cannot see him, but he had to stop because on that one the reception got so bad, there was nothing he could do with that.

So we had to go back to the landline, and so we need it for emergencies. My husband is 92. I'm 84, and things happen when you're this age. So, please, keep phones, our landline. I even have the rotary phone, you know, dial that way. So thanks for listening.

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

SPEAKER VANDERMEYDE: Thank you.

ALJ GLEGOLA: Can we have our next speaker, please.
THE OPERATOR: Our next caller is Karen Stout.

You may go ahead.

STATEMENT OF SPEAKER STOUT

Hi, Commissioner.

Karen Stout, K-a-r-e-n S-t-o-u-t.

ALJ GLEGOLA: Yes, please continue.

SPEAKER STOUT: Thank you so much. I appreciate you guys staying on the line so late, and thank you for giving me the opportunity to make a comment. I am speaking in support of allowing AT&T to be able to modernize their system. I would argue that we should be focusing on cell phones.

Electromagnetic sensitivity is not a real thing. I think we all know that. I hope the CPUC can take that into account. I would also ask that we -- they be allowed to modernize and progress. Thank you so much.

ALJ GLEGOLA: Thank you for your time today. Can we have our next speaker, please.

THE OPERATOR: Our next speaker is Anna Villalobos.

STATEMENT OF SPEAKER VILLALOBOS

Yes. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER VILLALOBOS: My name is Anna
Villalobos, A-n-n-a V-i-l-l-a-l-o-b-o-s. I live in San Bruno, in the San Francisco Bay Area. During the '89 earthquake, the landlines were our lifeline, and they will be when the next big one hits us.

I was a civil servant for over 33 years; five years as a community worker and 27 years as a records clerk at a police department. Our police department had a landline for backup in case of a major disaster. When 911 is called from a landline, it provides the dispatcher with the exact address where a medical emergency, a domestic violence incident or any critical emergency could be occurring.

Senior citizens, the disabled, and non-English-speaking citizens need this basic service as a lifeline when an emergency happens. It can be a matter of life and death. Landlines are a very critical infrastructure for our communications. This is a matter of social justice and equality for every Californian, especially our most vulnerable. I urge the CPUC to reject the two applications submitted by AT&T.

I really hope you take this into consideration. For my phone call, I bet there are, you know, a thousand people that need to be heard that don't have the wherewithal, the means, to call in --

(Timer notification.)
SPEAKER VILLALOBOS: -- four hours. So, please, consider what you're hearing tonight and reject the application submitted by AT&T. Thank you so much for your time.

ALJ GLEGOLA: Thank you for your time today. Can we have our next speaker, please.

THE OPERATOR: Our next caller is Karen Stout. You may go ahead.

STATEMENT OF SPEAKER STOUT

Karen Stout. Consideration for my phone call. I bet there are a thousand people that need to be heard that don't have the wherewithal or the means to call in and wait four hours. So please consider what you're hearing tonight and reject the application submitted by AT&T.

Thank you so much for your time.

ALJ GLEGOLA: Thank you for your time today. Can we have our next speaker, please?

THE OPERATOR: Our next caller is Lucille Bartoo. You may go ahead.

STATEMENT OF SPEAKER BARTOO

My name is Lucille Bartoo, L-u-c-i-l-l-e; second word, B-a-r-t-o-o. I've been an AT&T customer for over 50 years and (indecipherable) before that. I'm
on a fixed income and use Lifeline. Elderly, disabled.

I find the landlord -- landlord? Landline to be a lot safer. I also get sick trying to use the cell phone. I can't sleep around it at all. I get dizzy. There's a number of problems. A lot of thing that I actually agreed with a lot of the other people on too.

The cell phone I find to be very expensive since I'm on a fixed income. And another thing I don't like is --

(Timer Notification.)

SPEAKER BARTOO: -- you have to have an auto payment. And, you know, I am watching my finances so closely, which is really a turn off.

I find the landline a necessity too. The only time I want a cell around me is when I'm out on my walk or away from home. So if I have a disaster or something like that, hopefully I can reach someone. But I can't really have it around me at the house because I'm sensitive to it.

Okay. And I find it's very expensive. They have a lot of stuff on it that I'm not interested and don't want on top of it. And I'm not into learning a whole bunch of stuff at my later age.

Thank you very much. I appreciate your patience.
ALJ GLEGOLA: Thank you for your time today.
Can we have our next speaker, please.

THE OPERATOR: Our next caller is Lori Shiffrin.

You may go ahead.

STATEMENT OF SPEAKER SHIFFRIN

Hello. Can you hear me?

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

SPEAKER SHIFFRIN: I can, sorry. I've been here for a long time. I don't even remember what it was that I was going to say except, A, please don't get rid of our landlines; and, B, everybody I know who doesn't have one, doesn't have one because they were -- I'm not even going to use the word. They didn't get correct information from AT&T.

And I wanted to read you something I just got in the mail from them, which says to keep your numbers, to keep your home phone -- so now they have something called "home phone." Pay less. Staying connected is important as it should be. That's why AT&T phone does everything your current phone line does for less than you currently pay.

Hello? I mean, obviously that's not true.

Because I actually called them yesterday. And it's a --
what do you call it? A VoIP line or something like
that. It's an internet line.

So they're also scamming people. I mean every
time they call me for something, the last thing I say to
them is, "Do I get to keep my landline?" And either
they hang up on me or they say, "No." And otherwise
they hang up because they don't know.

So there's something fishy going on with AT&T.
And I really, really, really, believe that this has to
do a lot with life and death for people including me who
had to call 911 last week -- actually two weeks ago for
an ambulance. That's not going to happen on one of
these lines.

The other thing is I have stayed on the phone.
I called at 2:00 o'clock. I had to leave at 4:15. I
called back at 6:00 o'clock. And I don't even know what
time it is now. If I was on my cell phone, it would
have died a long time ago.

(Timer notification.)

SPEAKER SHIFFRIN: Anyway, thank you very much.
Your patience has been invaluable. I wish your website
worked, but it didn't. Thank you very much. Please,
please, please, let us keep our landlines, and hopefully
others can have them as well.

Thank you.
ALJ GLEGOLA: Thank you for your time too.
Can we have our next speaker, please?

THE OPERATOR: Our next caller is Lupita Sanchez.
You may go ahead.

STATEMENT OF SPEAKER SANCHEZ
Thank you. Good evening. I appreciate the opportunity to speak, and I want to start by thanking all of you as well because, you know, as we've been on the call, you've been on the call just as long and on video. I'm watching you on video right now, and you don't look bored. I think someone had made a comment earlier.

But I want to share a story. And I'm part of a -- I'm impacted at several levels. I have two young children who go to public school, and everything they do now is online. They do homework it's online. They submit homework, a project it's online. They no longer submit paper in a classroom. And so when I think about the technology and where we're moving, we need to do this for California.

And then at the same time, I think about my grandmother who was extremely isolated in 2020 because, you know, we're immigrants to this country. We were essential workers and we couldn't expose her and so she
was very lonely during those years. And the thing that kept her going was we could Face time with her. She learned how to go on the --

(Timer notification.)

SPEAKER SANCHEZ: -- channel. My mother, similarly she was widowed in her 40s, and she allowed to connect to technology to connect with people and connect to groups. And I think that that's what I want us to focus on is that technology allows us to make those connections and to be -- you know, feel connected to people when we can't physically be there. So I urge you to consider investing in California and our people, and let us have advanced technology.

Thank you for your time.

ALJ GLEGOLA: Thank you for your time as well. Can we have our next speaker, please?

THE OPERATOR: Our next caller is Sharon Gelder.

You may go ahead.

STATEMENT OF SPEAKER GELDER

Hi. My name is Sharon, S-h-a-r-o-n; Gelder, G-e-l-d-e-r, from a landline in San Francisco with decades of pleasurable use. The kind of action -- this kind of action needs a countrywide investigation before we start trashing proven, highly secure technology.
Because it's -- it is considered out of fashion trend or too much trouble financially or otherwise.

This is not an AT&T problem. Not just a problem for people in AT&T's area. It's an America problem. It's a state government problem, a federal government problem, a military problem, and national security problem.

In a time when our so-called high tech is vulnerable to destruction cell towers and fiber attacks, questionable electric guide --

(Timer notification.)

SPEAKER GELDER: -- to local terrorists never mind China and Russia. When these problems exist, why would we choose to dismantle a nearly indestructible technology with a vast longevity?

Thank you for your time.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Daniel Lee.

You may go ahead.

STATEMENT OF SPEAKER LEE

Oh, hello?

ALJ GLEGOLA: Hello. Please continue.

SPEAKER LEE: Oh, oh, you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.
SPEAKER LEE: I basically wanted to echo some of the other people's comments. The in-person hearings were too far away, and I urge you to deny both proposals by AT&T and send them back to the drawing board.

Oh, my name is Daniel, D-a-n-i-e-l L-e-e. I'm a former IBM mainframe COBOL computer programmer. My father was a stockholder in AT&T and PG&E. And we have a landline to the fax machine and the cordless to the rest of the house. But some people complain about the reception on the cordless, so I have to run upstairs to talk on the fax phone.

And I have two cell -- cell phones, flip phones, one track phone by Verizon, which was required by Verizon, and the other an AT&T prepaid phone. And I have a voice over IP number too through Wi-Fi on a smartphone, but I'm not -- I'm not using the device or data plan just no SIM card. Did I go over my time?

(Timer notification.)

SPEAKER LEE: Oh, yeah, yeah, yeah. I like the one comment "transition without trauma."

Hello?

ALJ GLEGOLA: Thank you, sir. Thank you very much for your time.

Can we have our next speaker please?

SPEAKER LEE: Oh, wait, wait. I sent the
written comments to publicadvisor@cpuc.ca.gov.

ALJ GLEGOLA: Okay. Thank you very much, sir. Can we have our next speaker, please?

THE OPERATOR: Our next caller is Karen McClain.

You may go ahead.

(No response.)

THE OPERATOR: Guest Sharon McClain, your line is open. You may go ahead with your comments.

(No response.)

THE OPERATOR: We are not able to hear you. Please check your mute button.

(No response.)

THE OPERATOR: Should we go to the next caller?

ALJ GLEGOLA: Could you please.

SPEAKER McCLAIN: Hello?

THE OPERATOR: There we go, Karen. You can go ahead. Your line is open.

SPEAKER McCLAIN: Are you asking for Sharon McClain?

THE OPERATOR: Yes.

ALJ GLEGOLA: Can you please continue with your comments?

(No response.)

THE OPERATOR: Sharon McClain, you can go ahead
with your comments.

(No response.)

ALJ GLEGOLA: Can we come back to this person?

THE OPERATOR: Yes, we can.

Our next caller is Helen Walsh.

You may go ahead.

STATEMENT OF SPEAKER WALSH

Yes. Hi. And thank you for this opportunity.

My name is Helen Walsh, and I live in Berkeley, California. I oppose AT&T's application to withdrawal (sic) its eligible telecommunications carrier designation and AT&T's application for relief from its Carrier of Last Resort obligation copper landline technology. I am a person with a disability. Copper landline service is a lifeline for seniors and persons with access and functional needs. It is a reliable and affordable communication technology for California. A copper landline is reliable during power outages and other types of emergency. Copper landline provides reliable access to emergency services. A copper landline is vital for my safety and my well being.

Thank you.

ALJ GLEGOLA: Thank you for your time today.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Sharon
McClain.

You may go ahead.

(No response.)

THE OPERATOR: Again, Sharon, we are not able to hear you. Please check your mute button.

STATEMENT OF SPEAKER McClain

Okay. Can you hear me now?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER McClain: I have spoken before about advancing technology. Yeah, absolutely. That is amazing. However, for the folks that, you know, live in the rural areas that do not have access to wireless, you know, and other technology, having a landline is -- is a lifeline. It's life and death.

And so for AT&T to, you know, dismiss that and to try to renig responsibility for that is insane. You know, they -- they're a corporate entity. They need to take responsibility for what they took on the responsibility for. And until they can come up with, you know, a some sort of a -- some sort of a plan --

(Timer notification.)

SPEAKER McClain: -- then this should not go through. Both, you know, proposals should be denied absolutely.

ALJ GLEGOLA: Thank you for your time today.
Can we have our next speaker, please.

THE OPERATOR: Our next caller is Billy Jene Carter.

You may go ahead.

STATEMENT OF SPEAKER CARTER

Good evening. Can you hear me?

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

SPEAKER CARTER: Yes. B-i-l-l-y J-e-n-e C-a-r-t, as in Tom, e-r. I just want to make a comment that I hope the commissioners and judge you won't be offended by. Just haven't heard anybody mention this. But in a spiritual sense, you know, I just -- you guys have such a heavy decision to make for so many people whose very lives depend on your decision.

You know, today you're a judge, a commissioner. None of us know where we're going to be tomorrow. And it could easily be you or a loved one tomorrow that needs a decision like this made, you know, for the people. I just want you to keep that in mind that there's the human factor.

Yes, AT&T is a conglomerate, they're powerful, they can throw money around, but we are human beings. And we need each other and I hope that you guys remember when you make this very serious decision that it impacts
so many people very lives.

Thank you. Good evening.

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

Can we have our next speaker, please?

THE OPERATOR: Our next caller is M. O'Brien.

You may go ahead.

STATEMENT OF SPEAKER O'BRIEN

Hello. M -- (inaudible) i-e-n. Your Honor and all the wonderful people speaking in attendance and the hearing staff, thank you so much. And thank you for your time and dedicated service. I'm so inspired by the compelling arguments articulated today.

Respectfully I only just learned of this hearing late today. I urge you guys to do your best to ensure more inclusive widespread public awareness campaigns prior to hearings of this nature that impact public safety and affordability utility access options.

As a first responder and caregiver to those unable to afford nor operate cell phones, I humbly request CPUC to reject both AT&T's application for removal of landline services and their designation as a COLR until a viable reliable option is secured.

Landline services are a means to preserve and protect public safety. They provide affordable
communication option --

   (Timer notification.)

SPEAKER O'BRIEN: -- well, I can only say as
the fourth largest economy in the world, progress and
secure reliable landlines can coexist. Having landlines
does not stop progress. It just secures an option for
us when there's a natural disaster, natural or manmade.
They don't require power we have frequent brownouts, and
bring back popcorn.

   Thank you.

ALJ GLEGOLA: Thank you very much.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Deborah Creech.

   You may go ahead.

STATEMENT OF SPEAKER CREECH

   Hi. I'm Deborah Creech, D-e-b-o-r-a-h
C-r-e-e-c-h. I want to thank you for your nice, gentle,
even tone tonight. Because we've all heard the same
thing. A lot of ideas. And I just want to say what has
been said before in a roundabout way. When you call
911, and the previous caller mentioned this, your
physical address comes up on that screen if you're on
the landline. If you're on a cell phone, your call goes
to Sacramento and then gets rerouted back to your
jurisdiction. And there's no record ever made of that
call.

I've had to avail myself of 911. I'm a
disabled senior like so many others on a fixed income.
And I just want to say I hope that the CPUC will uphold
the citizens.

(Timer notification.)

SPEAKER CREECH: Thank you.

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

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Ellen

Gillespy (sic).

You may go ahead.

STATEMENT OF SPEAKER DELESTON

Hello?

ALJ GLEGOLA: Hello. Please continue.

SPEAKER DELESTON: Yeah. My name is Ellen
Deleston. Last name is spelled, D-e-l-e-s-t-o-n. And
I'm calling from Rodero High School located in LA
County, which is 90056. I'm calling to request that you
reject the petition of AT&T to discontinue landlines. I
have experienced an earthquake and power outages where
landline was my only way to communicate with my family
and electric company to restore power.
I'm all for progress and think -- and I think that we need to have both. I have a cell phone, but I learned that when the power's out and Wi-Fi fails, my landline has worked.

Also our schools use landlines. I would hate for there to be a disaster and lives lost due to the lack of ability to call for help.

I also have friends that live in the -- near the airport, LAX, and very often calls are dropped on the cell phone.

(Timer notification.)

SPEAKER DELESTON: -- landlines. Anyway thank you for your patience, and I don't want AT&T to treat us like an old dog that the owners decide to put down just because the care is too great and the dog is old.

Thank you.

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

THE OPERATOR: Our next caller is John Patrick. You may go ahead.

STATEMENT OF SPEAKER PATRICK

Thank you. John Patrick, P-a-t-r-i-c-k, calling in this evening to voice my support for the AT&T application before the CPUC.

If I understand correctly, this technology we
are talking about, these copper lines, it was developed
and deployed initially in the late 1800s. It is
time to move California forward; it's 2024, and from
what I have seen, it appears the overwhelming majority
of California residents -- these AT&T customers have
already moved on. I think there was one -- one news
article that said they used to have 10 million customers
and now there's about 500,000 and it goes down every
year.

A quick story about my 88-year old mother. She
feels very strongly about the landline she has. She
feels strongly about the daily robocalls, unwanted
solicitations and scammers trying to steal her personal
information. She feels very strong, but she gets
stressed out and confused.

Please support this application and allow AT&T
to get out from underneath this regulatory scheme where
they have to maintain a network that only a fraction of
the -- of the cust -- consumers in their service
territory even want.

(Timer notification.)

SPEAKER PATRICK: Obviously, it's critical for
rural customers and seniors, but let's come up with a
solution other than this Carrier of Last Resort
designation.
Thank you.

ALJ GLEGOLA: Thank you for your time today.

Could we have our next caller, please?

THE OPERATOR: Our next caller is Leslie Graves. You may go ahead.

STATEMENT OF SPEAKER GRAVES

Thank you. My name is Leslie Graves, L-e-s-l-i-e G-r-a-v-e-s; and I live in Cool, California.

Please reject AT&T's proposal on the applications. We rely on a modem or DSL-internet service that is through our phone line; unfortunately, we do not have many other options for internet service because of trees.

I believe modernization is necessary, but there should be both landline and modernization. Let AT&T -- AT&T prove, by installing it first, before removing our resource.

Fiber optics, it was installed in Auburn Lake Trails, but I don't live in Auburn Lake Trails. Areas that have that option -- great, good for them. But if you live outside the area, you are limited and have very few options. What I don't understand is why places like larger cities, Roseville, Granite bay, Elk Grove are carved out, and they get to keep their landlines.

During the Mosquito Fire in 2022, we were in
the evacuation zone and lost power. Thank you goodness
for our landlines.

Please, that's for our California users and
seems to be shortsighted and dangerous and should only
be done when fiber optic is available.

(Timer notification.)

SPEAKER GRAVES: Thank you.

ALJ GLEGOLA: Thank you very much for your
time.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Craig
Chatterton. You may go ahead.

(No response.)

THE OPERATOR: Again, Craig Chatterton, your
line is open. You may go ahead.

We are not able to hear you, please check your
mute button.

STATEMENT OF SPEAKER CHATTERTON

Oh, I'm sorry. That -- that flipped on me.

Thank you so much. C-r-a-i-g C-h-a-t-t-e-r-t-o-n.

I am calling to hope that you'll reject both
these applications. I live in Santa Cruz County.
Supervisor Zach Friend talked earlier about the issues
in our county; and like many others, I depend on a
landline. I -- there was so many poor phone calls that
came in on cell phones tonight; I hope the irony is not lost on the CPUC.

I also hope that the CPUC truly understands what AT&T's larger game plan is, because I am lost. AT&T applied for 1.4 billion -- that is with a "B" in FSA funding grants from the CPUC for fiber broadband expansion. So, they truly aren't exiting California; they want to be a player. They want to provide services to residents here.

If their network is reliable, then they should be happy to continue to provide COLR to residents; that would be a great competitive advantage to be the Carrier of Last Resort over fiber for millions of customers in California, so I don't understand why they want to abandon COLR if their network is reliable. If it's not reliable then they need to fix it.

So, anyway, hoping you'll reject their applications and send them back to the drawing board to come up with something that makes more sense.

Thank you.

ALJ GLEGOLA: Thank you for your time today. Could we have our next speaker, please?

THE OPERATOR: Our next caller is Elizabeth Greval. You may go ahead.

///
STATEMENT OF SPEAKER GREVAL

Hi, can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER GREVAL: Hi, this is Elizabeth calling from Marin County. I have had a landline in this home -- our family has had a landline in this home for 100 years when my grandfather put it in continuously as well as original stockholders, so.

I am a working-age mom with a child at home, and I am, frankly, absolutely appalled that you're even dreaming of getting rid of landlines. Every single caller that I have heard who called in while I was listening who spoke out in favor of getting rid of landlines cited inaccurate information.

Anyway, down the road from me is Marin County Fire Department Headquarters on my street, a third of a mile away. My next-door neighbor is a U.S. Post Office. They had no cell service for one week a few weeks ago, when they had all the storms.

I find it absolutely shocking that you're considering getting rid of landlines in a town where there is the Marin County Fire Department Headquarters and the U.S. Post Office; this town needs to maintain landlines.

My cell phone rarely works, and I am not hidden
under trees very much. We are a couple of miles from
the urban area. It's a town of maybe 1,500-1,200
people.

(Timer notification.)

SPEAKER GREVAL: I am concerned that there are
strange motivations for why this is happening.
The landlines don't have to be made of copper.
They just need to be hardwired and continuously working.
You also have situations where you have children too
young to have a phone; they need to be able to call in
an emergency, which requires a landline.

Also, not everyone is retired or disabled who
wants to maintain landlines. A lot of people who have
the time to call in are retired; a lot of families don't
always have time to call in, so I like to think I
represent people with children. I think the CPUC is
supposed to represent the public here, not AT&T.

So please, please, please, reject this
application. Please find a way to maintain landlines.
Things like fire departments and post offices should not
have to go without landlines because the cell phone only
does not work. We get power outages here routinely in
the winter --

ALJ GLEGOLA: Ma'am, can you please wrap up?

SPEAKER GREVAL: I am all done. Thank you
kindly, and thank you for going so late to give everyone
a chance to call in.

ALJ GLEGOLA: Thank you for your time as well.

Can we please have our next speaker?

THE OPERATOR: The next call caller is Dawn
Hunter. You may go ahead.

(No response.)

THE OPERATOR: Again, Dawn Hunter, you may go
ahead. Your line is open.

STATEMENT OF SPEAKER HUNTER

Hello?

ALJ GLEGOLA: Hello.

SPEAKER HUNTER: Oh, hi. My name is Dawn
Hunter. That is D-a-w-n H-u-n-t-e-r. I am hoping that
you'll reject their application due to the fact that I
have a full-time student that does a lot of her work
online. If we lose our landline, the only thing we have
left is the cell phone connection; and it's not very
reliable in our area.

We live in Rosamond. That's R-o-s-a-m-o-n-d,
and we just really -- we just really need that extra
connection for -- -- for her to be able to get her
schoolwork done.

Thank you very much for your time.

ALJ GLEGOLA: Thank you for your time as well.
Can we have our next speaker, please?

THE OPERATOR: Our next caller is Greg Weinstein. You may go ahead.

STATEMENT OF SPEAKER WEINSTEIN

Thank you for your incredible patience. Greg, G-r-e-g, Weinstein, W-e-i-n-s-t-e-i-n; and I will try to say two new things.

First, I'm a tech expert, Silicon Valley Engineer. I used to work on CPUC computers decades ago. I used to teach classes at AT&T offices for their employees.

I think know something about what is going on, and I love my cell phone. I love my smart phone. I love my internet -- high-speed internet, but I still have an AT&T copper wire line -- landline. Why? Not only because of the reliability that everyone's talked about in the event of an emergency, but did you know, the quality of service and the quality of the conversation is actually better on a wireline connection than it is on a cellular connection? Most people don't know that.

You know, now the second thing is is, in the U.S., we used to have this whole idea of a public utility --

(Timer notification.)
SPEAKER WEINSTEIN: -- where you can get guaranteed service at the affordable tariff rate, and AT&T was in a privileged position as the incumbent as to be our Carrier of Last Resort. What happened to that? We can't give up on this concept. We have to make sure that everyone has right to telephone communications no matter what.

Thank you.

ALJ GLEGOLA: Thank you very much for your time.

Could we move to our next speaker, please?

THE OPERATOR: The next speaker is Seth Fulton.

You may go ahead.

STATEMENT OF SPEAKER FULTON

Thank you. My name is Seth Fulton. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER FULTON: Okay, thank you. That's F-u-l-t-o-n, and I am a father of three, and I have an electrosensitive wife. I live in San Diego. I have 30 years in the IT industry and, you know, I am a pretty capable guy. I can find VoIP, cell and service through the cable company for about $15 a month, but we had to drop our landline because they kept jacking the rates up, and basic land -- you know, local line with two
features is somewhere between $70 and $80 a month; and
so, I looked into what is going on, and as far as I can
tell, this is basically -- the fix has been in since
about 2014 when AT&T first piloted this program for and
in Alabama to ditch their copper networks.

The -- the decision has been made, you know, by
the execs, high up, over a decade ago; and now, this is
just starting to hit us in California. I did some more
research on it. What I believe is happening, this is
because of the last-mile problem; and the last-mile
problem is getting that service to the house from the --
usually the central office or, you know, the little
distribution box in your neighborhood, and it's the most
expensive part of the whole connection, and this --

(Timer notification.)

SPEAKER FULTON: -- discontinue their services,
and they decide to go wireless, so I can't believe my
time is up already, but this is all about the money.
They are just trying to save money by switching
everything to wireless, especially 5G and -- and health
and safety and reliability of all the other citizens be
dammed; and that's all I got to say.

ALJ GLEGOLA: Thank you very much for your
time.

Can we have our next speaker, please?
THE OPERATOR: Our next caller is Tom Manhein.
You may go ahead.

STATEMENT OF SPEAKER MANHEIN
Hello. My name is Tom Manhein. T-o-m M-a-n-h-e-i-n, and I live in Santa Cruz.
I am calling to oppose AT&T's application. I am actually calling on my landline right now. The line that my wife and I maintain entirely, because we know that if we have an emergency, our landline will work even during a power outage.
This reliability is critical, and I can't -- and can't be replaced by either cell service or voice over internet.
In an emergency, cell service will be quickly overloaded and VoIP won't work when we have no power at home.
AT&T wants us to believe that this an either/or choice; that you must approve their application or they will not be able to compete in the broadband arena. That is patently false. Denying the application will not slow their commitment to broadband; it's their most profitable sector, and as they made clear in its most recent quarterly report, they brag about its great cash driven by 5G and fiber growth; so, they're clearly committed to it and that's a quote.
It's not that --

(Timer notification.)

SPEAKER MANHEIN: -- AT&T can't do both, it just doesn't want to because landline service -- a critical lifeline for many -- doesn't add enough to their bottom line.

Please reject both of AT&T's applications, and thank you for your patience and commitment to listening to every caller.

ALJ GLEGOLA: Thank you for taking the time to call in today.

Could we have our next speaker, please?

THE OPERATOR: Our next caller is Julia Quinn.

You may go ahead.

(No response.)

THE OPERATOR: Julia Quinn, your line is open. You may go ahead with your comments.

(No response.)

THE OPERATOR: Should we go to the next caller?

ALJ GLEGOLA: Please.

THE OPERATOR: Our next caller is Tom Kay.

STATEMENT OF SPEAKER KAY

Hi, I'm Tom, and I support fiber-optic and technology for all communities; however, I am asking that the CPUC to(sic) oppose and reject both
applications because this is bad for all communities.

Some people, like small children or seniors that are confused, don't know their address, and the POTS landline provide exact 9-1-1 address and location. That is crucial in an emergency.

Many locations that have good cell coverage may have poor or no coverage inside a home or business building. We need public safety for everyone. Some VoIP carriers have substandard service that have inaccurate or no e9-1-1 data for the public safety answer point.

Having access to the public switch telephone network is crucial for 9-1-1 trump lines, elevator phones, faxes and telecommunications for many people, and needed for disasters like fires, earthquakes --

(Timer notification.)

SPEAKER MANHEIN: -- or other major disasters.

Allowing this to pass would be like the CPUC allowing power companies to force electric customers to use solar power -- solar panels instead of having access to the power grid.

Again, please reject this and protect all Californians.

Thank you so much for your time.

ALJ GLEGOLA: Thank you for your time.
Could we have our next speaker, please?

THE OPERATOR: Our next speaker is Gary Freeman. You may go ahead.

STATEMENT OF SPEAKER FREEMAN

Hello, G-a-r-y F-r-e-e-m-a-n, opposing both applications.

AT&T should not abandon landline service anywhere that they are not providing generator backed-up fiber. I have heard no legally-binding guarantees AT&T will actually use all of their cost savings for improving service.

AT&T will improve its networks to be competitive, even if they are denied abandonment of landlines. AT&T cell service is unreliable and has been out in my area during two five-day power outages just this winter.

AT&T provides no fiber here. There is no southern exposure for satellite.

It would be cruel to subject rural minorities that are vulnerable to potentially life-threatening loss of communications in order for people to have faster TV and gaming. High-speed internet is already available for business and technological advance in urban areas.

Supporters of AT&T have almost all been urban dwellers and not seniors. Copper is only a dying
technology if the interest of the vulnerable and minorities are disregarded. AT&T should not be allowed to abandon obligations which provided a capital, competitive advantage and preferential treatment for easements, cell towers and 5G --

(Timer notification.)

SPEAKER FREEMAN: -- with this landline obligation, which gave AT&T huge advantages.

Thank you.

THE OPERATOR: Our next caller is Nancy Okada.

You may go ahead.

STATEMENT OF SPEAKER OKADA

Oh, hi. You can hear me; right?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER OKADA: Oh, great. Thank you. Thank you for offering this opportunity to talk to you. My last name is -- my first name is Nancy, N-a-n-c-y, Okada, O-k-a-d-a. And I want to encourage you to reject this plan by AT&T. Please say no to it. I've learned a lot listening on this public hearing about a lot of different things, but the one thing I've experienced is the strong-arm tactics of AT&T regarding landline and switching over to fiber optics.

And a lot people have said they've been tricked out of their landline. I haven't so far. My landline
is reliable, and I rely on it when there are power
outages. I'm in the north of San Francisco where there
are power outages off and on, and one time for at least
a week.

The other thing is that, you know, there are
mistakes in the past that are happening, and we
eliminated the key system years and years ago -- I heard
about it from my mother -- in the San Francisco Bay
Area, which now we're trying to redo it with public
transit --

(Timer notification.)

SPEAKER OKADA: And landlines are just another
thing that they're trying to eliminate now. The thing
that people -- one gal said earlier is that landlines
really are a necessity and cell phones are a
convenience. And, please, take time to think about that
because, really, landlines are a necessity. They are
guaranteed. They work when everything else has gone
down. And cell phones are pretty much for games and
playing around and for a convenience.

And, really, we need our landlines as a
baseline, as a foundation for communication. Thank you.

ALJ GLEGOLA: Thank you very much for your
time.

Can we have our next speaker, please.
THE OPERATOR: Our next caller is David. You may go ahead.

STATEMENT OF SPEAKER INOUE

Hello. Is this clear?

ALJ GLEGOLA: Yes, it is. Please continue.

SPEAKER INOUE: David Inoue, D-a-v-i-d I-n-o-u-e, calling on behalf of the JCL, which has an office in the Japantown neighborhood in San Francisco. Unfortunately, the Japantown neighborhood is one served primarily by copper-line service, particularly for its internet service.

And while copper line works well for voice, as many have opined tonight, it is wholly inadequate for our high-speed internet needs. We don't have access to fiber-optic or cable-broadband service. Speeds by a copper-line service top out at about 100 megabits per second. So sometimes with multiple people logged on in conference calls, we require much higher bandwidth than what is available via the DSL service and the copper line.

In addition, the workplace, due to the Covid pandemic, revealed how students, like my own children, are highly dependent on reliable, high-speed internet. With the increasing demand of households and businesses on broadband service, we need to increase access and
improvement with better fiber and cable service for future technologies in order to close the digital divide, so communities like Japantown are not left behind.

These investments are hindered by the high-maintenance cost of traditional copper service. Where there are alternatives available such as through fiber optic or cable broadband, we do need to begin transitioning to newer technology and sunsetting the older copper service. Thank you for your time and thank you for your attention tonight.

ALJ GLEGOLA: Thank you for your time as well. Can we have our next speaker, please.

THE OPERATOR: Our next caller is Robert Ernst. You may go ahead.

STATEMENT OF SPEAKER ERNST

Hello. Can you hear me?

ALJ GLEGOLA: Yes, we can. Please continue.

SPEAKER ERNST: Okay. Robert Ernst, E-r-n-s-t. I have throat issues. An earlier speaker said that they hope that the CPUC votes for the people and not for the corporation. I have to say that I was part of a lot of protests during the Michael Peevey era. I hope I'm not idealizing when I hear that two judges are running the CPUC that's a little more neutral than that
administration was during the smart meter era that was pretty much run in the wrong way.

I agree with everybody, all the comments, and I've been listening since 3:00 this afternoon. Here's the total that I have: 185 against the passing of these applications and 22 for. I think that needs to be repeated: 185 against the applications; 22 for.

That's --

(Timer notification.)

SPEAKER ERNST: -- what the people feel.

And, also, I think that AT&T has passive-aggressive strategies to exclude and get what they want and they have plenty in the till; so they can afford to do both I think. And the necessity for copper intervention amongst certain segments of the community for their life and livelihood is absolutely a necessity.

And I thank you very much for your time. I just wanted to add that during the CPUC era with Michael Peevey, the general people that were on board on the dais there were either former executives at AT&T or PG&E, and they would just sort of the trade places.

So I hope that your organization has changed at least a little bit in that direction. Thank very much for your time.

ALJ GLEGOLA: Thank you for your time.
Can we have our next speaker, please.

THE OPERATOR: Our next caller is Blossom Cortez. You may go ahead.

STATEMENT OF SPEAKER CORTEZ

Hello?

ALJ GLEGOLA: Hello. Please continue.

SPEAKER CORTEZ: Hi. I am -- I live in Richmond, California. I actually live next to a cell phone tower about a mile away, and I still get dropped calls. I have been trying to get a landline phone for seven years. I'm not a senior citizen, and I want to get rid of this stereotype that it's only senior citizens in rural communities. I live in Richmond and they've been using all these tactics on me as well.

I had a landline. For the past seven years, I've been fighting to get it back, and they won't give it to me, and they always give me all these run-arounds and do this aggressive stuff with my cell phone and all of that kind of stuff.

Please not only reject it, but also, like, please do an investigation on AT&T and their tactics that they're using. I feel like people should have a right to their freedom of choice. If I want a landline phone, I should be allowed one as an American citizen.

Thank you.
ALJ GLEGOLA: Thank you for your time today.

Could we have our next speaker, please.

THE OPERATOR: Our next caller is Devon. You may go ahead.

STATEMENT OF SPEAKER DEVON

Yeah. I've been listening to many of the calls tonight, and I'm agreement that we should always --

(Audio failure.)

SPEAKER DEVON: I don't see any reason why a landline should be done away with --

(Reporter clarification.)

ALJ GLEGOLA: Sir, we're having a hard time hearing you. Can you get, maybe, closer to your phone.

SPEAKER DEVON: Can you hear me now?

ALJ GLEGOLA: It's better.

SPEAKER DEVON: Like I said, there's no reason why both things can be done: Technology can go forward, but at the same time maintain the landlines because for the past six hours many people still need and depend upon the landlines. So I don't understand why -- both things can be reality in this world. So keep the landlines alive. That's all I got to say.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Linda
Leonard. You may go ahead.

STATEMENT OF SPEAKER LEONARD

My name is Linda L-i-n-d-a, Leonard L-e-o-n-a-r-d. I have been listening for eight hours to all of the comments regarding the landline and agree with all of them. Plus, your Honor -- plus -- but I don't want to take up any more time. Eight hours is a long time to be on the phone. I am a senior, although I don't think this applies only to seniors or people with disabilities or where we live in California because all of us are subject to -- to things that are beyond our control, and we need to be able to get help.

What I would like to ask is how do our comments -- I've -- I've, you know, been on quite a few of these our public hearing calls, whether it was with insurance companies or PG&E or AT&T. I haven't found that they have done really any good for -- for the people calling in, for the public. So my question is how do our comments play a role in your decisionmaking?

ALJ GLEGOLA: The short answer is they're part of the record so we have to consider them.

SPEAKER LEONARD: And what is the criteria? You know, you listen for eight hours, plus the written -- you know, your original hearings in person, and pretty much said the same thing and you pretty much
know what the problem is. So I don't understand what
the criteria is. How do you -- you know, with the
insurance public hearings, it didn't help. Our prices
went up. They were dropping people. You know, the
prices for all the utilities and insurances have gone
through the roof.

And so we have the these publics hearings that
I don't see how -- how they help. So I need to try to
understand why I'm spending eight hours of my day
listening to things that -- over and over and over and
over and over and over again and wonder --

ALJ GLEGOLA: So, ma'am, there's two things I
can do: One, I can tell you we consider them. I don't
know what else to say other than we consider them, but,
I mean, but if you have more concerns, more thoughts, my
suggestion is you contact our Public Advisor's Office.

SPEAKER LEONARD: Oh, I have. Oh, I mean, you
can look -- my name is all over the -- public
utilities --

ALJ GLEGOLA: Okay. Okay.

SPEAKER LEONARD: -- because I have the time to
sit on the phone for eight or 15 hours --

ALJ GLEGOLA: Ma'am --

SPEAKER LEONARD: -- but not everybody does.

ALJ GLEGOLA: Okay. Ma'am. I've got to --
I've got to interrupt you because we have more people behind you that also want to talk.

SPEAKER LEONARD: Oh.

ALJ GLEGOLA: But I can just tell you, we definitely consider.

SPEAKER LEONARD: Well, please do. Please do. I -- we need our landlines, and -- and, please, deny both those applications. If for nothing else, for more time; okay?

ALJ GLEGOLA: Thank you very much for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is David Gleba. You may go ahead.

STATEMENT OF SPEAKER GLEBA

Yes. David Gleba, G-l-e-b-a. In the 1940s, Japanese Americans were forcibly placed in internment camps, an activity that was totally legal under the current law at the time. It was also totally wrong as we acknowledge today.

But for any reason the CPUC feel obligated under current law to leave behind the most vulnerable Californians who depend on landlines, then you should use your position to help change the law, not allow it to stand at the expense of our seniors, disabled, rural
and economically disadvantaged residents.

This is California. We know there is more
capital here for modernization and new technology than
anywhere in the world. What remains to be seen is
whether California has a regulator that will protect the
most vulnerable people in our state who depend on a
technology that others may belittle as outdated, but has
served them for their entire lives and will continue to
serve them if the CPUC rejects both of these misguided
applications. Thank you.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Jennifer
Walker. You may go ahead.

STATEMENT OF SPEAKER WALKER

Hi. My name is Jennifer, J-e-n-n-i-f-e-r,
Walker, W-a-l-k-e-r.

Can you hear me?

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

SPEAKER WALKER: I live in Santa Cruz,
California. I've lived here for about 30 years, and
I've had AT&T service for probably longer than that, and
I'm deeply concerned about this. I'm hoping that you
will reject AT&T's application, both applications.

Over the last four years, they've taken our
sacred beach community and turned it into -- I don't
know. It definitely feels like big telecom. They put a
cell receiver around the corner from my house. Since
that has happened, I've had no sleep. Really severe
headaches, where I've had to go to the doctors, and I
don't like going to the doctors.

And, you know, all this progress, all this
modern technology, comes at a really high price. It's
affecting a lot of us. And there is such a thing as
being sensitive to EMF, and I feel like people, such as
myself, are the canaries in the coal mine.

And so I also feel very suspicious, like, okay.
So you're going to try and take away our landlines
and then -- what -- we're --

(Timer notification.)

SPEAKER WALKER: -- every corner of every
block. This is very, very unhealthy for human beings
and nature. So, yes. Thank you for staying up so late
and listening. And there's a definite connection
between all this technology and people's health. And
landlines are very critical. I have a heart condition
and I cannot use a cell phone or Wi-Fi. It's not what I
want. It just a -- it doesn't work for my body, and
there are a lot of us out there like that. So we
appreciate our landlines. Thank you, and have a good
night.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Roxanne Fuentez. You may go ahead.

STATEMENT OF SPEAKER FUENTEZ

Yes. My name is Roxanne, R-o-x-a-n-n-e, Fuentez, F-u-e-n-t-e-z. And I don't think AT&T should be released from their obligation to provide low-cost service to eligible customers because low-income people need to have communication ability as well as everyone else. And, also, AT&T should not be released from their obligation to provide hardwired landlines.

Our internet service is connected to our landline, and if it is cut, then we're going to lose our internet service, and some of our family members do not have cell phones. Either they're too young or they can't afford them. And also when batteries go dead on cell phones, then there's no communication in case of emergency. Thank you.

ALJ GLEGOLA: Thank you very much for your time.

Can we have our next speaker, please.

THE OPERATOR: Our next caller is Syreda Roberts. You may go ahead.
STATEMENT OF SPEAKER ROBERTS

Yes. I'm Syreda, S-y-r-e-d-a, Roberts, R-o-b-e-r-t-s. And I'm really concerned about the map that I'm looking at because all the areas surrounding my area is (audio failure), and I really don't understand how they came up with what they were going to do and what they were not going to do, and maybe it's because there are more people in my area with cell phones.

But I am a senior. I'm in my 80s. And I've had AT&T from the time I was 18 years old. It was PacBell before. Loved the service. I am hearing impaired, which means I only hear in one ear with the help of a very high-working electronic hearing aid that cost me $3,000, and it's not paid by insurance.

So I am really challenged in a lot of areas. I have a PacBell phone. I qualify for a hearing dog. I don't hear anything without my hearing aids. So the only phone I can hear on is the one I keep on my nightstand, and I have to put my hearing aids in to even hear it ring.

My concern is not so much about myself, but during Covid, because I worked previously with the school district --

(Timer notification.)

SPEAKER ROBERTS: -- problems getting tutors
for children in school and it's the mentality of a lot of people, they think that everyone has a cell phone; everyone has a computer.

    Well, praise god. People -- agencies -- they've donated computers for children to go to school these four years. But my question is, is this about the haves and the have-nots? And I hope you will be open to hear that these are the people that depend on this landline for their health to be able to live, to be able to connect with people because, otherwise, we aren't in community at all.

    And I really do -- I've never been involved -- and I have been on the phone eight hours now, and I'm exhausted. So I will let you go. But I thank you that you're listening and I pray that it will make a difference. Thanks so much. Bye-bye.

    ALJ GLEGOLA: Thank you for your time today.
    Can we have our next speaker, please.
    THE OPERATOR: Our next speaker is Nancy Deter.
    You may go ahead.

    STATEMENT OF SPEAKER DETER
    Hello?
    ALJ GLEGOLA: Hello. Go ahead.
    SPEAKER DETER: My name is Nancy, N-a-n-c-y, Deter, D-e-t-e-r. I live in a small community in Nevada
county in Northern California that will be affected with
the CPUC decision on AT&T's request.

A great part of our county, the people who live
there, live in our area, are in remote areas and cell
phones are not an option. In the case of an emergency,
fire, medical, police assistance, cell phones will not
work. And many of our citizens will not able to reach
these services as landlines are their only connection.

Even -- I'm sorry. I'm trying to read this.
Even within our more populated areas, there are dead
zones, in which our cell phones do not work, and are not
available for use. Please reconsider AT&T's request and
reject their applications. I was reminded in listening
to some of the other comments this evening of something
that doctors --

(Timer notification.)

SPEAKER DETER: -- do no harm in their
decisions, and I'm hoping that many of those who would
be impacted by this decision will be represented. Thank
you.

ALJ GLEGOLA: Thank you for your time today.
Can we have our next speaker, please?
THE OPERATOR: Our next speaker is Richard
Valls.
You may go ahead.
STATEMENT OF SPEAKER VALLS

Hello?

ALJ GLEGOLA: Yes. Please continue.

SPEAKER BELL: My name is, R-i-c-h-a-r-d V, as in Victor, a-l-l-s. Imagine if you have a system that could be hacked or interrupted by cyber attack. Someone comes up with a system that says, "You know, here's a system that will never be affected by power outages, and it can't be hacked." You'd say, "Wow. Let's do that."

But we're -- the whole idea that this is supposed to be modern it's not really. It's regressive. I think the landline is really a superior system. So anyway that's my two cents.

But please reject the PG&E mandate or request.

Thank you.

ALJ GLEGOLA: Thank you very much for your time.

Can we have our next speaker, please?

THE OPERATOR: Our next caller is Sandra Walker.

STATEMENT OF SPEAKER WALKER

Hello. My name is Sandra Walker, W-a-l-k-e-r. Thank you Commission and your Honor. I'm calling about AT&T's application related to discontinuing landline service. We oppose it. For over 60 years, my
residential family member in Sacramento County still
wants their landline in 95660.

Please do not cease the availability of
landline service because this service helps so many
people like seniors, disabled, military, veteran, and
retirees in this area like my family member.

During recent weather and wind events during
February and March, problems occurred with cell service
and internet. However, the landline service was
available during power outage.

I'd like to just say that we've been loyal to
AT&T on this issue. It would be great if AT&T spent a
little bit more time on outreach and more --

(Timer notification.)

SPEAKER WALKER: -- provided more local town
hall meetings within the community including local
partners and their efforts in the communities.

Thank you so much.

ALJ GLEGOLA: Thank you for your time today.
Can we have our next speaker, please.

THE OPERATOR: Our next caller is Don (sic)
Heape.

You may go ahead.

STATEMENT OF SPEAKER HEAPE

Thank you for sitting in with all of us in the
public for this long, long meeting. My name is Shawn Heape, S-h-a-w-n; last name is, H-e-a-p-e. I'm the vice president of CWA 9400 and I represent the workers and the communities out here. I just want to reiterate to everybody on the call we do try to provide service to you, and we know how hard it is to get services that there is no alternate from Humboldt all the way down to Mendocino and Lake. Not everybody has the capabilities as occurred in our live meeting with 350 people present, and you're hearing it again today.

I just wanted to reiterate that, and we're in bargaining right now with AT&T, and there's nothing but kickbacks on the table. Just like they're saying now kickback, kickback. So please take all these in consideration and have a great night.

And thank you for all your participation.

ALJ GLEGOLA: Thank you for your time.

Can we have our next speaker, please?

THE OPERATOR: Our last speaker is Carol Manuel.

You may go ahead. Your line is open.

STATEMENT OF SPEAKER MANUEL

Hi. My name is Carol, C-a-r-o-l M-a-n-u-e-l. I don't want to keep everyone on a long time. I'm basically saying keep the landline.
Thank you.

ALJ GLEGOLA: Thank you very much.

That concludes all of the people who have signed up to speak.

Commissioner, do you have any concluding remarks?

COMMISSIONER JOHN REYNOLDS: Thank you, Judge Glegola. I will keep it brief so the folks who are still with us on the line including our staff can get to bed.

I really want to offer my thanks and appreciation to everyone who's been very patiently waiting on the phone to join us and provide their comments about these AT&T items. We really value your input. We consider your comments and appreciate the time that you spent to be with us this evening.

Thank you to everyone on the CPUC team who's here with us burning the midnight oil to make public comment possible. We appreciate all of your efforts.

And I will turn it back to you, Judge GLegola.

ALJ GLEGOLA: Thank you, Commissioner Reynolds.

And I also want to thank everyone both the folks in the public who were with us for so long as well as everyone who helped pull off this hearing that includes the court reporters, IT staff, Public Advisors
Office. Thank you everyone for your help, and I very personally appreciate these efforts.

This concludes the sixth public participation hearing for Applications 23-03-002 and Application 23-03-003.

We are adjourned and off the record.

(At the hour of 11:36 p.m. this matter having been concluded, the Commission then adjourned.)

* * * * *
BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

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

ASHLEIGH BUTTON
CSR NO. 14013

PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA
BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, JACQUELYN HAUP, CERTIFIED SHORTHAND REPORTER NO. 13964, 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.

JACQUELYN HAUP
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 COMPRIZE 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.

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.

_________________________
SHANNON ROSS WINTERS
CSR NO. 8916
<table>
<thead>
<tr>
<th>Index: $10,000..4</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 447:1 453:10,12</td>
</tr>
<tr>
<td>552:1 600:15 655:1</td>
</tr>
<tr>
<td>706:20 729:3 750:7</td>
</tr>
<tr>
<td>100 470:17 513:9</td>
</tr>
<tr>
<td>529:14 546:25 581:18</td>
</tr>
<tr>
<td>752:12 684:14 688:4</td>
</tr>
<tr>
<td>754:7 766:16</td>
</tr>
<tr>
<td>106 497:4</td>
</tr>
<tr>
<td>10:00 694:1</td>
</tr>
<tr>
<td>11,000 664:19</td>
</tr>
<tr>
<td>115 517:20</td>
</tr>
<tr>
<td>12 425:8 429:19 576:22</td>
</tr>
<tr>
<td>625:3 640:16</td>
</tr>
<tr>
<td>122.4 605:21</td>
</tr>
<tr>
<td>125 611:21</td>
</tr>
<tr>
<td>13 664:15</td>
</tr>
<tr>
<td>130 503:5</td>
</tr>
<tr>
<td>14 665:7</td>
</tr>
<tr>
<td>140 616:16,20</td>
</tr>
<tr>
<td>14s 719:6</td>
</tr>
<tr>
<td>15 425:5 706:23 772:22</td>
</tr>
<tr>
<td>150 445:25 604:24</td>
</tr>
<tr>
<td>16 706:23</td>
</tr>
<tr>
<td>170 482:17</td>
</tr>
<tr>
<td>18 538:14 777:10</td>
</tr>
<tr>
<td>1800s 750:2</td>
</tr>
<tr>
<td>185 768:5,7</td>
</tr>
<tr>
<td>19 409:2 540:14 541:2</td>
</tr>
<tr>
<td>579:19 596:6</td>
</tr>
<tr>
<td>19,000 590:4</td>
</tr>
<tr>
<td>1940 719:13</td>
</tr>
<tr>
<td>1940s 773:16</td>
</tr>
<tr>
<td>1955 712:21</td>
</tr>
<tr>
<td>1957 557:9</td>
</tr>
<tr>
<td>1959 719:12</td>
</tr>
<tr>
<td>196 564:13</td>
</tr>
<tr>
<td>1960 672:2</td>
</tr>
<tr>
<td>1981 711:4</td>
</tr>
<tr>
<td>1982 529:3</td>
</tr>
<tr>
<td>1987 471:19</td>
</tr>
<tr>
<td>1989 429:6 453:8,17</td>
</tr>
<tr>
<td>538:14</td>
</tr>
<tr>
<td>1990 719:13</td>
</tr>
<tr>
<td>1992 725:17</td>
</tr>
<tr>
<td>20 483:20 641:5</td>
</tr>
<tr>
<td>2,500 729:6</td>
</tr>
<tr>
<td>2-1-1 457:19 497:25</td>
</tr>
<tr>
<td>20 418:25 463:9 524:5</td>
</tr>
<tr>
<td>536:11 560:17 572:21</td>
</tr>
<tr>
<td>573:4 645:24 652:13</td>
</tr>
<tr>
<td>687:13 691:14 715:4</td>
</tr>
<tr>
<td>20-plus 674:21</td>
</tr>
<tr>
<td>200 421:15 427:17</td>
</tr>
<tr>
<td>468:25</td>
</tr>
<tr>
<td>2008 468:25</td>
</tr>
<tr>
<td>2011 650:14 678:23</td>
</tr>
<tr>
<td>2014 759:4</td>
</tr>
<tr>
<td>2017 434:1 463:9</td>
</tr>
<tr>
<td>609:22</td>
</tr>
<tr>
<td>2018 596:17</td>
</tr>
<tr>
<td>2020 425:5 489:14</td>
</tr>
<tr>
<td>590:16 738:23</td>
</tr>
<tr>
<td>2021 574:12,17 590:17</td>
</tr>
<tr>
<td>664:15</td>
</tr>
<tr>
<td>2022 515:16 751:25</td>
</tr>
<tr>
<td>2023 481:22 512:9</td>
</tr>
<tr>
<td>605:22 665:7 668:24</td>
</tr>
<tr>
<td>2024 409:2 429:11</td>
</tr>
<tr>
<td>430:16,20 540:14 541:2</td>
</tr>
<tr>
<td>640:16 750:3</td>
</tr>
<tr>
<td>209 447:23</td>
</tr>
<tr>
<td>20s 567:20</td>
</tr>
<tr>
<td>21 447:2</td>
</tr>
<tr>
<td>21st 416:14</td>
</tr>
<tr>
<td>22 463:10 520:20 768:6,7</td>
</tr>
<tr>
<td>2222 577:16</td>
</tr>
<tr>
<td>22nd 430:20 467:20</td>
</tr>
<tr>
<td>248:19 593:15 727:18</td>
</tr>
<tr>
<td>23 668:16,24</td>
</tr>
<tr>
<td>23-03-002 541:15</td>
</tr>
<tr>
<td>23-03-003 541:18</td>
</tr>
<tr>
<td>634:2</td>
</tr>
<tr>
<td>23.5 605:24</td>
</tr>
<tr>
<td>24 512:9 728:2</td>
</tr>
<tr>
<td>24-hour 609:24,25</td>
</tr>
<tr>
<td>24/7 505:15 613:11</td>
</tr>
<tr>
<td>696:14</td>
</tr>
<tr>
<td>25 422:22 651:16</td>
</tr>
<tr>
<td>680:11 721:25</td>
</tr>
<tr>
<td>26 651:12</td>
</tr>
<tr>
<td>27 493:1 680:11 733:6</td>
</tr>
<tr>
<td>27th 457:9</td>
</tr>
<tr>
<td>28 547:3</td>
</tr>
<tr>
<td>29 512:2</td>
</tr>
<tr>
<td>2:00 409:2 540:10</td>
</tr>
<tr>
<td>557:4 564:16 572:17</td>
</tr>
<tr>
<td>574:3 575:9 588:14</td>
</tr>
<tr>
<td>600:23 695:7 737:15</td>
</tr>
<tr>
<td>3 641:5 706:1</td>
</tr>
<tr>
<td>3,000 496:12</td>
</tr>
<tr>
<td>3.2 438:25</td>
</tr>
<tr>
<td>30 420:14 421:3 451:2</td>
</tr>
<tr>
<td>547:2 663:2 712:15</td>
</tr>
<tr>
<td>578:21 774:21</td>
</tr>
<tr>
<td>300 470:17 560:22</td>
</tr>
<tr>
<td>32 425:6 657:12</td>
</tr>
<tr>
<td>33 733:5</td>
</tr>
<tr>
<td>34 520:3 640:2</td>
</tr>
<tr>
<td>35 711:11,13</td>
</tr>
<tr>
<td>350 782:9</td>
</tr>
<tr>
<td>37,000 463:10</td>
</tr>
<tr>
<td>3:00 768:4</td>
</tr>
<tr>
<td>4 425:7 683:12</td>
</tr>
</tbody>
</table>
Alleviating 428:14
Alliance 501:19,23
allies 431:18
allowed 420:19 561:2
amending 538:12
amendments 538:12
America 444:16
American 417:1
Americans 489:3
America's 529:10
America's 529:10
Angeles 620:12,15
animals 565:16
Ann 601:12,16
Ann 732:20,25
Anne 442:25
anti-lgbtq+ 431:22
anticipate 517:15
anticipated 517:15
antitrust 529:5
anyone's 726:11
apartment 467:13
apologize 517:24
appall 754:10
apparent 600:23
apparently 616:7
appeal 664:18
Appeals 664:18
appeared 532:2
appears 661:5
apples 512:13,15
application 409:11,14
April 413:17,20 416:8 428:15
434:24 435:11 437:18,
Index: caller's..catalyzing
<table>
<thead>
<tr>
<th>Term</th>
<th>Page(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cingular</td>
<td>492:12</td>
</tr>
<tr>
<td>Circuit</td>
<td>664:14</td>
</tr>
<tr>
<td>circumstances</td>
<td>468:21</td>
</tr>
<tr>
<td>cited</td>
<td>754:14</td>
</tr>
<tr>
<td>cities</td>
<td>437:7</td>
</tr>
<tr>
<td>citizen</td>
<td>499:10</td>
</tr>
<tr>
<td>citizens</td>
<td>426:20</td>
</tr>
<tr>
<td>citrus</td>
<td>512:18</td>
</tr>
<tr>
<td>city</td>
<td>415:9</td>
</tr>
<tr>
<td>citizens'</td>
<td>696:21</td>
</tr>
<tr>
<td>coded</td>
<td>565:11</td>
</tr>
<tr>
<td>Coercion</td>
<td>526:1</td>
</tr>
<tr>
<td>coexist</td>
<td>747:5</td>
</tr>
<tr>
<td>collapse</td>
<td>676:21</td>
</tr>
<tr>
<td>collectively</td>
<td>420:11</td>
</tr>
<tr>
<td>college</td>
<td>624:22</td>
</tr>
<tr>
<td>Colony</td>
<td>429:4</td>
</tr>
<tr>
<td>colored</td>
<td>479:24</td>
</tr>
<tr>
<td>COLR</td>
<td>411:13</td>
</tr>
<tr>
<td>Clinging</td>
<td>423:4</td>
</tr>
<tr>
<td>Clinic</td>
<td>589:25</td>
</tr>
<tr>
<td>clinics</td>
<td>590:10</td>
</tr>
<tr>
<td>combat</td>
<td>514:12</td>
</tr>
<tr>
<td>combined</td>
<td>414:15</td>
</tr>
<tr>
<td>Comcast</td>
<td>515:8</td>
</tr>
<tr>
<td>comfortable</td>
<td>591:17</td>
</tr>
<tr>
<td>commended</td>
<td>717:16</td>
</tr>
<tr>
<td>commensurate</td>
<td>580:17</td>
</tr>
<tr>
<td>comment</td>
<td>414:6</td>
</tr>
<tr>
<td>commercial</td>
<td>569:8</td>
</tr>
<tr>
<td>commentaries</td>
<td>483:14</td>
</tr>
<tr>
<td>commenter</td>
<td>401:25</td>
</tr>
<tr>
<td>comments</td>
<td>412:9</td>
</tr>
<tr>
<td>comments</td>
<td>412:9</td>
</tr>
<tr>
<td>Comment</td>
<td>417:2</td>
</tr>
<tr>
<td>commercial</td>
<td>569:8</td>
</tr>
<tr>
<td>commercial</td>
<td>569:7</td>
</tr>
<tr>
<td>Commission</td>
<td>409:5</td>
</tr>
<tr>
<td>Clara</td>
<td>554:12</td>
</tr>
<tr>
<td>Coal</td>
<td>775:11</td>
</tr>
<tr>
<td>Coalition</td>
<td>484:17</td>
</tr>
<tr>
<td>coast</td>
<td>448:15</td>
</tr>
<tr>
<td>coastal</td>
<td>607:22</td>
</tr>
<tr>
<td>code</td>
<td>549:14</td>
</tr>
<tr>
<td>clarity</td>
<td>658:25</td>
</tr>
<tr>
<td>class</td>
<td>559:15</td>
</tr>
<tr>
<td>classes</td>
<td>757:10</td>
</tr>
<tr>
<td>classifications</td>
<td>651:14</td>
</tr>
<tr>
<td>classroom</td>
<td>738:19</td>
</tr>
<tr>
<td>clear</td>
<td>436:13</td>
</tr>
<tr>
<td>Clift</td>
<td>526:11</td>
</tr>
<tr>
<td>climate</td>
<td>555:13</td>
</tr>
<tr>
<td>Cling</td>
<td>423:4</td>
</tr>
<tr>
<td>Clinic</td>
<td>589:25</td>
</tr>
<tr>
<td>close</td>
<td>462:4</td>
</tr>
<tr>
<td>closed</td>
<td>492:20</td>
</tr>
<tr>
<td>closely</td>
<td>616:18</td>
</tr>
<tr>
<td>closer</td>
<td>576:6</td>
</tr>
<tr>
<td>closer</td>
<td>599:25</td>
</tr>
<tr>
<td>cloud</td>
<td>417:18</td>
</tr>
<tr>
<td>Clovis</td>
<td>704:2</td>
</tr>
<tr>
<td>Club</td>
<td>452:2</td>
</tr>
<tr>
<td>coded</td>
<td>565:11</td>
</tr>
<tr>
<td>Coercion</td>
<td>526:1</td>
</tr>
<tr>
<td>coexist</td>
<td>747:5</td>
</tr>
<tr>
<td>collapse</td>
<td>676:21</td>
</tr>
<tr>
<td>collectively</td>
<td>420:11</td>
</tr>
<tr>
<td>college</td>
<td>624:22</td>
</tr>
<tr>
<td>Colony</td>
<td>429:4</td>
</tr>
<tr>
<td>colored</td>
<td>479:24</td>
</tr>
<tr>
<td>COLR</td>
<td>411:13</td>
</tr>
<tr>
<td>Clinging</td>
<td>423:4</td>
</tr>
<tr>
<td>Clinic</td>
<td>589:25</td>
</tr>
<tr>
<td>clinics</td>
<td>590:10</td>
</tr>
<tr>
<td>clock</td>
<td>577:22</td>
</tr>
<tr>
<td>close</td>
<td>462:4</td>
</tr>
<tr>
<td>closed</td>
<td>492:20</td>
</tr>
<tr>
<td>closely</td>
<td>616:18</td>
</tr>
<tr>
<td>closer</td>
<td>576:6</td>
</tr>
<tr>
<td>close</td>
<td>599:25</td>
</tr>
<tr>
<td>cloud</td>
<td>417:18</td>
</tr>
<tr>
<td>cloud</td>
<td>417:18</td>
</tr>
<tr>
<td>Clovis</td>
<td>704:2</td>
</tr>
<tr>
<td>Club</td>
<td>452:2</td>
</tr>
<tr>
<td>coded</td>
<td>565:11</td>
</tr>
<tr>
<td>Coercion</td>
<td>526:1</td>
</tr>
<tr>
<td>coexist</td>
<td>747:5</td>
</tr>
<tr>
<td>collapse</td>
<td>676:21</td>
</tr>
<tr>
<td>collectively</td>
<td>420:11</td>
</tr>
<tr>
<td>college</td>
<td>624:22</td>
</tr>
<tr>
<td>Colony</td>
<td>429:4</td>
</tr>
<tr>
<td>colored</td>
<td>479:24</td>
</tr>
<tr>
<td>COLR</td>
<td>411:13</td>
</tr>
<tr>
<td>Clinging</td>
<td>423:4</td>
</tr>
<tr>
<td>Clinic</td>
<td>589:25</td>
</tr>
<tr>
<td>clinics</td>
<td>590:10</td>
</tr>
<tr>
<td>clock</td>
<td>577:22</td>
</tr>
<tr>
<td>close</td>
<td>462:4</td>
</tr>
<tr>
<td>closed</td>
<td>492:20</td>
</tr>
<tr>
<td>closely</td>
<td>616:18</td>
</tr>
<tr>
<td>closer</td>
<td>576:6</td>
</tr>
<tr>
<td>close</td>
<td>599:25</td>
</tr>
<tr>
<td>code</td>
<td>549:14</td>
</tr>
<tr>
<td>clarity</td>
<td>658:25</td>
</tr>
<tr>
<td>citizen</td>
<td>499:10</td>
</tr>
<tr>
<td>citizens</td>
<td>426:20</td>
</tr>
<tr>
<td>city</td>
<td>415:9</td>
</tr>
<tr>
<td>Clift</td>
<td>526:11</td>
</tr>
<tr>
<td>climate</td>
<td>555:13</td>
</tr>
<tr>
<td>Cling</td>
<td>423:4</td>
</tr>
<tr>
<td>Clinic</td>
<td>589:25</td>
</tr>
<tr>
<td>clearer</td>
<td>456:8</td>
</tr>
<tr>
<td>color</td>
<td>479:24</td>
</tr>
<tr>
<td>COLR</td>
<td>411:13</td>
</tr>
<tr>
<td>Clinging</td>
<td>423:4</td>
</tr>
<tr>
<td>Clinic</td>
<td>589:25</td>
</tr>
<tr>
<td>clients</td>
<td>532:2</td>
</tr>
<tr>
<td>Cliff</td>
<td>526:11</td>
</tr>
<tr>
<td>Colored</td>
<td>479:24</td>
</tr>
<tr>
<td>combat</td>
<td>514:12</td>
</tr>
<tr>
<td>combined</td>
<td>414:15</td>
</tr>
<tr>
<td>Comcast</td>
<td>515:8</td>
</tr>
<tr>
<td>comfortable</td>
<td>591:17</td>
</tr>
<tr>
<td>commended</td>
<td>717:16</td>
</tr>
<tr>
<td>commensurate</td>
<td>580:17</td>
</tr>
<tr>
<td>comment</td>
<td>414:6</td>
</tr>
<tr>
<td>commerce</td>
<td>569:8</td>
</tr>
<tr>
<td>commentaries</td>
<td>483:14</td>
</tr>
<tr>
<td>commenter</td>
<td>401:25</td>
</tr>
<tr>
<td>comments</td>
<td>412:9</td>
</tr>
<tr>
<td>Commerce</td>
<td>417:2</td>
</tr>
<tr>
<td>commercial</td>
<td>569:8</td>
</tr>
<tr>
<td>commercial</td>
<td>569:7</td>
</tr>
<tr>
<td>Commission</td>
<td>409:5</td>
</tr>
<tr>
<td>Clara</td>
<td>554:12</td>
</tr>
<tr>
<td>Coal</td>
<td>775:11</td>
</tr>
<tr>
<td>Coalition</td>
<td>484:17</td>
</tr>
<tr>
<td>coast</td>
<td>448:15</td>
</tr>
<tr>
<td>coastal</td>
<td>607:22</td>
</tr>
<tr>
<td>code</td>
<td>549:14</td>
</tr>
<tr>
<td>clarity</td>
<td>658:25</td>
</tr>
<tr>
<td>citizens'</td>
<td>696:21</td>
</tr>
<tr>
<td>citizens</td>
<td>426:20</td>
</tr>
<tr>
<td>city</td>
<td>415:9</td>
</tr>
<tr>
<td>citizens'</td>
<td>696:21</td>
</tr>
<tr>
<td>citizens</td>
<td>426:20</td>
</tr>
<tr>
<td>city</td>
<td>415:9</td>
</tr>
<tr>
<td>citizens'</td>
<td>696:21</td>
</tr>
<tr>
<td>citizens</td>
<td>426:20</td>
</tr>
<tr>
<td>city</td>
<td>415:9</td>
</tr>
<tr>
<td>citizens'</td>
<td>696:21</td>
</tr>
<tr>
<td>citizens</td>
<td>426:20</td>
</tr>
<tr>
<td>city</td>
<td>415:9</td>
</tr>
<tr>
<td>citizens'</td>
<td>696:21</td>
</tr>
<tr>
<td>citizens</td>
<td>426:20</td>
</tr>
<tr>
<td>city</td>
<td>415:9</td>
</tr>
<tr>
<td>citizens'</td>
<td>696:21</td>
</tr>
<tr>
<td>customers'</td>
<td>698:14</td>
</tr>
<tr>
<td>cut</td>
<td>416:13 421:21</td>
</tr>
<tr>
<td>cutoff</td>
<td>564:15</td>
</tr>
<tr>
<td>cuts</td>
<td>475:20 514:7</td>
</tr>
<tr>
<td>cutting</td>
<td>564:15 511:2 527:24</td>
</tr>
<tr>
<td>CWA</td>
<td>782:3</td>
</tr>
<tr>
<td>cyber</td>
<td>520:24 780:6</td>
</tr>
<tr>
<td>cyber-attacks</td>
<td>571:10</td>
</tr>
<tr>
<td>cyberattack</td>
<td>662:6</td>
</tr>
<tr>
<td>cyberattacks</td>
<td>571:10 598:2 690:12</td>
</tr>
<tr>
<td>Cynthia</td>
<td>509:1,4</td>
</tr>
<tr>
<td>CZU</td>
<td>489:14</td>
</tr>
</tbody>
</table>

**D**

| D-A-N-A | 640:14 |
| D-A-N-I-E-L | 507:16 |
| D-A-U-M-E-R | 675:18 |
| D-A-V-I-S | 416:25 |
| D-A-W-N | 756:14 |
| D-E-A-L | 416:6 |
| D-E-A-N | 558:7 |
| D-E-B | 503:16 |
| D-E-B-O-R-A-H | 747:17 |
| D-E-B-R-A | 702:7 724:20 |
| D-E-L-E-S-T-O-N | 748:19 |

**D-E-T-E-R**

| Davis | 416:22 646:15 647:2 |
| Dawn | 756:5,8,13 |
| day | 421:8 422:14 458:9 |
| December | 574:12 |
| decide | 415:10 547:10 |
| decided | 547:4 |
| decides | 458:6 |
| decimated | 437:10 |
| decision | 412:24 413:6 |
| decisions | 779:18 |
| declare | 511:16 |
| declared | 565:8 |
| decline | 553:15 |
| decrease | 440:10 |
| decreased | 430:15 |
| decreases | 514:8 |
| dedicated | 448:18 |
| deeper | 518:24 519:1,3 |
| deeply | 513:22 531:23 |
| default | 411:19 543:25 |
| defend | 588:2 686:20 |
| defendants' | 512:11 |
| deficient | 681:13 |
| deficit | 514:9 |
| define | 634:16 |
| defined | 559:19 |
Index: definite..dis-empower
Public Participation Hearing
March 19, 2024

Index: disabilities..dropped

disabilities 485:25
504:3 511:1 548:4
577:8 603:10,17 604:1
634:23 650:22 668:2
677:1 691:16 709:1
715:10 771:10
disability 449:1 528:4
577:7,9 587:24 656:7
657:12 722:15 743:14
disabled 424:12 436:4
495:21 518:11 552:18
535:5,13 556:2 557:5
576:16 588:17 592:18
615:16 631:7 637:2,4
644:20 656:8 658:24
667:24 673:15 680:12
684:18 703:5 727:11
728:3 733:13 735:1
748:4 755:12 773:25
781:5
disadvantaged 556:2
774:1
disagree 595:3 635:13
disaster 497:23 563:8
648:2 663:9 679:9
733:8 735:16 747:7
749:6
disasters 457:17
467:19 484:18 489:6
502:2 514:5 565:9
580:7 590:9 645:1
707:16 726:20 762:15,
17
disclosure 483:11
disconnect 529:9
581:21 695:20
disconnected 661:6
disconnecting 582:14
discontinuance 685:9
discontinue 557:17
570:17 575:12 582:6,7
583:1 611:12,24 624:13
625:12 667:8 677:11
748:22 759:16
discontinued 633:10,
11 697:23
discontinuing 499:3
629:8 780:24
discount 471:20
479:22,25 553:6 582:8
621:19 685:11 697:19,
22
discounts 551:3
697:15
discovered 721:1
discriminate 637:1
discrimination 431:21
487:5 635:1 656:11
discriminatory 524:16
577:23
discussed 423:10
discussion 420:4
disenfranchised
504:1
dish 473:8,9
dishonest 699:21
dismantle 740:14
dismantled 451:5
dismantling 525:22
dismayed 673:20
dismiss 608:23 634:1
671:6 744:15
dismissed 608:19
disorders 665:10
dispatched 621:8
dispenser 733:10
display 677:8
dispose 578:13
disproportionately
439:6 497:16 558:15
disregard 434:15
673:25 714:10
disregarded 764:2
disrupt 522:1
interrupted 661:22
disruption 474:24
dissolution 421:24
distinctive 451:10
Distinguishing 525:12
distressed 505:2,6,9
733:11
domination 670:5
Dominic 423:25 424:2,
20,22
Don 781:21
donated 778:5
donations 509:14
Donna 506:3
door 570:1
doors 527:3 535:7
Dorothy 684:4
dot 731:12
doubt 554:22
downgrade 671:19
downtown 616:3
drain 423:14
drama 691:7
dramatic 514:7
dramatically 456:21
drawer 464:23
drawing 662:14 741:4
753:18
dreamed 492:13
dreaming 754:11
drive 551:23 639:24
712:17,18
driven 469:19 512:20
555:13 676:25 760:24
driver 599:8 715:6
drivers 715:6
driving 423:12
drop 430:8 447:11,17
470:15,18 490:16
493:17 533:3 561:2
611:25 663:12 720:1
758:24
dropped 474:13 534:5
581:24 663:1 693:2
723:12 749:9 769:9

domestic 505:2,6,9
733:11
domination 670:5
Dominic 423:25 424:2,
20,22
Don 781:21
donated 778:5
donations 509:14
Donna 506:3
door 570:1
doors 527:3 535:7
Dorothy 684:4
dot 731:12
doubt 554:22
downgrade 671:19
downtown 616:3
drain 423:14
drama 691:7
dramatic 514:7
dramatically 456:21
drawer 464:23
drawing 662:14 741:4
753:18
dreamed 492:13
dreaming 754:11
drive 551:23 639:24
712:17,18
driven 469:19 512:20
555:13 676:25 760:24
driver 599:8 715:6
drivers 715:6
driving 423:12
drop 430:8 447:11,17
470:15,18 490:16
493:17 533:3 561:2
611:25 663:12 720:1
758:24
dropped 474:13 534:5
581:24 663:1 693:2
723:12 749:9 769:9
embrace 626:5
embracing 646:3
Emerald 515:10
emergencies 420:17
434:2 436:17 447:12,14
457:17 470:10 494:12
508:15 514:5 525:11
548:10 562:9 571:7
574:24 580:6 581:16
591:2 609:20 618:22
620:24 621:9 641:8
643:10 646:18 649:9
656:2 659:2 663:8
677:23 700:18 716:14
731:17
emergency 429:7
439:8,15 444:18 449:20
453:19 460:12 471:8
474:25 488:2 491:18
494:17 495:18 23 496:4
497:23 508:18 510:17,
20.22 521:17,25 537:9
538:6 548:14 650:21
552:2 554:5,6,12,24
555:17 557:13 636:18
566:24 567:17,20
570:20 572:24 583:10
584:2,23 587:17
596:15,21 597:3 619:23
621:6 624:22 625:5
626:1 637:24 640:15
641:4 642:9 643:20
651:22 652:18,22
653:22 661:18 673:19,
22 676:20 679:8 691:8
692:25 701:7 712:17
716:22 717:8 725:7,14,
21 727:17 730:10
733:11,12,15 743:19,20
755:11 757:17 760:9,14
762:5 776:20 779:5
emergent 429:17
EMF 467:6 476:10
486:19 587:19,22
594:13 634:23 638:20
685:18 775:10
EMF-SHIELDING 467:11
emigration 423:8,13
Emily 470:3,6
emissions 506:14
emit 656:9
emitted 435:7 661:23
emotion 695:11
emotions 677:3
EMP 568:3
emphasize 411:23
544:4 680:6
employee 430:7,13
employees 435:4
468:15 719:13 757:11
employer 465:1
empowering 417:16
501:12
enabled 441:2
enables 487:22 488:1
625:9
enabling 417:17
encounters 727:14
encourage 423:19
440:8 442:20 564:6
565:5 566:2 601:4
612:3 685:8 712:24
715:8 764:18
encouraged 612:1
encroaching 525:20
end 415:10 457:11
505:2,6 513:24 514:9
547:11 554:20 555:24,
25 556:23 574:13,16
616:11 632:19 668:4
728:21
endanger 648:3
701:19
endangered 560:1
endeavor 469:17
ended 689:10
ending 503:6 528:2
endorse 427:8
ends 577:15
enduring 647:13
energy 410:16 520:6
526:7 542:25 656:18
enforce 667:15
enforcement 453:17
720:23
engage 640:18
engaging 439:19
Engineer 757:9
English 589:1
enhance 683:18
Enhanced 501:4
enjoyed 483:25 713:20
715:23
ensure 410:7 434:11
436:15 441:9 505:22
512:4 523:20 558:19
596:21 602:7 621:18
641:9 718:13 726:16
746:16
ensures 427:10
ensuring 433:10
448:18
enter 722:16
entertainment 481:2
entire 509:20 555:25
578:15 584:7 623:19
624:21 638:9 664:12
774:8
entities 460:7
entitles 636:25
entity 666:4 744:17
entrepreneurship 417:24
environment 428:18
656:15 721:4
environmental 487:1
520:5 656:13
equal 431:20 461:4
665:3
equality 431:16,17
465:16,21 645:15
733:18
equation 534:15
Index: extreme..financially
frequent 452:6 485:10
550:18 638:21 701:8
727:14 747:8
frequently 515:11
525:13 533:11 561:21
615:5
Friday 576:21
Friedman 516:12,13,15
15 517:15
friend 453:9 467:2
485:1 564:21,23 576:19
752:23
friend's 576:24
friends 439:16 442:13
447:10 477:8 479:20
521:19 637:6 654:10
657:17 660:8 697:21
749:8
frightening 657:25
frugally 553:7
frustrated 473:14
FSA 753:6
Fuentez 776:5,6,8
Fukushima 443:20
full 483:22 677:7
680:10
full-time 756:16
fully 431:20 487:6
501:11 603:14,23
Fulton 758:12,14,15,18
759:16
functional 691:17,21
743:16
fund 411:7 543:12
681:9
fundamental 434:11
funding 441:8 483:13
500:4 514:8,13 753:6
funds 504:14,15 514:1,
10 635:18 650:10
future 416:16 427:1
429:16 432:1 458:7
460:25 480:19 501:14
509:13 533:2 538:17
602:9 603:25 628:1
631:2 633:11 645:25
647:13 648:1 661:25
662:5 672:25 679:11
685:22 686:5 690:13
703:17,19 721:6 767:2
future-proof 417:14
future-ready 427:10
FYI 704:5
G
G-A-L-I-E 452:24
G-A-L-L-O 569:5
G-A-R-Y 763:5
G-E-L-D-E-R 739:22
G-I-L 573:22
G-L-A-S-E-R 757:6
G-G-E-R 751:8
G-I-L 773:16
G-I-N-G 575:6
G-U-T-I-E-R-R-E-Z 631:17
G-U-T-T-M-A-N-N 429:3
Gabriel 438:3
gains 446:14
gal 765:14
Galile 452:23,24 453:22
Gallo 569:2,4,5
game 753:4
games 765:19
gaming 763:22
gap 639:11
garbled 615:3
Gardner 687:13
Garrett 670:2,3,19
Gary 763:2
gate 527:6
gates 527:5
gather 414:8 546:11
gave 429:14 453:12
703:8 704:16 764:8
GDP 423:12
Gelder 739:18,20,21
740:12
Gen 599:22
general 532:7 717:4
768:19
generate 528:24
generations 427:12
721:6
generator 623:17
672:21 763:8
generators 590:24
gentle 747:18
gentleman 615:22
gentlemen 566:15
gentlemen's 686:15
genuine 670:13
gerographic 411:6
543:10
George 492:5,7,10
493:6
Georgetown 702:17
giant 520:5,22 635:20
Gillespy 748:13
Gillson 573:19,20,21
574:20
girl 703:8
give 418:23 430:6,7
486:11 503:10 533:13
538:9 550:22 561:3
569:19 576:2 602:22
627:1 669:9 687:1,2
694:2 703:8 704:6,12,
13,15 716:7 717:16
721:3 756:1 758:5
769:16,17
giving 491:25 525:24
551:2 586:19 694:10
732:9
GLAAACC 417:2,4
GLAAACC's 417:15
glad 461:15,17
Glasner 575:5,6 577:6
Gleba 773:13,15,16
Giegola 409:4,17,24
410:9 412:19,23
413:11,13 416:18 418:1
419:2,20 420:1 421:9,
12,14,18 422:9,12,15
423:23 424:21,23
426:3,14 427:14 428:22
429:23 431:7 432:5,16,
23 433:16 434:18
435:13,21 436:21,
437:24 438:16,23
439:21 440:14 441:12,
23 442:5 444:5 445:8
446:17 447:20 449:8
450:14 451:19 452:18
454:3,10 455:22 457:1
458:10 459:11 461:8
462:23 464:4 465:12
466:19 467:24 469:12
470:1,2 471:11 472:7,
15 473:19 475:7 476:2,
16,25 477:3 478:3
479:7,14 480:9 481:9
482:13 484:10 485:19
486:15,23 487:12
488:16,23 489:22 491:4
492:1,9 493:8 494:4
495:6 497:1,4 498:12
499:6 500:14 501:15
502:8,14 503:2,19
504:23 505:25 507:10
508:7,23 509:24 511:7
512:21 513:6,9,12
514:25 516:8 517:17
519:8,15,17 520:21,
522:15 523:1,3,7,10
524:19 525:4 526:8
527:11 528:12 529:11
530:8 531:2,10 532:13,
22 533:15 534:22
535:20 536:17 537:23
538:20 539:1,6,17,18
541:4,23 542:5 544:17,
25 545:3,16,17 548:24
549:8 550:5 551:7,15
552:14 553:17,19 555:5
556:20 557:25 558:24
559:7 560:5 561:8,15
562:16 564:10 566:8
Public Participation Hearing
March 19, 2024

PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA

Index: home's..important
importantly 450:4 468:19
importing 596:5
impossible 434:6 448:21 693:24
impractical 576:7
impressed 717:14
improve 502:25 507:6 589:15 660:2,7 726:12 763:12
improvement 419:18
improvements 592:22 714:17
improving 432:1 726:14 763:11
in-laws 569:20
in-person 539:12,13 581:12,13 582:15 741:2
inability 617:14 725:7
inaccurate 754:14 762:10
inadequate 766:13
inappropriate 601:19
inaudible 648:4,5 662:5 746:9
incentivizing 628:1
incident 733:11
incidents 468:25 550:23 670:19
include 586:15 636:9 665:9 715:12
included 587:12 593:19 628:24
includes 509:9 546:16 596:7 606:14
inclusion 501:9
inclusive 604:3 696:19 746:16
inclusivity 603:13
incoming 715:17
inconsiderable 487:8
inconsistent 470:16 548:9
inconvenience 456:14
increased 560:21 592:25
increases 462:8
increasing 461:20 466:5 590:8 611:13 646:2 766:24
incredible 593:17 757:5
incredibly 442:17 676:23
incumbent 483:13 758:3
incur 472:5
indeinitely 623:19
independently 576:11 625:9
indestructible 740:14
India 577:24 25
indicator 592:9
Indio 704:2
indispensable 634:3
individual 546:6 559:19 603:15 604:4 687:16
individual's 414:1
individuals 603:9,15 604:1
industries 410:17 543:1
industry 523:22 758:21
inequitable 528:2
inequities 514:5
inevitable 626:20
inexpensive 671:1
inflation 587:10 671:22 675:9
inflict 559:23
info 599:25
infringe 637:1
infuriating 460:16
Inga 567:14
Inge 675:15 18
Inglewood 613:17
inheritance 699:21
initial 578:1
initially 666:2 750:2
initiating 559:15
initiative 426:20 427:1 501:13 502:4
initiatives 501:5
injured 494:1 657:13 715:7
injury 587:17 19 665:9 690:5
injustice 535:11
Inoue 766:3,6
input 412:15 488:5 539:4 695:17
inquiries 494:21
insane 431:1 744:16
insects 656:16
insecurity 502:3
inside 431:25 675:2 762:7
inspired 746:12
install 550:19 590:24
installed 563:21 751:18
installing 751:16
instance 425:15 496:11
instances 485:13
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>455:8,10 564:17 569:12</td>
</tr>
<tr>
<td></td>
<td></td>
<td>571:8 633:5</td>
</tr>
<tr>
<td>Keiser</td>
<td>463:2,4,6,25</td>
<td></td>
</tr>
<tr>
<td>Keisha</td>
<td>659:15,19</td>
<td></td>
</tr>
<tr>
<td>Kelly</td>
<td>605:8,9,10,24</td>
<td></td>
</tr>
<tr>
<td>Kern</td>
<td>497:9,13,17 498:7</td>
<td></td>
</tr>
<tr>
<td>Kevin</td>
<td>569:2,3,5</td>
<td></td>
</tr>
<tr>
<td>Key</td>
<td>428:10 524:10 765:7</td>
<td></td>
</tr>
<tr>
<td>Kickback</td>
<td>782:14</td>
<td></td>
</tr>
<tr>
<td>Kickbacks</td>
<td>782:13</td>
<td></td>
</tr>
<tr>
<td>Kid</td>
<td>588:22</td>
<td></td>
</tr>
<tr>
<td>Kids</td>
<td>521:16 522:8</td>
<td></td>
</tr>
<tr>
<td>Killed</td>
<td>489:15</td>
<td></td>
</tr>
<tr>
<td>Kilometers</td>
<td>478:25</td>
<td></td>
</tr>
<tr>
<td>Kim</td>
<td>678:18,21 710:23 711:2</td>
<td></td>
</tr>
<tr>
<td>Kimberly</td>
<td>688:9,12</td>
<td></td>
</tr>
<tr>
<td>Kind</td>
<td>451:13 481:19</td>
<td></td>
</tr>
<tr>
<td></td>
<td>482:9 553:10 574:3</td>
<td></td>
</tr>
<tr>
<td></td>
<td>647:11 653:21 673:19</td>
<td></td>
</tr>
<tr>
<td></td>
<td>690:5 699:21,24</td>
<td></td>
</tr>
<tr>
<td></td>
<td>739:23,24 769:19</td>
<td></td>
</tr>
<tr>
<td>Kindly</td>
<td>756:1</td>
<td></td>
</tr>
<tr>
<td>Kingdom</td>
<td>499:3</td>
<td></td>
</tr>
<tr>
<td>Kitchen</td>
<td>471:24</td>
<td></td>
</tr>
<tr>
<td>Kite</td>
<td>510:6</td>
<td></td>
</tr>
<tr>
<td>Kwed</td>
<td>658:4 707:8</td>
<td></td>
</tr>
<tr>
<td>Knock</td>
<td>568:3</td>
<td></td>
</tr>
<tr>
<td>Knocked</td>
<td>716:15</td>
<td></td>
</tr>
<tr>
<td>Know-how</td>
<td>637:10</td>
<td></td>
</tr>
<tr>
<td>Knowingly</td>
<td>701:19</td>
<td></td>
</tr>
<tr>
<td>Knowledge</td>
<td>611:22</td>
<td></td>
</tr>
<tr>
<td>Knuckle</td>
<td>608:15</td>
<td></td>
</tr>
<tr>
<td>Korin</td>
<td>446:21,22,23</td>
<td></td>
</tr>
<tr>
<td>Kris</td>
<td>599:14,16</td>
<td></td>
</tr>
<tr>
<td>Kristen</td>
<td>451:22,25</td>
<td></td>
</tr>
<tr>
<td>Kyle</td>
<td>604:12</td>
<td></td>
</tr>
<tr>
<td>Index: lot..make</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-A-C-K 643:4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-A-C-L-E-O-D 638:17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-A-N-U-E-L 782:23</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-A-R-I-A 588:10</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-A-R-Y 585:22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-A-S-S-E 688:13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-A-U-R-E-E-N 630:17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-C-K-E-N-Z-I-E 613:20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-C-K-N-I-G-H-T 657:11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-C-K-O-Y 468:9</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-E-L-I-N-D-A 706:18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-E-N-O-N 431:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-E-S-E-I-T 568:17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-I-C-H-A-E-L 495:14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-I-C-H-E-L-L-E 667:3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-I-L-T-0-N 630:17</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-I-N-A-R 585:23</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-I-N-G-O 641:23</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-I-S-C-H-A 630:3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-O-N-I-C-A 591:12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-O-N-T-A-N-O 591:12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-O-R-A-L-E-S 536:24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M-O-R-R-I-S 445:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>machine 492:15</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Macias 645:10,12,13</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mack 643:1,3,4,23</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Macknak 432:19,21,24</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Macleod 638:11,13,14,16 639:14</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Madden 604:10,11,12</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Madera 719:8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mahlmann 566:12,14,16</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Maiden 614:18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>mail 736:18</td>
<td></td>
<td></td>
</tr>
<tr>
<td>mailed 413:19 545:23</td>
<td></td>
<td></td>
</tr>
<tr>
<td>main 494:17,19 509:16 575:12 636:3 670:4</td>
<td></td>
<td></td>
</tr>
<tr>
<td>mainframe 741:6</td>
<td></td>
<td></td>
</tr>
<tr>
<td>mainland 460:9</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Public Participation Hearing
March 19, 2024

Index: paying..phone

Phased 565:22

Phoenix 429:10

Phone 411:24 414:20

415:13, 25 419:10, 12

430:23 433:11 436:7, 10

443:7 449:1, 17, 18

453:12, 23 456:9 460:17

463:13, 21 464:11, 23

467:9, 13 470:8, 18

471:6, 22, 24, 25 472:1

473:13 474:15 475:1

17, 19 476:11 477:13, 17

479:21, 22 480:2 482:6,

16 486:5 487:22 488:5,

6, 7 492:16, 17 493:18,

21, 23 494:2, 12, 15, 18,

19, 20 495:20, 21 497:5

500:13 505:12, 14

506:23, 24 507:25

509:18 514:3, 18

515:14, 18, 23 516:1

517:3, 4, 6 510:26, 17

527:20, 24 528:6 530:15

533:8 534:8 536:4

537:4, 12, 16 538:14

539:11 544:5, 7 546:22

547:18 549:14 551:5

556:1, 6, 16 557:18

561:19, 21 562:24

566:19 570:17 576:7, 8,

21, 25 580:4 581:17

583:4, 6, 9 584:13, 15

586:3, 9 590:16, 17

594:6 599:9 604:13

607:5 609:19, 20 612:2

614:21, 25 615:2, 13, 17

618:10 619:11, 20 621:3

622:11 623:12, 16, 25

624:19, 20 625:7, 8, 10,

25 627:1, 2, 7 630:19

631:19, 20, 21, 22, 23, 25

632:1, 2 633:5, 12, 14, 25

637:22 638:2, 20, 22

639:25 640:1, 24 641:1,

24 642:3, 4, 5, 16, 17, 18,

19 643:14, 17, 21, 24

648:21 652:10 653:2, 5,

25 656:13, 15 657:19

661:16 664:23 665:1

666:3 668:19, 23 669:2,

4, 6 700:10, 17 672:6, 9, 15,

18, 19 673:18 675:21

676:20 677:3 678:3, 4, 7,

8, 9 679:7 684:10, 12
Public Participation Hearing
March 19, 2024

513:3 515:11,12,17
520:9,12 521:23
526:18,19 528:24
531:20 533:11 534:12
537:9 548:10 550:18
556:7 560:13,17,19
568:3 575:21 584:16,17
590:8,24 591:2 593:24,
25 594:1 615:4,10
619:19 623:15 624:16,
18 625:3 626:2 627:6
629:15 634:6 638:21
639:11 641:8 642:9,10,
12 643:10 650:13
653:22 654:9,11,15
656:1 657:24 659:2,3
661:21 663:13 670:6
673:23,24 675:22
677:23 679:8 689:23
696:15 701:9,10 702:11
722:4 726:19 727:22,25
728:1 743:18 747:8
748:23,25 752:1 755:22
760:10,15 762:19,20,21
763:15 765:1,3 780:8,
781:10
power's 749:3
powerful 531:23 560:2
745:22
powers 567:21
PPH 529:17
practical 481:3
practice 722:8
practiced 423:17
practices 446:15 665:6
praise 778:4
pray 635:14 700:20
708:2 778:15
precedence 663:5
precious 436:18
590:15
preferential 764:4
preferred 689:10
prejudice 634:2 671:7
premature 422:5
prematurely 531:23
premier 634:4
prepaid 741:14
prepare 590:25 603:25
prepared 590:10 724:3
preparedness 552:7
623:14 691:8
prescriptions 572:23
present 527:21 542:12
782:9
presently 598:4
preservation 580:10
preserve 436:18
746:24
preserved 626:1
preserving 455:17
president 587:20
617:4 716:8 782:3
president's 585:2
press 414:20 415:25
546:21,22 624:2 724:12
pressing 414:21
415:11 546:23 547:11
pressuring 525:24
pretty 608:20 647:24
758:21 765:19 768:2
771:25
prevent 455:11
prevents 603:22
previous 419:9,10,14
530:18 673:16 693:13
747:22
previously 469:11
777:22
price 446:5 561:3
611:14,25 700:3,21
775:8
prices 420:20 446:10
514:3 556:13 592:25
772:3,5
Prieta 429:6 496:14
primarily 551:18
766:10
primary 455:6 659:1
princess 609:7,19
prior 425:9 539:12
602:1 651:21 715:5
746:17
prioritization 572:24
prioritize 441:8 558:13
688:24
prioritized 514:13
670:14
prioritizes 481:6
670:14
priority 696:17 709:2
Priscilla 628:18,21
privacy 435:3 643:11
658:20 696:17
private 478:12 518:13
538:11 554:25 578:13
675:21 680:11
privileged 682:15
758:3
pro 521:12 574:4
630:22
pro-technology
686:24 715:3
problem 421:11 589:7
615:25 629:5 682:13
703:11 740:3,4,5,6,7
759:10,11 772:1
problems 527:21
538:8,9 641:7 657:14
673:16 722:14 735:5
740:13 777:25 781:8
proceed 415:20 509:10
547:21
proceeding 409:1,10,
13,18 413:4 414:14
446:8 483:21 541:15,
18,25 545:8 564:16
640:19 648:3
proceedings 409:8
483:12 529:25 539:9
541:9 544:14 641:14
717:15
process 412:23 446:12
468:17 531:25 537:18
544:19 545:3 608:18
625:24 626:21
processes 412:12
produce 559:21 729:10
product 729:10
productivity 501:6
professional 578:5
professionally 468:14
professionals 657:17
professor 667:5
profit 455:12,13 469:19
522:2 524:7 574:2,9
588:21 608:5,6,24
632:8
profit-driven 571:18
profitable 554:23
571:23 640:7 676:23
708:14 760:22
profits 455:6 465:4
481:22 496:21 509:15
536:7,11 605:24 611:13
619:2 647:8 670:15
676:3
profound 531:17
program 487:22
525:15 553:5 678:10
685:12 759:4
programmer 741:6
progress 423:6 442:22
626:24 732:16 747:4,6
749:1 775:7
prohibit 677:2
project 501:13 576:14
724:3 738:18
projects 579:24
proliferation 665:5,14
promise 607:3 729:3
promised 573:5
606:20
promote 524:5
prompted 414:22
416:1 546:23 724:13
prone 670:20

PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA
March 19, 2024

Public Participation Hearing

Index: results..S-A-N-G

results 631:8 667:20
resurrect 571:17
retain 457:23
retire 432:14 531:23
retired 448:25 471:19
492:10 493:4 693:22
755:12,14
retiree 464:11 686:18
retirees 522:19 524:23
528:16 781:6
retirement 435:1
471:20 522:19
retiring 506:18
return 537:7
returning 539:7
revealed 766:22
revenue 524:1
revenues 605:21
reviewed 409:8 541:9
revoked 526:5
Rey 521:20
Reyes 445:15
Reynolds 409:19,21,
23,25 413:13,14 414:7
438:24 483:10 538:23,
25 539:16,18 542:1,2,4,
6 545:18 546:10 565:1
567:10,12 568:6 709:15
Rhodes 651:6,8,9
Rialto 581:9,14,24
Rich 432:7,11
Richard 779:23
Richardson 595:21,
22,23 727:1,4,7,8
Richmond 573:23
769:8,13
Rick 434:20,25 562:20,
22,25 638:11,14,16
Rickman 457:5,7
rid 456:17 462:19
475:15 490:9 522:12
556:8 569:18 629:13
638:24 644:2 654:16
671:9 700:16 702:16
711:8 723:15 736:12
754:11,13,21 769:12
ride 555:22 599:6 642:2
643:8
ridiculous 482:9
569:18 608:20,24
rights 465:22 499:16
525:20 577:9 637:1
645:16 665:2 668:2
rigorously 560:4
ring 777:20
ringer 653:24
ringing 451:10
rise 611:14
rising 597:19 634:11
risk 433:25 439:8,9
452:7 454:16 474:4
476:13 512:24 515:12
520:15 603:21 656:3
658:23 718:20 725:23
730:12
risks 647:1 685:18
river 727:20
Rivera 645:15
Riverside 632:6
RN 708:24
road 448:22 450:3
462:16 599:25 674:6
754:15
roads 463:8 494:24
614:22
Rob 625:17
robbed 518:12
robberies 621:1,11
Robert 457:4 458:13
767:14,19
Roberts 776:25 777:1,
2,25
Robin 458:14,17
robocalls 634:12
750:12
robs 423:14
robust 427:9 442:20
480:18 599:21
rock 472:19 613:5
614:18
Rod 489:25 490:3,7
Rodero 748:20
role 434:13 580:6
771:19
Rolf 723:2,5
rolling 660:9 689:13
716:10
ROLM 494:15
Ron 472:10,13
roof 772:6
room 472:1
rooms 412:20
Rosa 467:18
Rosamond 756:20
Rose 636:14
Rosemead 653:20
Rosen 689:5,6 690:3
699:11,13,14,17 700:15
ROSENQUIST 713:4
Rosenquist 712:6,7
Roseville 751:23
rotary 471:24 472:1
713:6 736:21,19
roughly 445:21 482:17
497:18 517:20 546:17
616:16 655:9
roundabout 747:21
router 672:7
routes 716:20
routinely 755:22
Roxanne 776:4,7
RREDC 579:14,19
Ruby 641:23
Ruelas 644:7,8,9 645:3
rule 521:11 635:1
ruled 664:14
rules 698:3
run 483:19 697:3
741:10 768:2
run-arounds 769:17
running 549:19 652:19
690:3 712:15 767:24
runs 571:9 654:9 672:1
693:1
rural 428:13 439:4
447:1 449:16 452:6
457:13 461:2,21 463:7
466:6,11 470:11 492:22
497:17,19 498:6,7
501:25 504:3 506:9
508:20 509:17 510:14,
25 517:2 525:12 526:16
527:7 530:12,17 533:7
534:2,12,15,21 535:8
536:8 548:5 550:16
551:3,18 556:3,13
557:19 558:16 560:13
561:21 563:12,19
565:15 574:23 580:7
581:23 584:4,8,17
586:16 587:12 588:18,
24 589:16 591:16,19
600:24 618:9 623:11
637:3,6 638:3 646:15,
20 650:3 651:16 658:24
660:4 667:21 673:15
677:21 701:6 703:6
728:4 730:2 744:12
750:23 763:19 769:13
773:25
Russel 455:25 456:2,3,
25
Russia 597:24 740:13
Ruth 651:6,9

S
S-A-C-K-V-I-L-L-E 689:8
S-A-N-C-H-E-Z 588:11
S-A-N-D-E-L 659:23
S-A-N-G 511:14
self-interested

several 411:24 474:8

served 411:24 474:8

services 409:15 411:7,8, 13,14,15,16,20,21,22, 24 414:2 413:21 22,24

session 420:6,19,21,23 429:13

13,14,15,16,20,21,22, 24 414:2 413:21 22,24

sessions 541:14

set 545:7 601:23 663:4 681:6,11
Public Participation Hearing

March 19, 2024

Index: speaker's...statement

PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA

speech 624:2
speed 451:1,2,3,13 573:6
speeds 417:13 766:15
spell 415:8 547:9 553:21 605:6 632:17 673:5
spend 536:10 566:5 657:15
spending 628:8 772:9
spends 422:8 423:1
spent 423:4 433:8 480:20 524:4 539:10 781:12
spine 715:7
spiritual 745:13
spoke 430:7 431:1 441:18 454:15 612:17 653:1754:13
spoken 454:20 611:14, 19617:10 685:16 696:15 744:9
Spokesperson 555:12
spots 606:24
sprawling 580:8
spread 467:10
Springs 464:17
Springville 673:14
squirrels 522:7,11
Staar 551:11,13,16,17 552:13
stability 630:8
Stacy 521:4
staff 499:19 539:14 746:11
stage 446:8
staggered 410:19 543:3
stake 727:10
stand 442:22 463:20 651:12 707:17,22 773:25
standard 458:3 560:25
standards 593:17
standing 714:16
point 526:20
stands 411:14 543:20
Stankey 687:21
Starlink 473:6
starting 759:8
starts 521:7
starved 446:9
666:16 670:5 673:5 726:12 740:5 774:6
state's 417:22 423:3,15 483:17 507:18 514:9 645:16
stated 464:18 510:16 530:19
Public Participation Hearing
March 19, 2024

Index: statements...suddenly

station 445:15 479:1
statistics 525:25
status 517:11 590:6
stay 441:2 506:13,21
storms 491:17 521:22
story 619:9 738:14
store 479:23 719:7
stories 503:9 623:23
storm 450:8 461:23
storms 491:17 521:22
strong 503:9 623:23
strongly 439:18 442:19

struck 684:9 715:6
structural 670:4
struggle 470:13 691:18
stuck 467:13
students 513:24
761:10, 667:21
students 513:24
766:22
subida 686:10, 12
subject 651:21 661:23
763:19 771:11
subjected 413:3
submitted 414:13
456:16, 17 563:10
submitted 414:13

759:1, 18 618:24 664:19
733:20 734:3, 14
subsequent 413:3
subsidy 578:17
substandard 762:9
substantial 649:4
substitutes 598:5
substitution 527:4
suburban 499:2
561:20 656:15 624:14
subverted 445:21
446:2
success 417:19
successful 635:23
suddenly 716:15

states 423:5 431:19
444:16 474:3 495:25
528:21 665:5 682:10
691:15 715:11
statewide 439:3
465:22 501:6 663:7
static 481:23 482:4
stating 430:14 492:18

PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA
### Public Participation Hearing
March 19, 2024

<table>
<thead>
<tr>
<th>Sue</th>
<th>473:22</th>
</tr>
</thead>
<tbody>
<tr>
<td>suffer</td>
<td>467:6 559:23</td>
</tr>
<tr>
<td>633:9 701:8,22</td>
<td></td>
</tr>
<tr>
<td>suffered</td>
<td>467:3</td>
</tr>
<tr>
<td>suffering</td>
<td>559:24 679:1</td>
</tr>
<tr>
<td>sufficiently</td>
<td>503:9</td>
</tr>
<tr>
<td>681:15</td>
<td></td>
</tr>
<tr>
<td>suggest</td>
<td>629:8 669:21</td>
</tr>
<tr>
<td>705:10</td>
<td></td>
</tr>
<tr>
<td>suggested</td>
<td>509:15</td>
</tr>
<tr>
<td>suggestion</td>
<td>441:20</td>
</tr>
<tr>
<td>685:21 772:16</td>
<td></td>
</tr>
<tr>
<td>suicide</td>
<td>534:3</td>
</tr>
<tr>
<td>suit</td>
<td>497:21</td>
</tr>
<tr>
<td>summarily</td>
<td>608:19,23</td>
</tr>
<tr>
<td>685:8</td>
<td></td>
</tr>
<tr>
<td>summer</td>
<td>447:9 522:6,9</td>
</tr>
<tr>
<td>712:10,13 730:7</td>
<td></td>
</tr>
<tr>
<td>summertime</td>
<td>712:13</td>
</tr>
<tr>
<td>summing</td>
<td>615:21</td>
</tr>
<tr>
<td>Sunitha</td>
<td>431:9,14</td>
</tr>
<tr>
<td>sunsetting</td>
<td>767:9</td>
</tr>
<tr>
<td>super</td>
<td>569:7 627:5</td>
</tr>
<tr>
<td>superior</td>
<td>532:25 533:5</td>
</tr>
<tr>
<td>592:7 780:12</td>
<td></td>
</tr>
<tr>
<td>supervisor</td>
<td>429:6</td>
</tr>
<tr>
<td>473:23 563:3 564:11,21</td>
<td></td>
</tr>
<tr>
<td>565:4 579:9,13 752:23</td>
<td></td>
</tr>
<tr>
<td>Supervisors</td>
<td>433:20</td>
</tr>
<tr>
<td>457:5,10 497:9,13</td>
<td></td>
</tr>
<tr>
<td>498:9 562:21 611:18</td>
<td></td>
</tr>
<tr>
<td>639:1 640:17</td>
<td></td>
</tr>
<tr>
<td>supplement</td>
<td>520:10</td>
</tr>
<tr>
<td>supply</td>
<td>470:14 526:7</td>
</tr>
<tr>
<td>597:5</td>
<td></td>
</tr>
<tr>
<td>support</td>
<td>412:7 416:7</td>
</tr>
<tr>
<td>418:9,24 422:23 423:19</td>
<td></td>
</tr>
<tr>
<td>426:22 432:3,12 438:9,</td>
<td></td>
</tr>
<tr>
<td>12 440:21 442:4,20</td>
<td></td>
</tr>
<tr>
<td>451:15 458:21 464:1</td>
<td></td>
</tr>
<tr>
<td>465:23 483:16 498:19,</td>
<td></td>
</tr>
<tr>
<td>22 499:17 500:23</td>
<td></td>
</tr>
<tr>
<td>501:11 505:14,15,20</td>
<td></td>
</tr>
<tr>
<td>517:7 518:12 519:4</td>
<td></td>
</tr>
<tr>
<td>548:18 555:19 574:12</td>
<td></td>
</tr>
<tr>
<td>579:23 590:5 591:4</td>
<td></td>
</tr>
<tr>
<td>594:22 598:17 599:17</td>
<td></td>
</tr>
<tr>
<td>600:13 603:19 607:25</td>
<td></td>
</tr>
<tr>
<td>608:1 613:21,22</td>
<td></td>
</tr>
<tr>
<td>617:16,17 625:23</td>
<td></td>
</tr>
<tr>
<td>626:7,16 627:24 643:6</td>
<td></td>
</tr>
<tr>
<td>645:17 659:22 671:5</td>
<td></td>
</tr>
<tr>
<td>684:16 688:14 714:3</td>
<td></td>
</tr>
<tr>
<td>715:9 718:11 732:10</td>
<td></td>
</tr>
<tr>
<td>749:23 750:16 761:23</td>
<td></td>
</tr>
<tr>
<td>supported</td>
<td>413:9</td>
</tr>
<tr>
<td>545:12 715:15</td>
<td></td>
</tr>
<tr>
<td>Supporters</td>
<td>763:24</td>
</tr>
<tr>
<td>supporting</td>
<td>426:25</td>
</tr>
<tr>
<td>428:8,19 510:20 629:4</td>
<td></td>
</tr>
<tr>
<td>supportive</td>
<td>466:4</td>
</tr>
<tr>
<td>565:19</td>
<td></td>
</tr>
<tr>
<td>supports</td>
<td>575:17</td>
</tr>
<tr>
<td>591:13 599:21 600:17</td>
<td></td>
</tr>
<tr>
<td>supposed</td>
<td>495:23</td>
</tr>
<tr>
<td>755:17 780:11</td>
<td></td>
</tr>
<tr>
<td>supposedly</td>
<td>532:4</td>
</tr>
<tr>
<td>635:16</td>
<td></td>
</tr>
<tr>
<td>surgeries</td>
<td>643:20</td>
</tr>
<tr>
<td>surgery</td>
<td>477:10 576:20</td>
</tr>
<tr>
<td>surprise</td>
<td>692:11</td>
</tr>
<tr>
<td>surrounding</td>
<td>777:4</td>
</tr>
<tr>
<td>survival</td>
<td>692:25</td>
</tr>
<tr>
<td>survive</td>
<td>424:13 482:8</td>
</tr>
<tr>
<td>612:25 617:8,12 690:8</td>
<td></td>
</tr>
<tr>
<td>survivor</td>
<td>643:13</td>
</tr>
<tr>
<td>survivors</td>
<td>505:9,13,18,</td>
</tr>
<tr>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Susan</td>
<td>550:7,8,10</td>
</tr>
<tr>
<td>652:5,8 658:11,17</td>
<td></td>
</tr>
<tr>
<td>693:8,11</td>
<td></td>
</tr>
<tr>
<td>susceptible</td>
<td>726:19</td>
</tr>
<tr>
<td>Susie</td>
<td>611:8</td>
</tr>
<tr>
<td>suspicious</td>
<td>775:12</td>
</tr>
<tr>
<td>sustain</td>
<td>667:14</td>
</tr>
<tr>
<td>sustainable</td>
<td>525:14</td>
</tr>
<tr>
<td>swamped</td>
<td>495:22</td>
</tr>
<tr>
<td>496:3</td>
<td></td>
</tr>
<tr>
<td>swath</td>
<td>691:17</td>
</tr>
<tr>
<td>swaths</td>
<td>504:16</td>
</tr>
<tr>
<td>switch</td>
<td>430:11 482:5</td>
</tr>
<tr>
<td>571:8 578:12 762:12</td>
<td></td>
</tr>
<tr>
<td>switchboards</td>
<td>429:9</td>
</tr>
<tr>
<td>switched</td>
<td>671:23 692:9</td>
</tr>
<tr>
<td>switching</td>
<td>479:1</td>
</tr>
<tr>
<td>490:24 627:10 759:19</td>
<td></td>
</tr>
<tr>
<td>764:23</td>
<td></td>
</tr>
<tr>
<td>symptoms</td>
<td>613:2</td>
</tr>
<tr>
<td>Syreda</td>
<td>776:24 777:2</td>
</tr>
<tr>
<td>system</td>
<td>418:12 420:14</td>
</tr>
<tr>
<td>422:25 424:14 425:11</td>
<td></td>
</tr>
<tr>
<td>436:19 446:9 456:11</td>
<td></td>
</tr>
<tr>
<td>461:24 462:15 469:11</td>
<td></td>
</tr>
<tr>
<td>487:25 488:4 494:15</td>
<td></td>
</tr>
<tr>
<td>505:14 506:24 557:13</td>
<td></td>
</tr>
<tr>
<td>571:9 593:21 596:10</td>
<td></td>
</tr>
<tr>
<td>597:2 600:17 619:16</td>
<td></td>
</tr>
<tr>
<td>622:16,18 634:4 663:17</td>
<td></td>
</tr>
<tr>
<td>664:12 676:5,7 683:21</td>
<td></td>
</tr>
<tr>
<td>690:14 701:14 716:22</td>
<td></td>
</tr>
<tr>
<td>719:16 732:11 765:7</td>
<td></td>
</tr>
<tr>
<td>780:5,7,8,12</td>
<td></td>
</tr>
<tr>
<td>systems</td>
<td>420:17 422:1,</td>
</tr>
<tr>
<td>6 424:5,16 427:6 510:9</td>
<td></td>
</tr>
<tr>
<td>514:15 534:6 568:1</td>
<td></td>
</tr>
<tr>
<td>592:19 593:18,21 630:7</td>
<td></td>
</tr>
<tr>
<td>633:12 634:12 644:21</td>
<td></td>
</tr>
<tr>
<td>671:20 691:18</td>
<td></td>
</tr>
</tbody>
</table>

**Index:** Sue..technical

<p>| takes | 433:8 |
| taking | 420:5 461:6 |
| 476:16 483:19 487:19 |
| 491:10 506:6 534:14 |
| 552:14 554:3 561:25 |
| 562:7 566:8,16 575:1, |
| 10 580:23 586:21 623:3 |
| 636:20 649:14 651:10 |
| 655:10 657:1 674:11 |
| 682:21 684:21 685:2 |
| 689:7 699:20 715:22 |
| 761:10 |
| talk | 411:22 451:4,6 |
| 452:25 473:4 474:15 |
| 479:20 480:2 542:21 |
| 544:3 595:9 642:5 |
| 657:21 678:2 682:24 |
| 711:18 728:20 731:13 |
| 741:11 764:16 773:2 |
| talked | 435:4 481:21 |
| 630:21 673:17 752:23 |
| 757:16 |
| talking | 481:19 510:18, |
| 19 532:3 534:9 536:5 |
| 582:13 593:10 639:23 |
| 729:5 750:1 |
| tape-recorded | 468:17 |
| tapping | 677:6 |
| targeted | 602:16 650:5 |
| targets | 644:19 |
| tariff | 758:2 |
| Tasers | 511:22 |
| task | 642:14 |
| taught | 552:7 |
| tax | 465:2 |
| teach | 528:6 757:10 |
| teacher | 575:19 |
| teachers | 667:21 |
| team | 442:10 443:12 |
| tech | 423:20 519:23 |
| 536:4 574:4,21 584:15 |
| 740:8 757:8 |
| techies | 630:21 |
| technical | 569:6 598:1, |
| 3 632:18 |</p>
<table>
<thead>
<tr>
<th>Term</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>technician</td>
<td>464:13</td>
</tr>
<tr>
<td>technicians</td>
<td>584:14</td>
</tr>
<tr>
<td>technological</td>
<td>423:11</td>
</tr>
<tr>
<td>technological</td>
<td>427:9</td>
</tr>
<tr>
<td>technology</td>
<td>416:11</td>
</tr>
<tr>
<td>technologies</td>
<td>427:3</td>
</tr>
<tr>
<td>television</td>
<td>607:23,24</td>
</tr>
<tr>
<td>Telegraph</td>
<td>418:20</td>
</tr>
<tr>
<td>telemedicine</td>
<td>417:9</td>
</tr>
<tr>
<td>telephone</td>
<td>411:5,8,14,15</td>
</tr>
<tr>
<td>telecommuting</td>
<td>418:20</td>
</tr>
<tr>
<td>tell</td>
<td>475:15</td>
</tr>
<tr>
<td>tension</td>
<td>597:20</td>
</tr>
<tr>
<td>Teresa</td>
<td>530:3</td>
</tr>
<tr>
<td>term</td>
<td>410:20</td>
</tr>
<tr>
<td>terminal</td>
<td>442:8</td>
</tr>
<tr>
<td>terminate</td>
<td>682:18</td>
</tr>
<tr>
<td>termination</td>
<td>513:23</td>
</tr>
<tr>
<td>terms</td>
<td>411:3</td>
</tr>
<tr>
<td>terrain</td>
<td>522:13</td>
</tr>
<tr>
<td>terrible</td>
<td>474:23</td>
</tr>
<tr>
<td>terrifying</td>
<td>730:1</td>
</tr>
<tr>
<td>territory</td>
<td>409:16</td>
</tr>
<tr>
<td>thinking</td>
<td>674:10</td>
</tr>
<tr>
<td>Thomas</td>
<td>409:17</td>
</tr>
<tr>
<td>text</td>
<td>552:10</td>
</tr>
<tr>
<td>texts</td>
<td>590:14</td>
</tr>
<tr>
<td>thanking</td>
<td>738:8</td>
</tr>
<tr>
<td>theft</td>
<td>518:20</td>
</tr>
<tr>
<td>Theimer</td>
<td>476:20</td>
</tr>
<tr>
<td>therapists</td>
<td>657:16</td>
</tr>
<tr>
<td>there'd</td>
<td>614:25</td>
</tr>
<tr>
<td>There'll</td>
<td>615:25</td>
</tr>
<tr>
<td>thing</td>
<td>449:23</td>
</tr>
<tr>
<td>Texas</td>
<td>528:22</td>
</tr>
<tr>
<td>thousand</td>
<td>733:22</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Term</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tehama</td>
<td>651:15</td>
</tr>
<tr>
<td>telecom</td>
<td>487:3</td>
</tr>
<tr>
<td>telecommunications</td>
<td>409:12</td>
</tr>
<tr>
<td>telecommunication</td>
<td>423:20</td>
</tr>
<tr>
<td>telephones</td>
<td>425:17</td>
</tr>
<tr>
<td>telephonic</td>
<td>590:12</td>
</tr>
<tr>
<td>Teletype</td>
<td>608:8</td>
</tr>
<tr>
<td>television</td>
<td>569:6</td>
</tr>
<tr>
<td>telling</td>
<td>453:14</td>
</tr>
<tr>
<td>template</td>
<td>714:5</td>
</tr>
<tr>
<td>Templo</td>
<td>650:16</td>
</tr>
<tr>
<td>ten</td>
<td>490:20</td>
</tr>
<tr>
<td>tenants</td>
<td>643:18</td>
</tr>
<tr>
<td>tens</td>
<td>565:23</td>
</tr>
<tr>
<td>terminal</td>
<td>442:8</td>
</tr>
<tr>
<td>terminate</td>
<td>682:18</td>
</tr>
<tr>
<td>termination</td>
<td>513:23</td>
</tr>
<tr>
<td>terms</td>
<td>411:3</td>
</tr>
<tr>
<td>terrain</td>
<td>522:13</td>
</tr>
<tr>
<td>terrible</td>
<td>474:23</td>
</tr>
<tr>
<td>terrifying</td>
<td>730:1</td>
</tr>
<tr>
<td>territory</td>
<td>409:16</td>
</tr>
<tr>
<td>thinking</td>
<td>674:10</td>
</tr>
<tr>
<td>Thomas</td>
<td>409:17</td>
</tr>
<tr>
<td>text</td>
<td>552:10</td>
</tr>
<tr>
<td>texts</td>
<td>590:14</td>
</tr>
<tr>
<td>thanking</td>
<td>738:8</td>
</tr>
<tr>
<td>theft</td>
<td>518:20</td>
</tr>
<tr>
<td>Theimer</td>
<td>476:20</td>
</tr>
<tr>
<td>therapists</td>
<td>657:16</td>
</tr>
<tr>
<td>there'd</td>
<td>614:25</td>
</tr>
<tr>
<td>There'll</td>
<td>615:25</td>
</tr>
<tr>
<td>thing</td>
<td>449:23</td>
</tr>
<tr>
<td>Texas</td>
<td>528:22</td>
</tr>
<tr>
<td>thousand</td>
<td>733:22</td>
</tr>
</tbody>
</table>

**Index: technician..thousand**
<table>
<thead>
<tr>
<th>Term</th>
<th>Page</th>
<th>Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>undeniable</td>
<td>480</td>
<td>19</td>
</tr>
<tr>
<td>underground</td>
<td>527</td>
<td>20</td>
</tr>
<tr>
<td>undermines</td>
<td>556</td>
<td>18</td>
</tr>
<tr>
<td>underneath</td>
<td>750</td>
<td>17</td>
</tr>
<tr>
<td>underserved</td>
<td>417</td>
<td>7</td>
</tr>
<tr>
<td>understand</td>
<td>415</td>
<td>2</td>
</tr>
<tr>
<td>understanding</td>
<td>461</td>
<td>18</td>
</tr>
<tr>
<td>understands</td>
<td>753</td>
<td>3</td>
</tr>
<tr>
<td>understood</td>
<td>420</td>
<td>16</td>
</tr>
<tr>
<td>undertaken</td>
<td>445</td>
<td>20</td>
</tr>
<tr>
<td>undisclosed</td>
<td>532</td>
<td>2</td>
</tr>
<tr>
<td>unexpected</td>
<td>663</td>
<td>13</td>
</tr>
<tr>
<td>unfortunate</td>
<td>581</td>
<td>11</td>
</tr>
<tr>
<td>unhealthy</td>
<td>775</td>
<td>17</td>
</tr>
<tr>
<td>unheard</td>
<td>725</td>
<td>2</td>
</tr>
<tr>
<td>UNIDENTIFIED</td>
<td>699</td>
<td>9</td>
</tr>
<tr>
<td>Unified</td>
<td>513</td>
<td>15,18,21</td>
</tr>
<tr>
<td>uniform</td>
<td>458</td>
<td>2</td>
</tr>
<tr>
<td>unincorporated</td>
<td>459</td>
<td>21</td>
</tr>
<tr>
<td>unintentional</td>
<td>639</td>
<td>4</td>
</tr>
<tr>
<td>uninterrupted</td>
<td>434</td>
<td>11</td>
</tr>
<tr>
<td>Union</td>
<td>519</td>
<td>22</td>
</tr>
<tr>
<td>unions</td>
<td>651</td>
<td>12</td>
</tr>
<tr>
<td>unique</td>
<td>457</td>
<td>15,497,22</td>
</tr>
<tr>
<td>un</td>
<td>580</td>
<td>7</td>
</tr>
<tr>
<td>unit</td>
<td>576</td>
<td>13</td>
</tr>
<tr>
<td>United</td>
<td>431</td>
<td>19,444,15</td>
</tr>
<tr>
<td>universal</td>
<td>411</td>
<td>7,498,7</td>
</tr>
<tr>
<td>unreasonable</td>
<td>565</td>
<td>25</td>
</tr>
<tr>
<td>unrelated</td>
<td>576</td>
<td>25</td>
</tr>
<tr>
<td>unreliable</td>
<td>445</td>
<td>2</td>
</tr>
<tr>
<td>up-country</td>
<td>551</td>
<td>20</td>
</tr>
<tr>
<td>up-time</td>
<td>593</td>
<td>18</td>
</tr>
<tr>
<td>up-to-date</td>
<td>422</td>
<td>6</td>
</tr>
<tr>
<td>update</td>
<td>514</td>
<td>15,25,13</td>
</tr>
<tr>
<td>updates</td>
<td>500</td>
<td>7,515,20</td>
</tr>
<tr>
<td>upgrading</td>
<td>466</td>
<td>16</td>
</tr>
<tr>
<td>upgrade</td>
<td>445</td>
<td>23,474,10</td>
</tr>
<tr>
<td>utility</td>
<td>445</td>
<td>21,448,19</td>
</tr>
<tr>
<td>validity</td>
<td>730</td>
<td>23,473,3,4,23</td>
</tr>
<tr>
<td>variances</td>
<td>613</td>
<td>5</td>
</tr>
<tr>
<td>varied</td>
<td>522</td>
<td>13</td>
</tr>
<tr>
<td>V-A-N-D-E-R-M-E-Y-D-E</td>
<td>731</td>
<td>4</td>
</tr>
<tr>
<td>V-E-G-A</td>
<td>688</td>
<td>5</td>
</tr>
<tr>
<td>V-I-C-T-O-R-I-A</td>
<td>689</td>
<td>8</td>
</tr>
<tr>
<td>V-I-L-L-A-L-O-B-O-S</td>
<td>733</td>
<td>1</td>
</tr>
<tr>
<td>V-I-R-G-I-N-I-A</td>
<td>449</td>
<td>15</td>
</tr>
<tr>
<td>V-I-R-V-A</td>
<td>491</td>
<td>11</td>
</tr>
<tr>
<td>V-O-Z-E-N-I-L-E-K</td>
<td>419</td>
<td>8,594,22</td>
</tr>
<tr>
<td>vacate</td>
<td>493</td>
<td>25,494,3</td>
</tr>
<tr>
<td>vaccine</td>
<td>590</td>
<td>15</td>
</tr>
<tr>
<td>Valencia</td>
<td>708</td>
<td>10</td>
</tr>
<tr>
<td>valid</td>
<td>618</td>
<td>23</td>
</tr>
<tr>
<td>Vallejo</td>
<td>725</td>
<td>13</td>
</tr>
<tr>
<td>valley</td>
<td>438</td>
<td>3,452,2</td>
</tr>
<tr>
<td>URL's</td>
<td>539</td>
<td>24</td>
</tr>
<tr>
<td>usable</td>
<td>495</td>
<td>22</td>
</tr>
<tr>
<td>usage</td>
<td>565</td>
<td>12,668,19</td>
</tr>
<tr>
<td>useless</td>
<td>493</td>
<td>21</td>
</tr>
<tr>
<td>user</td>
<td>695</td>
<td>22</td>
</tr>
<tr>
<td>users</td>
<td>444</td>
<td>24,500,11</td>
</tr>
<tr>
<td>Utah</td>
<td>520</td>
<td>12</td>
</tr>
<tr>
<td>utilities</td>
<td>409</td>
<td>9,410,12</td>
</tr>
<tr>
<td>vast</td>
<td>423</td>
<td>2,740,15</td>
</tr>
<tr>
<td>Vega</td>
<td>687</td>
<td>8,688,1,5</td>
</tr>
<tr>
<td>vehemently</td>
<td>552</td>
<td>21</td>
</tr>
<tr>
<td>Velasquez</td>
<td>508</td>
<td>11,12</td>
</tr>
<tr>
<td>Ventura</td>
<td>416</td>
<td>6,433,20,</td>
</tr>
<tr>
<td>Verdes</td>
<td>716</td>
<td>18</td>
</tr>
</tbody>
</table>

PUBLIC UTILITIES COMMISSION, STATE OF CALIFORNIA
SAN FRANCISCO, CALIFORNIA
Index: weigh..world

weigh 483:14 714:10
weighing 608:21
Weinberger 532:17, 19,20,23
Weinstein 757:3,4,6 758:1
Weisely 499:10,12
welfare 522:3 590:16
well-being 430:22 434:15 439:11
wfellibility(sic) 474:21
Wells 448:10,12,13,14
Welsh 464:7,9,10 465:7
Wes 595:20,23
west 528:22 676:18
wharf 615:5
whatsoever 636:24 712:11
wherewithal 733:24 734:12
whine 710:19
whiskey 578:2
White 432:8
Whittier 600:12
wholeheartedly 618:23
wholesaler 596:2
wholly 766:13
wide 410:21 543:4
widen 607:10
wider 691:17
widespread 458:1 487:2 498:5 570:19 597:19 727:17 746:16
widow 557:5 598:18 599:10 692:24
widowed 739:6
wife 472:5 758:20 760:8
wild 439:9
wildfire 474:25 515:12 534:11 587:14 590:25
willfully 559:22,24
Williams 531:6,8,11,12 532:12
willingness 565:1
win 560:2
Windows 704:23 705:13
winds 475:18 657:23
windstorm 624:19 650:14
windstorms 575:22
windy 447:4 463:8 521:22
Wine 710:9
wings 663:10
winter 447:7 730:7 755:23 763:16
wired 469:10,15 487:6 575:15 675:20
wired-only 675:4
wirelessly 469:9
wireline 513:23 544:7 587:8 757:19
wirelines 411:25
Wireproof 435:17
wires 462:18 522:3 616:6
wiring 499:25 682:12
Wisely 499:13
wishes 469:7
wishing 662:11
withdrawal 491:13 514:11 552:22 590:6 743:10
Wolfeld 612:10,11,14 613:9
woman 654:11
women 518:9,23 666:12
Women's 452:2 518:6
wonderful 637:12 746:10
wondering 477:16
Woods 435:1 707:2
Woolsey 437:9 596:17 609:14
Woolesy 520:17
word 512:3 719:17 734:24 736:15
worded 534:18
words 440:4 473:13 542:10 584:10,21 691:11
workable 679:7
worker 494:22 534:3 637:23 733:6
workers 536:3 590:15 593:16 738:25 782:3
workforce 722:16
working-age 754:9
workplace 766:21