



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

09/18/25

04:59 PM

C2509017

Lawanna Jake,

Complainant,

(ECP)

vs.

Pacific Bell d/b/a AT&T California (U1001C),

Defendant.

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Lawanna Jake P.O. Box 59131 Los Angeles CA 90059 T: 310-327-5154 E-mail: thunlala@yahoo.com	Pacific Bell d/b/a AT&T California (U1001C) Attn: Mark Berry, Regulatory Director 430 Bush Street, 5th Floor San Francisco CA 94108 T: 415-417-5033 E-mail: U1001C-Regulatory@att.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

LAWANNA JAKE

COMPLAINANT(S)

vs.

(B)

AT&T Services, Inc.

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

(C)

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

☒ YES

☐ NO

Did you appeal to the Consumer Affairs Manager?

☐ YES

☒ NO

Has staff responded to your complaint?

☒ YES

☐ NO

Do you have money on deposit with the Commission?

☐ YES

☒ NO

Amount \$ _____

Is your service now disconnected?

☒ YES

☐ NO

COMPLAINT

(D)

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Lawanna Jake	P.O. Box 59131, Los Angeles, CA 90059	747 228 2939

respectfully shows that:

(E)

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
AT&T Services, Inc.	208 S. Akard Street, Dallas, TX 75202	1-800-981-3661

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

it's unfortunate that AT&T is not a company that is proactive they are apparently reactive hence it's been a year and still no service for my landline in my Wi-Fi knowing that these people know that I had to relocate my mother due to this issue and I explained to Monica that spectrum came out because of the wiring in the utility poles behind my house so they had to deal with some neighbors issues that they were having no wi-fi phone etc. Long story short I let the guy in the back so he can work on the line and when he came down he showed me pictures of with the lines were looking like the squirrels apparently have been chomping at them for some time and he said that he fixed my line but in retrospect it was my neighbors because my neighbor has spectrum and he asked him about the other lines he was like yeah they're going to have to come out and replace all this and I explained to him the situation that's been going on for over a year and they continuous times that I requested for someone to come out and AT&T has refused over and over and over again. I explained this to Monica and you know I'm glad they record these calls because I asked very direct questions, she refused to answer them and then she goes on to say well I can't communicate with you like this and I'm like like what? You can't communicate with a client that has no service no home line no internet for it's a year now in August and you don't understand my emotional reflection in this conversation and I just told you what another company who came out to fix the problem for other neighbors showed me and stated to me and I asked you what can they come out and look at the line back here and her response like all the other generic response I've been receiving for the last year no we can't it's not that it's the copper under the ground and initially I was told it was the lines on top of the ground from other Representatives it's like every time I

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

- ☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
- ☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

The Issues that should be considered follows: 1. Over a year of no home/landline & wifi/internet
2. Caused financial strain - had to drive to various libraries (& other locations) to use wifi/i
3. Relocation of my mother (age 88 with dementia) because no home/landline working to reach her to make sure she was okay/safe when I was out. Totally unacceptable!
4. Caused a safety issue due to no service on the home/landline causing a disconnect of Communication between my mother & me. She was able to recognize the home phone ringer but not the cellular phone, leaving a "danger zone/Safety Issue", active. 5. The total inconvenience & disregard from AT&T for over a year & counting.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

The relief I desire is to have my home phone/landline reconnected with a dial tone with the ability to receive phone calls and make phone calls consisten. The second relief I desire is to have my internet, Wifi restored/reconnected without interruption. It has been over a year since I have had any service from AT&T. I had to call AT&T to request a refund of the credit on my , account because they kept taking payments for services that was not rendered. 1yr+ of free service

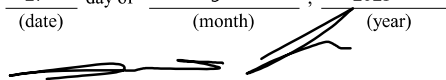
(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

Thunlala@yahoo.com

(J)

Dated Los Angeles, California, this 27 day of August, 2025
(City) (date) (month) (year)




Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	Lawanna Jake
Address:	P.O. Box 59131, Los Angeles, CA 90059
Telephone Number:	747 228 2935
E-mail:	Thunlala@yahoo.com
Signature	


VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on August 27, 2025, at Los Angeles, California
(date) (City)



(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) **NUMBER OF COPIES NEEDED FOR FILING:**

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office

505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.



Signature

8/27/2025

Date

Lawanna Jake

Print your name

Re: Request for more information - RE: [EXTERNAL] NO PHONE & U VERSE/WIFI/INTERNET SERVICE BY AT & T SINCE AUGUST 2024

From: LJ (thunlala@yahoo.com)

To: Consumer-Affairs@cpuc.ca.gov

Date: Sunday, March 23, 2025 at 01:02 PM PDT

First and Last Name: Lawanna Jake

Service Address: 13336 Stanford Ave LA CA 90059

Mailing Address: P O. Box 59131, LA, CA 90059

Phone number: LANDLINE - 310 327 5154

Contact number: 747 228 2939

Email address: Account email: Thunlal@aol.com

Contact email: Thunlala@yahoo.com

What Utility do you have service with: AT & T

The nature of your concerns/complaint:

AT& T has not provided service since August 2024 for my landline (which I've had since 2000) and the u-verse/Wi-Fi/internet service. I have been communicating with them for quite some time and I have not had my service restored I have spoken to Monica at the corporate office she's very aware of the issues that are going on. I was not referred to Monica by CPUC, but by my own accord and pursuit of restoring my services. I have had a credit on both the counts these are two separate accounts for years and when I received my bills it was taking money out as if I was receiving the service. I was not receiving the service after speaking of Monica she stated that she would credit my account and but when I received the bills it will come in negative money still being taken out when I spoke to the representative they stated that there was nothing they can do about that because it's automatic.

I have a great concern as I have a mother that's 87 years old that has dementia and cancer and I am not able to keep an eye on her meaning I have cameras around my house just in case she leaves walks out the door I'll be able to monitor her when I am away from the home. Also the landline was there and has been there to reach her when I'm away. This has been interrupted since August of 2024 which is a safety issue a life and death concern and I am not able to conduct my work from home because I no longer have the Wi-Fi meaning I have to go out pay for Wi-Fi pay for gas to drive to the destination of where I'm going to do my job which leaves me to leave my mom in the home alone and my cameras can no longer monitor because of AT&T lack

of service to the Wi-Fi u-verse internet and the telephone. I am not able to call her because the landline does not work. I have been given excuses of there was a power outage of the copper's been stolen and there's been so many reasoning that I've been given by the regular customer service in it's just a repeat of their working on it no one knows what's going on in reality because no one's out in that field this is going on a year and I still don't have service Monica does call me once a month but when she calls she just calling me to give me another extended date so I'm very upset this is outrageous and I've asked for a field representative to come here to check the lines and stuff like that and back of my house and I was refused over three times and they just said oh it's the outage we don't send people when it's an outage I was refused refused refused and then I was refused and told I would have to pay for it but still refuse so at this point I'm I don't have the words for how I feel I did speak to Monica today I did request a refund for the money that I have had on my account that they were taking out for payment for service that has not been rendered. As I explained to her send me my money that has been credited to my account before the outage happened so that my financial investment will no longer be involved in this chaotic lack of service so basically you guys can create crediting every month once I call you guys and say hey this is going on I need that money back in there that's my money so I'm basically taking my financial credit out of the game so it will be a zero balance until they get my service back together. I have requested this three times for the internet two times for the landline so it's speaking to Monica today she stated that they could not mail me a check they will have to send a credit card. I no longer have the credit card that I use to make those payments so they were not able to put it back on that credit card because it's been probably 2 years since I've had that credit card.

I'm reaching out because I am beyond my wits in it is irresponsible of AT&T to drag a customer along for such a long duration of time with no answers no concerns of my mother of me of my job of my employment of my financial situation for service I applied for expecting to get service.

I would really appreciate it if you guys could help me because I've been asking for help over and over again and it's falling on deaf ears I still to this day do not have any service thank you so much

Thank you,
Lawanna Jake
747 228 2939

Landline # 310 327 5154
Internet # 322597849

[Yahoo Mail - Email Simplified](#)

On Fri, Mar 21, 2025 at 10:23 AM, Consumer-Affairs

<Consumer-Affairs@cpuc.ca.gov> wrote:

Hello,

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission is in receipt of your email requesting assistance. However, more information is required. Please provide the following information to move forward with your complaint/request.

First and Last Name:

Service Address:

Phone number:

Email address:

What Utility do you have service with:

The nature of your concerns/complaint:

Provide this information by replying to this email, or using one of the following methods:

CONTACT INFORMATION FOR THE CONSUMER AFFAIRS BRANCH

Web: www.cpsc.ca.gov/consumer-support/file-a-complaint

Email: consumer-affairs@cpuc.ca.gov

Mail: 505 Van Ness Avenue, San Francisco, CA 91402

Consumer Affairs Branch

1-800-649-7570

From: LJ <thunlala@yahoo.com>

Sent: Thursday, March 20, 2025 3:48 PM

To: Consumer-Affairs <Consumer-Affairs@cpuc.ca.gov>

Subject: [EXTERNAL] NO PHONE & U VERSE/WIFI/INTERNET SERVICE BY AT & T SINCE AUGUST 2024

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

I wish to file a complaint against AT& T for not providing service since August 2024 for my landline (which I've had since 2000) and the u-verse/Wi-Fi/internet service. I have been communicating with them for quite some time and I have not had my service restored I have spoken to Monica at the corporate office she's very aware of the issues that are going on. I was not referred to Monica by CPUC, but by my own accord and pursuit of restoring my services. I have had a credit on both the counts these are two

separate accounts for years and when I received my bills it was taking money out as if I was receiving the service. I was not receiving the service after speaking of Monica she stated that she would credit my account and but when I received the bills it will come in negative money still being taken out when I spoke to the representative they stated that there was nothing they can do about that because it's automatic.

I have a great concern as I have a mother that's 87 years old that has dementia and cancer and I am not able to keep an eye on her meaning I have cameras around my house just in case she leaves walks out the door I'll be able to monitor her when I am away from the home. Also the landline was there and has been there to reach her when I'm away. This has been interrupted since August of 2024 which is a safety issue a life and death concern and I am not able to conduct my work from home because I no longer have the Wi-Fi meaning I have to go out pay for Wi-Fi pay for gas to drive to the destination of where I'm going to do my job which leaves me to leave my mom in the home alone and my cameras can no longer monitor because of AT&T lack of service to the Wi-Fi u-verse internet and the telephone. I am not able to call her because the landline does not work. I have been given excuses of there was a power outage of the copper's been stolen and there's been so many reasoning that I've been given by the regular customer service in it's just a repeat of their working on it no one knows what's going on in reality because no one's out in that field this is going on a year and I still don't have service Monica does call me once a month but when she calls she just calling me to give me another extended date so I'm very upset this is outrageous and I've asked for a field representative to come here to check the lines and stuff like that and back of my house and I was refused over three times and they just said oh it's the outage we don't send people when it's an outage I was refused refused refused and then I was refused and told I would have to pay for it but still refuse so at this point I'm I don't have the words for how I feel I did speak to Monica today I did request a refund for the money that I have had on my account that they were taking out for payment for service that has not been rendered. As I explained to her send me my money that has been credited to my account before the outage happened so that my financial investment will no longer be involved in this chaotic lack of service so basically you guys can create crediting every month once I call you guys and say hey this is going on I need that money back in there that's my money so I'm basically taking my financial credit out of the game so it will be a zero balance until they get my service back together. I have requested this three times for the internet two times for the landline so it's speaking to Monica today she stated that they could not mail me a check they will have to send a credit card. I no longer have the credit card that I use to make those payments so they were not able to put it back on that credit card because it's been probably 2 years since I've had that credit card.

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I would really appreciate it if you guys could help me because I've been asking for help over and over again and it's falling on deaf ears I still to this day do not have any service thank you so much

Thank you,
Lawanna Jake
747 228 2939

Landline # 310 327 5154
Internet # 322597849

Please excuse any misspelling as I am so upset and at my last wit in.

Request for more information - RE: [EXTERNAL] NO PHONE & U VERSE/WIFI/INTERNET SERVICE BY AT & T SINCE AUGUST 2024

From: LJ (thunlala@yahoo.com)

To: consumer-affairs@cpuc.ca.gov

Date: Tuesday, August 5, 2025 at 09:12 AM PDT

Good morning,

I would like to inform you guys I just spoke to Monica apparently they received the second complaint and it's unfortunate that AT&T is not a company that is proactive they are apparently reactive hence it's been a year and still no service for my landline in my Wi-Fi knowing that these people know that I had to relocate my mother due to this issue and I explained to Monica that spectrum came out because of the wiring in the utility poles behind my house so they had to deal with some neighbors issues that they were having no wi-fi phone etc. Long story short I let the guy in the back so he can work on the line and when he came down he showed me pictures of with the lines were looking like the squirrels apparently have been chomping at them for some time and he said that he fixed my line but in retrospect it was my neighbors because my neighbor has spectrum and he asked him about the other lines he was like yeah they're going to have to come out and replace all this and I explained to him the situation that's been going on for over a year and they continuous times that I requested for someone to come out and AT&T has refused over and over and over again. I explained this to Monica and you know I'm glad they record these calls because I asked very direct questions she refused to answer them and then she goes on to say well I can't communicate with you like this and I'm like like what? You can't communicate with a client that has no service no home line no internet for it's a year now in August and you don't understand my emotional reflection in this conversation and I just told you what another company who came out to fix the problem for other neighbors showed me and stated to me and I asked you what can they come out and look at the line back here and her response like all the other generic response I've been receiving for the last year no we can't it's not that it's the copper under the ground and initially I was told it was the lines on top of the ground from other Representatives it's like every time I spoke with these people it was something different and now all the the date for repair is September 12th and it's just a matter of time that Monica or maybe someone else at this point will call me back and just give me dates on dates on dates on dates babe refused to come out and assess the issue and I just let her know that the lines back here are eating eating up and the guy told me he was like yeah the lines are potentially can fall because the squirrels chomped through them and I explained that I said that's a safety issue she said no it's not the line hasn't failed yet I said so you're waiting you guys are waiting for the line to fall in order to come out a hotline and then she went on to something else and I and she was like I can't you know you know just fluff basically and I'm like okay let me rephrase the question does AT&T have a history of being a reactive instead of proactive? She refused to answer it at that point there was nothing else to say it's so sad I've been with AT&T for quite some time basically when they took over from Pacific Bell and whoever else there after you know so I'm really disappointed and I really need you guys to do something about this you know what I mean I think I need to speak to the attorney at this point because this is ridiculous verbalization is not working it has not been working. The information I received yesterday was from a non AT&T employee who has no pit in the issue he was just doing his job with accommodating the customers from spectrum fixing their lines due to squirrels chomping at the line shirt sometime and he showed me pictures and when I share this information with my carrier AT&T Monica there's nothing they're not trying to do anything a whole year and this woman wants to sit on the phone like why I'm feeling the way I'm feeling with emotions my mom has to be relocated I'd rather Monica never call me again I'd rather the president of AT&T give me a call with some solution not verbalization not dates at the dates at the dates of pushback it's been a year and you she keeps talking about all these other people my neighbor down the street has the same problem but hers has been resolved AT&T is not doing the right thing basically in

a nutshell you're telling me that you're waiting for the squirrel to take that last bite for this hot wire can fall in my backyard or somebody else backyard and ignite I think the world needs to know and I need you guys to really get involved more so than you guys have been since my last two complaints and I really do prefer her not to call me because she seemed bothered by the fact that I'm overly bothered of not having service for over a year. HELPPPPPPPPPPPPPP

Lawanna Jake
747228 2939

----- Forwarded Message -----

From: "LJ" <thunlala@yahoo.com>

To: "Consumer-Affairs" <Consumer-Affairs@cpuc.ca.gov>

Sent: Tue, Jul 29, 2025 at 5:31 PM

Subject: Re: Request for more information - RE: [EXTERNAL] NO PHONE & U VERSE/WIFI/INTERNET SERVICE BY AT & T SINCE AUGUST 2024

Hello,

I would like to keep you up to date what's going on in August it will literally be a year since I've had no service from AT&T. What I'm getting is a phone call every month every other month just delaying the process they're not fixing anything so now it says September 12 I believe of 2025 this is very disturbing I really don't know what's going on a whole year to fix my internet in my landline I don't think so. This seems to be other things going on because everyone on my block has their AT&T restored except me so I definitely need you guys to step in and it is not a matter of getting phone calls from AT&T regarding this complaint. It will literally be a year next month. This is my second request to you guys and I really would appreciate some type of action because this is unheard of and again everyone else in the neighborhood and I'm saying five block radius has had their AT&T restored except me. I have been receiving messages from Donna who is nice but it's not about niceness it's just about getting my service restored a whole year making make sense. SMH

Lawanna Jake
747 228 2939

See initial complaints made back in March below.

On Fri, Mar 21, 2025 at 10:23 AM, Consumer-Affairs
<Consumer-Affairs@cpuc.ca.gov> wrote:

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The nature of your concerns/complaint:

Provide this information by replying to this email, or using one of the following methods:

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Lawanna Jake
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Landline # 310 327 5154

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From: LJ (thunlala@yahoo.com)

To: Consumer-Affairs@cpuc.ca.gov

Date: Sunday, March 23, 2025 at 01:02 PM PDT

First and Last Name: Lawanna Jake

Service Address: 13336 Stanford Ave LA CA 90059

Mailing Address: P O. Box 59131, LA, CA 90059

Phone number: LANDLINE - 310 327 5154

Contact number: 747 228 2939

Email address: Account email: Thunlal@aol.com

Contact email: Thunlala@yahoo.com

What Utility do you have service with: AT & T

The nature of your concerns/complaint:

AT& T has not provided service since August 2024 for my landline (which I've had since 2000) and the u-verse/Wi-Fi/internet service. I have been communicating with them for quite some time and I have not had my service restored I have spoken to Monica at the corporate office she's very aware of the issues that are going on. I was not referred to Monica by CPUC, but by my own accord and pursuit of restoring my services. I have had a credit on both the counts these are two separate accounts for years and when I received my bills it was taking money out as if I was receiving the service. I was not receiving the service after speaking of Monica she stated that she would credit my account and but when I received the bills it will come in negative money still being taken out when I spoke to the representative they stated that there was nothing they can do about that because it's automatic.

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of service to the Wi-Fi u-verse internet and the telephone. I am not able to call her because the landline does not work. I have been given excuses of there was a power outage of the copper's been stolen and there's been so many reasoning that I've been given by the regular customer service in it's just a repeat of their working on it no one knows what's going on in reality because no one's out in that field this is going on a year and I still don't have service Monica does call me once a month but when she calls she just calling me to give me another extended date so I'm very upset this is outrageous and I've asked for a field representative to come here to check the lines and stuff like that and back of my house and I was refused over three times and they just said oh it's the outage we don't send people when it's an outage I was refused refused refused and then I was refused and told I would have to pay for it but still refuse so at this point I'm I don't have the words for how I feel I did speak to Monica today I did request a refund for the money that I have had on my account that they were taking out for payment for service that has not been rendered. As I explained to her send me my money that has been credited to my account before the outage happened so that my financial investment will no longer be involved in this chaotic lack of service so basically you guys can create crediting every month once I call you guys and say hey this is going on I need that money back in there that's my money so I'm basically taking my financial credit out of the game so it will be a zero balance until they get my service back together. I have requested this three times for the internet two times for the landline so it's speaking to Monica today she stated that they could not mail me a check they will have to send a credit card. I no longer have the credit card that I use to make those payments so they were not able to put it back on that credit card because it's been probably 2 years since I've had that credit card.

I'm reaching out because I am beyond my wits in it is irresponsible of AT&T to drag a customer along for such a long duration of time with no answers no concerns of my mother of me of my job of my employment of my financial situation for service I applied for expecting to get service.

I would really appreciate it if you guys could help me because I've been asking for help over and over again and it's falling on deaf ears I still to this day do not have any service thank you so much

Thank you,
Lawanna Jake
747 228 2939

Landline # 310 327 5154
Internet # 322597849

[Yahoo Mail - Email Simplified](#)

On Fri, Mar 21, 2025 at 10:23 AM, Consumer-Affairs

<Consumer-Affairs@cpuc.ca.gov> wrote:

Hello,

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission is in receipt of your email requesting assistance. However, more information is required. Please provide the following information to move forward with your complaint/request.

First and Last Name:

Service Address:

Phone number:

Email address:

What Utility do you have service with:

The nature of your concerns/complaint:

Provide this information by replying to this email, or using one of the following methods:

CONTACT INFORMATION FOR THE CONSUMER AFFAIRS BRANCH

Web: www.cpsc.ca.gov/consumer-support/file-a-complaint

Email: consumer-affairs@cpuc.ca.gov

Mail: 505 Van Ness Avenue, San Francisco, CA 91402

Consumer Affairs Branch

1-800-649-7570

From: LJ <thunlala@yahoo.com>

Sent: Thursday, March 20, 2025 3:48 PM

To: Consumer-Affairs <Consumer-Affairs@cpuc.ca.gov>

Subject: [EXTERNAL] NO PHONE & U VERSE/WIFI/INTERNET SERVICE BY AT & T SINCE AUGUST 2024

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Hello,

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Please excuse any misspelling as I am so upset and at my last wit in.

Re: Request for more information - RE: [EXTERNAL] NO PHONE & U VERSE/WIFI/INTERNET SERVICE BY AT & T SINCE AUGUST 2024

From: LJ (thunlala@yahoo.com)

To: consumer-affairs@cpuc.ca.gov

Date: Tuesday, July 29, 2025 at 05:31 PM PDT

Hello,

I would like to keep you up to date what's going on in August it will literally be a year since I've had no service from AT&T. What I'm getting is a phone call every month every other month just delaying the process they're not fixing anything so now it says September 12 I believe of 2025 this is very disturbing I really don't know what's going on a whole year to fix my internet in my landline I don't think so. This seems to be other things going on because everyone on my block has their AT&T restored except me so I definitely need you guys to step in and it is not a matter of getting phone calls from AT&T regarding this complaint. It will literally be a year next month. This is my second request to you guys and I really would appreciate some type of action because this is unheard of and again everyone else in the neighborhood and I'm saying five block radius has had their AT&T restored except me. I have been receiving messages from Donna who is nice but it's not about niceness it's just about getting my service restored a whole year making make sense. SMH

Lawanna Jake

747 228 2939

See initial complaints made back in March below.

On Fri, Mar 21, 2025 at 10:23 AM, Consumer-Affairs

<Consumer-Affairs@cpuc.ca.gov> wrote:

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