

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE

STATE OF CALIFORNIA

COMMISSIONER DARCIE L. HOUCK, in attendance

ADMINISTRATIVE LAW JUDGE THOMAS J. GLEGOLA, presiding

Order Instituting Rulemaking Proceeding	)	PUBLIC
to Consider Changes to the Commission's	)	PARTICIPATION
Carrier of Last Resort Rules.	)	HEARING
	)	
	)	Rulemaking
	)	24-06-012

REPORTERS' TRANSCRIPT  
Virtual Proceeding  
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SAN FRANCISCO, CALIFORNIA

1	INDEX	
2	STATEMENTS	PAGE
	SPEAKER MINGO	445
3	SPEAKER HOWARD	447
	SPEAKER SMITH	449
4	SPEAKER FRIEDMAN	452
	SPEAKER YAKOUBIAN	455
5	SPEAKER HAYWARD	455
	SPEAKER COHEN	456
6	SPEAKER MADDEN	459
	SPEAKER KELLOG	460
7	SPEAKER MILTON	461
	SPEAKER ICHIYASU	462
8	SPEAKER GARRET	465
	SPEAKER ROGAWSKI	467
9	SPEAKER JOYCE ACKERMAN	470
	SPEAKER FOREMAN	471
10	SPEAKER SIEVERS	473
	SPEAKER SAMAYA-THOMAS	474
11	SPEAKER UNGOS	476
	SPEAKER TAYLOR	477
12	SPEAKER YOUNG BEAR	479
	SPEAKER NAYYAR	480
13	SPEAKER NELSON	482
	SPEAKER ROTHSTEIN	484
14	SPEAKER MEAD	485
	SPEAKER HILL	487
15	SPEAKER CHEN	488
	SPEAKER BRADLEY	490
16	SPEAKER NESS	492
	SPEAKER SIRAGUSA	494
17	SPEAKER SIMON	495
	SPEAKER SILICANI	497
18	SPEAKER WOODMAN	498
	SPEAKER BARTALINI	499
19	SPEAKER VITTOR	500
	SPEAKER BRYAJIAN	501
20	SPEAKER KRATZ	504
	SPEAKER CAROL ACKERMAN	506
21	SPEAKER ANTHONY	506
	SPEAKER BUCKINGHAM	508
22	SPEAKER PREDDY	509
	SPEAKER LEE	510
23	SPEAKER JOHNSON	512
	SPEAKER GALANIS	515
24	SPEAKER FELSTEIN	516
	SPEAKER CLARK	517
25	SPEAKER MAYA	518
		521

1	SPEAKER VIGLIOTI	
	SPEAKER BERRIN	522
2	SPEAKER NICHOL	523
	SPEAKER WALKER CAMPBELL	526
3	SPEAKER MacLEOD	527
	SPEAKER CHASE	529
4	SPEAKER RECORD	530
	SPEAKER HOWARD	531
5	SPEAKER WRIGHT	534
	SPEAKER ARLENE	536

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VIRTUAL PROCEEDING

MAY 5, 2025 - 6:01 P.M.

\* \* \* \* \*

ADMINISTRATIVE LAW JUDGE GLEGOLA: We're on the record. The Commission will come to order. Good evening, everyone. This is the time and place for a remote Public Participation Hearing for Rulemaking 24-06-012. In this proceeding, the Commission is considering whether there's a need to update its Carrier of Last Resort rules, which were adopted in 1996 and updated slightly in 2012, and if we are going to make any changes, what these revisions should be.

My name is Thomas J. Glegola and I'm the assigned administrative law judge, or ALJ, assigned to this proceeding. The Honorable John Reynolds is the assigned commissioner. Commissioner Reynolds is not able to join us today; however, we are joined by the Honorable Darcie Houck, another commissioner at the California Public Utilities Commission.

Commissioner Houck, do you have any opening remarks you'd like to make?

COMMISSIONER HOUCK: Thank you, Judge Glegola.

I want to thank Commissioner Reynolds for his leadership in this proceeding, all of the staff that made this virtual participation possible. I want to

1     thank you, Judge Glegola, for all of your work in  
2     managing the proceeding, and just wanted to state that,  
3     you know, we recognize this is an important issue to the  
4     public.

5             I know that the advisor from Commissioner  
6     Reynolds' office, Andrew, is going to be providing a  
7     statement and history, so I'm not going to go into any  
8     of that, but just want to highlight that this proceeding  
9     is about reevaluating the rules of our COLR, Carrier of  
10    Last Resort, process that have not been altered for  
11    three decades.

12            So the focus here is looking what the right  
13    rules are going into the 21st century. It's not about  
14    whether a specific carrier should continue to be a COLR,  
15    so that is not specifically on the table in this  
16    rulemaking.

17            And, again, this hearing is about hearing from  
18    the public. Your input is very important to us, and I  
19    look forward to hearing your comments this evening, and  
20    with that, I will turn it over to you, Judge Glegola.

21            THE OPERATOR: Please stand by. We are  
22    experiencing technical difficulties. Please stand by.

23            ALJ GLEGOLA: Thank you, Commissioner, for your  
24    comments, and I do want to apologize to everyone. I was  
25    having some technical difficulties.

1           Next, we will hear from Andrew Klutey, who is  
2           an advisor to Commissioner Reynolds.

3           Mr. Klutey, do you have any comments you would  
4           like to make?

5           MR. KLUTEY: I do. Thanks, Judge Glegola.

6           Good evening, everyone. My name is Andrew. As  
7           the judge stated, I'm an advisor for Commissioner John  
8           Reynolds of the California Public Utilities Commission.  
9           Commissioner Reynolds is the assigned commissioner for  
10          the Carrier of Last Resort Rulemaking proceeding for  
11          which we're gathered here tonight to receive your public  
12          comments.

13          On behalf of the commissioner, I want to thank  
14          everyone for joining us for this public participation  
15          hearing, and he sends his regards and his regrets that  
16          he wasn't able to make it tonight, but I will be here  
17          and will relay everything that I hear to him.

18          I also want to extend my thanks to PUC staff,  
19          our Public Advisor's Office, the court reporters, and  
20          everyone at the PUC who is helping to make sure that  
21          today's event goes smoothly.

22          I would like to start with some opening  
23          comments on behalf of the commissioner with some  
24          background on the Public Utilities Commission  
25          proceeding. Note, I'll also call it the "Commission" or

1 "PUC" or the "CPUC."

2 So the PUC is a public government agency that  
3 regulates public utilities in California, spanning the  
4 energy, water and communications industries. The  
5 Commission is headed by five commissioners with each  
6 commissioner serving a six-year staggered term.  
7 Commissioner Reynolds is assigned to a wide variety of  
8 cases, including this rulemaking.

9 As for the Carrier of Last Resort rules, which  
10 I will refer at times as "COLR" for short, these rules  
11 originated in the 1990s when the legislature tasked the  
12 PUC with ensuring that essential telecommunications  
13 service be provided at affordable prices to all  
14 Californians.

15 In response, the Commission decided to  
16 designate existing incumbent telephone providers, like  
17 AT&T, in each service territory to be what we call a  
18 "Carrier of Last Resort." So what does that mean?

19 A Carrier of Last Resort is a telecom service  
20 provider that stands ready to provide basic telephone  
21 service to any customer requesting that service within a  
22 specified geographic area that's consistent with the  
23 universal service policy.

24 Those are COLR rules, and they include  
25 requirements for the telephone providers. Among a

1     number of things, the rules require that at least one  
2     telephone or telecommunications company in a specified  
3     area is legally required to provide access to basic  
4     service to anyone in that service territory who requests  
5     it.

6             Basic service has nine elements, including the  
7     ability to call 911, to receive voice-grade quality  
8     service over long distances, and to receive low-income  
9     discounts like Lifeline. The rules also require that a  
10    Carrier of Last Resort cannot withdraw from its  
11    obligation, unless another carrier takes on the  
12    requirements of being the Carrier of Last Resort.

13            So, currently, every California household is  
14    served by a Carrier of Last Resort. That doesn't mean  
15    that everyone is receiving service from a COLR, but  
16    there is always one that stands ready to provide that  
17    service. There are 16 different companies who have this  
18    designation across California. Each with a distinct  
19    service territory. AT&T is the largest; Frontier the  
20    second largest.

21            Today most Carriers of Last Resort deliver  
22    basic service on landline telephone numbers; however,  
23    when we talk about basic service, I do want to emphasize  
24    that this doesn't necessarily mean that the particular  
25    phone service you use or the phone service you receive



1 is basic service or is served by a landline, copper or  
2 fiber-optic wireline. Your home service, for example,  
3 may be provided by Voice over Internet Protocol, or VoIP  
4 connection.

5 This rulemaking is evaluating possible changes  
6 and updates to the COLR rules so that they're as  
7 effective and relevant today as possible, given the  
8 technology changes and the changes in law that have  
9 occurred over the last 30-plus years, the provision of  
10 communication services, while also ensuring that no one  
11 is disadvantaged due to a change in the rules, and that  
12 all Californians have access to affordable, safe and  
13 reliable phone service.

14 Changes to the rules could potentially affect  
15 the conditions of Carrier of Last Resort withdrawals and  
16 which company provides basic service for a customer if a  
17 customer does use basic service. A company that is no  
18 longer designated as a Carrier of Last Resort could also  
19 stop providing basic service; however, any changes to  
20 the COLR rules will not diminish this Commission's  
21 commitment to ensuring that all Californians, no matter  
22 their income or location, have access to essential  
23 communication services that are affordable, safe and  
24 reliable as codified in statute.

25 The commissioner does acknowledged that most

1 Californians today do not rely on basic services  
2 typically provided on Plain Old Telephone Services,  
3 "POTS," as we call it or landline telephone service, and  
4 are, instead, moving to more data-intensive,  
5 internet-based services on cell phones or broadband  
6 connection. These require support for public and  
7 private investments in the modern, higher-bandwidth  
8 communications infrastructure.

9 That said, we do have a 100-plus-year-old  
10 legacy telephone network infrastructure that's already  
11 everywhere in the state and has been used and continues  
12 to be used to provide universal phone service.

13 While we have added investment in newer  
14 networks, the physical infrastructure of the legacy  
15 telephone network -- the poles, conduit, and  
16 rights-of-way -- have contributed to delivering and  
17 still continue to deliver universal communication  
18 service to Californians, and sometimes the service on  
19 the legacy network is the most reliable form of  
20 communication service for residents in certain areas  
21 where cell phone service and broadband internet are not  
22 readily accessible.

23 The Carrier of Last Resort rules are designed  
24 to be technology neutral and it has not been our  
25 expectation that Carriers of Last Resort serve customers

1 through copper networks, though we have seen carriers  
2 choose that technology to deliver service.

3 In this rulemaking, the Commission's  
4 fundamental goal is that all Californians have access to  
5 reliable and high-quality telecommunication services for  
6 safety, critical communication and for their broader  
7 connectivity needs no matter their income or where they  
8 live, including high-fire-threat districts,  
9 disaster-prone, rural, remote and underserved areas.

10 With that background, I'll now turn to the  
11 purpose of this hearing today, the public participation  
12 hearing, why you're all here today.

13 The purpose is for the Commission to hear  
14 directly from customers or concerned Californians about  
15 the issues in the scope of this proceeding, including  
16 the issues I've just discussed.

17 Today's public comments, in addition to the  
18 comments made at all of the other public participation  
19 hearings that we have held and will continue to hold,  
20 will help the Commission evaluate whether and what  
21 changes we should make in the rules that will make sense  
22 in today's communication services.

23 It's crucial to the Commission's  
24 decision-making process to hear from customers on these  
25 issues. So, again, I want to thank all of you for

1 joining us to provide your input and concerns this  
2 afternoon.

3 I'll also share that we've been holding  
4 workshops where we're having discussions with parties  
5 participating in this proceeding on specific, focused  
6 topics that are at issue in the rulemaking, including  
7 specific proposals for changes to the rules.

8 We've heard from tribal, public safety, rural,  
9 county, and other states on their perspective and  
10 lessons that they've shared with us. These workshops  
11 have been and will continue to be recorded and are  
12 available for public viewing on the CPUC YouTube page.  
13 The parties will also provide comments and reply  
14 comments on these workshops once they conclude. That's  
15 where we are in the cases.

16 Once we conclude these public participation  
17 hearings, the Communication's Division at the CPUC will  
18 synthesize a staff proposal on how, if at all, we should  
19 change the Carrier of Last Resort rules and any other  
20 recommendations or key findings for the Commission's  
21 consideration. That should be coming out later this  
22 year after the summer.

23 Parties will then be able to file comments and  
24 reply comments on the staff proposal for the  
25 Commission's consideration. The Commission may also

1 hold evidentiary hearings, if the parties request it, in  
2 the San Francisco hearing room. Although at this time,  
3 the parties have not requested evidentiary hearings.

4 After comments on the staff proposal and any  
5 other comments that may occur, the parties will file  
6 their briefs and their reply briefs. After that point,  
7 Judge Glegola will issue a proposed decision for the  
8 Commission to consider at one of its official voting  
9 meetings.

10 All these milestones, along with the scope of  
11 issues in the rulemaking are available in the  
12 February 4, 2025 scoping ruling, which is available on  
13 the Docket Card for this proceeding, R.24-06-012, and it  
14 can also be accessed from the CPUC's home page.

15 If you'd like to get notifications on the  
16 continued events of the proceeding or are interested in  
17 becoming a party, please contact the Public Advisor's  
18 Office. You can contact them by phone or email. The  
19 phone number is 866-849-8390, and their email address is  
20 public.advisor@cpuc.ca.gov.

21 Subsequent dates for milestones in this  
22 proceeding have yet to be determined and no decision has  
23 yet been made about what changes to make in the rules.  
24 And just to reiterate, no changes can occur without a  
25 vote on the proposed decision supported by a majority of

1 the five commissioners.

2 And with that, thank you very much. I'll turn  
3 it back to you, Judge Glegola.

4 ALJ GLEGOLA: Thank you, Mr. Klutey.

5 If anyone listening to today's session would  
6 like more details about this proceeding, a fact sheet is  
7 available at [www.cpuc.ca.gov/PPH](http://www.cpuc.ca.gov/PPH). There is also more  
8 information on our web page, the main web page, which is  
9 [www.cpuc.ca.gov](http://www.cpuc.ca.gov). If you scroll down to the middle of  
10 the page, maybe closer to the bottom third of it, you'll  
11 see a link and you can click on it.

12 We're early in the process of this proceeding.  
13 We're essentially in fact-finding mode. In total, we  
14 have five in-person meetings in San Diego county,  
15 Los Angeles county, Bakersfield, Santa Rosa, which is in  
16 Sonoma county, and Roseville.

17 At each of those locations, we held a 2:00 p.m.  
18 public participation hearing and one at 6:00. We also  
19 have four remote hearings like the one today scheduled.  
20 One was already held in the afternoon of April 17th and  
21 the final two are scheduled for May 13th, one starting  
22 at 2:00 p.m., and one starting at 6:00 p.m.

23 If you know someone that wishes to be heard on  
24 this issue, but none of times provided are convenient  
25 for them, there's still other ways to communicate their

1 thoughts with us. Rather than list all of them, I'm  
2 going to refer everyone to our Public Advisor's Office.  
3 Reach out to the number that we have on our screen,  
4 which is 866-849-8390, and if you call during normal  
5 business hours, someone there can help you. You can  
6 also email public.advisor@cpuc.ca.gov, "advisor" with an  
7 "o."

8 So you've heard about this proceeding, about  
9 the Commission, and the role of the commissioners. I'll  
10 just add that my role, as the assigned administrative  
11 law judge in this case, is to review the evidence  
12 provided by the parties litigating this case. Based on  
13 the evidence presented, I will draft a proposed decision  
14 for the commissioners to consider.

15 The commissioners will vote to adopt my  
16 proposed decision or not. The commissioners can also  
17 introduce an alternate decision if they so choose.

18 With that, we now will be returning to the  
19 public comment portion. Your comments will help the  
20 Commission gather information to determine how to modify  
21 the Carrier of Last Resort rules.

22 And in addition to considering the comments we  
23 receive here today, we will also consider all comments  
24 that are sent electronically.

25 And if you are listening in and have yet to

1 sign up to speak, but would like to, please call  
2 800-857-1917 and use passcode 6032788 and then hit the  
3 pound sign and star one.

4 If you do choose to speak, we ask that you  
5 speak slowly and clearly so our court reporters are able  
6 to capture everything that is said. We ask that you  
7 state and spell your name, and if you'd like, the city  
8 that you're calling from.

9 You may decide at any time to speak, before we  
10 end the forum, simply by pressing star one.

11 We are going to keep the time limit of three  
12 minutes given the number of people that have signed up.  
13 The last I saw, there were 14. If we have more, I may  
14 reduce that time. You will know when your time limit is  
15 up. You will hear a bell.

16 Again, please be sure to speak slowly and  
17 clearly. Please speak directly into your phone or  
18 headset.

19 With that, Operator, can you please proceed to  
20 our first speaker in the queue. ]

21 THE OPERATOR: Thank you. The public comment  
22 line is now open. Our first speaker is Laura Mingo.

23 Your line is open.

24 STATEMENT OF SPEAKER MINGO

25 Hi. My name's Laura Mingo, L-a-u-r-a



1 M-i-n-g-o. I live in an unincorporated part of LA  
2 County -- County. (Indecipherable) area they call it.  
3 And I also have a landline. That's all I have. I don't  
4 have a cell phone because I don't have money for two  
5 phones. So this is my main line. I've had this line  
6 since I was 16 years old.

7 I do not want a cell phone because when the  
8 power goes out, you can't get anything. You can't use  
9 your cell phone. When the power goes out in this  
10 house -- there's two people here: My mother who is 90  
11 years old and me.

12 And her phone, she has everything hooked up to  
13 the internet. So the phone goes out. There's no way to  
14 make a call.

15 I have a landline. I can still use my landline  
16 when the power goes out. So I need to keep this  
17 landline so we can have one phone -- workable phone in  
18 the house when a power outage happens. So please do not  
19 mess with the landline. I need my phone.

20 And the second question is: you keep talking  
21 about copper. Why can't you use any other metal like  
22 nickel or some other metal to do the line? Because  
23 since you know the high theft of copper, find another  
24 metal to use to do the phone lines instead of using  
25 copper. That's just my simple thing of find a different

1 metal. There's other metals out there besides copper  
2 since you know the high theft of copper is going on.

3 Thank you.

4 ALJ GLEGOLA: Thank you very much for that  
5 feedback.

6 Can we have our next caller, please.

7 THE OPERATOR: Yes. Our next speaker comes  
8 from James Howard.

9 Your line is open.

10 STATEMENT OF SPEAKER HOWARD

11 Hello. I'm not prepared to be on this early.  
12 This is the same thing just dressed up differently from  
13 what we went through last year. Nothing's changed.  
14 There's no one to take AT&T's place. The other company  
15 the caller mentioned, they don't even exist in this  
16 area.

17 This is just a chameleon. It's just dressed up  
18 differently, and it's also phrased differently so folks  
19 won't become so alarmed. It's an attempt, a feeble  
20 attempt to quell -- prematurely quell panic.

21 And I notice that they're allowing three  
22 minutes. I'm sure people complained about the one  
23 minute allowed last year. But it probably plays to the  
24 idea -- the likely fact there are less people signed up  
25 this year because they phrased it down.

1           And what I know, it's one of the things of  
2   many, I could go on and on and on and on as you can  
3   already tell. Pardon my severe allergy on a severe  
4   windy day.

5           But not even letting us know what changes they  
6   propose to make. And you can bet that they're not  
7   changes that are going to run in favor of the consumer.  
8   They're going to run in favor of getting AT&T off the  
9   hook.

10          By the way, AT&T -- I could be wrong about  
11   this, but I think originally Atlantic Telephone and  
12   Telegraph note the word "Telegraph." And even if it's  
13   American Telephone and Telegraph as it always has been.  
14   You can't deny the word "Telegraph." It's inherently a  
15   legacy company providing a legacy service or legacy  
16   services, plural.

17          So the other aspect of it is Carrier of Last  
18   Resort. That's very, very fitting for AT&T because they  
19   are the company of last resort just inherently and by  
20   definition. And regardless of what does or does not  
21   happen this year or last year, they will remain the  
22   company of last resort. Because that's what they are.

23          And these people are not your friends. AT&T is  
24   not your friend. The Public Utilities Commission is not  
25   your friend. They're simply there to deal with the

1 masses, okay.

2 And last year -- all this is my opinion. I  
3 admit that.

4 (Timer notification.)

5 SPEAKER HOWARD: But I'm probably correct in my  
6 opinion that -- look at these rate increases at this  
7 Public Utility Commission. I don't even know why the  
8 word "Public" is in it. It should just be --

9 (Timer notification.)

10 ALJ GLEGOLA: Thank you very much, sir, for  
11 your --

12 SPEAKER HOWARD: You're welcome.

13 ALJ GLEGOLA: Can we have our next speaker,  
14 please.

15 THE OPERATOR: Yes. Thank you. Our next  
16 speaker is Anne Smith.

17 Your line is open.

18 STATEMENT OF SPEAKER SMITH

19 Thank you. And thank you for letting me speak.  
20 I live in San Francisco. I'm 80 years old. I'm  
21 speaking on my landline right now, which I can hold well  
22 and hear.

23 I have a smartphone only because of necessity.  
24 Because if I'm out in my car or walking and something  
25 happens, there's no phone booths anymore. There's no

1 place to call anybody. You have to have a smartphone,  
2 and my insurance company required it in order to --  
3 that's what they require today. They don't like the  
4 landline. They don't even call me on it anymore.

5 I'm a native Californian, I'm born in Los  
6 Angeles, raised there. I've been in my home in San  
7 Francisco for 50 years. I was here. I've experienced  
8 lots of earthquakes. I was here for the 1989  
9 earthquake. Things worked well then. We had a full  
10 compliment of first responders. Communication went  
11 well. And now we have 500 less police officers than we  
12 did then as do many of the surrounding communities.

13 And if there's another earthquake that's  
14 similar to that, they're going to have to call the  
15 National Guard, because we don't have people here that  
16 can help.

17 They can't even help with shoplifters. I go  
18 into a Walgreens and they say they've had four  
19 shoplifters this morning between 7:00 and 8:00 a.m.  
20 They don't have anybody to help with that.

21 It worked very well. I'd like to be sure it  
22 will work well, and that I have communication to reach  
23 people if I have to.

24 I also talked to the police here in San  
25 Francisco. They have district police stations. I've

1     talked to two in my district. They both love the  
2     landline. They've had it for decades. And one reason  
3     they like it it's reliable. Any call made from a  
4     landline I've been told will go directly to the first  
5     responders. If it goes on anything else, it goes  
6     through CHP and it takes longer.

7             I also -- and just very concerned that -- it's  
8     just to have something as a elderly person that you can  
9     depend on is very hard today. I live alone. And I  
10    guess the only other thing I can say is I know somebody  
11    in Santa Cruz who when they had their last big fire she  
12    had a landline, and she had 10 people lined up to use  
13    it. She gave them 10 minutes each.

14            And I did talk to -- call AT&T about what they  
15    were proposing and they told me about this fiber optic  
16    that would use a battery backup, which oh my God. Who  
17    knows how all that's going to work. And it sounded to  
18    me when she talked to me like it was a done deal.

19            So anyway I'm very concerned about this, and I  
20    thank you.

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

23            Before we continue, I do want to let folks know  
24    that currently there are 22 people waiting to speak. So  
25    I'm going to move the speaking limit to two minutes

1       instead of three just so people aren't on the line  
2       for -- waiting for too long.

3               With that could we please have our next  
4       speaker.

5               THE OPERATOR: Thank you. Our next speaker is  
6       Richard Friedman.

7               Your line is open.

8               STATEMENT OF SPEAKER FRIEDMAN

9               Hello, yes. My name is Richard Friedman,  
10       F-r-i-e-d-m-a-n. And this issue regards the Downtown LA  
11       area. I'll do my best to be succinct, but I'm 78 years  
12       old, and my memory's not as great because this issue's  
13       been ongoing for four years.

14               The problem is I got evicted due to the Malibu  
15       fires, and I've been living in a hotel since  
16       January 7th. My file's about three inches thick and  
17       sitting on my desk at home; but because the house is  
18       still filled with smoke and ash, I'm unable to get to  
19       it.

20               However, the facts as best as I can recall is  
21       that about 20 years ago I signed up with AT&T to service  
22       my commercial building for fire and burglary protection.  
23       I pay a substantial amount of money for the service to  
24       be installed, and it had to be a hardwired copper line  
25       connection because there are railroad trains and tracks

1     that run behind my building; and every time the train  
2     goes by, the electrical interference from the engines  
3     cut out all over-the-air transmissions like cell phones.

4             About four years ago when I started, I had  
5     contracted rates and then AT&T decided they no longer  
6     wanted to service hardwired lines. They violated my  
7     agreed price and raised my rate by 800 percent.

8             I told AT&T that the only service I needed was  
9     for them to connect the two copper lines to my alarm  
10    boxes so if there was a fire or burglary, the alarm box  
11    would notify the fire department or the police  
12    department. There were no phones there.

13            After calling about a hundred times to notify  
14    AT&T the lines were not working and accumulating about  
15    \$7,000 in bills for services that were never working,  
16    they finally agreed to reconnect my lines and issue a  
17    credit for the unused charges. They said I should not  
18    have further problems.

19            But a couple years later the same thing  
20    happened all over again; and after another hundred  
21    calls, I was told I should find another carrier because  
22    they were getting out of the hard line business.

23            So I searched for alternative companies but  
24    found out that AT&T has a monopoly on the telephone  
25    poles and they would not allow another company to use



1       them.

2                       (Timer notification.)

3               SPEAKER FRIEDMAN: I got quotes from other  
4 companies to run a new line but the cost exceeded  
5 \$35,000 which I couldn't afford.

6                       (Timer notification.)

7               SPEAKER FRIEDMAN: -- hook up my lines if I  
8 paid them eight times the money they were charging me  
9 even though I had a one year contract, which they didn't  
10 recognize.

11              ALJ GLEGOLA: Please wrap up.

12              SPEAKER FRIEDMAN: They didn't recognize it  
13 because after the first problem was resolved, they  
14 improperly canceled my --

15                       (Timer notification.)

16              SPEAKER FRIEDMAN: -- account by giving me a  
17 new account number --

18              ALJ GLEGOLA: Sir, could you please wrap up?

19              SPEAKER FRIEDMAN: -- the last three numbers of  
20 my existing account; but by changing those last three  
21 numbers, all the past history of my first outage could  
22 no longer be accessed.

23                       (Timer notification.)

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

1 Can we have our next caller, please.

2 THE OPERATOR: Thank you. Our next caller --  
3 next speaker is Steve Yakoubian.

4 Your line is open.

5 STATEMENT OF SPEAKER YAKOUBIAN

6 Yes, my name is Steve Yakoubian. First name  
7 S-t-e-v-e, last name Y-a-k-o-u-b, like basket, i-a-n.  
8 I'm a senior citizen. Cell phones are not reliable.  
9 Fires and earthquakes dictate that we keep landline  
10 service using copper wire. Landline phones using copper  
11 wire are essential and no changes should be made to the  
12 rules governing Carrier of Last Resort.

13 Thank you.

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

16 Could we have our next speaker, please.

17 THE OPERATOR: Yes, thank you. Our next  
18 speaker comes from Andrew Hayward.

19 Your line is open.

20 STATEMENT OF SPEAKER HAYWARD

21 Thank you so much to the judge and  
22 commissioners for hearing us. I live in San Francisco.  
23 I have three children and use my cell phone exclusively  
24 for business, for my personal life, and I encourage the  
25 Commission to modernize the rules to meet up with

1 society.

2 It has been over 30 years since these rules  
3 have been updated, and it is time to modernize them  
4 particularly for a state that is now the fourth biggest  
5 economy in the world. We've seen great improvements  
6 across the state with the Cal train locally, which now  
7 has electrified trains that are no longer using diesel.

8 We should be doing the same for our  
9 telecommunication systems and rules. The world is on  
10 cell phones. There is a digital divide, and I would  
11 hope that companies like AT&T and others rather than  
12 investing in outdated system would invest to improve the  
13 system that the overwhelming majority of people use.

14 Thank you so much for your time. I appreciate  
15 it.

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

18 THE OPERATOR: Thank you. Our next speaker  
19 comes from Marsha Cohen.

20 Your line is open.

21 STATEMENT OF SPEAKER COHEN

22 Hello. Thank you. I fully agree with people  
23 who are concerned about the lack of landlines when power  
24 is out for a week or more as it happens in earthquakes,  
25 which some of us have lived through.

1           Modernizing doesn't require eliminating legacy  
2           systems. It's safe in earthquake country, in fire  
3           country. AT&T was a monopoly for a long time and it  
4           seems to me that it has to -- its stockholders got a lot  
5           of benefit from that, and they should pay for that.

6           By the way, I live in a small apartment  
7           building. Elevators and doorbells rely on phones which  
8           are connected, not cellular, but copper wire connected.  
9           If you are stuck in a elevator when the power goes out,  
10          you want a phone that doesn't have to rely on power  
11          going out because unless you have a big emergency, a  
12          person stuck in the elevator is not going to be the  
13          first person that the first responders go to. That's  
14          going to wait for perhaps hours and that power can go  
15          out. So there's a lot of systems that rely on landline  
16          phones.

17          Also I wish to tell you that I had gotten a  
18          phone call on this number, the landline, from a Richard  
19          Hoodack (phonetic) who said he was calling from AT&T.  
20          When I finally reached him, he's calling from Converge  
21          Crowd Services, and he was leaving messages that we were  
22          having network changes. He said we were having network  
23          changes and he was wanting to know if we had static or  
24          dropped calls or whatever, and I was quite clear that he  
25          was trying to get complaints about the landline system

1 in order to use them to -- you know, people who haven't  
2 complained. He was calling people to encourage  
3 complaints that they may not have had.

4 He also said that the billing for a landline  
5 was going to triple to \$350 a month. He also claimed  
6 that they had to triple this because the FCC, the  
7 Federal Communications Commission, was fining them and  
8 they wanted them off the copper lines.

9 I'm a lawyer. I'm a law professor. I looked  
10 these things up. I could not find any evidence of that.  
11 I only found evidence of the fines for giving up  
12 customer information without permission.

13 (Timer notification.)

14 SPEAKER COHEN: He also said you can't force  
15 people off of the line; but on the other hand, he  
16 claimed that in Illinois and California the law  
17 required -- it was mandatory to get rid of copper wire  
18 lines. I don't -- I never heard anything about that,  
19 and I wondered about all of this, and I'm very, very  
20 suspicious if this is all a part of the game.

21 Thank you:

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

24 Can we have our next speaker, please.

25 THE OPERATOR: Thank you. Our next speaker

1 comes from Tom Madden.

2 Your line is open.

3 STATEMENT OF SPEAKER MADDEN

4 Hi. My name's Tom Madden, T-o-m M-a-d-d-e-n.

5 And I live in Mendocino County on a road 30 miles long.

6 It's a dark area for cell phones.

7 Over the years, I've had several people come by  
8 needing a landline to call a tow truck. Sometimes an  
9 emergency where people have been hurt and need an  
10 ambulance. And the safety issue is just off the chart  
11 for necessity because cell phones even the radios for  
12 cop cars don't work around here.

13 And the loss of the landline would be a loss to  
14 the whole community here, which is probably about 150  
15 people along the 30-mile stretch of road between  
16 Comptche and Ukiah, California. And the road is also  
17 not a safe road. At night there's no lights or  
18 anything. People do go off the road, and they need  
19 help.

20 And the only safe thing is the landline. You  
21 know, and also the fire -- there's fire concern as well  
22 and any other emergency that could happen.

23 You know, when the landlines are gone, that  
24 whole lifeline's going to be gone, and the only thing  
25 standing between AT&T removing the copper wires and us

1 as a community is the CPUC.

2 Thank you.

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

5 Could we have our next speaker, please.

6 THE OPERATOR: Thank you. Our next speaker is  
7 Carol Kellog.

8 Your line is open. ]

9 STATEMENT OF SPEAKER KELLOG

10 Thank you very much. I'd like to bring to the  
11 board's attention the unfair business practices that  
12 AT&T has used over the last -- a couple of years. I  
13 enter into usually a yearlong contract to have my  
14 business serviced with my copper line.

15 And what I've done -- or actually what AT&T has  
16 done is visited my office -- tried to disrupt my  
17 business -- to meet with me to change the contract. I  
18 also receive daily phone calls regarding changing my  
19 system after I've entered into a contract.

20 The strong-arm tactics have to stop, especially  
21 when it interferes with a person's business and running  
22 their business the way they want to. I have paid double  
23 the amount of my phone lines over the last couple of  
24 years, and I continue to pay that because I want the  
25 reliable service, even though it's costing an arm and a

1 leg.

2 They should not be allowed to use unfair  
3 business practices of harassment, continued harassment,  
4 with phone calls to change a contract that's already  
5 been entered into. That's my opinion. Thank you.

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

8 Can we have our next speaker please.

9 THE OPERATOR: Thank you.

10 Our next speaker comes from Maureen Milton.

11 STATEMENT OF SPEAKER MILTON

12 Good afternoon. I am very, very, very  
13 concerned about losing my landline. I'm disabled. And  
14 it is the only way I have of contacting the outside  
15 world when -- if there's an emergency. If everything is  
16 tied together and something goes down, you're dead in  
17 the water.

18 And it is really scary the fact that when -- to  
19 have to worry about, oh, my gosh. Am I going to have  
20 lose, you know, my access to the outside world in case  
21 of an emergency?

22 Also I cite -- I believe it was February 22nd  
23 of last year when the entire LAUSD system went down and  
24 savvy, young reporters were on the TV saying if you have  
25 a landline, if you know of anybody that has a landline,



1 go to them. They could not get 911. They could not get  
2 anything.

3 And I am really frightened of the fact that I  
4 may not be able -- if anything happens, I'm as good as  
5 dead. Also when you call from a landline, you go  
6 directly to the 911. They know exactly where you are,  
7 and it's something that definitely needs to be kept.  
8 Yes. Everybody -- progress is very important, but also  
9 something that is reliable.

10 So I thank you very much, and I'm looking  
11 forward to the results. I wish there were more people  
12 waiting to call. I'm kind of disappointed because last  
13 time there was hundreds. Thank you.

14 (Timer notification.)

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

17 Can we have our next speaker, please.

18 THE OPERATOR: Yes. Thank you.

19 Our next speaker W. Ichiyasu. Your line is  
20 open.

21 STATEMENT OF SPEAKER ICHIYASU

22 I've already spelled my name out to the  
23 concierge. So I'm not going to do it again. And I also  
24 strenuously object to the two-minute time limit.

25 I submitted written comments to the CPUC

1 already on this matter. And I'm going to extend those  
2 comments. And I do not want them ignored. And I'm not  
3 contradicting anything that's in them.

4 First and foremost, this is all about AT&T  
5 trying to escape regulation because the cellular  
6 networks and the so-called "fiber-digital-data networks"  
7 are not nearly as carefully regulated as the legacy  
8 copper landline.

9 And the copper landlines, the telephone poles,  
10 the rights-of-way and even the central offices that  
11 they're connected to have been paid for by the  
12 ratepayers many times over.

13 And if AT&T intends to abandon COLR, then AT&T  
14 should also turnover all of those physical assets to the  
15 public, to the State of California, to find an operator  
16 who will continue to run these intelligently parallel  
17 legacy systems that in no way impedes the progress of  
18 cellular or fiber-optic digital.

19 The landline phones are actually more energy  
20 efficient than all of these household battery, backed-up  
21 digital this and that, whether it be for smart phones or  
22 fiber-optic data.

23 Also, too, the analog landline is more secure  
24 than the cell phone or digital data when the data over  
25 the cell phone and the data over the fiber optics is not

1 actually encrypted.

2 Okay. In order to compromise my landline  
3 conversation or even a landline fax --

4 (Timer notification.)

5 SPEAKER ICHIASU: -- somebody has to place a  
6 wiretap somewhere between the last mile --

7 (Timer notification.)

8 SPEAKER ICHIASU: -- between the central  
9 office and where I am located with my landline. We know  
10 because it's been in the international news that --

11 (Timer notification.)

12 ALJ GLEGOLA: Can you please wrap up.

13 SPEAKER ICHIASU: -- long been AT&T and other  
14 carriers, smart phone and fiber-optic networks --

15 (Timer notification.)

16 SPEAKER ICHIASU: -- and other carriers, smart  
17 phone and other fiber-optic --

18 (Timer notification.)

19 SPEAKER ICHIASU: -- because those networks  
20 are not -- are not regulated, so they are not as well  
21 secured. Okay.

22 (Timer notification.)

23 SPEAKER ICHIASU: It's not because the Chinese  
24 have back doors in the switches. It's because the  
25 equipment is not being properly maintained and upgraded

1 to keep it secure --

2 ALJ GLEGOLA: Sir, thank you --

3 (Crosstalk.)

4 SPEAKER ICHIYASU: That kind of compromise does  
5 not exist with the landline and once --

6 (Crosstalk.)

7 ALJ GLEGOLA: -- for your comments.

8 (Timer notification.)

9 SPEAKER ICHIYASU: -- again I object --

10 (Timer notification.)

11 SPEAKER ICHIYASU: -- to the two-minute limit.

12 There's not hundreds of people waiting --

13 (Timer notification.)

14 SPEAKER ICHIYASU: -- but I'm going to stop.

15 ALJ GLEGOLA: Can we please go to our next  
16 speaker.

17 THE OPERATOR: Yes. Thank you.

18 Our next speaker is Marilyn Garret. Your line  
19 is open.

20 STATEMENT OF SPEAKER GARRET

21 Hi. I'm very grateful to the speakers who are  
22 advocating for keeping those landlines. Very  
23 informative.

24 And I want to quote Ralph Nader, who said: The  
25 main challenge in the structural domination of the

1 corporate state, corporations like AT&T are dominating,  
2 dictating, and damaging.

3 I am calling you on my only phone, a landline.  
4 I'm 83. I have no computer. Cell phone radiation makes  
5 me ill. And in a real democracy, it should be required  
6 to have public utility ownership with genuine well-being  
7 prioritized. AT&T clearly prioritizes corporate  
8 profits, period.

9 Landlines need to be maintained, expanded  
10 easily and inexpensively available. Instead, AT&T  
11 desires to remove the copper landlines. I'd actually  
12 like to see them remove the proven toxic cell phone,  
13 cell tower, microwave technology, which causes increased  
14 cancer incidents, is fire prone and destroys all life as  
15 elaborated in the publication "Bees, Birds and Mankind,  
16 Destroying Nature by 'Electrosmog'" by broadband --

17 (Timer notification.)

18 SPEAKER GARRET: -- cell phone, cell tower,  
19 Wi-Fi dangers. They are all emitting microwave  
20 radiation --

21 (Timer notification.)

22 SPEAKER GARRET: -- shows radiation causes  
23 cellular stress and damage, DNA damage --

24 ALJ GLEGOLA: Can you please wrap up.

25 SPEAKER GARRET: -- blood-brain barrier

1 disruption --

2 (Timer notification.)

3 SPEAKER GARRET: -- brain cancer and tumor  
4 risk, insomnia, abnormal heart rhythm.

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

7 Can we have our next speaker please.

8 SPEAKER GARRET: A good source is "Take Back  
9 Your Power."

10 THE OPERATOR: Our next caller comes from  
11 Michael Rogawski. Your line is open.

12 STATEMENT OF SPEAKER ROGAWSKI

13 Yes. Thank you very much for taking my call.  
14 My name is Michael Rogawski, R-o-g-a-w-s-k-i. I am 73  
15 years old. I and my family are customers located in  
16 Sacramento county, and like many of the other callers  
17 I'm speaking on an AT&T POTS line from my home.

18 I strongly urge the California Public Utilities  
19 Commission to require AT&T to continue to be the Carrier  
20 of Last Resort and to provide legacy telephone network  
21 services using the existing copper-wire system that  
22 continues to function reliably and to provide  
23 high-quality telephone service.

24 This is necessary for my family to be safe and  
25 to have reliable and high-quality phone service, which

1     was the purpose of this fact finding. The fact of the  
2     matter is we have poor cell phone coverage in our area.  
3     At times we are unable to obtain a clear and reliable  
4     cell phone connection.

5             We all know that VoIP can be unreliable. We  
6     have frequent power outages in our area, and sometimes  
7     the power outages can be prolonged. When the power is  
8     out, sometimes VoIP may not be available if battery  
9     backup fails. So for safety and also for us to simply  
10    have reliable and high-quality phone service, the POTS  
11    service must be maintained.

12            I would also like to note that AT&T has used  
13    deceptive practices to try to trick me to change to VoIP  
14    service. I received many harassing phone calls from --

15                    (Timer notification.)

16            SPEAKER ROGAWSKI: -- caller with thick foreign  
17    accents suggesting they were from call centers  
18    outside --

19                    (Timer notification.)

20            SPEAKER ROGAWSKI: -- of the country. These  
21    callers stated definitively that copper --

22                    (Timer notification.)

23            SPEAKER ROGAWSKI: -- wire service was ending  
24    and I must switch. I tried to investigate by calling  
25    the various corporations that --

1 (Timer notification.)

2 SPEAKER ROGAWSKI: -- go under the general name  
3 of AT&T.

4 ALJ GLEGOLA: Sir, I have --

5 (Timer notification.)

6 SPEAKER ROGAWSKI: -- I received absolutely no  
7 response from anybody. So I only --

8 (Timer notification.)

9 SPEAKER ROGAWSKI: -- was able to find out  
10 about the issue when I searched to the California Public  
11 Utilities Commission --

12 (Timer notification.)

13 SPEAKER ROGAWSKI: -- under -- find out the  
14 truth.

15 ALJ GLEGOLA: Thank you for calling in.

16 SPEAKER ROGAWSKI: So I urge the CPUC to  
17 require AT&T to fulfill their --

18 (Timer notification.)

19 SPEAKER ROGAWSKI: -- their bargain when they  
20 were a regulated company --

21 (Timer notification.)

22 SPEAKER ROGAWSKI: -- to continue to be the  
23 Carrier of Last Resort.

24 ALJ GLEGOLA: Thank you for calling.

25 Next speaker please.



1           SPEAKER ROGAWSKI: -- telephone services using  
2 POTS. Thank you for allowing me to express my opinion.

3           THE OPERATOR: Our next speaker comes from  
4 Joyce Ackerman. Your line is open.

5           STATEMENT OF SPEAKER JOYCE ACKERMAN

6           Yes. I live in Anaheim. I'm 83. I had an  
7 AT&T man in my apartment about a year and a half ago  
8 that assured me that AT&T would never leave me high and  
9 dry; they would be always there to repair or replace my  
10 landline. Now, I'm wondering.

11           I had both a landline and a cell phone because  
12 after five tries, I did find a cell phone company that  
13 after 20 years still charges \$20 a month. It hasn't  
14 gone up in the last 20 years since I've had this -- this  
15 company.

16           AT&T every two or three months they go up in  
17 price, but I keep the landline because I feel secure  
18 with the landline. I give out my landline number if  
19 anybody wants to call me. I use my cell phone mostly  
20 when I'm in the car if I should run into a problem.

21           But these hearings -- I've been in hearings  
22 before with the electric company, the water company.  
23 They listen to you. Then they do what they want.

24           And they let the water company, the electric  
25 company, AT&T raise their prices. Now that AT&T has

1 control of Direct TV, the only entertainment I have --  
2 now they're raising me out of sight on Direct TV. So I  
3 have to sit here and stare at a blank TV for the next  
4 however many years I have.

5 I do need my landline. Most of the people  
6 calling in seem like they are also in the upper ranges,  
7 the seniors. Please, for us, anyway, please keep  
8 landlines, and if anything is switched or changed,  
9 please let us --

10 (Timer notification.)

11 SPEAKER ACKERMAN: -- know about it, so we  
12 don't pick up the phone someday and we are not  
13 connected. Thank you. Bye.

14 ALJ GLEGOLA: Thank you for that feedback.  
15 Can we please have our next speaker.

16 THE OPERATOR: Our next speaker comes from  
17 Andrea Foreman. Your line is open.

18 STATEMENT OF SPEAKER FOREMAN

19 Oh, hi. Thank so much for taking my call. I  
20 live in a rural area in Sonoma county where I get zero  
21 cell service at my home.

22 I invested a significant amount of money to put  
23 in a booster and now I can text, but I still cannot make  
24 a cell phone, so -- and I know I'm not the only one.  
25 And I feel like that information alone is enough to say:

1 You can't stop landlines. You can't leave people  
2 without telephones.

3 And that's exactly what would happen to me 100  
4 percent if you did that. I, actually, would like to see  
5 cell phone service become more, you know, equitably  
6 distributed, and I would still be in support of landline  
7 services.

8 My other comment is I also can only get  
9 satellite internet, which also does not support cell  
10 phone calls. Like the satellite, you know, it suffers.  
11 So for us people in the rural areas, it's not like we  
12 have -- AT&T doesn't offer their internet services  
13 either. Like we're in a dead zone, like, completely.

14 So I think the buck stops there. What else is  
15 there to think about? I have 300 people on my road in  
16 the same situation, and there's a million roads like  
17 this in California.

18 The last thing is, I would like to say it is  
19 just criminal how every month -- it's not every couple  
20 of months -- every month our AT&T landline bill goes up.  
21 In the past years, it has doubled. It is more than my  
22 cell phone bill, and there's nothing I can do about it.  
23 But -- so please keep them, but also regulate them.

24 I don't know how high they can make it, but for  
25 many people, including myself, the cost will soon become

1 prohibitive, and I will be without a phone in my home.

2 I was also evacuated for fires, and there's so  
3 many reasons. I'm speaking fast to get in my two  
4 minutes. I appreciate you taking our feedback, and I  
5 really hope you take it seriously. This is just an  
6 unacceptable situation, period. Thank you so much.

7 ALJ GLEGOLA: Thank you so much for calling in  
8 to share your views.

9 Could we have our next speaker please.

10 THE OPERATOR: Yes. Thank you.

11 Our next speaker comes from Vicki Sievers.

12 STATEMENT OF SPEAKER SIEVERS

13 Thank you. V-i-c-k-i S-i-e-v-e-r-s. I am  
14 calling from San Rafael. I would like to point to the  
15 Commission's Environmental and Social Justice, ESJ,  
16 Action Plan, which is founded on assuring widespread  
17 availability of high-quality telecom service to all  
18 customers who request it.

19 That plan is a safeguard against  
20 discrimination. Please understand that only  
21 fully-wired, high-quality connectivity of Plain Old  
22 Telephone Service is tolerable for the three to seven  
23 percent of the population that is too sensitive to  
24 wireless radiation to use cell phones.

25 For example, I regularly assist a Marin county

1 woman so disabled by sensitivity to EMF of all  
2 categories that she is housebound. Her fully wired  
3 legacy landline is her lifeline for meeting all physical  
4 and social needs, not to mention emergencies.

5 To compromise her service would discriminate  
6 against her, violating the ESJ plan and the CPUC's  
7 mission to protect consumers and assure safe, reliable  
8 service. Thank you.

9 ALJ GLEGOLA: Thank you for calling in today.  
10 Can we have our next speaker please.

11 THE OPERATOR: Our next speaker comes from  
12 Shekinah Samaya-Thomas.

13 STATEMENT OF SPEAKER SAMAYA-THOMAS

14 Hi. Thank you for taking my call. I wanted to  
15 say that I am 60, so I'm the younger end of some of  
16 these callers. I am calling from deep east Oakland and  
17 echo a few things.

18 What I echo is that -- what I think is not  
19 talked about is this need around keeping the Carrier of  
20 Last Resort, whether it's AT&T or somebody else's, that  
21 even here in my urban, urban area -- I am deep east  
22 Oakland where the power goes out incessantly.  
23 Oftentimes two times a month when the weather is  
24 perfect. When everything is good. Not when you would  
25 expect it.

1           The only thing keeping me alive is my ability  
2   to call from my landline 911 if I have to or family  
3   calling me to make sure I'm okay.

4           Even here, where we have fiber optics and some  
5   cell phone service -- in our house we don't have great  
6   cell phone service, but even here in the urban area  
7   where they're trying to say: Everybody will have access  
8   to fiber optics blah, blah, blah. As a disabled person,  
9   as an acute low-income person, my landline is literally  
10   my lifeline.

11           So I understand there is a need to look at  
12   modernization, but as you do, please don't forget us.  
13   Please don't destroy the lifeline that is the landline.

14           And figure out how we can keep it affordable,  
15   accessible and available to those of us most vulnerable,  
16   most in need, most in danger if there is no Carrier of  
17   Last Resort to provide them even in our area.

18           And with that, I thank you very much, and I  
19   probably don't need the full two minutes because I'm  
20   done. ]

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

23           Can we have our next speaker, please.

24           THE OPERATOR: Thank you. Our next speaker  
25   comes from Jay Ungos.

1           Your line is line open.

2                       STATEMENT OF SPEAKER UNGOS

3           Hi. Thank you. My name is Jay Ungos. I'm  
4 president and founder of the Small Business Diversity  
5 Network based out of Orange County, and we would like to  
6 express our strong support for modernizing California's  
7 Carrier of Last Resort policy.

8           Our small business owners need access to  
9 reliable high-speed connectivity in order to thrive in  
10 today's digital marketplace. Updating these state  
11 regulations that govern our telecommunication networks  
12 to reflect the needs of today's business are crucial in  
13 today's digital economy.

14           Small businesses are the backbone of  
15 California's economy, and ensuring that businesses have  
16 access to high-speed reliable and affordable  
17 communication options is key to California maintaining  
18 its leading role in the global economy.

19           We encourage the CPUC to modernize the state's  
20 COLR requirements to pave the way to building a modern  
21 network for the small business communities.

22           So on behalf of SBDN, we support this  
23 initiative. Thank you again.

24           ALJ GLEGOLA: Thank you for that feedback.

25           Can we have our next speaker, please.

1           THE OPERATOR: Yes. Thank you. Our next  
2 speaker comes from Beverly Taylor.

3           Your line is open.

4           STATEMENT OF SPEAKER TAYLOR

5           Good afternoon. Good evening. Thank you for  
6 allowing me to speak. As an ex-employee, retired  
7 employee, of AT&T, we always talked about the  
8 dependability of a landline. 99.99 percent of the time  
9 your landline is up and running and the central office  
10 can withstand an earthquake of 9.0.

11           The San Francisco earthquake you had phone  
12 service, but you may not have had electricity. During  
13 the brownout, you had phone service.

14           I believe we should keep the landline and that  
15 doesn't deter from upgrading anything so that people  
16 could stay abreast of the technology, but everybody  
17 needs a disaster recovery plan. If that goes down, what  
18 do you have? The landline is dependable, that's one.

19           Two, I would like to express my distaste for  
20 AT&T based on the last time where they had to remain the  
21 Carrier of Last Resort. They've gotten to a place -- I  
22 haven't had a landline since August due to allegedly  
23 copper theft. And when I report it to the FCC and the  
24 CPUC, there isn't anything that could be done unless I  
25 file a formal complaint. In order to file a formal



1 complaint, I have to have an attorney. So AT&T's going  
2 to always win because they have all the money.

3 But there's still a way I can do this. But  
4 there should be some type of way to make sure that  
5 it's -- as AT&T has the responsibility that they don't  
6 retaliate and have it where their customers are not  
7 being given the adequate phone service.

8 My daughter is in the hospital getting ready to  
9 come home. Shes going to have to have hard wire for  
10 certain things. I can't fax. I can't do other things  
11 because my landline is out. So I have to pay for these  
12 sort of things and that doesn't sit well with me.

13 And I keep going to the FCC, and the FCC is  
14 useless. And that's why AT&T can do -- the landlines  
15 are regulated, so they have to do certain things. The  
16 other part is my --

17 (Timer notification.)

18 SPEAKER TAYLOR: -- that's why -- and I'll  
19 finish this sentence. That's why they keep -- want  
20 everybody to go to a different technology because then  
21 there won't be any regulations. And I propose that the  
22 CPUC keep AT&T as the Carrier of Last Resort.

23 Thank you.

24 ALJ GLEGOLA: Thank you for that feedback.

25 Can we have our next speaker, please.

1 THE OPERATOR: Yes. Our next speaker comes  
2 from Deborah Young Bear.

3 Your line is open.

4 STATEMENT OF SPEAKER YOUNG BEAR

5 Hello. My name is Deborah Young Bear.  
6 Y-o-u-n-g B-e-a-r. I agree with the last woman that  
7 just spoke. We can have both.

8 I live in Georgetown, and this is the only  
9 reliable anything that I have. Because when the power  
10 goes out, no phone. And they're proposing a new little  
11 backup thing that you put on your phone and it will be  
12 good but it's only good for 24 hours. And, again, it  
13 isn't reliable.

14 We can have both and still be good, and also I  
15 agree with they keep raising the rates and they don't  
16 want to fix anything. People have had to cancel, so  
17 they're going to use the fact that, "Oh, there's not  
18 enough people because nobody wants it anymore."

19 Well, that's because they won't support it like  
20 she just said. And we really do need this. If we had  
21 something more reliable and that was going to be there,  
22 that would be great. But unfortunately that isn't the  
23 way it is. And again, you know, I don't know why we  
24 just can't have both, you know. I appreciate your time.

25 Thank you very much.

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

3           Can we have our next speaker, please.

4           THE OPERATOR: Yes. Our next speaker is Rayna  
5 Nayyar.

6           Your line is open.

7                         STATEMENT OF SPEAKER NAYYAR

8           Thank you. N-a-y-y-a-r. Please maintain  
9 AT&T's Carrier of Last Resort and strengthen the  
10 requirement to maintain landline telephone service and  
11 for several reasons.

12           AT&T when they bundled my mother's phone and  
13 computer, they discontinued her landline without telling  
14 her. Power goes out repeatedly in that rural area, so  
15 the phone through the U-Verse box wouldn't work and she  
16 wouldn't have been able to call 911 during the last  
17 years of her life and could have died. They didn't tell  
18 her that that's what was happening.

19           Recently other relatives were there and the  
20 power had gone out twice in one week. Battery backup is  
21 not necessarily adequate because it's not long enough  
22 for how her power can be out.

23           Also I'm calling from my own landline. I still  
24 need my own landline as well. No landline means more  
25 dependence on cell phones, but I've spent time in our

1 university library with the help of a reference  
2 librarian researching published medical articles  
3 documenting the health risks of Wi-Fi radiation as other  
4 people have mentioned.

5 People need their freedom to make healthy  
6 choices for their family so they should be able to have  
7 a landline if they want one. There aren't other good  
8 alternatives.

9 AT&T's quarterly net profit for the last  
10 quarter was at 25 percent when I looked it up, which is  
11 up to \$4.69 billion. They can afford to maintain  
12 landline telephone service.

13 Also they're sending offers for other service  
14 without disclosing what we lose from that. And also as  
15 other people mentioned, I'm concerned about how this is  
16 being framed so that people don't understand that this  
17 could be really about their landline phone service so  
18 there's more few -- there are fewer people here than  
19 there were before.

20 I'm talking fast because the time was shortened  
21 to two minutes, and I thought we would have three  
22 minutes like last time. So it would have been nice to  
23 know that in advance so we could plan what we were going  
24 to say. I'm still talking fast.

25 When I call people with voice over internet,

1 the connection is often very poor quality so that's not  
2 a good option. So please require AT&T or another  
3 company to maintain its Carrier of Last Resort and be  
4 sure it includes landline telephone service for those  
5 who want and need it even if you modernize other aspects  
6 of service.

7 Thank you very much.

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

10 Could we have our next speaker, please.

11 THE OPERATOR: Thank you. Our next speaker  
12 comes from Brandon Nelson.

13 Your line is open.

14 STATEMENT OF SPEAKER NELSON

15 Yes. Thank you for taking my call. I am  
16 45 years old and have a landline. And I have a landline  
17 because of the reasons that previous callers have  
18 enumerated. It works in emergency. We have horrible  
19 cell reception here in Oakland, California, in the  
20 Oakland hills. And I would just urge the CPUC to  
21 remember your mission, which is to protect the public  
22 and to protect the public's interest. Not just for  
23 emergency uses in natural disaster, but because that is  
24 your moral obligation.

25 And I quite frankly am tired of the CPUC being

1 a patsy to the industry, which you have been with PG&E.  
2 We have the second most expensive electric rates in the  
3 nation under Hawaii, and that is a betrayal of your  
4 obligation.

5 Landlines must be maintained. I do not care  
6 about the cell phones. I do not care about your callers  
7 who mentioned modernizing the network. As previous  
8 callers have mentioned, they are not mutually exclusive  
9 goals. You can preserve the landlines and modernize  
10 your network and still make billions in profits, which  
11 is exactly what AT&T is doing.

12 So you need to do your obligation. Keep  
13 landlines as an option in terms of the Carrier of Last  
14 Resort rules, and protect the people who need it, which  
15 is all of us. Because in an emergency when the cell  
16 phone goes down, the cell phone towers go down, a lot of  
17 people are going to be "S-O-L."

18 So I would just urge you to resist the pull of  
19 the industry and to do what is right, which is to  
20 protect your constituents, your people. Not the  
21 corporations.

22 Thank you.

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

25 Can we have our next speaker, please.

1 THE OPERATOR: Thank you. Our next speaker  
2 comes from Janice Rothstein.

3 Your line is open.

4 STATEMENT OF SPEAKER ROTHSTEIN

5 Janice Rothstein, J-a-n-i-c-e  
6 R-o-t-h-s-t-e-i-n. Well, as you're hearing, this is a  
7 matter of life and death, and it is in my family as  
8 well. I'm in Southern California.

9 My mother who is near 90 up in Northern  
10 California is about to have heart surgery. She can only  
11 operate a landline. She has tried several times to  
12 learn how to use a smartphone because she's been hearing  
13 from me about these threats to the landline system.

14 Blood is going to be on your hands. I'll just  
15 cut to the chase. Do not kill people and stop catering  
16 to the greed of AT&T, PG&E, and the other corporations  
17 that the CPUC has for decades been coddling and catering  
18 to at the expense of people's lives.

19 There is no contradiction between upgrading,  
20 modernizing, supporting small businesses with newer  
21 technology while at the same time maintaining and  
22 expanding and improving the landline POTS system.

23 And that took a lot less than two minutes.  
24 Just think about people dying. I am -- I'll also say  
25 I'm a retired nurse. I lived through the 1989

1 earthquake at San Francisco General Hospital. And if it  
2 wasn't for landlines, people's families -- the patients  
3 that I was taking care of we could not have gotten ahold  
4 of people's families and vice versa. Families getting  
5 ahold of us at the hospital at San Francisco General  
6 Hospital. So this really does come down to life and  
7 death.

8 Thank you.

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

11 Can we have our next speaker, please.

12 THE OPERATOR: Thank you. Our next speaker  
13 comes from Crystal Mead.

14 Your line is open.

15 STATEMENT OF SPEAKER MEAD

16 Hi. I appreciate you taking the time to  
17 listen. Unlike many others, I'm a Frontier customer not  
18 AT&T. I recently was told if I upgraded to fiber for my  
19 internet service, that I would have Wi-Fi and be able to  
20 use my cell phone because I live very rurally and we  
21 receive no cell phone service here at all.

22 However, when the power went out, I was told I  
23 could plug my phone into the router and I would be able  
24 to use my phone. Well, guess what? That doesn't work.  
25 So when the power goes out, we have nothing.



1           Let's say when the power's on. I have horses.  
2           I'm outside all the time. My Wi-Fi will work for my  
3           cell phone if I sit right next to my house outside. But  
4           once I move 10, 15 feet away from my house, I have no  
5           cell service.

6           I have had to call the paramedics twice for  
7           just my husband, once for somebody else outside,  
8           emergency veterinarians for the horse while I'm outside  
9           with the horse. Without those things, I am unable -- or  
10          without a landline, I am unable to make those type of  
11          calls when I'm outside because there is no cell service.

12          And saying they upgraded to fiber so you could  
13          make calls doesn't work. I get no cell service. I get  
14          nothing without my landline when I'm outside. And I  
15          have to have something for emergency services outside.

16          So things aren't cracked up to be as good as  
17          these companies are telling us they are. They are not  
18          working the way they tell us they will work at least in  
19          my area. And I'm tired of taking the backseat and then  
20          not considering the safety.

21          I live in a high fire area, and I need a  
22          landline, and we also get our power shutoff frequently  
23          because of utility -- Edison shutting off the power.

24                 (Timer notification.)

25          SPEAKER MEAD: And when that happens, I was

1 told, "Oh, no. You'll be able to use Frontier's Wi-Fi."  
2 Doesn't work. I have to drive two miles. If we have a  
3 fire, I have to drive two miles to call emergency.

4 (Timer notification.)

5 SPEAKER MEAD: So I appreciate you listening,  
6 and please don't approve this.

7 Thank you.

8 ALJ GLEGOLA: Thank you for calling in today.  
9 Can we have our next speaker, please.

10 THE OPERATOR: Thank you. Our next speaker  
11 comes from Lyle Hill.

12 Your line is open.

13 STATEMENT OF SPEAKER HILL

14 Thank you. L-y-l-e H-i-l-l. Point number one,  
15 I live in Riverside and surrounded by tens of thousands  
16 of homes. My cell service inside the house stinks.  
17 It's AT&T. I go to the front porch outside the house in  
18 order to make a reliable cell phone call.

19 Point number two, if I were a commissioner, I  
20 think I'd be squirming a little, at least I hope, by all  
21 the comments about AT&T's service. It sounds like some  
22 of these -- I mean, they sound legitimate, and it just  
23 sounds like AT&T's feet need to be held to the fire  
24 here.

25 Point number three is my hat is off to the

1 Commission because you got to do something. You got to  
2 find a solution. The -- you know, somebody said fourth  
3 largest economy. I don't know. I've heard it's seventh  
4 largest. Regardless, I mean, we've got this wonderful  
5 state that we live in. And look, cell phones they're  
6 wonderful. They provide wonderful service, but it's  
7 obvious that landline -- a landline is required.

8 And so you've got to come up with some kind of  
9 a solution whether it's AT&T or some other means of  
10 providing reliable communication.

11 Thank you very much.

12 ALJ GLEGOLA: Thank you for the feedback.

13 Can we have our next caller, please.

14 THE OPERATOR: Thank you. Our next caller  
15 comes from C Chen.

16 Your line is open.

17 STATEMENT OF SPEAKER CHEN

18 Hello. I'm calling from an area that  
19 experienced the effects of the fires. From our  
20 experience when the power goes out, there is no  
21 communication. And the people that were most affected  
22 during these times were seniors and people of  
23 low-income. They rely on their landlines to get  
24 information about the fires from their loved ones. And  
25 then in this instance, it was a matter of life and

1 death.

2 COLR should not be changed. Per the definition  
3 provided at the beginning of this session, the  
4 capability to call 911 and have a good signal are basic  
5 service. The importance of being able to get emergency  
6 calls out is heightened in times of disasters, and that  
7 should be one this service is met.

8 Landlines are a way to ensure this for everyone  
9 as the resource is not constrained during high usage.  
10 These reliable systems exist for a reason and they  
11 should be maintained.

12 The idea of COLR should not just be to make  
13 money in the beginning but also to continue to provide  
14 this service as we have paid for years of service from  
15 AT&T.

16 The CPUC should uphold the premise. And part  
17 of a healthy democracy is for everyone, no matter their  
18 social or economic status or their age, to be able to  
19 have access to basic services.

20 From the last time this issue came up, so many  
21 people called in, and it is clear that the public wants  
22 to continue with this service. And many of these  
23 callers are experienced and we should listen to the  
24 wisdom of their years.

25 I urge you to not only listen to our comments

1 but also to act according to them to safeguard our basic  
2 service.

3 Thank you.

4 ALJ GLEGOLA: Thank you for your time today.

5 Can we have our next speaker, please.

6 THE OPERATOR: Yes, thank you. Our next  
7 speaker comes from Karen Bradley (sic).

8 Your line is open.

9 STATEMENT OF SPEAKER BRADLEY

10 Hi. This is Sharon Bradley, and I'm calling  
11 from LA County. Specifically in the area of Inglewood.  
12 And I'm hoping that the staff proposal and the judge are  
13 both going to recommend that AT&T withdraw this  
14 proposal, and they need to come back with something  
15 where clearly they can do both.

16 All of us understand about them modernizing,  
17 but that does not have to be at the expense of  
18 landlines. It's so clear that we all need our  
19 landlines.

20 I have a landline as well as a cell phone. I  
21 specifically did not get AT&T for my cell phone because  
22 my friends who have it have told me how unreliable it  
23 is. All of us have experienced during an emergency the  
24 cell phone service goes out.

25 We rely heavily on our landlines to connect

1 with families and see if everyone's okay. But also even  
2 with Inglewood being a city even when it's not an  
3 emergency, we know of AT&T specifically their mobile  
4 service being unreliable. So they really just need to  
5 come back with something different. The two are not  
6 mutually exclusive as other callers have already said  
7 and be able to maintain both.

8 And the last thing that I would like to say is  
9 like several other callers on my landline, I have not  
10 changed my service. I haven't added anything. Yet my  
11 bill continues to go up. And in my opinion, that's  
12 AT&T's way of, like, punishing us for maintaining our  
13 landline. They keep charging us more and more for it.  
14 We're not getting anything extra, but they're -- it's  
15 like they're trying to price us out to force us to give  
16 up the landline. And I --

17 (Timer notification.)

18 SPEAKER BRADLEY: -- address that too.

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

21 Could we have our next speaker, please.

22 THE OPERATOR: Yes. Thank you. Our next  
23 speaker comes from Autumn Ness.

24 Your line is open.

25 ///

STATEMENT OF SPEAKER NESS

Hi. My name is Autumn Ness. I'm calling -- I live in a very rural area just outside Santa Clarita. I'm the mother of very small children, and where we live we do not have good cell phone service. We do have internet that we have our cell phones hooked up to, but we also live in a very high fire danger. And because of that we've already this year alone, which it's not high fire danger season yet, have already had our power cut preventatively six times.

When our power gets cut, our internet also gets cut. So we don't have a landline. We have no way of reaching emergency services if one of my children or one of my other family members need them, and we would have no way of being contacted in case there was a need for us to evacuate.

So for me and my children's safety, we have to have a landline. Our homeowner's insurance has also required that we have an alarm system which we were told based on where we are located would only be able to work through a landline.

And so if I don't have a landline, I can't do what my homeowner's insurance would require of me, which means that I would have to find other insurance, which in this part of the state is incredibly hard to do these

1 days.

2 And so we use our landline in so many things  
3 and just like most of the other callers have said, I  
4 have also had my bill go up almost every single month.  
5 While it's not a huge amount each month, I have noticed  
6 it just since I've had it. It's gone up by at least 15  
7 to 20 percent, which I find completely ridiculous.  
8 Because my landline while I have it and know it will  
9 work if I need an emergency, it's got static and it's  
10 not really great as it is.

11 So I think that it's crazy they're charging me  
12 as much as they're charging me for something that  
13 doesn't work very well. So I think that also needs to  
14 be addressed.

15 I think it's very important to know that not  
16 just seniors needs the landline but also parents with  
17 young children who choose to live in more rural areas  
18 also need landlines to keep their family safe.

19 Thank you. ]

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

22 Can we have our next speaker please.

23 THE OPERATOR: Thank you.

24 Our next speaker comes from Catherine Siragusa.  
25 Your line is open.



1 STATEMENT OF SPEAKER SIRAGUSA

2 Hi. My name is Cat Siragusa. I am here to  
3 represent Shari Newman from San Rafael. Shari has  
4 Electromagnetic Radiation Syndrome also known as  
5 electromagnetic hypersensitivity. Most people with  
6 hypersensitivity are unable to represent themselves very  
7 well, which is I why I'm calling for her.

8 They can't use a cell phone so they often don't  
9 receive texts or other alerts for public hearings like  
10 this. I just want you to understand the number of  
11 people relying on copper landlines is significantly more  
12 than what you're hearing here.

13 Shari is fortunate that she has her own  
14 business and she has the income to hire an assistant  
15 like me to be here, but most people in this circumstance  
16 lose their jobs and are barely scraping by.

17 Without the use of these copper landlines --  
18 they're often the only way that they can access  
19 emergency information and keep up social contacts, which  
20 everyone knows is so important to maintain physical as  
21 well as mental health.

22 When people say these landlines are their  
23 lifeline, this is not an exaggeration. Please ensure  
24 that the copper landline continues to be available for  
25 all the people who rely on them and especially for many

1 people who have no options. Thank you for your time.

2 ALJ GLEGOLA: Thank you for your time.

3 Could we have our next speaker please.

4 THE OPERATOR: Yes. Thank you.

5 Our next speaker comes from Janette Simon.

6 Your line is open.

7 STATEMENT OF SPEAKER SIMON

8 Thank you. Good evening, Commissioner. My  
9 name is Janette Simon, J-a-n-e-t-t-e S-i-m-o-n. I work  
10 for the County of Riverside in information technology.  
11 I'm speaking today to urge the Commission not to change  
12 the requirement for carriers to maintain their  
13 copper-based POTS lines under the Carrier of Last Resort  
14 policy, particularly in the rural, under-serviced and  
15 for emergency services in Riverside County.

16 Copper lines remain the most resilient and  
17 reliable form of communication during disasters,  
18 earthquakes, wildfires and power outages. Unlike VoIP  
19 or fiber-based systems, copper lines continue to work  
20 even during a power outage due to the independent power  
21 source from the central offices.

22 Support may be alarm systems, elevator alarms,  
23 emergency call boxes, and fire panels in government and  
24 public services that are not yet VoIP. It also remains  
25 critical for the elderly residents who depend on

1 landline-based medical alert systems.

2 Many areas in Riverside county still lack  
3 cellular or broadband coverage. As stated briefly by  
4 other callers, removing POTS would leave residents and  
5 remote county facilities with no call-back options for  
6 basic voice communication.

7 It assumes that all areas have been adequately  
8 upgraded, which is not the case. AT&T is still putting  
9 fiber in the county of Riverside. County agencies,  
10 public health, public safety, and emergency services  
11 rely on the legacy service redundancy and compliance.  
12 The transition to IT based systems is still not  
13 reliable.

14 Removing POTS' support jeopardizes mission  
15 critical services, especially in detention facilities,  
16 courthouse and field offices. It is fundamentally about  
17 ensuring universal services. Discontinuing calls for  
18 support undermines that promise, especially for  
19 residents with disabilities, fixed income or no  
20 literacy. Until modernization to broadband, cellular or  
21 VoIP infrastructure is fully reliable, available and  
22 affordable to every resident --

23 (Timer notification.)

24 SPEAKER SIMON: -- POTS must remain protected  
25 under COLR. The County of Riverside strongly encourages

1 the Commission to consider --

2 (Timer notification.)

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

5 Can we have our next speaker please.

6 THE OPERATOR: Yes. Thank you.

7 Our next speaker comes from Lolita Silicani.  
8 Your line is open.

9 STATEMENT OF SPEAKER SILICANI

10 It's spelled L-o-l-i-t-a S-i-l-i-c-a-n-i. And  
11 I support all the comments that have been made by the  
12 prior callers. And, specifically, I live in Rohnert  
13 Park, which is a city, but even then our neighborhood  
14 does not have fiber optic. So the only way we can get  
15 an internet provider was to have a landline. And we  
16 have had it 30-plus years without any issues.

17 And like others, you know, they raise the  
18 prices, but we don't see any upgrades or anything  
19 happening with them.

20 So I urge the CPUC in the future proceedings to  
21 please consider all the comments that have been made  
22 from all the callers on this call, and maybe find a way  
23 to co-exist and keep the landlines, and regulate the  
24 pricing while they're at it.

25 I do have a cell phone that I use outside --

1 not outside, but out of the house in my car, and then  
2 somewhere -- I use it mostly for emergency use because  
3 I'm not crazy about cell phones, but I had come to rely  
4 on landlines because of all the points made already, so  
5 I won't repeat them.

6 But thank you so much for listening to us and  
7 I'll be checking up on the future proceeding updates as  
8 it was suggested at the beginning of this call. Thank  
9 you so much.

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

12 Can we have our next speaker please.

13 THE OPERATOR: Yes. Thank you.

14 Our next speaker comes from Leslie Woodman,  
15 your line is open.

16 STATEMENT OF SPEAKER WOODMAN

17 Hi. I live in the Hayward hills, so up in the  
18 bay area, and we have a landline for one reason: Fires.  
19 A couple years ago, we had a series of wildfires and  
20 lost power for days at a time, multiple times, and our  
21 phone immediately would go out, the cell phone would go  
22 out, and so we got a landline specifically for that  
23 reason. Without a landline in the case of an emergency,  
24 we would have no options.

25 And I think in this time of increasing, not

1 decreasing, natural emergencies and disasters, I just  
2 think it's naive to think we don't need them. And  
3 that's it. Thanks. Bye.

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

6 Could we have our next speaker please.

7 THE OPERATOR: Yes. Our next speaker is Denise  
8 Bartalini. Your line is open.

9 STATEMENT OF SPEAKER BARTALINI

10 Yes. Thank you. The last name is  
11 B-a-r-t-a-l-i-n-i, and I, too, am a firm believer in  
12 having a landline. I'm calling you on my landline this  
13 evening.

14 I am absolutely addicted to my cell phone, so  
15 it's not that I'm a technophobe, but I also understand  
16 the necessity for having a landline in case of an  
17 emergency when the power goes out, which it does with  
18 unfortunate regularity these days.

19 It just occurs to me that AT&T is playing a  
20 little bit dirty because when I have received mailings  
21 from them about what their proposed changes are, and I  
22 have called in, I have been told that it's, basically, a  
23 done deal. And when I question them on it and keep  
24 pushing and pushing them, I got hung up on.

25 So I just ask that the CPUC understand that

1 landlines are a necessity and just because you can do  
2 something, doesn't mean that you should. Thank you for  
3 your time.

4 ALJ GLEGOLA: Thank you for your time.

5 Before we continue with our next speaker, I  
6 just want to mention that there currently are seven  
7 people in line waiting. So in case folks were waiting  
8 for a smaller number in the queue, if you want to join,  
9 now is probably a good time.

10 If you are already in the conference line, but  
11 want to speak, press star one.

12 If you want to call in, the number is  
13 800-857-1917 and the passcode is 6032788 and then hit  
14 pound, and star one to be placed in line.

15 With that, could we have our next speaker  
16 please.

17 THE OPERATOR: Thank you.

18 Our next speaker comes from Jamilah Vittor.  
19 Your line is open.

20 STATEMENT OF SPEAKER VITTOR

21 Thank you for taking my call. I'm calling you  
22 from my landline right now, and for all of the reasons  
23 that so many callers have already mentioned, I really  
24 ask you to please keep our landlines for people who  
25 can't use cell phones or don't have cell phone

1 reception.

2 There's many, you know, times when the landline  
3 is really the only method of communication, and  
4 especially during power outages and emergencies.

5 I am 57. I'm not super elderly at this point  
6 yet, but I still use my landline regularly. My husband  
7 who is just a couple years older than me refuses to use  
8 his cell phone. He doesn't take it with him. He uses  
9 the landline exclusively as does my elderly mother, who  
10 doesn't have internet service at her house and can't use  
11 a cell phone. She has EMF sensitivity as well as a  
12 pretty strong tremor.

13 So the thought of her trying to actually master  
14 the new technology for her is really daunting, and  
15 there's many people who are in a similar situation who  
16 don't have the cell service and for one reason or  
17 another are not able to use a cell phone.

18 So, yes, just advocating to please keep our  
19 landlines. Thank you.

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

22 THE OPERATOR: Our next speaker comes from  
23 Dr. Jeff Bryajian. Your line is open.

24 STATEMENT OF SPEAKER BRYAJIAN

25 Hello. My name Dr. Jeff Bryajian. Thanks for



1 taking my call. I'd just like to say I am a PG&E (sic)  
2 stockholder, and I am in favor of them keeping the  
3 landlines even if that means our stock value goes down,  
4 which I doubt because, as many of you have said  
5 previously, they keep raising the prices.

6 So I do represent part of the company being  
7 that I am a shareholder in the company and I would like  
8 the company to retain the landlines, and as many have  
9 said, the VoIP is not sufficient.

10 And what I would like to do is just read for a  
11 moment from the health and safety information that you  
12 can find inside your cell phone. I'm reading this off  
13 of my Samsung cell phone's health and safety information  
14 that's in the mobile device.

15 And it says that US FDA has published  
16 information for consumers relating to radiofrequency,  
17 RF, exposure for mobile devices. The public is exposed  
18 to and our bodies absorb a wide variety of human made  
19 radiation, including from mobile devices.

20 And further down, it says that RF energy, if  
21 from a mobile device, transmits and receives microwave  
22 frequency.

23 As many of you know, you don't want to stand in  
24 front of a microwave when it's going. And as many  
25 people might remember, there was health complications

1 even from schools being underneath high energy power  
2 lines.

3 So further down in this health and safety  
4 information, it also warns you about keeping the device  
5 too close to your head, and it cautions you about using  
6 your speaker phone or other types of hands-free devices  
7 to limit your head's exposure to your cell phone.

8 So everyone using your cell phone right now on  
9 this call, I would encourage you to put it on speaker  
10 phone, move it away from your head.

11 (Timer notification.)

12 SPEAKER BRYAJIAN: And then the final thing is,  
13 again, according to this particular note, health and  
14 safety, people with pacemakers are not advised to use  
15 this type of technology.

16 (Timer notification.)

17 SPEAKER BRYAJIAN: That includes VoIP and for  
18 cell phones. So please for the health and safety of the  
19 public and for many of those who will experience  
20 heart-related issues that is on the rise, please keep  
21 the landlines. Thank you.

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

24 Could we have our next speaker please.

25 THE OPERATOR: Our next speaker comes from Ken

1       Kratz. Your line is open.

2                       STATEMENT OF SPEAKER KRATZ

3               Yes. Hello. I guess you can hear me?

4               ALJ GLEGOLA: Yes, we can.

5               SPEAKER KRATZ: I live in the Silicon Valley,  
6       Santa Clara, in the bay area, in the South Bay, and I'm  
7       calling on the landline. That's all I have. A lot of  
8       my neighbors have cell phones as you can imagine being  
9       in the technology center for the whole state, but I  
10      think we ought to be keeping the landline as a Carrier  
11      of Last Resort.

12              Everyone else who talked previously mentioned  
13      how they're more reliable than the cell phone  
14      technology. One of my neighbors has an interesting  
15      story. He's a very high-tech guy. He tried to call me  
16      one day, and his battery died in his cell phone. So he  
17      had to call me back. He doesn't have a landline  
18      anymore. And he had wait to charge it to call me, so I  
19      walked over to his place.

20              So this shows you that there's a serious  
21      problem with some of these new, advanced technologies.  
22      I'm not against them, but you'd better keep something  
23      that really works well, works a long time.

24              Anyway, that short battery life of the cell  
25      phone, that makes the system totally less reliable than

1 a landline.

2 And recently in my neighborhood, there was a  
3 cell phone tower plan, a 60-foot-tall tower in my  
4 suburban neighborhood. There is nothing over two  
5 stories where I live, and this thing was 60-feet-tall,  
6 and we spent about two years trying to have it  
7 relocated.

8 We were slightly successful in getting it down  
9 to 40 feet and located in a parking lot, instead of  
10 right next to the homes. Not totally a good plan.

11 So a lot of our phone lines are buried, which  
12 is handy. Not all of them, but some.

13 So I think the landlines are just better  
14 overall and they serve rural areas where reception is no  
15 good. A lot of people have mentioned that.

16 (Timer notification.)

17 SPEAKER KRATZ: Anyway, I think AT&T should be  
18 acting like a public servant and keep the landline.  
19 Thank you for the time.

20 ALJ GLEGOLA: Thank you for your time.

21 Can we have our next speaker please.

22 THE OPERATOR: Yes. Thank you.

23 Our next speaker comes from Carol Ackerman.

24 Your line is open.

25 ///

1 STATEMENT OF SPEAKER CAROL ACKERMAN

2 Carol Ackerman, C-a-r-o-l A-c-k-e-r-m-a-n, and  
3 like everybody else, I'm a -- well, most of them, I'm a  
4 senior citizen.

5 And I wanted to say I'm okay with advanced  
6 technology and stuff, but you can't beat the reliability  
7 of the landline. During earthquakes and power outages,  
8 I can still use my landline and my phone while other  
9 people are done. They're toast.

10 So I just hope that you would consider and  
11 choose to keep the landline working for all of us at  
12 this critical time. Thank you very much for listening  
13 to me. I appreciate your work in this.

14 ALJ GLEGOLA: Thank you so much for calling in.  
15 Can we have our next speaker please.

16 THE OPERATOR: Our next speaker comes from Rima  
17 Anthony. Your line is open.

18 STATEMENT OF SPEAKER ANTHONY

19 Hi. This is Rima Anthony. Thank you for  
20 taking my call. We live in the Santa Cruz area and the  
21 people in the Santa Cruz mountains have absolutely no  
22 cell service. So if there's an emergency, they can't  
23 call. That's a major, major issue.

24 Also we're getting penalized for having a  
25 landline. My phone bill is currently \$281 a month. It

1 is a business line. It's one line. And in the last  
2 month, I've gotten about four calls stating they are  
3 switching out the landlines and they need to talk to me.  
4 So that is a major issue, and I hope that we keep the  
5 landlines. Thank you.

6 ALJ GLEGOLA: Thank you so much for calling in.  
7 Can we have our next speaker please.

8 THE OPERATOR: Yes. Thank you.

9 Our next speaker comes from Judith Ergberg.  
10 Your line is open. ]

11 STATEMENT OF SPEAKER ERBERG

12 Thank you. I think it's very weird that all of  
13 the callers have pointed out that this hundred year old  
14 technology is more reliable than the new technology and  
15 certainly and very involved in emergency response for  
16 our neighborhoods, which is well supplied with cell  
17 phones.

18 But it seems to me that if the PUC's mandate is  
19 to ensure basic service for everyone, it's kind of  
20 premature to phase out a technology that works in favor  
21 of a technology that is spotty and that power outages  
22 which are increasing in number. I'm upset.

23 So thank you for having the hearing, and thank  
24 you for listening.

25 ALJ GLEGOLA: Thank you so much for taking the

1 time to call in.

2 Can we have our next speaker, please.

3 THE OPERATOR: Thank you. Our next speaker  
4 comes from Richard Buckingham.

5 Your line is open.

6 STATEMENT OF SPEAKER BUCKINGHAM

7 Yes. Can you hear me?

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

9 SPEAKER BUCKINGHAM: Yeah, hi. I'd like to see  
10 landlines saved. I'm in Aptos, and it's rural. Cell  
11 phone reception in this area is poor or non-existent.  
12 Also cell phones don't work when the power is out. Also  
13 it's foolish to give up landlines because cell phone  
14 infrastructure is fragile and (indecipherable), and  
15 could easily fail. If that happens, we're all in  
16 trouble.

17 Thank you for your time.

18 ALJ GLEGOLA: Thank you for your time.

19 Could we have our next speaker, please.

20 (No response.)

21 ALJ GLEGOLA: Could we have our next speaker,  
22 please.

23 THE OPERATOR: Thank you. Our Next speaker  
24 comes from Carol Preddy.

25 Your line is open.

STATEMENT OF SPEAKER PREDDY

Hi. I'm Carol Preddy, and I'm calling from my landline, and I also want to say that I inherited a small amount of AT&T stock. I had my AT&T landline for 50 plus years since 1974; and at this time, I did used to be -- well, I used to have a membership in the AT&T Loyalty Program, and they would reduce my payment monthly because I had AT&T for so long.

Now I guess it doesn't sound as bad as some people have said. I'm paying around 115. It's been a very reliable service. I'm using a phone that's probably 40 or 50 years old, and it works better than any of the newer ones I've bought.

I would like to say that I feel they're extremely important for elderly, for handicap, for rural families. It's very important for emergency situations, the fires, all the things the people have said.

And forcing people to be on cell phones is what this would do and that's very dangerous. There was a study. This appears online, and I've heard about it before that if you have a cell phone in a backpack, within five minutes, your red blood cells start to coagulate, and that's very unhealthy. And that's just part of the reason why I keep my landline because I don't want to use my flip-top phone. It's just for



1 emergencies and it means we have to have more cell  
2 towers, which are not healthy for the people that have  
3 to live near them and they might not even know there's a  
4 cell tower because now they're in little chimneys on top  
5 of all kinds of places and it just really makes me feel  
6 like we're in a safe situation when we have a landline  
7 and we are on a very --

8 (Timer notification.)

9 SPEAKER PREDDY: So I think we should keep them  
10 for a long time. We're not ready to get rid of them.  
11 Probably never.

12 Thank you so much.

13 ALJ GLEGOLA: Thank you so much for calling in.  
14 Can we have our next speaker, please.

15 THE OPERATOR: Yes. Thank you. Our next  
16 speaker comes from Breandan Lee.

17 Your line is open.

18 STATEMENT OF SPEAKER LEE

19 Hi. This is Breandan Lee, B-r-e-a-n-d-a-n.  
20 Last name Lee, L-e-e. I'm newly retired, AT&T  
21 engineering manager and I had something to say on this;  
22 but after hearing kind of the desperate plea by other  
23 people who really want to keep POTS in place, I just  
24 want to say that I have a unique experience in a core  
25 network supervisor managing 450 central offices or

1 distribution hubs for California and Nevada for AT&T.

2 I also was outside plant engineer managing the  
3 underground projects here in the City of San Diego so I  
4 know all the legacy and fiber distributions that AT&T  
5 has built out. So I'm a little nervous.

6 After hearing all these people talking, AT&T  
7 has made tens of billions of dollars off of California  
8 residents.

9 Having said that, yeah. POTS is an old  
10 technology. There must be some sort of solution, some  
11 sort of compromise. And I think I would probably be  
12 considered a subject matter expert in regards to the  
13 whole distribution network or California. I'd like to  
14 offer my knowledge and experience in this process, and  
15 I'll try to make some contacts after this.

16 So I had a some comments -- comments but  
17 they're pretty complicated so two minutes won't cover  
18 it. But I think there are some solutions but it won't  
19 be free for AT&T. I know they want to decommission  
20 copper completely, but they want to do it on the  
21 backs --

22 (Timer notification.)

23 SPEAKER LEE: And I'll leave it at that.

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

25 And I just want to suggest for folks who may

1 wish to provide more comments or want to participate in  
2 other ways in this proceeding contact our Public  
3 Advisors Office. And the telephone number there is  
4 (866)849-8390, and call them during normal business  
5 hours. You can also email them at Public.advisor --  
6 "Advisor" with an "O." Not Advisor with an "E" --  
7 .cpuc.ca.gov.

8 So thank you so much for calling in.

9 Can we have our next speaker, please.

10 THE OPERATOR: Yes. Thank you. Our next  
11 speaker comes from Erin Johnson.

12 Your line is open.

13 STATEMENT OF SPEAKER JOHNSON

14 Hi. I'm in Sacramento, and I'm not a senior  
15 and I'm not elderly. I'm not even close. I just know  
16 the fact that copper landlines are a national treasure  
17 that provide the most secure and reliable communications  
18 available. Period. In vital matters like  
19 communications, resilience and security must come before  
20 profitability and the move to modernize.

21 Technological resilience is just as important  
22 as innovation. Therefore, as the CPUC reviews the  
23 Carrier of Last Resort rules, I implore the CPUC to  
24 commit to maintaining copper landline phone service.

25 Copper landlines are proven to be the most

1 secure, reliable, widespread, and integrated  
2 communication tool for our daily and especially our  
3 emergency needs. Please consider the frequent and  
4 lengthy cellular and power outages we continue to see  
5 just like we saw a week ago in Spain and Portugal.

6 Cellular and power outages happen regularly.  
7 VoIP is not an adequate alternative to copper landline  
8 phone service. Copper line outages rarely happen even  
9 during power outages. Our legacy telephone system is  
10 the most reliable and safe communication system and  
11 should never be abandoned due to commercial interests.  
12 They should be preserved and well maintained in the  
13 interest of public safety and in the interest of  
14 communication access that is necessary to function in  
15 society.

16 Keeping a public switch telephone network that  
17 runs on an analog system and separate from the computer  
18 networks, which are vulnerable to cyber attacks, is  
19 critical to our national security. It's a national  
20 treasure in the way that railroads are.

21 Our Plain Old Telephone Service needs to be  
22 maintained; because once it is gone, we won't be able to  
23 resurrect it. Existing older technology is not bad or  
24 outdated technology. Copper landlines are long lasting  
25 proven technology that are critical to our state and --

1 (Timer notification.)

2 SPEAKER JOHNSON: -- our national security and  
3 our community's ability to communicate regularly and in  
4 emergencies.

5 CPUC commissioners, Commission members, and  
6 judge, as you consider updating the rules, please  
7 mandate that the COLR and the California Public Utility  
8 must continue to ensure the ability --

9 (Timer notification.)

10 SPEAKER JOHNSON: -- on copper landlines  
11 through the legacy telephone system. Please remember  
12 the reliability, security, and critical link that our  
13 legacy telephone system on copper landlines provide.

14 Please keep the POTS.

15 ALJ GLEGOLA: Can you please wrap up.

16 SPEAKER JOHNSON: -- safe, active, and  
17 available for telephone communications.

18 Thank you.

19 ALJ GLEGOLA: Thank you so much for your time  
20 today.

21 Can we have our next speaker, please.

22 THE OPERATOR: Thank you. Our next speaker  
23 comes from Phyllis Galanis.

24 Your line is open.

25 ///

1 STATEMENT OF SPEAKER GALANIS

2 Hello. This is Phyllis Galanis, G-a-l-a-n-i-s.  
3 I'm also calling on my landline. I'm calling as a  
4 business owner and someone who is also involved pretty  
5 heavily in disaster preparedness. In disaster  
6 preparedness, we need our landlines because our other  
7 options really aren't reliable in that kind of a  
8 situation.

9 And for me for my business, I'm a therapist. I  
10 can use my cell phone to set appointments; but to have a  
11 conversation with a client on the phone, I need my  
12 landline because it is far more secure.

13 I urge the Commission to not let AT&T get out  
14 of being a legacy line and to ensure that we and others  
15 who have called you tonight who represent a lot of  
16 people who weren't able to call you tonight need  
17 landlines. And the options we have are not reliable.  
18 They're not the same. They don't function as reliable  
19 as the landline.

20 Thank you.

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

23 Can we have our next speaker, please.

24 THE OPERATOR: Thank you. Our next speaker  
25 comes from Ted Felstein.

1                   Your line is open.

2                   STATEMENT OF SPEAKER FELSTEIN

3                   Can you hear me?

4                   THE OPERATOR: Yes. We can hear you.

5                   SPEAKER FELSTEIN: I guess I'll make this  
6 quick, But I just agree with what everyone is saying.  
7 Keep AT&T as the Carrier of Last Resort.

8                   As a shareholder, I don't think it's going to  
9 hurt them too much to continue to do this. Their  
10 revenue stream, they're still going to continue to get  
11 that in any way possible.

12                  I urge you guys to do what is right. If it's  
13 not broke, don't fix it as the saying goes. There's  
14 more reliable than Plan Old Telephone Service. There's  
15 so many reasons to keep it versus the few reasons to get  
16 rid of it.

17                  So I urge you just to do what is right. Help  
18 those that have become accustomed to this service, who  
19 need the service, who rely on the service.

20                  And we hope that you will do what is right for  
21 all of us, not what is right for the company AT&T.

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

24                  Can we have our next speaker, please.

25                  THE OPERATOR: Thank you. Our next speaker

1 comes from Sarah Clark.

2 Your line is open.

3 STATEMENT OF SPEAKER CLARK

4 Hi. I just wanted to thank you for these toll  
5 free opportunities to reconfirm or appeal to retain our  
6 landline phone service. Even if I could afford the cell  
7 service, I would -- I just want to keep my landline.  
8 And why not let people have both? I mean if they want  
9 cell service, go for it. But let us keep our landlines.

10 And I called in at the last -- the call line,  
11 and I was just horrified to hear about these people who  
12 have lost their phone service -- their landline for  
13 months because of copper theft.

14 And I'm just asking that the CPUC would use  
15 their authority to get their service restored. That's  
16 shocking. And I'm sure if they lived in Beverly Hills,  
17 they wouldn't have lost their service.

18 I have some other concerns regarding AT&T  
19 customer service increased landline bills, doubled and  
20 tripled from the last year or almost tripled. And all  
21 the many fees and surcharges. And lastly I just wanted  
22 to ask if there's a toll free way to reach the Public  
23 Advocates Office within the CPUC.

24 ALJ GLEGOLA: So there is a toll free way to  
25 reach the Public Advisors Office.



1           SPEAKER CLARK: The Public Advocates Office,  
2           which is within the CPUC. I didn't see a toll free  
3           number for them.

4           ALJ GLEGOLA: I don't have that number off the  
5           top of my head. So --

6           SPEAKER CLARK: I guess I would just ask if you  
7           consider adding a toll free number. Some of us -- I  
8           only make local calls. I'm on Lifeline, and so I can't  
9           call that non-toll free. Or if I called CPUC --

10           (Timer notification.)

11           ALJ GLEGOLA: Possibly. I don't actually know.

12           SPEAKER CLARK: Well, I'll give it a shot. I  
13           know you can't answer me right now.

14           Thank you so much.

15           ALJ GLEGOLA: Okay. Thanks so much for your  
16           time.

17           Can we have our next speaker, please.

18           THE OPERATOR: Thank you. Our next speaker  
19           comes from Maya.

20           Your line is open.

21           STATEMENT OF SPEAKER MAYA

22           Hello?

23           ALJ GLEGOLA: Hello. Please continue.

24           SPEAKER MAYA: Yes. Thank you so much.

25           Everything that everybody said is very relevant. I'm

1 not going to repeat it. I would like to add the  
2 following: Many years ago AT&T was allowed to become a  
3 monopoly. They did everything to block other companies,  
4 and it was supported by regulators to become a monopoly.

5 Now when it doesn't want to continue the  
6 business, it simply wants to leave everybody out in the  
7 cold. So I have a solution I think. Why doesn't AT&T  
8 simply find an alternative? Find a company or companies  
9 that you used to block to take over.

10 I'm sure many of us would prefer to deal with  
11 another company rather than AT&T. Find somebody else.  
12 Don't apply to the government to let you go. Simply  
13 find an alternative, and let us switch. That's a  
14 possibility.

15 Not the tactics that AT&T used to harass -- in  
16 my case for example. I had robocalls (indecipherable)  
17 stopped when I complained. I had numbers of -- when  
18 numbers were switched, area codes were switched,  
19 suddenly I lost direct access to many local numbers  
20 within walking distance. All of them were treated as  
21 long distance call for me. Even the local hospital in  
22 San Francisco within a mile.

23 I have to scramble last minute to find  
24 alternatives like Google Voice or some online calls that  
25 are not secure at all. In order to be able to make

1 calls local distance -- local, within walking distance I  
2 could not. For many years I operated like that. I'm  
3 able to use, my landline because of the harassment.

4 (Timer notification.)

5 SPEAKER MAYA: -- apply for a cell phone. AT&T  
6 was still in force that AT&T promised to apply except  
7 for my application. Never got the cell service from  
8 AT&T. I filed -- finally they threatened to disconnect  
9 me because I refused to pay the bills for all the calls  
10 that I missed and never was able to make.

11 AT&T threatened to disconnect me. I filed a  
12 complaint with the CPUC.

13 (Timer notification.)

14 SPEAKER MAYA: -- was repeating everything AT&T  
15 said, all the talking points. Nothing changed. The  
16 only thing that happened and if you did ask --

17 (Timer notification.)

18 ALJ GLEGOLA: Please wrap up.

19 SPEAKER MAYA: -- but my bills are now above  
20 \$300. Please do not disconnect the landline. This is  
21 the only line I have.

22 Thank you.

23 ALJ GLEGOLA: Thank you so much for your time.  
24 Can we have our next speaker, please.

25 THE OPERATOR: Thank you. Our next speaker is

1 Sheryl Viglioti.

2 Your line is open.

3 STATEMENT OF SPEAKER VIGLIOTI

4 Thank you. My husband and I are seniors in the  
5 very northern part of California in Tehama County.  
6 We've been customers for 51 years of AT&T. We have  
7 absolutely no access to a cell phone. Although any cell  
8 map will show that we do. We do not. Our area is  
9 considered too rural. We're considered off the grid. I  
10 haven't heard that before until lately.

11 All we have is a landline. That's all we can  
12 use. I consider it to be discrimination because when I  
13 try to voice my opinion or some organization or a credit  
14 card even, if I don't have email available, I can't even  
15 have that.

16 So there's something very wrong in that we  
17 cannot get cell service. We only have landlines, and  
18 that's all we have. For any emergencies, we get turned  
19 off frequently and wind and rain. We go through that  
20 too every single year.

21 We need help. We have to pay our bill for  
22 AT&T. It's gone so high, and it's always out. Like I  
23 said, it's a landline. We don't have access to a cell  
24 phone. If I did, I would do that, but I don't.

25 Thank you so much for my opinion.

1 ALJ GLEGOLA: Thank you so much for sharing.

2 Could we have our next speaker, please.

3 THE OPERATOR: Thank you. Our next speaker  
4 comes from Andrea Berrin.

5 Your line is open. ]

6 STATEMENT OF SPEAKER BERRIN

7 Yes. Thank you so much. Andrea Berrin,  
8 B-e-r-r-i-n. I was a court reporter for 27 years, so I  
9 appreciate everybody spelling their names clearly.

10 I'm calling on a plugged-in copper landline,  
11 currently paying \$171 a month, and it continues to go up  
12 month by month, not making any extra long distance calls  
13 and it just keeps going up.

14 Everything everybody has said, of course. I'm  
15 in Santa Cruz county with floods, storms, fires,  
16 et cetera, and it's very important, and I've been  
17 listening throughout and on other calls.

18 Just a thought, as I'm listening to some folks,  
19 where there is not reception -- and, certainly, areas in  
20 my county and many others -- there's also that concern  
21 that, oh, well, eventually they'll put another cell  
22 tower there and get reception, where the landline, my  
23 landline, always has reception, and when everybody  
24 else's power goes out, it works.

25 I want to emphasize what I've got -- heard much

1 about, which is the health concerns around cell phones.  
2 This radio frequency is invisible. If people were to  
3 know or see, like, somebody was smoking right in front  
4 of you, right by your ear, right by your body, you would  
5 know it. You would see it.

6 So when I have my meter with me -- this is as a  
7 lay person, a meter under \$400, and with somebody, a  
8 friend, a family member, who has their smart phone out,  
9 and I put that meter up next to it, whether they're  
10 taking a call or sending a call, talking on a call, the  
11 meter goes from green to flashing red. The meter does  
12 not lie. These frequencies are invisible.

13 (Timer notification.)

14 SPEAKER BERRIN: Anyway, I wanted to emphasize  
15 the health along with everything else. Thanks so much  
16 for taking the call.

17 ALJ GLEGOLA: Thank you so much for taking the  
18 time to call us today.

19 Could we have our next speaker please.

20 THE OPERATOR: Yes. Thank you.

21 Our next speaker comes from Diana Nichol. Your  
22 line is open.

23 STATEMENT OF SPEAKER NICHOL

24 Thank you. I called in at 6:30 and it -- just  
25 real briefly, the technology for this phone call is not

1     working well. The lady -- lady -- the woman that just  
2     asked me to come on, came on the phone, about 20 minutes  
3     later after I got on and asked me my name. She didn't  
4     explain what was going on. I had no idea what was going  
5     on. Anyway, so you may be having callers that aren't  
6     able to access, you know, because of whatever is going  
7     on there.

8             So three reasons to have AT&T continue to be  
9     the Carrier of Last Resort: One, Increasingly studies  
10    are showing that wireless radiation in cell towers and  
11    cell phones are hazardous for everyone. See Santa Clara  
12    County Medical Association's white paper recommendation  
13    for best practices for safe technology in schools,  
14    February 14, 2023, in which they say that while wireless  
15    devices are convenient, this growing body of  
16    peer-reviewed research has shown that this radio  
17    frequency radiation poses significant short and long  
18    term health risks, quoting three different scientific  
19    studies.

20            Secondly -- the second reason that they should  
21    continue is the United States access board's  
22    recommendations for reasonable accommodations for people  
23    with electro-hypersensitivity. And here's what they  
24    think: People with electromagnetic sensitivities can  
25    experience debilitating reactions to exposures to

1 extremely low levels of electromagnetic fields emitted  
2 by cell phones and other electrical equipment, and their  
3 recommendation is require cell phones and computers be  
4 turned off.

5 People with electromagnetic hypersensitivity  
6 can't only -- can't use cell phones or can't use them  
7 much. And if you take them away from them, you're  
8 taking away their only means of communication, and I  
9 also -- I do have electro-sensitivity.

10 Third reason, March 22, 2025 Forbes, quote --  
11 (Timer notification.)

12 SPEAKER NICHOL: -- warnings for all iPhones  
13 and Android users, and, basically, stating that there's  
14 foreign actors that are compromising the cell phone  
15 systems.

16 Thank you. And I -- I don't -- I think there's  
17 a real problem with today's call. There -- there -- how  
18 it was monitored, how it was done by the -- the woman  
19 there helping out by coming on and just suddenly -- it  
20 cut off the woman who was talking.

21 I didn't know what was going on because it  
22 literally cut somebody off in the middle of what she was  
23 saying, and suddenly she asked me, what is your name? I  
24 didn't know what was going on. So she needs to explain.

25 ALJ GLEGOLA: I'm sorry for the technical



1       difficulties, but thank you very much for calling in.

2               Could we have next speaker please.

3               THE OPERATOR: Thank you.

4               Our next speaker comes from Jerry Ann Walker  
5       Campbell.

6               STATEMENT OF SPEAKER WALKER CAMPBELL

7               Hi. Can you hear me?

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

9               SPEAKER WALKER CAMPBELL: Well, because I'm on  
10       my cell phone because my AT&T phone is not working  
11       properly and has not been working properly for at least  
12       six months, I cannot call out.

13               I'm 83 years old. I've had one medical  
14       emergency. Thank goodness my son was here because I  
15       wouldn't have been able to call if I could have gotten  
16       up off the floor.

17               And I'm sure I've called at least six times,  
18       maybe more, and they don't do anything. They don't  
19       care. So I need some help here -- some suggestions on  
20       how I can safely keep my landline working.

21               I have vision difficulties. I cannot use this  
22       cell phone well. I didn't know I was supposed to do it  
23       star one. So I terribly -- I should have -- probably an  
24       hour ago, but that's just my point. I cannot use a cell  
25       phone.

1           So what do I do when I just get ignored by AT&T  
2           and they charge me three times what I did initially and  
3           for nothing?

4           ALJ GLEGOLA: So my recommendation is to  
5           actually call our Consumer Affairs branch.

6           SPEAKER WALKER CAMPBELL: Okay.

7           ALJ GLEGOLA: The number is 1-800-649-7570 and  
8           they should be able to help you.

9           SPEAKER WALKER CAMPBELL: Okay. Thank you very  
10          much. I appreciate it. You know, this isn't a  
11          frivolous thing. It's, you know, 83, things aren't  
12          getting any easier. We need all the help we can get.  
13          Thank you very much.

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

16          THE OPERATOR: Thank you.

17          Our next speaker is Rick MacLeod. Your line is  
18          open.

19                 STATEMENT OF SPEAKER MacLEOD

20          Hi. This is Rick MacLeod. Can you hear me?

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

22          SPEAKER MacLEOD: Last name M-a-c-L-e-o-d. Got  
23          that?

24          ALJ GLEGOLA: Yes.

25          SPEAKER MacLEOD: Oh, everything else that's

1     been said by people having problems, but I live in Santa  
2     Cruz county and we get frequent power outages for  
3     various reasons. And even during normal times, cell  
4     phone service is intermittent at the house. It's bad.

5             For some reason when I tried to dial the  
6     correct number and put in the correct access code, it  
7     was being rejected from my landline five times. I did  
8     it correctly. I tried speaking it, and I tried typing  
9     it in correctly, but before I could even finish it, it  
10    said I had not entered the access code.

11            I had to leave the house and call from my cell  
12    phone, but, meanwhile, I just want to say: We need our  
13    landlines. I just do not understand this effort to try  
14    to get rid of them or sabotage them. I suspect this  
15    might be the example of sabotage, just not maintaining  
16    the lines, and just -- and then claiming people don't  
17    want the landlines anymore because they've become  
18    unviable.

19            I'm very glad to have my landline, and I want  
20    to keep it, and as the consumer -- or when capitalism  
21    works, the customer should be able to get what he wants.

22            So not only power outages, but I'm also  
23    concerned about the health risks, the EMF exposure, and  
24    so that is basically -- I just say put the kibosh on  
25    this effort to try to pretend people don't want

1 landlines. We need landlines. It's the only thing that  
2 works when the power is out. Thank you very much.

3 ALJ GLEGOLA: Thank you so much for taking the  
4 time.

5 Could we have our next speaker please.

6 THE OPERATOR: Thank you.

7 Our last caller comes from Glen Chase. Your  
8 line is open.

9 STATEMENT OF SPEAKER CHASE

10 Hi. I'm also in favor of keeping the landlines  
11 at my home. I have people come over and they are unable  
12 make phone calls with their cell phones and if they're  
13 important or urgent and important, they, typically, then  
14 use my landline to call out.

15 And also recently we did have a power outage,  
16 and we were unable to call for an emergency with the  
17 people that came to share it, and they used my landline  
18 to make an emergency call to get emergency people up  
19 here. So it's routine.

20 If the landline was gone, and there's a medical  
21 or a fire or any kind of an emergency for an emergency  
22 responder, we would be just silent and the emergency  
23 responder wouldn't know we were having an emergency, and  
24 I mean I'm not the only one, but I just -- if there's  
25 any one person in that situation, I would ask that the

1 humane decision is to keep the landlines for people that  
2 need them. They are the ones that ask for them and want  
3 to keep them. It's pretty simple. It's pretty inhumane  
4 to cut off the landline. Thank you very much.

5 ALJ GLEGOLA: Thank you so much for your time.

6 Operator, did I hear correctly that there are  
7 no more callers in the queue?

8 THE OPERATOR: Apologies. We did have one  
9 more -- two more speakers come in.

10 ALJ GLEGOLA: Okay. Great. Can we have our  
11 next speaker then please.

12 THE OPERATOR: Thank you. Our next speaker is  
13 Mr. Record, I believe.

14 STATEMENT OF SPEAKER RECORD

15 Yes. Harry Record. I'm in Santa Cruz, and I  
16 was living in Bonny Doon five years ago, and I wouldn't  
17 be living anywhere without a landline on which we've  
18 gotten an evacuation notification.

19 My house and my neighbor's houses were toast as  
20 a result of this fire, and I would dearly love to  
21 support AT&T -- at least emotionally to support the  
22 continued use of landlines because they are proven.

23 And the cell phones have to keep marketing  
24 improvements supposedly in going to 5G instead of 4G and  
25 3G and 2G and increasing the microwave radiation to

1 everybody in town, and then leaving out people who don't  
2 receive cell phone reception.

3 So, you know, new technology is not always the  
4 best technology. It's a moneymaker in the moment, but  
5 that's why we should keep the copper and connections  
6 because they're already in place.

7 And so what? They're going to need  
8 maintenance. Well, cell towers are going to need  
9 maintenance. So I appreciate you being there and  
10 listening to us all. Thank you.

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

13 Can we have our next speaker please.

14 THE OPERATOR: Thank you.

15 Our next speaker Tim Howard. Your line is  
16 open.

17 STATEMENT OF SPEAKER HOWARD

18 Can you hear me?

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

20 SPEAKER HOWARD: I want to mention something  
21 that's resounded most fully this year as well as last  
22 year since this seems to be a thing that's going to go  
23 on every year until people are too pooped to pop  
24 literally, just worn out, and give up. That's the  
25 strategy or at least the part of it that I see going on

1 here.

2 By the way, your last caller was right on the  
3 money. The lopsided opinion results -- just as last  
4 year, everybody wants to keep the landlines. Everybody.

5 Yeah, one paid professional propagandist that  
6 pulled that same stunt that many people pulled last  
7 year, the mutual exclusivity principle that  
8 modernization cannot occur in the shadow of legacy  
9 existence and support, which is completely untrue,  
10 incompetent, irrelevant, immaterial and just childish.

11 These technologies can grow and evolve,  
12 including legacy in parallel, in tandem. No problem.

13 Okay. Here's another thing I noticed in the  
14 difference from last year, and I'm really puzzled about  
15 it. People have brought up the possibility that people  
16 haven't even been able to succeed in their calls with  
17 you this evening because of logistical difficulties just  
18 in entering the input they need and get through and on  
19 the air.

20 Okay. If you were listening to anybody in the  
21 your decision last year, I got a funny feeling that you  
22 were listening to the businesses that called in and that  
23 they need landlines like the Press Democrat newspaper --

24 (Timer notification.)

25 SPEAKER HOWARD: -- the main Sonoma county

1 newspaper. They need landlines and government agencies  
2 that called --

3 (Timer notification.)

4 SPEAKER HOWARD: I heard the timer. If it's  
5 not broke, don't fix it. The internet was off today for  
6 two-and-a-half hours. And this is just throw granny in  
7 the snow. AT&T's at it again. What is the alternative?

8 It's like this repeal and replace thing with  
9 healthcare. They never have anything to replace it  
10 with.

11 What does AT&T have as an alternative?

12 (Timer notification.)

13 SPEAKER HOWARD: Nothing. And rates. You ever  
14 try adding caller I.D. to Lifeline? And that's you guys  
15 regulating the rates.

16 Okay. So I'll be polite and cut it even  
17 though -- do you want me to cut it or may I go on?

18 ALJ GLEGOLA: If you could wrap it up, I'd  
19 appreciate it.

20 SPEAKER HOWARD: I'm sure you would.

21 But the point is there's nobody standing in  
22 line behind me, but I'll at least be polite enough to  
23 acquiesce to your wishes.

24 This is just a sham. Okay. So do the right  
25 thing like you did last year. And I'm sure you only did



1     it reluctantly last year, and I'm thinking it's because  
2     the business and the government agencies got filtered  
3     out somehow. Okay. Thank you. Bye.

4             ALJ GLEGOLA: Thank you for taking the time.  
5     Could we have our next speaker, please.

6             THE OPERATOR: Thank you.

7             Our next speaker comes from Gregory Wright.  
8     Your line is open.

9             STATEMENT OF SPEAKER WRIGHT

10            Hello. This is Gregory Wright. I live in  
11     Sherman Oaks. I'm an AT&T landline subscriber. And  
12     listening to the many folks who really, even  
13     desperately, need to keep their link to the reliable  
14     landline phone -- I pay an exorbitant monthly bill to  
15     AT&T to keep my landline, my very long-time landline  
16     phone is going, but, sadly, most of the incoming calls  
17     we receive are unwanted scam and spam calls that awaken  
18     me in the morning and interrupt my sleep.

19            And, in fact, it happened today with an obvious  
20     scam call pretending to tell me that I need to pay some  
21     money to Amazon for some damn reason, even though I  
22     don't get anything there.

23            I would like to know why this phenomenon of  
24     scam calls is not being prevented and stopped by AT&T on  
25     this -- on this very vulnerable global digital network?

1           I even find it necessary to take my phone off  
2     the hook as I did the night -- several nights before my  
3     wife died and she missed her last chance to have a visit  
4     from her best friend because the friend could not get  
5     through that morning on the phone that I'd taken off the  
6     hook, when I shouldn't have, because that had become my  
7     habit to avoid these damn scam calls.

8           So I'd like to propose that the CPUC perhaps  
9     working with the federal FCC, if the fed is still  
10    serving the US public interest, should establish a new  
11    landline customer scam and spam call alert function,  
12    which landline phone subscribers like me could use to  
13    send a specific time-stamped phone number, stamped code  
14    into a public repository where the alerts would be  
15    digitally retained and analyzed, rapidly and  
16    comprehensively locate the sources of these intrusive,  
17    unwanted, offensive, life-interrupting and frequently  
18    criminal spam and scam incoming calls.

19           And then to use this information to very  
20    substantially --

21           (Timer notification.)

22           SPEAKER WRIGHT: -- truncate, and, hopefully,  
23    prevent this abuse of the telephone network.

24           This action or its equivalent needs to be put  
25    into action sooner rather than later --

1 (Timer notification.)

2 SPEAKER WRIGHT: -- and will the CPUC work with  
3 AT&T to make this happen?

4 And I noticed that many of the scam calls I  
5 receive appear to be coming from -- from the same people  
6 who are overseas call center employees or contract  
7 workers for AT&T. Something very insidious --

8 (Timer notification.)

9 SPEAKER WRIGHT: -- is going on and it needs to  
10 be investigated by the California Public Utilities  
11 Commission. I sure hope that happens, and so I ask you  
12 to do that. Thank you.

13 ALJ GLEGOLA: Thank you for that feedback.

14 Can we have our speaker please. ]

15 THE OPERATOR: Thank you. Our last speaker is  
16 Arlene.

17 Your line is open.

18 STATEMENT OF SPEAKER ARLENE

19 Thank you. I thank you also for giving me the  
20 opportunity to speak to you tonight. A couple of things  
21 in mind. On April 28th, eight days ago, a major power  
22 outage affected Spain and Portugal leaving millions  
23 without electricity for about 10 hours. Thousands of  
24 people surprisingly could not use their cell phones. So  
25 the landlines provide a major backup system in case of

1 outages.

2           Secondly, I use the landline in addition for  
3 emergency usage as a way to troubleshoot cell phone  
4 problems. Often when cell phone companies transition to  
5 a new technology, they have a history of bricking  
6 people's old phones, and I've spent thousands of --  
7 well, hundreds of hours trying to troubleshoot cell  
8 phones using my landline because you're required to shut  
9 off your cell phone and re-power it and do all sorts of  
10 steps to try and bring it back. I went through this  
11 numerous times with T-Mobile.

12           So not only is a landline helpful to have as a  
13 back up, it can also be used for someone who lives alone  
14 and has to troubleshoot their cell phone.

15           Also in this day in age with security issues  
16 and cell phones being hacked, landlines can be used for  
17 a little bit more secure conversation. And we -- with  
18 regards to foreign actors.

19           I know there's technology in the past. I guess  
20 Eric Snowden uncovered that issue that landlines can  
21 be -- the conversations can be tracked but not as  
22 easily --

23           (Timer notification.)

24           SPEAKER ARLENE: -- cell phones from bad  
25 actors. So please keep those items for consideration.

1 I would appreciate it.

2 Thank you.

3 ALJ GLEGOLA: Thank you so much for your time  
4 today.

5 Operator, do we have any more callers in queue?

6 THE OPERATOR: I am showing no more speakers  
7 from the queue.

8 ALJ GLEGOLA: Okay. So those are all the  
9 speakers that signed up to speak.

10 Commissioner Houck, do you have any concluding  
11 remarks?

12 COMMISSIONER HOUCK: Just I wanted to thank  
13 everyone for taking time out to provide your feedback  
14 and comment. I know you had to take time out of your  
15 day to do that in the evening. So thank you, and thank  
16 you, Judge Glegola, for managing the proceeding and to  
17 the court reporters and our staff for making the virtual  
18 hearing happen.

19 Thank you.

20 ALJ GLEGOLA: Thank you, Commissioner Houck.

21 Mr. Klutey, do you have any final comments?

22 MR. KLUTEY: I just echo Commissioner Houck's  
23 thanks to everyone for their time and ensuring taking  
24 time to call in and offer comments and everyone who  
25 supported these on our side and just that I'll be

1 sharing everything that I heard with the commissioner --  
2 Commissioner Reynolds. And I hope everybody has a good  
3 evening.

4 ALJ GLEGOLA: Thank you.

5 On behalf of myself, the other commissioners, I  
6 want to thank everyone for your participation today.  
7 Appreciate that you took time out of your day to share  
8 your thoughts with us.

9 I also want to thank everyone who helped pull  
10 off this remote hearing. We could not have accomplished  
11 this without the help of our court reporters, our IT  
12 folks, as well as all the staff at the Public Advisors  
13 Office, and of course our operator. So thank you  
14 everyone for all the help. I personally very much  
15 appreciate it.

16 This concludes today's remote public  
17 participation hearing for Rulemaking 24-06-012. We are  
18 adjourned. We are off the record.

19 (At the hour of 8:24 p.m. this matter having  
20 been continued to 2:00 p.m. May 13, 2025, the  
21 Commission then adjourned.)

22 \* \* \* \* \*

23

24

25

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, JASON STACEY, CERTIFIED SHORTHAND REPORTER  
NO. 14092, IN AND FOR THE STATE OF CALIFORNIA DO  
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT  
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT  
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN  
THIS MATTER ON MAY 5, 2025.

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

EXECUTED THIS MAY 12, 2025.

A handwritten signature in black ink, appearing to read 'JAS STACEY', written over a horizontal line.

JASON A. STACEY  
CSR NO. 14092

BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE  
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, SHANNON ROSS, CERTIFIED SHORTHAND REPORTER  
NO. 8916, IN AND FOR THE STATE OF CALIFORNIA, DO  
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT  
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT  
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN  
THIS MATTER ON MAY 5, 2025.

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

EXECUTED THIS MAY 12, 2025.

  
SHANNON ROSS WINTERS  
CSR NO. 8916



<hr/>	<b>21st</b> 434:13	<b>60-foot-tall</b> 505:3	<b>abnormal</b> 467:4
<b>\$</b>	<b>22</b> 451:24 525:10	<b>6032788</b> 445:2 500:13	<b>abreast</b> 477:16
<b>\$171</b> 522:11	<b>22nd</b> 461:22	<b>6:00</b> 443:18,22	<b>absolutely</b> 469:6 499:14 506:21 521:7
<b>\$20</b> 470:13	<b>24</b> 479:12	<b>6:01</b> 433:2	<b>absorb</b> 502:18
<b>\$281</b> 506:25	<b>24-06-012</b> 433:8	<b>6:30</b> 523:24	<b>abuse</b> 535:23
<b>\$300</b> 520:20	<b>25</b> 481:10	<hr/>	<b>accents</b> 468:17
<b>\$35,000</b> 454:5	<b>27</b> 522:8	<b>7</b>	<b>access</b> 437:3 438:12, 22 440:4 461:20 475:7 476:8,16 489:19 494:18 513:14 519:19 521:7,23 524:6,21 528:6,10
<b>\$350</b> 458:5	<b>28th</b> 536:21	<b>73</b> 467:14	<b>accessed</b> 442:14 454:22
<b>\$4.69</b> 481:11	<b>2:00</b> 443:17,22	<b>78</b> 452:11	<b>accessible</b> 439:22 475:15
<b>\$400</b> 523:7	<b>2G</b> 530:25	<b>7:00</b> 450:19	<b>accommodations</b> 524:22
<b>\$7,000</b> 453:15	<hr/>	<b>7th</b> 452:16	<b>account</b> 454:16,17,20
<hr/>	<b>3</b>	<hr/>	<b>accumulating</b> 453:14
<b>1</b>	<b>30</b> 456:2 459:5	<b>8</b>	<b>accustomed</b> 516:18
<b>1-800-649-7570</b> 527:7	<b>30-mile</b> 459:15	<b>80</b> 449:20	<b>Ackerman</b> 470:4,5 471:11 505:23 506:1,2
<b>10</b> 451:12,13 486:4 536:23	<b>30-plus</b> 438:9 497:16	<b>800</b> 453:7	<b>acknowledged</b> 438:25
<b>100</b> 472:3	<b>300</b> 472:15	<b>800-857-1917</b> 445:2 500:13	<b>acquiesce</b> 533:23
<b>100-plus-year-old</b> 439:9	<b>3G</b> 530:25	<b>83</b> 466:4 470:6 526:13 527:11	<b>act</b> 490:1
<hr/>	<b>4</b>	<b>866 849-8390</b> 512:4	<b>acting</b> 505:18
<b>115</b> 509:10	<b>4</b> 442:12	<b>866-849-8390</b> 442:19 444:4	<b>action</b> 473:16 535:24, 25
<b>13th</b> 443:21	<b>40</b> 505:9 509:12	<b>8:00</b> 450:19	<b>active</b> 514:16
<b>14</b> 445:13 524:14	<b>45</b> 482:16	<hr/>	<b>actors</b> 525:14 537:18, 25
<b>15</b> 486:4 493:6	<b>450</b> 510:25	<b>9</b>	<b>acute</b> 475:9
<b>150</b> 459:14	<b>4G</b> 530:24	<hr/>	<b>add</b> 444:10 519:1
<b>16</b> 437:17 446:6	<hr/>	<b>9.0</b> 477:10	<b>added</b> 439:13 491:10
<b>17th</b> 443:20	<b>5</b>	<b>90</b> 446:10 484:9	<b>addicted</b> 499:14
<b>1974</b> 509:5	<b>5</b> 433:2	<b>911</b> 437:7 462:1,6 475:2 480:16 489:4	<b>adding</b> 518:7 533:14
<b>1989</b> 450:8 484:25	<b>50</b> 450:7 509:5,12	<b>99.99</b> 477:8	<b>addition</b> 440:17 444:22 537:2
<b>1990s</b> 436:11	<b>500</b> 450:11	<hr/>	<b>address</b> 442:19 491:18
<b>1996</b> 433:10	<b>51</b> 521:6	<b>A</b>	<b>addressed</b> 493:14
<hr/>	<b>57</b> 501:5	<hr/>	
<b>2</b>	<b>5G</b> 530:24	<b>A-C-K-E-R-M-A-N</b> 506:2	
<b>20</b> 452:21 470:13,14 493:7 524:2	<hr/>	<b>a.m.</b> 450:19	
<b>2012</b> 433:11	<b>6</b>	<b>abandon</b> 463:13	
<b>2023</b> 524:14	<b>60</b> 474:15	<b>abandoned</b> 513:11	
<b>2025</b> 433:2 442:12 525:10	<b>60-feet-tall</b> 505:5	<b>ability</b> 437:7 475:1 514:3,8	

<b>adequate</b> 478:7 480:21 513:7	<b>alarmed</b> 447:19	471:22 493:5 509:4	<b>aspect</b> 448:17
<b>adequately</b> 496:7	<b>alarms</b> 495:22	<b>Anaheim</b> 470:6	<b>aspects</b> 482:5
<b>administrative</b> 433:4, 14 444:10	<b>alert</b> 496:1 535:11	<b>analog</b> 463:23 513:17	<b>assets</b> 463:14
<b>admit</b> 449:3	<b>alerts</b> 494:9 535:14	<b>analyzed</b> 535:15	<b>assigned</b> 433:14,16 435:9 436:7 444:10
<b>adopt</b> 444:15	<b>alive</b> 475:1	<b>Andrea</b> 471:17 522:4,7	<b>assist</b> 473:25
<b>adopted</b> 433:10	<b>ALJ</b> 433:14 434:23 443:4 447:4 449:10,13 451:21 454:11,18,24 455:14 456:16 458:22 460:3 461:6 462:15 464:12 465:2,7,15 466:24 467:5 469:4,15, 24 471:14 473:7 474:9 475:21 476:24 478:24 480:1 482:8 483:23 485:9 487:8 488:12 490:4 491:19 493:20 495:2 497:3 498:10 499:4 500:4 501:20 503:22 504:4 505:20 506:14 507:6,25 508:8, 18,21 510:13 511:24 514:15,19 515:21 516:22 517:24 518:4, 11,15,23 520:18,23 522:1 523:17 525:25 526:8 527:4,7,14,21,24 529:3 530:5,10 531:11, 19 533:18 534:4 536:13 538:3,8,20	<b>Andrew</b> 434:6 435:1,6 455:18	<b>assistant</b> 494:14
<b>advance</b> 481:23		<b>Android</b> 525:13	<b>Association's</b> 524:12
<b>advanced</b> 504:21 506:5		<b>Angeles</b> 443:15 450:6	<b>assumes</b> 496:7
<b>advised</b> 503:14		<b>Ann</b> 526:4	<b>assure</b> 474:7
<b>advisor</b> 434:5 435:2,7 444:6 512:6		<b>Anne</b> 449:16	<b>assured</b> 470:8
<b>Advisor's</b> 435:19 442:17 444:2		<b>Anthony</b> 506:17,18,19	<b>assuring</b> 473:16
<b>Advisors</b> 512:3 517:25		<b>anymore</b> 449:25 450:4 479:18 504:18 528:17	<b>AT&amp;T</b> 436:17 437:19 448:8,10,18,23 451:14 452:21 453:5,8,14,24 456:11 457:3,19 459:25 460:12,15 463:4,13 464:13 466:1,7,10 467:17,19 468:12 469:3,17 470:7,8,16,25 472:12,20 474:20 477:7,20 478:5,14,22 480:12 482:2 483:11 484:16 485:18 487:17 488:9 489:15 490:13,21 491:3 496:8 499:19 505:17 509:4,6,8 510:20 511:1,4,6,19 515:13 516:7,21 517:18 519:2,7,11,15 520:5,6, 8,11,14 521:6,22 524:8 526:10 527:1 530:21 533:11 534:11,15,24 536:3,7
<b>advocates</b> 517:23 518:1		<b>apartment</b> 457:6 470:7	<b>AT&amp;T's</b> 447:14 478:1 480:9 481:9 487:21,23 491:12 533:7
<b>advocating</b> 465:22 501:18		<b>Apologies</b> 530:8	<b>Atlantic</b> 448:11
<b>Affairs</b> 527:5		<b>apologize</b> 434:24	<b>attacks</b> 513:18
<b>affect</b> 438:14		<b>appeal</b> 517:5	<b>attempt</b> 447:19,20
<b>affected</b> 488:21 536:22		<b>appears</b> 509:20	<b>attention</b> 460:11
<b>afford</b> 454:5 481:11 517:6	<b>allegedly</b> 477:22	<b>application</b> 520:7	<b>attorney</b> 478:1
<b>affordable</b> 436:13 438:12,23 475:14 476:16 496:22	<b>allergy</b> 448:3	<b>apply</b> 519:12 520:5,6	<b>August</b> 477:22
<b>afternoon</b> 441:2 443:20 461:12 477:5	<b>allowed</b> 447:23 461:2 519:2	<b>appointments</b> 515:10	<b>authority</b> 517:15
<b>age</b> 489:18 537:15	<b>allowing</b> 447:21 470:2 477:6	<b>approve</b> 487:6	<b>Autumn</b> 491:23 492:2
<b>agencies</b> 496:9 533:1 534:2	<b>altered</b> 434:10	<b>April</b> 443:20 536:21	
<b>agency</b> 436:2	<b>alternate</b> 444:17	<b>Aptos</b> 508:10	
<b>agree</b> 456:22 479:6,15 516:6	<b>alternative</b> 453:23 513:7 519:8,13 533:7, 11	<b>area</b> 436:22 437:3 446:2 447:16 452:11 459:6 468:2,6 471:20 474:21 475:6,17 480:14 486:19,21 488:18 490:11 492:3 498:18 504:6 506:20 508:11 519:18 521:8	
<b>agreed</b> 453:7,16	<b>alternatives</b> 481:8 519:24	<b>areas</b> 439:20 440:9 472:11 493:17 496:2,7 505:14 522:19	
<b>ahold</b> 485:3,5	<b>Amazon</b> 534:21	<b>Arlene</b> 536:16,18 537:24	
<b>air</b> 532:19	<b>ambulance</b> 459:10	<b>arm</b> 460:25	
<b>alarm</b> 453:9,10 492:19 495:22	<b>American</b> 448:13	<b>articles</b> 481:2	
	<b>amount</b> 452:23 460:23	<b>ash</b> 452:18	

<b>availability</b> 473:17	<b>bay</b> 498:18 504:6	<b>born</b> 450:5	<b>Bye</b> 471:13 499:3 534:3
<b>avoid</b> 535:7	<b>Bear</b> 479:2,4,5	<b>bottom</b> 443:10	
<b>awaken</b> 534:17	<b>beat</b> 506:6	<b>bought</b> 509:13	
	<b>Bees</b> 466:15	<b>box</b> 453:10 480:15	<b>C</b>
<b>B</b>	<b>beginning</b> 489:3,13 498:8	<b>boxes</b> 453:10 495:23	<b>C-A-R-O-L</b> 506:2
<b>B-A-R-T-A-L-I-N-I</b> 499:11	<b>behalf</b> 435:13,23 476:22	<b>Bradley</b> 490:7,9,10 491:18	<b>Cal</b> 456:6
<b>B-E-A-R</b> 479:6	<b>believer</b> 499:11	<b>brain</b> 467:3	<b>California</b> 433:19 435:8 436:3 437:13,18 458:16 459:16 463:15 467:18 469:10 472:17 476:17 482:19 484:8,10 511:1,7,13 514:7 521:5 536:10
<b>B-E-R-R-I-N</b> 522:8	<b>bell</b> 445:15	<b>branch</b> 527:5	<b>California's</b> 476:6,15
<b>B-R-E-A-N-D-A-N</b> 510:19	<b>benefit</b> 457:5	<b>Brandon</b> 482:12	<b>Californian</b> 450:5
<b>back</b> 443:3 464:24 467:8 490:14 491:5 504:17 537:10,13	<b>Berrin</b> 522:4,6,7 523:14	<b>Breandan</b> 510:16,19	<b>Californians</b> 436:14 438:12,21 439:1,18 440:4,14
<b>backbone</b> 476:14	<b>bet</b> 448:6	<b>bricking</b> 537:5	<b>call</b> 435:25 436:17 437:7 439:3 444:4 445:1 446:2,14 450:1,4, 14 451:3,14 457:18 459:8 462:5,12 467:13 468:17 470:19 471:19 474:14 475:2,22 480:2, 16 481:25 482:15 486:6 487:3,18 489:4 491:20 495:23 497:22 498:8 500:12,21 502:1 503:9 504:15,17,18 506:20,23 508:1 512:4 515:16 517:10 518:9 519:21 523:10,16,18,25 525:17 526:12,15 527:5 528:11 529:14,16,18 534:20 535:11 536:6 538:24
<b>backed-up</b> 463:20	<b>betrayal</b> 483:3	<b>briefly</b> 496:3 523:25	<b>call-back</b> 496:5
<b>background</b> 435:24 440:10	<b>Beverly</b> 477:2 517:16	<b>briefs</b> 442:6	<b>called</b> 489:21 499:22 515:15 517:10 518:9 523:24 526:17 532:22 533:2
<b>backpack</b> 509:21	<b>big</b> 451:11 457:11	<b>bring</b> 460:10 537:10	<b>caller</b> 447:6,15 455:1,2 467:10 468:16 488:13, 14 529:7 532:2 533:14
<b>backs</b> 511:21	<b>biggest</b> 456:4	<b>broadband</b> 439:5,21 466:16 496:3,20	<b>callers</b> 467:16 468:21 474:16 482:17 483:6,8 489:23 491:6,9 493:3 496:4 497:12,22 500:23 507:13 524:5 530:7 538:5
<b>backseat</b> 486:19	<b>bill</b> 472:20,22 491:11 493:4 506:25 521:21 534:14	<b>broader</b> 440:6	
<b>backup</b> 451:16 468:9 479:11 480:20 536:25	<b>billing</b> 458:4	<b>broke</b> 516:13 533:5	
<b>bad</b> 509:9 513:23 528:4 537:24	<b>billion</b> 481:11	<b>brought</b> 532:15	
<b>Bakersfield</b> 443:15	<b>billions</b> 483:10 511:7	<b>brownout</b> 477:13	
<b>barely</b> 494:16	<b>bills</b> 453:15 517:19 520:9,19	<b>Bryajian</b> 501:23,24,25 503:12,17	
<b>bargain</b> 469:19	<b>Birds</b> 466:15	<b>buck</b> 472:14	
<b>barrier</b> 466:25	<b>bit</b> 499:20 537:17	<b>Buckingham</b> 508:4,6, 9	
<b>Bartalini</b> 499:8,9	<b>blah</b> 475:8	<b>building</b> 452:22 453:1 457:7 476:20	
<b>based</b> 444:12 476:5 477:20 492:20 496:12	<b>blank</b> 471:3	<b>built</b> 511:5	
<b>basic</b> 436:20 437:3,6, 22,23 438:1,16,17,19 439:1 489:4,19 490:1 496:6 507:19	<b>block</b> 519:3,9	<b>bundled</b> 480:12	
<b>basically</b> 499:22 525:13 528:24	<b>blood</b> 484:14 509:22	<b>burglary</b> 452:22 453:10	
<b>basket</b> 455:7	<b>blood-brain</b> 466:25	<b>buried</b> 505:11	
<b>battery</b> 451:16 463:20 468:8 480:20 504:16,24	<b>board's</b> 460:11 524:21	<b>business</b> 444:5 453:22 455:24 460:11,14,17, 21,22 461:3 476:4,8,12, 21 494:14 507:1 512:4 515:4,9 519:6 534:2	
	<b>bodies</b> 502:18	<b>businesses</b> 476:14,15 484:20 532:22	
	<b>body</b> 523:4 524:15		
	<b>Bonny</b> 530:16		
	<b>booster</b> 471:23		
	<b>booths</b> 449:25		

<b>calling</b> 445:8 451:21 453:13 454:24 455:14 456:16 457:19,20 458:2,22 460:3 462:15 466:3 467:5 468:24 469:15,24 471:6 473:7, 14 474:9,16 475:3 480:23 482:8 483:23 485:9 487:8 488:18 490:10 492:2 493:20 494:7 497:3 499:4,12 500:21 501:20 503:22 504:7 506:14 507:6 509:2 510:13 511:24 512:8 515:3,21 516:22 522:10 526:1 527:14	495:13 504:10 512:23 516:7 524:9	<b>century</b> 434:13	<b>Clark</b> 517:1,3 518:1,6, 12
<b>calls</b> 453:21 457:24 460:18 461:4 468:14 472:10 486:11,13 489:6 496:17 507:2 518:8 519:24 520:1,9 522:12, 17 529:12 532:16 534:16,17,24 535:7,18 536:4	<b>carriers</b> 437:21 439:25 440:1 464:14,16 495:12	<b>cetera</b> 522:16	<b>clear</b> 457:24 468:3 489:21 490:18
<b>Campbell</b> 526:5,6,9 527:6,9	<b>cars</b> 459:12	<b>challenge</b> 465:25	<b>click</b> 443:11
<b>cancel</b> 479:16	<b>case</b> 444:11,12 461:20 492:15 496:8 498:23 499:16 500:7 519:16 536:25	<b>chameleon</b> 447:17	<b>client</b> 515:11
<b>canceled</b> 454:14	<b>Cat</b> 494:2	<b>chance</b> 535:3	<b>close</b> 503:5 512:15
<b>cancer</b> 466:14 467:3	<b>categories</b> 474:2	<b>change</b> 438:11 441:19 460:17 461:4 468:13 495:11	<b>closer</b> 443:10
<b>capability</b> 489:4	<b>catering</b> 484:15,17	<b>changed</b> 447:13 471:8 489:2 491:10 520:15	<b>co-exist</b> 497:23
<b>capitalism</b> 528:20	<b>Catherine</b> 493:24	<b>changing</b> 454:20 460:18	<b>coagulate</b> 509:23
<b>capture</b> 445:6	<b>cautions</b> 503:5	<b>charge</b> 504:18 527:2	<b>coddling</b> 484:17
<b>car</b> 449:24 470:20 498:1	<b>cell</b> 439:5,21 446:4,7,9 453:3 455:8,23 456:10 459:6,11 463:24,25 466:4,12,13,18 468:2,4 470:11,12,19 471:21,24 472:5,9,22 473:24 475:5,6 480:25 482:19 483:6,15,16 485:20,21 486:3,5,11,13 487:16, 18 488:5 490:20,21,24 492:5,6 494:8 497:25 498:3,21 499:14 500:25 501:8,11,16,17 502:12, 13 503:7,8,18 504:8,13, 16,24 505:3 506:22 507:16 508:10,12,13 509:18,21 510:1,4 515:10 517:6,9 520:5,7 521:7,17,23 522:21 523:1 524:10,11 525:2, 3,6,14 526:10,22,24 528:3,11 529:12 530:23 531:2,8 536:24 537:3,4, 7,9,14,16,24	<b>charging</b> 454:8 491:13 493:11,12	<b>code</b> 528:6,10 535:13
<b>card</b> 442:13 521:14	<b>cells</b> 509:22	<b>chart</b> 459:10	<b>codes</b> 519:18
<b>care</b> 483:5,6 485:3 526:19	<b>cellular</b> 457:8 463:5,18 466:23 496:3,20 513:4, 6	<b>chase</b> 484:15 529:7,9	<b>codified</b> 438:24
<b>carefully</b> 463:7	<b>center</b> 504:9 536:6	<b>checking</b> 498:7	<b>Cohen</b> 456:19,21 458:14
<b>Carol</b> 460:7 505:23 506:1,2 508:24 509:2	<b>centers</b> 468:17	<b>Chen</b> 488:15,17	<b>cold</b> 519:7
<b>carrier</b> 433:9 434:9,14 435:10 436:9,18,19 437:10,11,12,14 438:15,18 439:23 441:19 444:21 448:17 453:21 455:12 467:19 469:23 474:19 475:16 476:7 477:21 478:22 480:9 482:3 483:13	<b>central</b> 463:10 464:8 477:9 495:21 510:25	<b>childish</b> 532:10	<b>COLR</b> 434:9,14 436:10, 24 437:15 438:6,20 463:13 476:20 489:2,12 496:25 514:7
		<b>children</b> 455:23 492:4, 13 493:17	<b>comment</b> 444:19 445:21 472:8 538:14
		<b>children's</b> 492:17	<b>comments</b> 434:19,24 435:3,12,23 440:17,18 441:13,14,23,24 442:4, 5 444:19,22,23 462:25 463:2 465:7 487:21 489:25 497:11,21 511:16 512:1 538:21,24
		<b>chimneys</b> 510:4	<b>commercial</b> 452:22 513:11
		<b>Chinese</b> 464:23	<b>Commission</b> 433:5,8, 19 435:8,24,25 436:5, 15 440:13,20 441:25 442:8 444:9,20 448:24 449:7 455:25 458:7 467:19 469:11 488:1 495:11 497:1 514:5 515:13 536:11
		<b>choices</b> 481:6	<b>Commission's</b> 438:20 440:3,23 441:20,25 473:15
		<b>choose</b> 440:2 444:17 445:4 493:17 506:11	<b>commissioner</b> 433:16,18,20,22,23 434:5,23 435:2,7,9,13,
		<b>CHP</b> 451:6	
		<b>circumstance</b> 494:15	
		<b>cite</b> 461:22	
		<b>citizen</b> 455:8 506:4	
		<b>city</b> 445:7 491:2 497:13 511:3	
		<b>claimed</b> 458:5,16	
		<b>claiming</b> 528:16	
		<b>Clara</b> 504:6 524:11	
		<b>Clarita</b> 492:3	

23 436:6,7 438:25 487:19 495:8 538:10, 12,20,22	<b>complicated</b> 511:17	528:20	<b>copper-based</b> 495:13
<b>commissioners</b> 436:5 443:1 444:9,14,15,16 455:22 514:5	<b>complications</b> 502:25	<b>consumers</b> 474:7 502:16	<b>copper-wire</b> 467:21
<b>commit</b> 512:24	<b>compliment</b> 450:10	<b>contact</b> 442:17,18 512:2	<b>core</b> 510:24
<b>commitment</b> 438:21	<b>comprehensively</b> 535:16	<b>contacted</b> 492:15	<b>corporate</b> 466:1,7
<b>communicate</b> 443:25 514:3	<b>compromise</b> 464:2 465:4 474:5 511:11	<b>contacting</b> 461:14	<b>corporations</b> 466:1 468:25 483:21 484:16
<b>communication</b> 438:10,23 439:17,20 440:6,22 450:10,22 476:17 488:10,21 495:17 496:6 501:3 513:2,10,14 525:8	<b>compromising</b> 525:14	<b>contacts</b> 494:19 511:15	<b>correct</b> 449:5 528:6
<b>Communication's</b> 441:17	<b>Comptche</b> 459:16	<b>continue</b> 434:14 439:17 440:19 441:11 451:23 460:24 463:16 467:19 469:22 489:13, 22 495:19 500:5 508:8 513:4 514:8 516:9,10 518:23 519:5 524:8,21 526:8 527:21 531:19	<b>correctly</b> 528:8,9 530:6
<b>communications</b> 436:4 439:8 458:7 512:17,19 514:17	<b>computer</b> 466:4 480:13 513:17	<b>continued</b> 442:16 461:3 530:22	<b>cost</b> 454:4 472:25
<b>communities</b> 450:12 476:21	<b>computers</b> 525:3	<b>continues</b> 439:11 467:22 491:11 494:24 522:11	<b>costing</b> 460:25
<b>community</b> 459:14 460:1	<b>concern</b> 459:21 522:20	<b>contract</b> 454:9 460:13, 17,19 461:4 536:6	<b>country</b> 457:2,3 468:20
<b>community's</b> 514:3	<b>concerned</b> 440:14 451:7,19 456:23 461:13 481:15 528:23	<b>contracted</b> 453:5	<b>county</b> 441:9 443:14, 15,16 446:2 459:5 467:16 471:20 473:25 476:5 490:11 495:10,15 496:2,5,9,25 521:5 522:15,20 524:12 528:2 532:25
<b>companies</b> 437:17 453:23 454:4 456:11 486:17 519:3,8 537:4	<b>concerns</b> 441:1 517:18 523:1	<b>contradicting</b> 463:3	<b>couple</b> 453:19 460:12, 23 472:19 498:19 501:7 536:20
<b>company</b> 437:2 438:16,17 447:14 448:15,19,22 450:2 453:25 469:20 470:12, 15,22,24,25 482:3 502:6,7,8 516:21 519:8, 11	<b>concierge</b> 462:23	<b>contradiction</b> 484:19	<b>court</b> 435:19 445:5 522:8 538:17
<b>complained</b> 447:22 458:2 519:17	<b>conclude</b> 441:14,16	<b>contributed</b> 439:16	<b>courthouse</b> 496:16
<b>complaint</b> 478:1 520:12	<b>concluding</b> 538:10	<b>control</b> 471:1	<b>cover</b> 511:17
<b>complaints</b> 457:25 458:3	<b>conditions</b> 438:15	<b>convenient</b> 443:24 524:15	<b>coverage</b> 468:2 496:3
<b>completely</b> 472:13 493:7 511:20 532:9	<b>conduit</b> 439:15	<b>Converge</b> 457:20	<b>CPUC</b> 436:1 441:12,17 460:1 462:25 469:16 476:19 477:24 478:22 482:20,25 484:17 489:16 497:20 499:25 512:22,23 514:5 517:14,23 518:2,9 520:12 535:8 536:2
<b>compliance</b> 496:11	<b>conference</b> 500:10	<b>conversation</b> 464:3 515:11 537:17	<b>CPUC's</b> 442:14 474:6
<b>compliant</b> 477:25	<b>connect</b> 453:9 490:25	<b>conversations</b> 537:21	<b>cpuc.ca.gov.</b> 512:7
	<b>connected</b> 457:8 463:11 471:13	<b>cop</b> 459:12	<b>cracked</b> 486:16
	<b>connection</b> 438:4 439:6 452:25 468:4 482:1	<b>copper</b> 438:1 440:1 446:21,23,25 447:1,2 452:24 453:9 455:10 457:8 458:8,17 459:25 460:14 463:8,9 466:11 468:21 477:23 494:11, 17,24 495:16,19 511:20 512:16,24,25 513:7,8, 24 514:10,13 517:13 522:10 531:5	<b>crazy</b> 493:11 498:3
	<b>connections</b> 531:5		<b>credit</b> 453:17 521:13
	<b>connectivity</b> 440:7 473:21 476:9		<b>criminal</b> 472:19 535:18
	<b>consideration</b> 441:21, 25 537:25		<b>critical</b> 440:6 495:25 496:15 506:12 513:19, 25 514:12
	<b>considered</b> 511:12 521:9		
	<b>consistent</b> 436:22		
	<b>constituents</b> 483:20		
	<b>constrained</b> 489:9		
	<b>consumer</b> 448:7 527:5		



<b>Crosstalk</b> 465:3,6	<b>dearly</b> 530:20	<b>desk</b> 452:17	<b>disappointed</b> 462:12
<b>Crowd</b> 457:21	<b>death</b> 484:7 485:7 489:1	<b>desperate</b> 510:22	<b>disaster</b> 477:17 482:23 515:5
<b>crucial</b> 440:23 476:12	<b>debilitating</b> 524:25	<b>desperately</b> 534:13	<b>disaster-prone</b> 440:9
<b>Cruz</b> 451:11 506:20,21 522:15 528:2 530:15	<b>Deborah</b> 479:2,5	<b>destroy</b> 475:13	<b>disasters</b> 489:6 495:17 499:1
<b>Crystal</b> 485:13	<b>decades</b> 434:11 451:2 484:17	<b>Destroying</b> 466:16	<b>disclosing</b> 481:14
<b>customer</b> 436:21 438:16,17 458:12 485:17 517:19 528:21 535:11	<b>deceptive</b> 468:13	<b>destroys</b> 466:14	<b>disconnect</b> 520:8,11, 20
<b>customers</b> 439:25 440:14,24 467:15 473:18 478:6 521:6	<b>decide</b> 445:9	<b>deter</b> 477:15	<b>discontinued</b> 480:13
<b>cut</b> 453:3 484:15 492:9, 11,12 525:20,22 530:4 533:16,17	<b>decided</b> 436:15 453:5	<b>determine</b> 444:20	<b>Discontinuing</b> 496:17
<b>cyber</b> 513:18	<b>decision</b> 442:7,22,25 444:13,16,17 530:1 532:21	<b>determined</b> 442:22	<b>discounts</b> 437:9
	<b>decision-making</b> 440:24	<b>device</b> 502:14,21 503:4	<b>discriminate</b> 474:5
	<b>decommission</b> 511:19	<b>devices</b> 502:17,19 503:6 524:15	<b>discrimination</b> 473:20 521:12
<b>D</b>	<b>decreasing</b> 499:1	<b>dial</b> 528:5	<b>discussed</b> 440:16
<b>daily</b> 460:18 513:2	<b>deep</b> 474:16,21	<b>Diana</b> 523:21	<b>discussions</b> 441:4
<b>damage</b> 466:23	<b>definition</b> 448:20 489:2	<b>dictate</b> 455:9	<b>disrupt</b> 460:16
<b>damaging</b> 466:2	<b>definitively</b> 468:21	<b>dictating</b> 466:2	<b>disruption</b> 467:1
<b>damn</b> 534:21 535:7	<b>deliver</b> 437:21 439:17 440:2	<b>died</b> 480:17 504:16 535:3	<b>distance</b> 519:20,21 520:1 522:12
<b>danger</b> 475:16 492:7,9	<b>delivering</b> 439:16	<b>Diego</b> 443:14 511:3	<b>distances</b> 437:8
<b>dangerous</b> 509:19	<b>democracy</b> 466:5 489:17	<b>diesel</b> 456:7	<b>distaste</b> 477:19
<b>dangers</b> 466:19	<b>Democrat</b> 532:23	<b>difference</b> 532:14	<b>distinct</b> 437:18
<b>Darcie</b> 433:18	<b>Denise</b> 499:7	<b>differently</b> 447:12,18	<b>distributed</b> 472:6
<b>dark</b> 459:6	<b>deny</b> 448:14	<b>difficulties</b> 434:22,25 526:1,21 532:17	<b>distribution</b> 511:1,13
<b>data</b> 463:22,24,25	<b>department</b> 453:11,12	<b>digital</b> 456:10 463:18, 21,24 476:10,13 534:25	<b>distributions</b> 511:4
<b>data-intensive</b> 439:4	<b>depend</b> 451:9 495:25	<b>digitally</b> 535:15	<b>district</b> 450:25 451:1
<b>dates</b> 442:21	<b>dependability</b> 477:8	<b>diminish</b> 438:20	<b>districts</b> 440:8
<b>daughter</b> 478:8	<b>dependable</b> 477:18	<b>direct</b> 471:1,2 519:19	<b>Diversity</b> 476:4
<b>daunting</b> 501:14	<b>dependence</b> 480:25	<b>directly</b> 440:14 445:17 451:4 462:6	<b>divide</b> 456:10
<b>day</b> 448:4 504:16 537:15 538:15	<b>designate</b> 436:16	<b>dirty</b> 499:20	<b>Division</b> 441:17
<b>days</b> 493:1 498:20 499:18 536:21	<b>designated</b> 438:18	<b>disabilities</b> 496:19	<b>DNA</b> 466:23
<b>dead</b> 461:16 462:5 472:13	<b>designation</b> 437:18	<b>disabled</b> 461:13 474:1 475:8	<b>Docket</b> 442:13
<b>deal</b> 448:25 451:18 499:23 519:10	<b>designed</b> 439:23	<b>disadvantaged</b> 438:11	<b>documenting</b> 481:3
	<b>desires</b> 466:11		<b>dollars</b> 511:7
			<b>dominating</b> 466:1
			<b>domination</b> 465:25

<b>Doon</b> 530:16	501:5,9 509:15 512:15	<b>employee</b> 477:7	<b>establish</b> 535:10
<b>doorbells</b> 457:7	<b>electric</b> 470:22,24 483:2	<b>employees</b> 536:6	<b>evacuate</b> 492:16
<b>doors</b> 464:24	<b>electrical</b> 453:2 525:2	<b>encourage</b> 455:24 458:2 476:19 503:9	<b>evacuated</b> 473:2
<b>double</b> 460:22	<b>electricity</b> 477:12 536:23	<b>encourages</b> 496:25	<b>evacuation</b> 530:18
<b>doubled</b> 472:21 517:19	<b>electrified</b> 456:7	<b>encrypted</b> 464:1	<b>evaluate</b> 440:20
<b>doubt</b> 502:4	<b>electro-</b> <b>hypersensitivity</b> 524:23	<b>end</b> 445:10 474:15	<b>evaluating</b> 438:5
<b>Downtown</b> 452:10	<b>electro-sensitivity</b> 525:9	<b>ending</b> 468:23	<b>evening</b> 433:6 434:19 435:6 477:5 495:8 499:13 532:17 538:15
<b>draft</b> 444:13	<b>electromagnetic</b> 494:4,5 524:24 525:1,5	<b>energy</b> 436:4 463:19 502:20 503:1	<b>event</b> 435:21
<b>dressed</b> 447:12,17	<b>electronically</b> 444:24	<b>engineer</b> 511:2	<b>events</b> 442:16
<b>drive</b> 487:2,3	<b>Electrosmog'</b> 466:16	<b>engineering</b> 510:21	<b>eventually</b> 522:21
<b>dropped</b> 457:24	<b>elements</b> 437:6	<b>engines</b> 453:2	<b>everyone's</b> 491:1
<b>dry</b> 470:9	<b>elevator</b> 457:9,12 495:22	<b>ensure</b> 489:8 494:23 507:19 514:8 515:14	<b>evicted</b> 452:14
<b>due</b> 438:11 452:14 477:22 495:20 513:11	<b>Elevators</b> 457:7	<b>ensuring</b> 436:12 438:10,21 476:15 496:17 538:23	<b>evidence</b> 444:11,13 458:10,11
<b>dying</b> 484:24	<b>eliminating</b> 457:1	<b>enter</b> 460:13	<b>evidentiary</b> 442:1,3
<hr/> <b>E</b> <hr/>	<b>else's</b> 474:20 522:24	<b>entered</b> 460:19 461:5 528:10	<b>evolve</b> 532:11
<b>ear</b> 523:4	<b>email</b> 442:18,19 444:6 512:5 521:14	<b>entering</b> 532:18	<b>ex-employee</b> 477:6
<b>early</b> 443:12 447:11	<b>emergencies</b> 474:4 499:1 501:4 510:1 514:4 521:18	<b>entertainment</b> 471:1	<b>exaggeration</b> 494:23
<b>earthquake</b> 450:9,13 457:2 477:10,11 485:1	<b>emergency</b> 457:11 459:9,22 461:15,21 482:18,23 483:15 486:8,15 487:3 489:5 490:23 491:3 492:13 493:9 494:19 495:15,23 496:10 498:2,23 499:17 506:22 507:15 509:16 513:3 526:14 529:16, 18,21,22,23 537:3	<b>entire</b> 461:23	<b>exceeded</b> 454:4
<b>earthquakes</b> 450:8 455:9 456:24 495:18 506:7	<b>EMF</b> 474:1 501:11 528:23	<b>enumerated</b> 482:18	<b>exclusive</b> 483:8 491:6
<b>easier</b> 527:12	<b>emitted</b> 525:1	<b>Environmental</b> 473:15	<b>exclusively</b> 455:23 501:9
<b>easily</b> 466:10 508:15 537:22	<b>emitting</b> 466:19	<b>equipment</b> 464:25 525:2	<b>exclusivity</b> 532:7
<b>east</b> 474:16,21	<b>emotionally</b> 530:21	<b>equitably</b> 472:5	<b>exist</b> 447:15 465:5 489:10
<b>echo</b> 474:17,18 538:22	<b>emphasize</b> 437:23 522:25 523:14	<b>equivalent</b> 535:24	<b>existence</b> 532:9
<b>economic</b> 489:18		<b>ERBERG</b> 507:11	<b>existing</b> 436:16 454:20 467:21 513:23
<b>economy</b> 456:5 476:13,15,18 488:3		<b>Ergberg</b> 507:9	<b>exorbitant</b> 534:14
<b>Edison</b> 486:23		<b>Eric</b> 537:20	<b>expanded</b> 466:9
<b>effective</b> 438:7		<b>Erin</b> 512:11	<b>expanding</b> 484:22
<b>effects</b> 488:19		<b>escape</b> 463:5	<b>expect</b> 474:25
<b>efficient</b> 463:20		<b>ESJ</b> 473:15 474:6	<b>expectation</b> 439:25
<b>effort</b> 528:13,25		<b>essential</b> 436:12 438:22 455:11	<b>expense</b> 484:18 490:17
<b>elaborated</b> 466:15		<b>essentially</b> 443:13	<b>expensive</b> 483:2
<b>elderly</b> 451:8 495:25			<b>experience</b> 488:20 503:19 510:24 511:14

524:25	461:22 524:14	<b>findings</b> 441:20	<b>found</b> 453:24 458:11
<b>experienced</b> 450:7 488:19 489:23 490:23	<b>fed</b> 535:9	<b>finer</b> 458:11	<b>founded</b> 473:16
<b>experiencing</b> 434:22	<b>federal</b> 458:7 535:9	<b>fining</b> 458:7	<b>founder</b> 476:4
<b>expert</b> 511:12	<b>feeble</b> 447:19	<b>finish</b> 478:19 528:9	<b>fourth</b> 456:4 488:2
<b>explain</b> 524:4 525:24	<b>feedback</b> 447:5 461:7 471:14 473:4 476:24	<b>fire</b> 451:11 452:22 453:10,11 457:2 459:21 466:14 486:21 487:3,23 492:7,9 495:23 529:21 530:20	<b>fragile</b> 508:14
<b>exposed</b> 502:17	478:24 488:12 536:13 538:13	<b>fires</b> 452:15 455:9 473:2 488:19,24 498:18 509:17 522:15	<b>framed</b> 481:16
<b>exposure</b> 502:17 503:7 528:23	<b>feel</b> 470:17 471:25 509:14 510:5	<b>firm</b> 499:11	<b>Francisco</b> 442:2 449:20 450:7,25 455:22 477:11 485:1,5 519:22
<b>exposures</b> 524:25	<b>feeling</b> 532:21	<b>fitting</b> 448:18	<b>frankly</b> 482:25
<b>express</b> 470:2 476:6 477:19	<b>fees</b> 517:21	<b>fix</b> 479:16 516:13 533:5	<b>free</b> 511:19 517:5,22,24 518:2,7,9
<b>extend</b> 435:18 463:1	<b>feet</b> 486:4 487:23 505:9	<b>fixed</b> 496:19	<b>freedom</b> 481:5
<b>extra</b> 491:14 522:12	<b>Felstein</b> 515:25 516:2, 5	<b>flashing</b> 523:11	<b>frequencies</b> 523:12
<b>extremely</b> 509:15 525:1	<b>fewer</b> 481:18	<b>flip-top</b> 509:25	<b>frequency</b> 502:22 523:2 524:17
<hr/>		<b>floods</b> 522:15	<b>frequent</b> 468:6 513:3 528:2
<b>F</b>		<b>floor</b> 526:16	<b>frequently</b> 486:22 521:19 535:17
<hr/>		<b>focus</b> 434:12	<b>Friedman</b> 452:6,8,9 454:3,7,12,16,19
<b>F-R-I-E-D-M-A-N</b> 452:10	<b>fiber-based</b> 495:19	<b>focused</b> 441:5	<b>friend</b> 448:24,25 523:8 535:4
<b>facilities</b> 496:5,15	<b>fiber-digital-data</b> 463:6	<b>folks</b> 447:18 451:23 500:7 511:25 522:18 534:12	<b>friends</b> 448:23 490:22
<b>fact</b> 443:6 447:24 461:18 462:3 468:1 479:17 512:16 534:19	<b>fiber-optic</b> 438:2 463:18,22 464:14,17	<b>foolish</b> 508:13	<b>frightened</b> 462:3
<b>fact-finding</b> 443:13	<b>field</b> 496:16	<b>Forbes</b> 525:10	<b>frivolous</b> 527:11
<b>facts</b> 452:20	<b>fields</b> 525:1	<b>force</b> 458:14 491:15 520:6	<b>front</b> 487:17 502:24 523:3
<b>fail</b> 508:15	<b>figure</b> 475:14	<b>forcing</b> 509:18	<b>Frontier</b> 437:19 485:17
<b>fails</b> 468:9	<b>file</b> 441:23 442:5 477:25	<b>foreign</b> 468:16 525:14 537:18	<b>Frontier's</b> 487:1
<b>families</b> 485:2,4 491:1 509:16	<b>file's</b> 452:16	<b>Foreman</b> 471:17,18	<b>fulfill</b> 469:17
<b>family</b> 467:15,24 475:2 481:6 484:7 492:14 493:18 523:8	<b>filed</b> 520:8,11	<b>foremost</b> 463:4	<b>full</b> 450:9 475:19
<b>fast</b> 473:3 481:20,24	<b>filled</b> 452:18	<b>forget</b> 475:12	<b>fully</b> 456:22 474:2 496:21 531:21
<b>favor</b> 448:7,8 502:2 507:20 529:10	<b>filtered</b> 534:2	<b>form</b> 439:19 495:17	<b>fully-wired</b> 473:21
<b>fax</b> 464:3 478:10	<b>final</b> 443:21 503:12 538:21	<b>formal</b> 477:25	<b>function</b> 467:22 513:14 515:18 535:11
<b>FCC</b> 458:6 477:23 478:13 535:9	<b>finally</b> 453:16 457:20 520:8	<b>fortunate</b> 494:13	<b>fundamental</b> 440:4
<b>FDA</b> 502:15	<b>find</b> 446:23,25 453:21 458:10 463:15 469:9,13 470:12 488:2 492:24 493:7 497:22 502:12 519:8,11,13,23 535:1	<b>forum</b> 445:10	<b>fundamentally</b> 496:16
<b>February</b> 442:12	<b>finding</b> 468:1	<b>forward</b> 434:19 462:11	



<b>funny</b> 532:21	538:3,8,16,20	<b>habit</b> 535:7	24 445:15 449:22 504:3
<b>future</b> 497:20 498:7	<b>Glen</b> 529:7	<b>hacked</b> 537:16	508:7 516:3,4 517:11
<hr/>		<b>half</b> 470:7	526:7 527:20 530:6
<b>G</b>		<b>hand</b> 458:15	531:18
<hr/>		<b>handicap</b> 509:15	<b>heard</b> 441:8 443:23
<b>G-A-L-A-N-I-S</b> 515:2	<b>goal</b> 440:4	<b>hands</b> 484:14	444:8 458:18 488:3
<b>Galanis</b> 514:23 515:1,2	<b>goals</b> 483:9	<b>hands-free</b> 503:6	509:20 521:10 522:25
<b>game</b> 458:20	<b>God</b> 451:16	<b>handy</b> 505:12	533:4
<b>Garret</b> 465:18,20	<b>good</b> 433:5 435:6	<b>happen</b> 448:21 459:22	<b>hearing</b> 433:7 434:17,
466:18,22,25 467:3,8	461:12 462:4 467:8	472:3 513:6,8 536:3	19 435:15 440:11,12
<b>gather</b> 444:20	474:24 477:5 479:12,14	538:18	442:2 443:18 455:22
<b>gathered</b> 435:11	481:7 482:2 486:16	<b>happened</b> 453:20	484:6,12 494:12 507:23
<b>gave</b> 451:13	489:4 492:5 495:8	520:16 534:19	510:22 511:6 538:18
<b>general</b> 469:2 485:1,5	500:9 505:10,15	<b>happening</b> 480:18	<b>hearings</b> 440:19
<b>genuine</b> 466:6	<b>goodness</b> 526:14	497:19	441:17 442:1,3 443:19
<b>geographic</b> 436:22	<b>Google</b> 519:24	<b>harass</b> 519:15	470:21 494:9
<b>Georgetown</b> 479:8	<b>gosh</b> 461:19	<b>harassing</b> 468:14	<b>heart</b> 467:4 484:10
<b>give</b> 470:18 491:15	<b>govern</b> 476:11	<b>harassment</b> 461:3	<b>heart-related</b> 503:20
508:13 518:12 531:24	<b>governing</b> 455:12	520:3	<b>heavily</b> 490:25 515:5
<b>giving</b> 454:16 458:11	<b>government</b> 436:2	<b>hard</b> 451:9 453:22	<b>heightened</b> 489:6
536:19	495:23 519:12 533:1	478:9 492:25	<b>held</b> 440:19 443:17,20
<b>glad</b> 528:19	534:2	<b>hardwired</b> 452:24	487:23
<b>Glegola</b> 433:4,13,22	<b>granny</b> 533:6	453:6	<b>helpful</b> 537:12
434:1,20,23 435:5	<b>grateful</b> 465:21	<b>Harry</b> 530:15	<b>helping</b> 435:20 525:19
442:7 443:3,4 447:4	<b>great</b> 452:12 456:5	<b>hat</b> 487:25	<b>high</b> 446:23 447:2
449:10,13 451:21	475:5 479:22 493:10	<b>Hawaii</b> 483:3	470:8 472:24 486:21
454:11,18,24 455:14	530:10	<b>Hayward</b> 455:18,20	489:9 492:7,8 503:1
456:16 458:22 460:3	<b>greed</b> 484:16	498:17	521:22
461:6 462:15 464:12	<b>green</b> 523:11	<b>hazardous</b> 524:11	<b>high-fire-threat</b> 440:8
465:2,7,15 466:24	<b>Gregory</b> 534:7,10	<b>head</b> 503:5,10 518:5	<b>high-quality</b> 440:5
467:5 469:4,15,24	<b>grid</b> 521:9	<b>head's</b> 503:7	467:23,25 468:10
471:14 473:7 474:9	<b>grow</b> 532:11	<b>headed</b> 436:5	473:17,21
475:21 476:24 478:24	<b>growing</b> 524:15	<b>headset</b> 445:18	<b>high-speed</b> 476:9,16
480:1 482:8 483:23	<b>Guard</b> 450:15	<b>health</b> 481:3 494:21	<b>high-tech</b> 504:15
485:9 487:8 488:12	<b>guess</b> 451:10 485:24	496:10 502:11,13,25	<b>higher-bandwidth</b>
490:4 491:19 493:20	504:3 509:9 516:5	503:3,13,18 523:1,15	439:7
495:2 497:3 498:10	518:6 537:19	524:18 528:23	<b>highlight</b> 434:8
499:4 500:4 501:20	<b>guy</b> 504:15	<b>healthcare</b> 533:9	<b>Hill</b> 487:11,13
503:22 504:4 505:20	<b>guys</b> 516:12 533:14	<b>healthy</b> 481:5 489:17	<b>hills</b> 482:20 498:17
506:14 507:6,25 508:8,		510:2	517:16
18,21 510:13 511:24		<b>hear</b> 435:1,17 440:13,	<b>hire</b> 494:14
514:15,19 515:21			<b>history</b> 434:7 454:21
516:22 517:24 518:4,			537:5
11,15,23 520:18,23			<b>hit</b> 445:2 500:13
522:1 523:17 525:25			
526:8 527:4,7,14,21,24			
529:3 530:5,10 531:11,			
19 533:18 534:4 536:13			

<b>hold</b> 440:19 442:1 449:21	532:25 533:4,13,20	<b>improving</b> 484:22	<b>inhumane</b> 530:3
<b>holding</b> 441:3	<b>hubs</b> 511:1	<b>in-person</b> 443:14	<b>initially</b> 527:2
<b>home</b> 438:2 442:14 450:6 452:17 467:17 471:21 473:1 478:9 529:11	<b>huge</b> 493:5	<b>incessantly</b> 474:22	<b>initiative</b> 476:23
<b>homeowner's</b> 492:18, 23	<b>human</b> 502:18	<b>inches</b> 452:16	<b>innovation</b> 512:22
<b>homes</b> 487:16 505:10	<b>humane</b> 530:1	<b>incidents</b> 466:14	<b>input</b> 434:18 441:1 532:18
<b>Honorable</b> 433:15,18	<b>hundred</b> 453:13,20 507:13	<b>include</b> 436:24	<b>inside</b> 487:16 502:12
<b>Hoodack</b> 457:19	<b>hundreds</b> 462:13 465:12 537:7	<b>includes</b> 482:4 503:17	<b>insidious</b> 536:7
<b>hook</b> 448:9 454:7 535:2,6	<b>hung</b> 499:24	<b>including</b> 436:8 437:6 440:8,15 441:6 472:25 502:19 532:12	<b>insomnia</b> 467:4
<b>hooked</b> 446:12 492:6	<b>hurt</b> 459:9 516:9	<b>income</b> 438:22 440:7 494:14 496:19	<b>installed</b> 452:24
<b>hope</b> 456:11 473:5 487:20 506:10 507:4 516:20 536:11	<b>husband</b> 486:7 501:6 521:4	<b>incoming</b> 534:16 535:18	<b>instance</b> 488:25
<b>hoping</b> 490:12	<b>hypersensitivity</b> 494:5,6 525:5	<b>incompetent</b> 532:10	<b>insurance</b> 450:2 492:18,23,24
<b>horrible</b> 482:18	<hr/> <b>I</b> <hr/>	<b>increased</b> 466:13 517:19	<b>integrated</b> 513:1
<b>horrified</b> 517:11	<b>i-a-n</b> 455:7	<b>increases</b> 449:6	<b>intelligently</b> 463:16
<b>horse</b> 486:8,9	<b>I.D.</b> 533:14	<b>increasing</b> 498:25 507:22 530:25	<b>intends</b> 463:13
<b>horses</b> 486:1	<b>Ichiyasu</b> 462:19,21 464:5,8,13,16,19,23 465:4,9,11,14	<b>Increasingly</b> 524:9	<b>interest</b> 482:22 513:13 535:10
<b>hospital</b> 478:8 485:1,5, 6 519:21	<b>idea</b> 447:24 489:12 524:4	<b>incredibly</b> 492:25	<b>interested</b> 442:16
<b>hotel</b> 452:15	<b>ill</b> 466:5	<b>incumbent</b> 436:16	<b>interesting</b> 504:14
<b>Houck</b> 433:18,20,22 538:10,12,20	<b>Illinois</b> 458:16	<b>indecipherable</b> 446:2 508:14 519:16	<b>interests</b> 513:11
<b>Houck's</b> 538:22	<b>imagine</b> 504:8	<b>independent</b> 495:20	<b>interference</b> 453:2
<b>hour</b> 526:24	<b>immaterial</b> 532:10	<b>industries</b> 436:4	<b>interferes</b> 460:21
<b>hours</b> 444:5 457:14 479:12 512:5 533:6 536:23 537:7	<b>immediately</b> 498:21	<b>industry</b> 483:1,19	<b>intermittent</b> 528:4
<b>house</b> 446:10,18 452:17 475:5 486:3,4 487:16,17 498:1 501:10 528:4,11 530:19	<b>impedes</b> 463:17	<b>inexpensively</b> 466:10	<b>international</b> 464:10
<b>housebound</b> 474:2	<b>implore</b> 512:23	<b>information</b> 443:8 444:20 458:12 471:25 488:24 494:19 495:10 502:11,13,16 503:4 535:19	<b>internet</b> 438:3 439:21 446:13 472:9,12 481:25 485:19 492:6 497:15 501:10 533:5
<b>household</b> 437:13 463:20	<b>importance</b> 489:5	<b>informative</b> 465:23	<b>internet also</b> 492:11
<b>houses</b> 530:19	<b>important</b> 434:3,18 462:8 493:15 494:20 509:15,16 512:21 522:16 529:13	<b>infrastructure</b> 439:8, 10,14 496:21 508:14	<b>internet-based</b> 439:5
<b>Howard</b> 447:8,10 449:5,12 531:15,17,20	<b>improperly</b> 454:14	<b>Inglewood</b> 490:11 491:2	<b>interrupt</b> 534:18
	<b>improve</b> 456:12	<b>inherently</b> 448:14,19	<b>introduce</b> 444:17
	<b>improvements</b> 456:5 530:24	<b>inherited</b> 509:3	<b>intrusive</b> 535:16
			<b>invest</b> 456:12
			<b>invested</b> 471:22
			<b>investigate</b> 468:24
			<b>investigated</b> 536:10
			<b>investing</b> 456:12

<b>investment</b> 439:13	490:12 514:6 538:16	13,23,24 481:7,12,17	528:11
<b>investments</b> 439:7	<b>Judith</b> 507:9	482:4,16 484:11,13,22	<b>leaving</b> 457:21 531:1
<b>invisible</b> 523:2,12	<b>Justice</b> 473:15	486:10,14,22 488:7	536:22
<b>involved</b> 507:15 515:4		490:20 491:9,13,16	<b>Lee</b> 510:16,18,19,20
<b>iphones</b> 525:12	<hr/> <b>K</b> <hr/>	492:12,18,21,22 493:2,	511:23
<b>irrelevant</b> 532:10	<b>Karen</b> 490:7	8,16 494:24 497:15	<b>leg</b> 461:1
<b>issue</b> 434:3 441:6	<b>keeping</b> 465:22 474:19	498:18,22,23 499:12,16	<b>legacy</b> 439:10,14,19
442:7 443:24 452:10	475:1 502:2 503:4	500:22 501:2,6,9 504:7,	448:15 457:1 463:7,17
453:16 459:10 469:10	504:10 513:16 529:10	10,17 505:1,18 506:7,8,	467:20 474:3 496:11
489:20 506:23 507:4	<b>Kellog</b> 460:7,9	11,25 509:3,4,24 510:6	511:4 513:9 514:11,13
537:20	<b>Ken</b> 503:25	512:24 513:7 515:3,12,	515:14 532:8,12
<b>issue's</b> 452:12	<b>key</b> 441:20 476:17	19 517:6,7,12,19 520:3,	<b>legally</b> 437:3
<b>issues</b> 440:15,16,25	<b>kibosh</b> 528:24	20 521:11,23 522:10,	<b>legislature</b> 436:11
442:11 497:16 503:20	<b>kill</b> 484:15	22,23 526:20 528:7,19	<b>legitimate</b> 487:22
537:15	<b>kind</b> 462:12 465:4	529:14,17,20 530:4,17	<b>lengthy</b> 513:4
<b>items</b> 537:25	488:8 507:19 510:22	534:11,14,15 535:11,12	<b>Leslie</b> 498:14
<hr/> <b>J</b> <hr/>	515:7 529:21	537:2,8,12	<b>lessons</b> 441:10
<b>J-A-N-E-T-T-E</b> 495:9	<b>kinds</b> 510:5	<b>landline-based</b> 496:1	<b>letting</b> 448:5 449:19
<b>J-A-N-I-C-E</b> 484:5	<b>Klutey</b> 435:1,3,5 443:4	<b>landlines</b> 456:23	<b>levels</b> 525:1
<b>James</b> 447:8	538:21,22	459:23 463:9 465:22	<b>librarian</b> 481:2
<b>Jamilah</b> 500:18	<b>knowledge</b> 511:14	466:9,11 471:8 472:1	<b>library</b> 481:1
<b>Janette</b> 495:5,9	<b>Kratz</b> 504:1,2,5 505:17	478:14 483:5,9,13	<b>lie</b> 523:12
<b>Janice</b> 484:2,5	<hr/> <b>L</b> <hr/>	485:2 488:23 489:8	<b>life</b> 455:24 466:14
<b>January</b> 452:16	<b>L-A-U-R-A</b> 445:25	490:18,19,25 493:18	480:17 484:7 485:6
<b>Jay</b> 475:25 476:3	<b>L-E-E</b> 510:20	494:11,17,22 497:23	488:25 504:24
<b>Jeff</b> 501:23,25	<b>L-O-L-I-T-A</b> 497:10	498:4 500:1,24 501:19	<b>life-interrupting</b>
<b>jeopardizes</b> 496:14	<b>L-Y-L-E</b> 487:14	502:3,8 503:21 505:13	535:17
<b>Jerry</b> 526:4	<b>LA</b> 446:1 452:10 490:11	507:3,5 508:10,13	<b>lifeline</b> 437:9 474:3
<b>jobs</b> 494:16	<b>lack</b> 456:23 496:2	512:16,25 513:24	475:10,13 494:23 518:8
<b>John</b> 433:15 435:7	<b>lady</b> 524:1	514:10,13 515:6,17	533:14
<b>Johnson</b> 512:11,13	<b>landline</b> 437:22 438:1	517:9 521:17 528:13,17	<b>lifeline's</b> 459:24
514:2,10,16	439:3 446:3,15,17,19	529:1,10 530:1,22	<b>lights</b> 459:17
<b>join</b> 433:17 500:8	449:21 450:4 451:2,4,	532:4,23 533:1 536:25	<b>limit</b> 445:11,14 451:25
<b>joined</b> 433:17	12 455:9,10 457:15,18,	537:16,20	462:24 465:11 503:7
<b>joining</b> 435:14 441:1	25 458:4 459:8,13,20	<b>largest</b> 437:19,20	
<b>Joyce</b> 470:4,5	461:13,25 462:5 463:8,	488:3,4	
<b>judge</b> 433:4,14,22	19,23 464:2,3,9 465:5	<b>lasting</b> 513:24	
434:1,20 435:5,7 442:7	466:3 470:10,11,17,18	<b>lastly</b> 517:21	
443:3 444:11 455:21	471:5 472:6,20 474:3	<b>Laura</b> 445:22,25	
	475:2,9,13 477:8,9,14,	<b>LAUSD</b> 461:23	
	18,22 478:11 480:10,	<b>law</b> 433:4,14 438:8	
		444:11 458:9,16	
		<b>lawyer</b> 458:9	
		<b>lay</b> 523:7	
		<b>leadership</b> 433:24	
		<b>leading</b> 476:18	
		<b>learn</b> 484:12	
		<b>leave</b> 470:8 472:1	
		496:4 511:23 519:6	

<b>listen</b> 470:23 485:17 489:23,25	<b>lose</b> 461:20 481:14 494:16	<b>maintenance</b> 531:8,9	<b>means</b> 480:24 488:9 492:24 502:3 510:1 525:8
<b>listening</b> 443:5 444:25 487:5 498:6 506:12 507:24 522:17,18 531:10 532:20,22 534:12	<b>losing</b> 461:13	<b>major</b> 506:23 507:4 536:21,25	<b>medical</b> 481:2 496:1 524:12 526:13 529:20
<b>literacy</b> 496:20	<b>loss</b> 459:13	<b>majority</b> 442:25 456:13	<b>meet</b> 455:25 460:17
<b>literally</b> 475:9 525:22 531:24	<b>lost</b> 498:20 517:12,17 519:19	<b>make</b> 433:11,21 435:4, 16,20 440:21 442:23 446:14 448:6 471:23 472:24 475:3 478:4 481:5 483:10 486:10,13 487:18 489:12 511:15 516:5 518:8 519:25 520:10 529:12,18 536:3	<b>meeting</b> 474:3
<b>litigating</b> 444:12	<b>lot</b> 457:4,15 483:16 484:23 504:7 505:9,11, 15 515:15	<b>makes</b> 466:4 504:25 510:5	<b>meetings</b> 442:9 443:14
<b>live</b> 440:8 446:1 449:20 451:9 455:22 457:6 459:5 470:6 471:20 479:8 485:20 486:21 487:15 488:5 492:3,4,7 493:17 497:12 498:17 504:5 505:5 506:20 510:3 528:1 534:10	<b>lots</b> 450:8	<b>making</b> 522:12 538:17	<b>member</b> 523:8
<b>lived</b> 456:25 484:25 517:16	<b>love</b> 451:1 530:20	<b>Malibu</b> 452:14	<b>members</b> 492:14 514:5
<b>lives</b> 484:18 537:13	<b>loved</b> 488:24	<b>man</b> 470:7	<b>membership</b> 509:6
<b>living</b> 452:15 530:16,17	<b>low</b> 525:1	<b>manager</b> 510:21	<b>memory's</b> 452:12
<b>local</b> 518:8 519:19,21 520:1	<b>low-income</b> 437:8 475:9 488:23	<b>managing</b> 434:2 510:25 511:2 538:16	<b>Mendocino</b> 459:5
<b>locally</b> 456:6	<b>Loyalty</b> 509:7	<b>mandate</b> 507:18 514:7	<b>mental</b> 494:21
<b>locate</b> 535:16	<b>Lyle</b> 487:11	<b>mandatory</b> 458:17	<b>mention</b> 474:4 500:6 531:20
<b>located</b> 464:9 467:15 492:20 505:9	<hr/> <b>M</b> <hr/>	<b>Mankind</b> 466:15	<b>mentioned</b> 447:15 481:4,15 483:7,8 500:23 504:12 505:15
<b>location</b> 438:22	<b>M-A-C-L-E-O-D</b> 527:22	<b>map</b> 521:8	<b>mess</b> 446:19
<b>locations</b> 443:17	<b>M-A-D-D-E-N</b> 459:4	<b>March</b> 525:10	<b>messages</b> 457:21
<b>logistical</b> 532:17	<b>M-I-N-G-O</b> 446:1	<b>Marilyn</b> 465:18	<b>met</b> 489:7
<b>Lolita</b> 497:7	<b>Macleod</b> 527:17,19,20, 22,25	<b>Marin</b> 473:25	<b>metal</b> 446:21,22,24 447:1
<b>long</b> 437:8 452:2 457:3 459:5 464:13 480:21 504:23 509:8 510:10 513:24 519:21 522:12 524:17	<b>Madden</b> 459:1,3,4	<b>marketing</b> 530:23	<b>metals</b> 447:1
<b>long-time</b> 534:15	<b>made</b> 433:25 440:18 442:23 451:3 455:11 497:11,21 498:4 502:18 511:7	<b>marketplace</b> 476:10	<b>meter</b> 523:6,7,9,11
<b>longer</b> 438:18 451:6 453:5 454:22 456:7	<b>mailings</b> 499:20	<b>Marsha</b> 456:19	<b>method</b> 501:3
<b>looked</b> 458:9 481:10	<b>main</b> 443:8 446:5 465:25 532:25	<b>masses</b> 449:1	<b>Michael</b> 467:11,14
<b>lopsided</b> 532:3	<b>maintain</b> 480:8,10 481:11 482:3 491:7 494:20 495:12	<b>master</b> 501:13	<b>microwave</b> 466:13,19 502:21,24 530:25
<b>Los</b> 443:15 450:5	<b>maintained</b> 464:25 466:9 468:11 483:5 489:11 513:12,22	<b>matter</b> 438:21 440:7 463:1 468:2 484:7 488:25 489:17 511:12	<b>middle</b> 443:9 525:22
	<b>maintaining</b> 476:17 484:21 491:12 512:24 528:15	<b>matters</b> 512:18	<b>mile</b> 464:6 519:22
		<b>Maureen</b> 461:10	<b>miles</b> 459:5 487:2,3
		<b>Maya</b> 518:19,21,24 520:5,14,19	<b>milestones</b> 442:10,21
		<b>Mead</b> 485:13,15 486:25 487:5	<b>million</b> 472:16
			<b>millions</b> 536:22
			<b>Milton</b> 461:10,11
			<b>mind</b> 536:21
			<b>Mingo</b> 445:22,24,25

<b>minute</b> 447:23 519:23	<b>move</b> 451:25 486:4 503:10 512:20	<b>networks</b> 439:14 440:1 463:6 464:14,19 476:11 513:18	<b>notify</b> 453:11,13
<b>minutes</b> 445:12 447:22 451:13,25 473:4 475:19 481:21,22 484:23 509:22 511:17 524:2	<b>moving</b> 439:4	<b>neutral</b> 439:24	<b>number</b> 437:1 442:19 444:3 445:12 454:17 457:18 470:18 487:14, 19,25 494:10 500:8,12 507:22 512:3 518:3,4,7 527:7 528:6 535:13
<b>missed</b> 520:10 535:3	<b>multiple</b> 498:20	<b>Nevada</b> 511:1	<b>numbers</b> 437:22 454:19,21 519:17,18,19
<b>mission</b> 474:7 482:21 496:14	<b>mutual</b> 532:7	<b>newer</b> 439:13 484:20 509:13	<b>nurse</b> 484:25
<b>mobile</b> 491:3 502:14, 17,19,21	<b>mutually</b> 483:8 491:6	<b>newly</b> 510:20	
<b>mode</b> 443:13	<hr/> <b>N</b> <hr/>	<b>Newman</b> 494:3	<hr/> <b>O</b> <hr/>
<b>modern</b> 439:7 476:20	<b>N-A-Y-Y-A-R</b> 480:8	<b>news</b> 464:10	<b>Oakland</b> 474:16,22 482:19,20
<b>modernization</b> 475:12 496:20 532:8	<b>Nader</b> 465:24	<b>newspaper</b> 532:23 533:1	<b>Oaks</b> 534:11
<b>modernize</b> 455:25 456:3 476:19 482:5 483:9 512:20	<b>naive</b> 499:2	<b>nice</b> 481:22	<b>object</b> 462:24 465:9
<b>modernizing</b> 457:1 476:6 483:7 484:20 490:16	<b>name's</b> 445:25 459:4	<b>Nichol</b> 523:21,23 525:12	<b>obligation</b> 437:11 482:24 483:4,12
<b>modify</b> 444:20	<b>names</b> 522:9	<b>nickel</b> 446:22	<b>obtain</b> 468:3
<b>moment</b> 502:11 531:4	<b>nation</b> 483:3	<b>night</b> 459:17 535:2	<b>obvious</b> 488:7 534:19
<b>money</b> 446:4 452:23 454:8 471:22 478:2 489:13 532:3 534:21	<b>national</b> 450:15 512:16 513:19 514:2	<b>nights</b> 535:2	<b>occur</b> 442:5,24 532:8
<b>moneymaker</b> 531:4	<b>native</b> 450:5	<b>non-existent</b> 508:11	<b>occurred</b> 438:9
<b>monitored</b> 525:18	<b>natural</b> 482:23 499:1	<b>non-toll</b> 518:9	<b>occurs</b> 499:19
<b>monopoly</b> 453:24 457:3 519:3,4	<b>Nature</b> 466:16	<b>normal</b> 444:4 512:4 528:3	<b>offensive</b> 535:17
<b>month</b> 458:5 470:13 472:19,20 474:23 493:4,5 506:25 507:2 522:11,12	<b>Nayyar</b> 480:5,7	<b>northern</b> 484:9 521:5	<b>offer</b> 472:12 511:14 538:24
<b>monthly</b> 509:8 534:14	<b>necessarily</b> 437:24 480:21	<b>note</b> 435:25 448:12 468:12 503:13	<b>offers</b> 481:13
<b>months</b> 470:16 472:20 517:13 526:12	<b>necessity</b> 449:23 459:11 499:16 500:1	<b>Nothing's</b> 447:13	<b>office</b> 434:6 435:19 442:18 444:2 460:16 464:9 477:9 512:3 517:23,25 518:1
<b>moral</b> 482:24	<b>needed</b> 453:8	<b>notice</b> 447:21	<b>officers</b> 450:11
<b>morning</b> 450:19 534:18 535:5	<b>needing</b> 459:8	<b>noticed</b> 493:5 532:13 536:4	<b>offices</b> 463:10 495:21 496:16 510:25
<b>mother</b> 446:10 484:9 492:4 501:9	<b>neighbor's</b> 530:19	<b>notification</b> 449:4,9 454:2,6,15,23 458:13 462:14 464:4,7,11,15, 18,22 465:8,10,13 466:17,21 467:2 468:15,19,22 469:1,5,8, 12,18,21 471:10 478:17 486:24 487:4 491:17 496:23 497:2 503:11,16 505:16 510:8 511:22 514:1,9 518:10 520:4, 13,17 523:13 525:11 530:18 532:24 533:3,12 535:21 536:1,8 537:23	<b>official</b> 442:8
<b>mother's</b> 480:12	<b>neighborhood</b> 497:13 505:2,4	<b>notifications</b> 442:15	<b>Oftentimes</b> 474:23
<b>mountains</b> 506:21	<b>neighborhoods</b> 507:16		<b>older</b> 501:7 513:23
	<b>neighbors</b> 504:8,14		<b>ongoing</b> 452:13
	<b>Nelson</b> 482:12,14		<b>online</b> 509:20 519:24
	<b>nervous</b> 511:5		<b>open</b> 445:22,23 447:9 449:17 452:7 455:4,19
	<b>Ness</b> 491:23 492:1,2		
	<b>net</b> 481:9		
	<b>network</b> 439:10,15,19 457:22 467:20 476:5,21 483:7,10 510:25 511:13 513:16 534:25 535:23		



456:20 459:2 460:8 462:20 465:19 467:11 470:4 471:17 476:1 477:3 479:3 480:6 482:13 484:3 485:14 487:12 488:16 490:8 491:24 493:25 495:6 497:8 498:15 499:8 500:19 501:23 504:1 505:24 506:17 507:10 508:5,25 510:17 512:12 514:24 516:1 517:2 518:20 521:2 522:5 523:22 527:18 529:8 531:16 534:8 536:17	<b>Orange</b> 476:5 <b>order</b> 433:5 450:2 458:1 464:2 476:9 477:25 487:18 519:25 <b>organization</b> 521:13 <b>originally</b> 448:11 <b>originated</b> 436:11 <b>outage</b> 446:18 454:21 495:20 529:15 536:22 <b>outages</b> 468:6,7 495:18 501:4 506:7 507:21 513:4,6,8,9 528:2,22 537:1 <b>outdated</b> 456:12 513:24 <b>over-the-air</b> 453:3 <b>overseas</b> 536:6 <b>overwhelming</b> 456:13 <b>owner</b> 515:4 <b>owners</b> 476:8 <b>ownership</b> 466:6	<b>participate</b> 512:1 <b>participating</b> 441:5 <b>participation</b> 433:7,25 435:14 440:11,18 441:16 443:18 <b>parties</b> 441:4,13,23 442:1,3,5 444:12 <b>party</b> 442:17 <b>passcode</b> 445:2 500:13 <b>past</b> 454:21 472:21 537:19 <b>patients</b> 485:2 <b>patsy</b> 483:1 <b>pave</b> 476:20 <b>pay</b> 452:23 457:5 460:24 478:11 520:9 521:21 534:14,20 <b>paying</b> 509:10 522:11 <b>payment</b> 509:7 <b>peer-reviewed</b> 524:16 <b>penalized</b> 506:24 <b>people</b> 445:12 446:10 447:22,24 448:23 450:15,23 451:12,24 452:1 456:13,22 458:1, 2,15 459:7,9,15,18 462:11 465:12 471:5 472:1,11,15,25 477:15 479:16,18 481:4,5,15, 16,18,25 483:14,17,20 484:15,24 488:21,22 489:21 494:5,11,15,22, 25 495:1 500:7,24 501:15 502:25 503:14 505:15 506:9,21 509:10,17,18 510:2,23 511:6 515:16 517:8,11 523:2 524:22,24 525:5 528:1,16,25 529:11,17, 18 530:1 531:1,23 532:6,15 536:5,24 <b>people's</b> 484:18 485:2, 4 537:6 <b>percent</b> 453:7 472:4 473:23 477:8 481:10 493:7	<b>perfect</b> 474:24 <b>period</b> 466:8 473:6 512:18 <b>permission</b> 458:12 <b>person</b> 451:8 457:12, 13 475:8,9 523:7 529:25 <b>person's</b> 460:21 <b>personal</b> 455:24 <b>perspective</b> 441:9 <b>PG&amp;E</b> 483:1 484:16 502:1 <b>phase</b> 507:20 <b>phenomenon</b> 534:23 <b>phone</b> 437:25 438:13 439:12,21 442:18,19 445:17 446:4,7,9,12,13, 17,19,24 449:25 455:23 457:10,18 460:18,23 461:4 463:24,25 464:14,17 466:3,4,12, 18 467:25 468:2,4,10, 14 470:11,12,19 471:12,24 472:5,10,22 473:1 475:5,6 477:11, 13 478:7 479:10,11 480:12,15 481:17 483:16 485:20,21,23,24 486:3 487:18 490:20, 21,24 492:5 494:8 497:25 498:21 499:14 500:25 501:8,11,17 502:12 503:6,7,8,10 504:13,16,25 505:3,11 506:8,25 508:11,13 509:11,21,25 512:24 513:8 515:10,11 517:6, 12 520:5 521:7,24 523:8,25 524:2 525:14 526:10,22,25 528:4,12 529:12 531:2 534:14,16 535:1,5,12,13 537:3,4, 9,14 <b>phone's</b> 502:13 <b>phones</b> 439:5 446:5 453:3,12 455:8,10 456:10 457:7,16 459:6, 11 463:19,21 473:24 480:25 483:6 488:5 492:6 498:3 500:25
---	--	---	---

503:18 504:8 507:17 508:12 509:18 523:1 524:11 525:2,3,6 529:12 530:23 536:24 537:6,8,16,24	<b>pop</b> 531:23	<b>press</b> 500:11 532:23	<b>profits</b> 466:8 483:10
<b>phonetic</b> 457:19	<b>population</b> 473:23	<b>pressing</b> 445:10	<b>Program</b> 509:7
<b>phrased</b> 447:18,25	<b>porch</b> 487:17	<b>pretend</b> 528:25	<b>progress</b> 462:8 463:17
<b>Phyllis</b> 514:23 515:2	<b>portion</b> 444:19	<b>pretending</b> 534:20	<b>prohibitive</b> 473:1
<b>physical</b> 439:14 463:14 474:3 494:20	<b>Portugal</b> 513:5 536:22	<b>pretty</b> 501:12 511:17 515:4 530:3	<b>projects</b> 511:3
<b>pick</b> 471:12	<b>poses</b> 524:17	<b>prevent</b> 535:23	<b>prolonged</b> 468:7
<b>place</b> 433:6 447:14 450:1 464:5 477:21 504:19 510:23 531:6	<b>possibility</b> 519:14 532:15	<b>preventatively</b> 492:10	<b>promise</b> 496:18
<b>places</b> 510:5	<b>Possibly</b> 518:11	<b>prevented</b> 534:24	<b>promised</b> 520:6
<b>Plain</b> 439:2 473:21 513:21	<b>potentially</b> 438:14	<b>previous</b> 482:17 483:7	<b>prone</b> 466:14
<b>plan</b> 473:16,19 474:6 477:17 481:23 505:3,10 516:14	<b>POTS</b> 439:3 467:17 468:10 470:2 484:22 495:13 496:4,24 510:23 511:9 514:14	<b>previously</b> 502:5 504:12	<b>propagandist</b> 532:5
<b>plant</b> 511:2	<b>POTS'</b> 496:14	<b>price</b> 453:7 470:17 491:15	<b>properly</b> 464:25 526:11
<b>playing</b> 499:19	<b>pound</b> 445:3 500:14	<b>prices</b> 436:13 470:25 497:18 502:5	<b>proposal</b> 441:18,24 442:4 490:12,14
<b>plays</b> 447:23	<b>power</b> 446:8,9,16,18 456:23 457:9,10,14 467:9 468:6,7 474:22 479:9 480:14,20,22 485:22,25 486:22,23 488:20 492:9,11 495:18,20 498:20 499:17 501:4 503:1 506:7 507:21 508:12 513:4,6,9 522:24 528:2, 22 529:2,15 536:21	<b>pricing</b> 497:24	<b>proposals</b> 441:7
<b>plea</b> 510:22	<b>power's</b> 486:1	<b>principle</b> 532:7	<b>propose</b> 448:6 478:21 535:8
<b>plug</b> 485:23	<b>practices</b> 460:11 461:3 468:13 524:13	<b>prior</b> 497:12	<b>proposed</b> 442:7,25 444:13,16 499:21
<b>plugged-in</b> 522:10	<b>Preddy</b> 508:24 509:1,2 510:9	<b>prioritized</b> 466:7	<b>proposing</b> 451:15 479:10
<b>plural</b> 448:16	<b>prefer</b> 519:10	<b>prioritizes</b> 466:7	<b>protect</b> 474:7 482:21, 22 483:14,20
<b>point</b> 442:6 473:14 487:14,19,25 501:5 526:24 533:21	<b>premature</b> 507:20	<b>private</b> 439:7	<b>protected</b> 496:24
<b>pointed</b> 507:13	<b>prematurely</b> 447:20	<b>problem</b> 452:14 454:13 470:20 504:21 525:17 532:12	<b>protection</b> 452:22
<b>points</b> 498:4 520:15	<b>premise</b> 489:16	<b>problems</b> 453:18 528:1 537:4	<b>Protocol</b> 438:3
<b>poles</b> 439:15 453:25 463:9	<b>prepared</b> 447:11	<b>proceed</b> 445:19	<b>proven</b> 466:12 512:25 513:25 530:22
<b>police</b> 450:11,24,25 453:11	<b>preparedness</b> 515:5,6	<b>proceeding</b> 433:1,8, 15,24 434:2,8 435:10, 25 440:15 441:5 442:13,16,22 443:6,12 444:8 498:7 512:2 538:16	<b>provide</b> 436:20 437:3, 16 439:12 441:1,13 467:20,22 475:17 488:6 489:13 512:1,17 514:13 536:25 538:13
<b>policy</b> 436:23 476:7 495:14	<b>presented</b> 444:13	<b>proceedings</b> 497:20	<b>provided</b> 436:13 438:3 439:2 443:24 444:12 489:3
<b>polite</b> 533:16,22	<b>preserve</b> 483:9	<b>process</b> 434:10 440:24 443:12 511:14	<b>provider</b> 436:20 497:15
<b>pooped</b> 531:23	<b>preserved</b> 513:12	<b>professional</b> 532:5	<b>providers</b> 436:16,25
<b>poor</b> 468:2 482:1 508:11	<b>president</b> 476:4	<b>professor</b> 458:9	<b>providing</b> 434:6 438:19 448:15 488:10
		<b>profit</b> 481:9	<b>provision</b> 438:9
		<b>profitability</b> 512:20	

<b>Pubic</b> 536:10	<b>question</b> 446:20 499:23	<b>re-power</b> 537:9	<b>reconnect</b> 453:16
<b>public</b> 433:7,19 434:4, 18 435:8,11,14,19,24 436:2,3 439:6 440:11, 17,18 441:8,12,16 442:17 443:18 444:2,19 445:21 448:24 449:7,8 463:15 466:6 467:18 469:10 482:21 489:21 494:9 495:24 496:10 502:17 503:19 505:18 512:2 513:13,16 514:7 517:22,25 518:1 535:10,14	<b>queue</b> 445:20 500:8 530:7 538:5,7	<b>reach</b> 444:3 450:22 517:22,25	<b>record</b> 433:5 530:13, 14,15
<b>public's</b> 482:22	<b>quick</b> 516:6	<b>reached</b> 457:20	<b>recorded</b> 441:11
<b>Public.advisor</b> 512:5	<b>quote</b> 465:24 525:10	<b>reaching</b> 492:13	<b>recovery</b> 477:17
<b>public.advisor@</b> <b>cpuc.ca.gov</b> 444:6	<b>quotes</b> 454:3	<b>reactions</b> 524:25	<b>red</b> 509:22 523:11
<b>public.advisor@</b> <b>cpuc.ca.gov.</b> 442:20	<b>quoting</b> 524:18	<b>read</b> 502:10	<b>reduce</b> 445:14 509:7
<b>publication</b> 466:15		<b>readily</b> 439:22	<b>redundancy</b> 496:11
<b>published</b> 481:2 502:15		<b>reading</b> 502:12	<b>reevaluating</b> 434:9
<b>PUC</b> 435:18,20 436:1,2, 12	<b>R</b>	<b>ready</b> 436:20 437:16 478:8 510:10	<b>refer</b> 436:10 444:2
<b>PUC's</b> 507:18	<b>R-O-G-A-W-S-K-I</b> 467:14	<b>real</b> 466:5 523:25 525:17	<b>reference</b> 481:1
<b>pull</b> 483:18	<b>R-O-T-H-S-T-E-I-N</b> 484:6	<b>reason</b> 451:2 489:10 498:18,23 501:16 509:24 524:20 525:10 528:5 534:21	<b>reflect</b> 476:12
<b>pulled</b> 532:6	<b>R.24-06-012</b> 442:13	<b>reasonable</b> 524:22	<b>refused</b> 520:9
<b>punishing</b> 491:12	<b>radiation</b> 466:4,20,22 473:24 481:3 494:4 502:19 524:10,17 530:25	<b>reasons</b> 473:3 480:11 482:17 500:22 516:15 524:8 528:3	<b>refuses</b> 501:7
<b>purpose</b> 440:11,13 468:1	<b>radio</b> 523:2 524:16	<b>recall</b> 452:20	<b>regrets</b> 435:15
<b>pushing</b> 499:24	<b>radiofrequency</b> 502:16	<b>receive</b> 435:11 437:7,8, 25 444:23 460:18 485:21 494:9 531:2 534:17 536:5	<b>regularity</b> 499:18
<b>put</b> 471:22 479:11 503:9 522:21 523:9 528:6,24 535:24	<b>radios</b> 459:11	<b>received</b> 468:14 469:6 499:20	<b>regularly</b> 473:25 501:6 513:6 514:3
<b>putting</b> 496:8	<b>Rafael</b> 473:14 494:3	<b>receives</b> 502:21	<b>regulate</b> 472:23 497:23
<b>puzzled</b> 532:14	<b>railroad</b> 452:25	<b>receiving</b> 437:15	<b>regulated</b> 463:7 464:20 469:20 478:15
	<b>railroads</b> 513:20	<b>recently</b> 480:19 485:18 505:2 529:15	<b>regulates</b> 436:3
	<b>rain</b> 521:19	<b>reception</b> 482:19 501:1 505:14 508:11 522:19,22,23 531:2	<b>regulating</b> 533:15
	<b>raise</b> 470:25 497:17	<b>recognize</b> 434:3 454:10,12	<b>regulation</b> 463:5
	<b>raised</b> 450:6 453:7	<b>recommend</b> 490:13	<b>regulations</b> 476:11 478:21
	<b>raising</b> 471:2 479:15 502:5	<b>recommendation</b> 524:12 525:3 527:4	<b>regulators</b> 519:4
	<b>Ralph</b> 465:24	<b>recommendations</b> 441:20 524:22	<b>reiterate</b> 442:24
	<b>ranges</b> 471:6	<b>reconfirm</b> 517:5	<b>rejected</b> 528:7
	<b>rapidly</b> 535:15		<b>relating</b> 502:16
	<b>rarely</b> 513:8		<b>relatives</b> 480:19
	<b>rate</b> 449:6 453:7		<b>relay</b> 435:17
	<b>ratepayers</b> 463:12		<b>relevant</b> 438:7 518:25
	<b>rates</b> 453:5 479:15 483:2 533:13,15		<b>reliability</b> 506:6 514:12
	<b>Rayna</b> 480:4		<b>reliable</b> 438:13,24 439:19 440:5 451:3 455:8 460:25 462:9 467:25 468:3,10 474:7 476:9,16 479:9,13,21 487:18 488:10 489:10
<b>Q</b>			
<b>quality</b> 437:7 482:1			
<b>quarter</b> 481:10			
<b>quarterly</b> 481:9			
<b>quell</b> 447:20			



495:17 496:13,21 504:13,25 507:14 509:11 512:17 513:1,10 515:7,17,18 516:14 534:13	<b>require</b> 437:1,9 439:6 450:3 457:1 467:19 469:17 482:2 492:23 525:3	<b>retained</b> 535:15	<b>Roseville</b> 443:16
<b>reliably</b> 467:22	<b>required</b> 437:3 450:2 458:17 466:5 488:7 492:19 537:8	<b>retaliate</b> 478:6	<b>Rothstein</b> 484:2,4,5
<b>relocated</b> 505:7	<b>requirement</b> 480:10 495:12	<b>retired</b> 477:6 484:25 510:20	<b>router</b> 485:23
<b>reluctantly</b> 534:1	<b>requirements</b> 436:25 437:12 476:20	<b>returning</b> 444:18	<b>routine</b> 529:19
<b>rely</b> 439:1 457:7,10,15 488:23 490:25 494:25 496:11 498:3 516:19	<b>research</b> 524:16	<b>revenue</b> 516:10	<b>rulemaking</b> 433:7 434:16 435:10 436:8 438:5 440:3 441:6 442:11
<b>relying</b> 494:11	<b>researching</b> 481:2	<b>review</b> 444:11	<b>rules</b> 433:10 434:9,13 436:9,10,24 437:1,9 438:6,11,14,20 439:23 440:21 441:7,19 442:23 444:21 455:12,25 456:2,9 483:14 512:23 514:6
<b>remain</b> 448:21 477:20 495:16 496:24	<b>resident</b> 496:22	<b>reviews</b> 512:22	<b>run</b> 448:7,8 453:1 454:4 463:16 470:20
<b>remains</b> 495:24	<b>residents</b> 439:20 495:25 496:4,19 511:8	<b>Reynolds</b> 433:15,16, 23 435:2,8,9 436:7	<b>running</b> 460:21 477:9
<b>remarks</b> 433:21 538:11	<b>resilience</b> 512:19,21	<b>Reynolds'</b> 434:6	<b>runs</b> 513:17
<b>remember</b> 482:21 502:25 514:11	<b>resilient</b> 495:16	<b>RF</b> 502:17,20	<b>rural</b> 440:9 441:8 471:20 472:11 480:14 492:3 493:17 495:14 505:14 508:10 509:15 521:9
<b>remote</b> 433:7 440:9 443:19 496:5	<b>resist</b> 483:18	<b>rhythm</b> 467:4	<b>rurally</b> 485:20
<b>remove</b> 466:11,12	<b>resolved</b> 454:13	<b>Rick</b> 527:17,20	
<b>removing</b> 459:25 496:4,14	<b>resort</b> 433:10 434:10 435:10 436:9,18,19 437:10,12,14,21 438:15,18 439:23,25 441:19 444:21 448:18, 19,22 455:12 467:20 469:23 474:20 475:17 476:7 477:21 478:22 480:9 482:3 483:14 495:13 504:11 512:23 516:7 524:9	<b>rid</b> 458:17 510:10 516:16 528:14	
<b>repair</b> 470:9	<b>resounded</b> 531:21	<b>ridiculous</b> 493:7	
<b>repeal</b> 533:8	<b>resource</b> 489:9	<b>rights-of-way</b> 439:16 463:10	
<b>repeat</b> 498:5 519:1	<b>responder</b> 529:22,23	<b>rise</b> 503:20	<b>S</b>
<b>repeatedly</b> 480:14	<b>responders</b> 450:10 451:5 457:13	<b>risk</b> 467:4	
<b>repeating</b> 520:14	<b>response</b> 436:15 469:7 507:15 508:20	<b>risks</b> 481:3 524:18 528:23	<b>S-I-E-V-E-R-S</b> 473:13
<b>replace</b> 470:9 533:8,9	<b>responsibility</b> 478:5	<b>Riverside</b> 487:15 495:10,15 496:2,9,25	<b>S-I-L-I-C-A-N-I</b> 497:10
<b>reply</b> 441:13,24 442:6	<b>restored</b> 517:15	<b>road</b> 459:5,15,16,17,18 472:15	<b>S-I-M-O-N</b> 495:9
<b>report</b> 477:23	<b>result</b> 530:20	<b>roads</b> 472:16	<b>S-O-L</b> 483:17
<b>reporter</b> 522:8	<b>results</b> 462:11 532:3	<b>robocalls</b> 519:16	<b>S-T-E-V-E</b> 455:7
<b>reporters</b> 435:19 445:5 461:24 538:17	<b>resurrect</b> 513:23	<b>Rogawski</b> 467:11,12, 14 468:16,20,23 469:2, 6,9,13,16,19,22 470:1	<b>sabotage</b> 528:14,15
<b>repository</b> 535:14	<b>retain</b> 502:8 517:5	<b>Rohnert</b> 497:12	<b>Sacramento</b> 467:16 512:14
<b>represent</b> 494:3,6 502:6 515:15		<b>role</b> 444:9,10 476:18	<b>sadly</b> 534:16
<b>request</b> 442:1 473:18		<b>room</b> 442:2	<b>safe</b> 438:12,23 457:2 459:17,20 467:24 474:7 493:18 510:6 513:10 514:16 524:13
<b>requested</b> 442:3		<b>Rosa</b> 443:15	<b>safeguard</b> 473:19 490:1
<b>requesting</b> 436:21			
<b>requests</b> 437:4			

<b>safety</b> 440:6 441:8 459:10 468:9 486:20 492:17 496:10 502:11, 13 503:3,14,18 513:13 526:20	<b>send</b> 535:13	<b>serving</b> 436:6 535:10	<b>signal</b> 489:4
<b>Samaya-thomas</b> 474:12,13	<b>sending</b> 481:13 523:10	<b>session</b> 443:5 489:3	<b>signed</b> 445:12 447:24 452:21 538:9
<b>Samsung</b> 502:13	<b>sends</b> 435:15	<b>set</b> 515:10	<b>significant</b> 471:22 524:17
<b>San</b> 442:2 443:14 449:20 450:6,24 455:22 473:14 477:11 485:1,5 494:3 511:3 519:22	<b>senior</b> 455:8 506:4 512:14	<b>seventh</b> 488:3	<b>significantly</b> 494:11
<b>Santa</b> 443:15 451:11 492:3 504:6 506:20,21 522:15 524:11 528:1 530:15	<b>seniors</b> 471:7 488:22 493:16 521:4	<b>severe</b> 448:3	<b>silent</b> 529:22
<b>Sarah</b> 517:1	<b>sense</b> 440:21	<b>shadow</b> 532:8	<b>Silicani</b> 497:7,9
<b>satellite</b> 472:9,10	<b>sensitive</b> 473:23	<b>sham</b> 533:24	<b>Silicon</b> 504:5
<b>saved</b> 508:10	<b>sensitivities</b> 524:24	<b>share</b> 441:3 473:8 529:17	<b>similar</b> 450:14 501:15
<b>savvy</b> 461:24	<b>sensitivity</b> 474:1 501:11	<b>shared</b> 441:10	<b>Simon</b> 495:5,7,9 496:24
<b>SBDN</b> 476:22	<b>sentence</b> 478:19	<b>shareholder</b> 502:7 516:8	<b>simple</b> 446:25 530:3
<b>scam</b> 534:17,20,24 535:7,11,18 536:4	<b>separate</b> 513:17	<b>Shari</b> 494:3,13	<b>simply</b> 445:10 448:25 468:9 519:6,8,12
<b>scary</b> 461:18	<b>series</b> 498:19	<b>sharing</b> 522:1	<b>single</b> 493:4 521:20
<b>scheduled</b> 443:19,21	<b>servant</b> 505:18	<b>Sharon</b> 490:10	<b>sir</b> 449:10 454:18 465:2 469:4
<b>schools</b> 503:1 524:13	<b>serve</b> 439:25 505:14	<b>sheet</b> 443:6	<b>Siragusa</b> 493:24 494:1, 2
<b>scientific</b> 524:18	<b>served</b> 437:14 438:1	<b>Shekinah</b> 474:12	<b>sit</b> 471:3 478:12 486:3
<b>scope</b> 440:15 442:10	<b>service</b> 436:13,17,19, 21,23 437:4,6,8,15,17, 19,22,23,25 438:1,2,13, 16,17,19 439:3,12,18, 20,21 440:2 448:15 452:21,23 453:6,8 455:10 460:25 467:23, 25 468:10,11,14,23 471:21 472:5 473:17,22 474:5,8 475:5,6 477:12, 13 478:7 480:10 481:12,13,17 482:4,6 485:19,21 486:5,11,13 487:16,21 488:6 489:5, 7,14,22 490:2,24 491:4, 10 492:5 496:11 501:10,16 506:22 507:19 509:11 512:24 513:8,21 516:14,18,19 517:6,7,9,12,15,17,19 520:7 521:17 528:4	<b>Sherman</b> 534:11	<b>sitting</b> 452:17
<b>scoping</b> 442:12	<b>serviced</b> 460:14	<b>Sheryl</b> 521:1	<b>situation</b> 472:16 473:6 501:15 510:6 515:8 529:25
<b>scramble</b> 519:23	<b>services</b> 438:10,23 439:1,2,5 440:5,22 448:16 453:15 457:21 467:21 470:1 472:7,12 486:15 489:19 492:13 495:15,24 496:10,15,17	<b>Shes</b> 478:9	<b>situations</b> 509:16
<b>scraping</b> 494:16		<b>shocking</b> 517:16	<b>six-year</b> 436:6
<b>screen</b> 444:3		<b>shoplifters</b> 450:17,19	<b>sleep</b> 534:18
<b>scroll</b> 443:9		<b>short</b> 436:10 504:24 524:17	<b>slightly</b> 433:11 505:8
<b>searched</b> 453:23 469:10		<b>shortened</b> 481:20	<b>slowly</b> 445:5,16
<b>season</b> 492:9		<b>shot</b> 518:12	<b>small</b> 457:6 476:4,8,14, 21 484:20 492:4 509:4
<b>secure</b> 463:23 465:1 470:17 512:17 513:1 515:12 519:25 537:17		<b>show</b> 521:8	<b>smaller</b> 500:8
<b>secured</b> 464:21		<b>showing</b> 524:10 538:6	<b>smart</b> 463:21 464:14,16 523:8
<b>security</b> 512:19 513:19 514:2,12 537:15		<b>shown</b> 524:16	<b>smartphone</b> 449:23 450:1 484:12
		<b>shows</b> 466:22 504:20	<b>Smith</b> 449:16,18
		<b>shut</b> 537:8	<b>smoke</b> 452:18
		<b>shutoff</b> 486:22	<b>smoking</b> 523:3
		<b>shutting</b> 486:23	
		<b>sic</b> 490:7 502:1	
		<b>side</b> 538:25	
		<b>Sievers</b> 473:11,12	
		<b>sight</b> 471:2	
		<b>sign</b> 445:1,3	



<b>substantial</b> 452:23	<b>Syndrome</b> 494:4	20,21 511:10 513:23, 24,25 523:25 524:13 531:3,4 537:5,19	536:20
<b>substantially</b> 535:20	<b>synthesize</b> 441:18		<b>thinking</b> 534:1
<b>suburban</b> 505:4	<b>system</b> 456:12,13 457:25 460:19 461:23 467:21 484:13,22 492:19 504:25 513:9, 10,17 514:11,13 536:25	<b>technophobe</b> 499:15	<b>Thomas</b> 433:13
<b>succeed</b> 532:16		<b>Ted</b> 515:25	<b>thought</b> 481:21 501:13 522:18
<b>successful</b> 505:8	<b>systems</b> 456:9 457:2, 15 463:17 489:10 495:19,22 496:1,12 525:15	<b>Tehama</b> 521:5	<b>thoughts</b> 444:1
<b>succinct</b> 452:11		<b>telecom</b> 436:19 473:17	<b>thousands</b> 487:15 536:23 537:6
<b>suddenly</b> 519:19 525:19,23		<b>telecommunication</b> 440:5 456:9 476:11	<b>threatened</b> 520:8,11
<b>suffers</b> 472:10		<b>telecommunications</b> 436:12 437:2	<b>threats</b> 484:13
<b>sufficient</b> 502:9	<hr/> <b>T</b> <hr/>	<b>Telegraph</b> 448:12,13, 14	<b>thrive</b> 476:9
<b>suggest</b> 511:25	<b>T-MOBILE</b> 537:11	<b>telephone</b> 436:16,20, 25 437:2,22 439:2,3,10, 15 448:11,13 453:24 463:9 467:20,23 470:1 473:22 480:10 481:12 482:4 512:3 513:9,16, 21 514:11,13,17 516:14 535:23	<b>throw</b> 533:6
<b>suggested</b> 498:8	<b>T-O-M</b> 459:4		<b>tied</b> 461:16
<b>suggesting</b> 468:17	<b>table</b> 434:15	<b>telephones</b> 472:2	<b>Tim</b> 531:15
<b>suggestions</b> 526:19	<b>tactics</b> 460:20 519:15	<b>telling</b> 480:13 486:17	<b>time</b> 433:6 442:2 445:9, 11,14 453:1 456:3,14 457:3 462:13,24 475:22 477:8,20 479:24 480:2, 25 481:20,22 484:21 485:16 486:2 489:20 490:4 491:20 495:1,2 498:10,20,25 500:3,4,9 504:23 505:19,20 506:12 508:1,17,18 509:5 510:10 514:19 518:16 520:23 523:18 529:4 530:5 531:11 534:4 538:3,13,14,23, 24
<b>summer</b> 441:22	<b>takes</b> 437:11 451:6	<b>tens</b> 487:15 511:7	<b>time-stamped</b> 535:13
<b>super</b> 501:5	<b>taking</b> 467:13 471:19 473:4 474:14 475:21 480:1 482:15 485:3,16 486:19 491:19 500:21 502:1 506:20 507:25 523:10,16,17 525:8 529:3 534:4 538:13,23	<b>term</b> 436:6 524:18	<b>timer</b> 449:4,9 454:2,6, 15,23 458:13 462:14 464:4,7,11,15,18,22 465:8,10,13 466:17,21 467:2 468:15,19,22 469:1,5,8,12,18,21 471:10 478:17 486:24 487:4 491:17 496:23 497:2 503:11,16 505:16 510:8 511:22 514:1,9 518:10 520:4,13,17 523:13 525:11 532:24 533:3,4,12 535:21 536:1,8 537:23
<b>supervisor</b> 510:25	<b>talk</b> 437:23 451:14 507:3	<b>terms</b> 483:13	<b>times</b> 436:10 443:24 453:13 454:8 463:12 468:3 474:23 484:11 488:22 489:6 492:10
<b>supplied</b> 507:16	<b>talked</b> 450:24 451:1,18 474:19 477:7 504:12	<b>terribly</b> 526:23	
<b>support</b> 439:6 472:6,9 476:6,22 479:19 495:22 496:14,18 497:11 530:21 532:9	<b>talking</b> 446:20 481:20, 24 511:6 520:15 523:10 525:20	<b>territory</b> 436:17 437:4, 19	
<b>supported</b> 442:25 519:4 538:25	<b>tandem</b> 532:12	<b>text</b> 471:23	
<b>supporting</b> 484:20	<b>tasked</b> 436:11	<b>texts</b> 494:9	
<b>supposed</b> 526:22	<b>Taylor</b> 477:2,4 478:18	<b>theft</b> 446:23 447:2 477:23 517:13	
<b>supposedly</b> 530:24	<b>technical</b> 434:22,25 525:25	<b>therapist</b> 515:9	
<b>surcharges</b> 517:21	<b>Technological</b> 512:21	<b>thick</b> 452:16 468:16	
<b>surgery</b> 484:10	<b>technologies</b> 504:21 532:11	<b>thing</b> 446:25 447:12 451:10 453:19 459:20, 24 472:18 475:1 479:11 491:8 503:12 505:5 520:16 527:11 529:1 531:22 532:13 533:8,25	
<b>surprisingly</b> 536:24	<b>technology</b> 438:8 439:24 440:2 466:13 477:16 478:20 484:21 495:10 501:14 503:15 504:9,14 506:6 507:14,	<b>things</b> 437:1 448:1 450:9 458:10 474:17 478:10,12,15 486:9,16 493:2 509:17 527:11	
<b>surrounded</b> 487:15			
<b>surrounding</b> 450:12			
<b>suspect</b> 528:14			
<b>suspicious</b> 458:20			
<b>switch</b> 468:24 513:16 519:13			
<b>switched</b> 471:8 519:18			
<b>switches</b> 464:24			
<b>switching</b> 507:3			

498:20 501:2 526:17 527:2 528:3,7 537:11	<b>transition</b> 496:12 537:4	<b>uncovered</b> 537:20	<b>upset</b> 507:22
<b>tired</b> 482:25 486:19	<b>transmissions</b> 453:3	<b>under-serviced</b> 495:14	<b>urban</b> 474:21 475:6
<b>toast</b> 506:9 530:19	<b>transmits</b> 502:21	<b>underground</b> 511:3	<b>urge</b> 467:18 469:16 482:20 483:18 489:25 495:11 497:20 515:13 516:12,17
<b>today</b> 433:17 437:21 438:7 439:1 440:11,12 443:19 444:23 450:3 451:9 455:15 456:16 460:4 474:9 475:22 482:9 483:24 485:10 487:8 490:4 491:20 493:21 495:11 497:4 498:11 499:5 514:20 515:22 516:23 523:18 531:12 533:5 534:19 538:4	<b>treasure</b> 512:16 513:20	<b>undermines</b> 496:18	<b>urgent</b> 529:13
	<b>treated</b> 519:20	<b>underneath</b> 503:1	<b>usage</b> 489:9 537:3
	<b>tremor</b> 501:12	<b>underserved</b> 440:9	<b>useless</b> 478:14
	<b>tribal</b> 441:8	<b>understand</b> 473:20 475:11 481:16 490:16 494:10 499:15,25 528:13	<b>users</b> 525:13
	<b>trick</b> 468:13	<b>unfair</b> 460:11 461:2	<b>utilities</b> 433:19 435:8, 24 436:3 448:24 467:18 469:11 536:10
	<b>triple</b> 458:5,6	<b>unfortunate</b> 499:18	<b>utility</b> 449:7 466:6 486:23 514:7
	<b>tripled</b> 517:20	<b>Ungos</b> 475:25 476:2,3	
	<b>trouble</b> 508:16	<b>unhealthy</b> 509:23	<hr/> <b>V</b> <hr/>
<b>today's</b> 435:21 440:17, 22 443:5 476:10,12,13 525:17	<b>troubleshoot</b> 537:3,7, 14	<b>unincorporated</b> 446:1	
	<b>truck</b> 459:8	<b>unique</b> 510:24	<b>V-I-C-K-I</b> 473:13
<b>told</b> 451:4,15 453:8,21 485:18,22 487:1 490:22 492:19 499:22	<b>truncate</b> 535:22	<b>United</b> 524:21	<b>Valley</b> 504:5
<b>tolerable</b> 473:22	<b>truth</b> 469:14	<b>universal</b> 436:23 439:12,17 496:17	<b>variety</b> 436:7 502:18
<b>toll</b> 517:4,22,24 518:2,7	<b>tumor</b> 467:3	<b>university</b> 481:1	<b>versa</b> 485:4
<b>Tom</b> 459:1,4	<b>turn</b> 434:20 440:10 443:2	<b>Unlike</b> 485:17 495:18	<b>versus</b> 516:15
<b>tonight</b> 435:11,16 515:15,16 536:20	<b>turned</b> 521:18 525:4	<b>unreliable</b> 468:5 490:22 491:4	<b>veterinarians</b> 486:8
<b>tool</b> 513:2	<b>turnover</b> 463:14	<b>untrue</b> 532:9	<b>vice</b> 485:4
<b>top</b> 510:4 518:5	<b>TV</b> 461:24 471:1,2,3	<b>unused</b> 532:9	<b>Vicki</b> 473:11
<b>topics</b> 441:6	<b>two-and-a-half</b> 533:6	<b>unviable</b> 528:18	<b>viewing</b> 441:12
<b>total</b> 443:13	<b>two-minute</b> 462:24 465:11	<b>unwanted</b> 534:17 535:17	<b>views</b> 473:8
<b>totally</b> 504:25 505:10	<b>type</b> 478:4 486:10 503:15	<b>update</b> 433:9	<b>Viglioti</b> 521:1,3
<b>tow</b> 459:8	<b>types</b> 503:6	<b>updated</b> 433:11 456:3	<b>violated</b> 453:6
<b>tower</b> 466:13,18 505:3 510:4 522:22	<b>typically</b> 439:2 529:13	<b>updates</b> 438:6 498:7	<b>violating</b> 474:6
<b>towers</b> 483:16 510:2 524:10 531:8	<b>typing</b> 528:8	<b>updating</b> 476:10 514:6	<b>virtual</b> 433:1,25 538:17
<b>town</b> 531:1	<hr/> <b>U</b> <hr/>	<b>upgraded</b> 464:25 485:18 486:12 496:8	<b>vision</b> 526:21
<b>toxic</b> 466:12	<b>U-VERSE</b> 480:15	<b>upgrades</b> 497:18	<b>visit</b> 535:3
<b>tracked</b> 537:21	<b>Ukiah</b> 459:16	<b>upgrading</b> 477:15 484:19	<b>visited</b> 460:16
<b>tracks</b> 452:25	<b>unable</b> 452:18 468:3 486:9,10 494:6 529:11, 16	<b>uphold</b> 489:16	<b>vital</b> 512:18
<b>train</b> 453:1 456:6	<b>unacceptable</b> 473:6	<b>upper</b> 471:6	<b>Vittor</b> 500:18,20
<b>trains</b> 452:25 456:7			<b>voice</b> 438:3 481:25 496:6 519:24 521:13
			<b>voice-grade</b> 437:7



**Voip** 438:3 468:5,8,13  
495:18,24 496:21 502:9  
503:17 513:7

**vote** 442:25 444:15

**voting** 442:8

**vulnerable** 475:15  
513:18 534:25

---

## W

---

**wait** 457:14 504:18

**waiting** 451:24 452:2  
462:12 465:12 500:7

**Walgreens** 450:18

**walked** 504:19

**Walker** 526:4,6,9  
527:6,9

**walking** 449:24 519:20  
520:1

**wanted** 434:2 453:6  
458:8 474:14 506:5  
517:4,21 523:14 538:12

**wanting** 457:23

**warnings** 525:12

**warns** 503:4

**water** 436:4 461:17  
470:22,24

**ways** 443:25 512:2

**weather** 474:23

**web** 443:8

**week** 456:24 480:20  
513:5

**weird** 507:12

**well-being** 466:6

**white** 524:12

**Wi-fi** 466:19 481:3  
485:19 486:2 487:1

**wide** 436:7 502:18

**widespread** 473:16  
513:1

**wife** 535:3

**wildfires** 495:18

498:19

**win** 478:2

**wind** 521:19

**windy** 448:4

**wire** 455:10,11 457:8  
458:17 468:23 478:9

**wired** 474:2

**wireless** 473:24  
524:10,14

**wireline** 438:2

**wires** 459:25

**wiretap** 464:6

**wisdom** 489:24

**wishes** 443:23 533:23

**withdraw** 437:10  
490:13

**withdrawals** 438:15

**withstand** 477:10

**woman** 474:1 479:6  
524:1 525:18,20

**wondered** 458:19

**wonderful** 488:4,6

**wondering** 470:10

**Woodman** 498:14,16

**word** 448:12,14 449:8

**work** 434:1 450:22  
451:17 459:12 480:15  
485:24 486:2,13,18  
487:2 492:20 493:9,13  
495:9,19 506:13 508:12  
536:2

**workable** 446:17

**worked** 450:9,21

**workers** 536:7

**working** 453:14,15  
486:18 506:11 524:1  
526:10,11,20 535:9

**works** 482:18 504:23  
507:20 509:12 522:24  
528:21 529:2

**workshops** 441:4,10,  
14

**world** 456:5,9 461:15,  
20

**worn** 531:24

**worry** 461:19

**wrap** 454:11,18 464:12  
466:24 514:15 520:18  
533:18

**Wright** 534:7,9,10  
535:22 536:2,9

**written** 462:25

**wrong** 448:10 521:16

**www.cpuc.ca.gov.**  
443:9

**www.cpuc.ca.gov/**  
**pph.** 443:7

---

## Y

---

**Y-A-K-O-U-B** 455:7

**Y-O-U-N-G** 479:6

**Yakoubian** 455:3,5,6

**year** 441:22 447:13,23,  
25 448:21 449:2 454:9  
461:23 470:7 492:8  
507:13 517:20 521:20  
531:21,22,23 532:4,7,  
14,21 533:25 534:1

**yearlong** 460:13

**years** 438:9 446:6,11  
449:20 450:7 452:11,  
13,21 453:4,19 456:2  
459:7 460:12,24 467:15  
470:13,14 471:4 472:21  
480:17 482:16 489:14,  
24 497:16 498:19 501:7  
505:6 509:5,12 519:2  
520:2 521:6 522:8  
526:13 530:16

**young** 461:24 479:2,4,  
5 493:17

**younger** 474:15

**Youtube** 441:12

---

## Z

---

**zone** 472:13