



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

FILED

10/31/25

04:59 PM

C2510021

Melissa Hicks,

Complainant,

(ECP)

vs.

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

Defendant.

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Melissa Hicks 27 Marble Sands Newport Beach, CA 92660 T: 949 – 717-6643 E-mail: junemrhicks@aol.com	Pacific Bell d/b/a AT&T California (U1001C) Attn: Mark Berry, Director-Regulatory 430 Bush Street, 5th Floor San Francisco CA 94108 T: 415-417-5033 E-mail 1: U1001C-Regulatory@att.com E-mail 2: mb2861@att.com E-mail 3: rj2397@att.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A)

Melissa Hicks

COMPLAINANT(S)

vs.

(B)

AT&T

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

692 454 - which brought about some change
Has staff responded to your complaint? ^{in AT&T's stance}

☒ YES ☐ NO

but now
another issue
has arisen

Did you appeal to the Consumer Affairs Manager?

☐ 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
Melissa Hicks	27 Marble Sands Newport Beach CA	949-717-6643

respectfully shows that:

(E)

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

Name of Defendant(s)	Address (including)	Daytime Phone Number
AT&T	Box 9025 Carol Stream IL 60197-5025	800-288-2020

(F)

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

Original complaint was made because AT&T advised that the phone # ending in 6648 would be cancelled immediately if we ported the # ending in 6645 (to a mobile carrier).

AT&T changed their stand and advised the commission that we could now maintain 6648, but it would be changed to a different (more expensive) rate structure AND equally importantly the 6648 line would lose its legacy/grandfathered status.

First it was cancellation and now it is a forced alteration to 6648 based on their new assertion that there is "bundled service" - which it is not - it is merely combined billing.
 < SEE ATTACHED

(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):

We understand AT&T's desire to get off traditional landlines, but first insisting that the porting of one line (6645) that was billed with a line we wish to retain (6648) should not require cancellation of that line's status and rate structure.

We would like to retain the 6648 line as it has been and simply remove the 6645 line from the bill.

Note: these lines were billed together for the carrier's convenience only.

- (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)

Require AT-T to maintain line 6648 with the same legacy/grandfathered status it currently has ~ preferably with the same rate structure on the same bill (simply removing the 6645 line)

And, require AT-T to refund charges for 6645 from filing forward as we are now required to start a new mobile phone line until this has been reviewed.

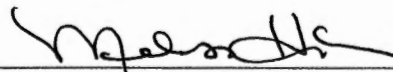
(I)

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:

june.mrhicks@aol.com

(J)

Dated Newport Beach, California, this 27 day of October, 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:	
Address:	
Telephone Number:	
E-mail:	
Signature	

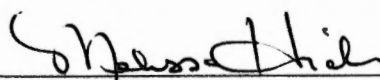
VERIFICATION
(For Individual or Partnerships)

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 10/27/2025, at Newport Beach, 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

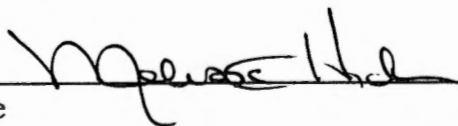
PRIVACYNOTICE

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



Date

10/27/2025

Print your name

Melissa Hicks

AT&T originally advised that the porting of the 6645 number would automatically cancel the service for the 6648 number. (This is what generated my original CPUC complaint #692 454)

AT&T confirmed to the CPUC that after the cancellation of a "bundled service", the utility reserves the right to modify, suspend or discontinue...

During that investigation, AT&T *reversed* their original stance and then determined that the 6648 number *could* be maintained, but would lose its *legacy/grandfathered status* and the rate would be transferred to non-grandfathered/non-legacy flat rate service with increased cost

BUT, there is no "bundled service", nor did AT&T *ever* use that term previously:

- the phone lines are merely billed on the same account by AT&T's choice
- the phone lines are charged individually
- there is no package
- there is no discount
- *all three traditional copper phone lines have been in use in our home since it was built in 2000 (6643 with flat rate service and 6645 & 6648 with measured rate service)*
- the long distance carrier was originally SPRINT ending up with AT&T (because of company acquisition & name change)
- each carrier billed the phone lines in differing manners
- *AT&T chose combine 6645 & 6648 on a common invoice under a new account # 949 717 664 549 60 --- for AT&T's convenience*
- *note: charges for each phone line (6645 & 6648) are billed separately (including Federal Subscriber Line Charges and Federal Universal Service Fee) – see attached bill*

* attached is copy of the bill for lines 6645 / 6648

Because there is no bundled service, the 6648 line should be allowed to continue under the same status (legacy/grandfathered) and under the same rate structure

Hicks – formal complaint submission following informal complaint #692 454

