



ALJ/DBB/vj4 01/16/2026

FILED

01/16/26

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

03:11 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
RESETTING EXPEDITED COMPLAINT HEARING**

This ruling reschedules a remote expedited complaint proceeding (ECP) hearing in this proceeding for **10:00 a.m. on February 3, 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=mf70d01a988f7581b3019fedf47b28b5f>

Meeting number (access code): 2493 468 2809

Meeting password: yyHGU8JB6z5

Join by Phone: 415-655-0002

IT IS SO RULED.

Dated January 16, 2026, at San Francisco, California.

/s/ DEBBIE CHIV
Debbie Chiv
Administrative Law Judge