



ALJ/DBB/abb 12/9/2025

FILED

12/09/25

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

01:36 PM
C2510021

Melissa Hicks,

Complainant

vs.

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

Defendant.

(ECP)
Case 25-10-021

**ADMINISTRATIVE LAW JUDGE'S RULING
SETTING EXPEDITED COMPLAINT HEARING**

This ruling sets a remote expedited complaint proceeding (ECP) hearing in this proceeding for **10:00 a.m. on January 14, 2026**. This ruling provides information to access the ECP hearing and expectations for the hearing.

1. Expectations for the Hearing

The hearing will be the opportunity for each party to provide testimony and/or cross-examine the other party about testimony or documents. If a party plans to use any documents during the hearing, please e-mail the documents to the service list at least three (3) days in advance of the hearing.

Parties are encouraged to meet in advance of the hearing to determine whether settlement is possible and/or whether there is any outstanding discovery. If there is any outstanding discovery, parties should discuss a reasonable agreement to provide it.

2. WebEx Information to Access the Hearing

Below is the information for attending the WebEx hearing. Parties must log in to the WebEx **fifteen (15) minutes** before the start of the hearing in order to address any microphone/video issues.

WebEx Location:

<https://cpuc.webex.com/cpuc/j.php?MTID=m1b1d3f6eae319519d46bc7d425fa6e46>

Meeting number (access code): 2487 303 0543

Meeting password: UEyYmDj7Q35

Join by Phone: 415-655-0002

IT IS SO RULED.

Dated December 9, 2025, at San Francisco, California.

/s/ DEBBIE CHIV

Debbie Chiv
Administrative Law Judge