



STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298

FILED

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January 23, 2026

Agenda ID #23995
Quasi-Legislative

TO PARTIES OF RECORD IN RULEMAKING 22-03-016:

This is the proposed decision of Commissioner Darcie L. Houck. Until and unless the Commission hears the item and votes to approve it, the proposed decision has no legal effect. This item may be heard, at the earliest, at the Commission's February 26, 2026, Business Meeting. To confirm when the item will be heard, please see the Business Meeting agenda, which is posted on the Commission's website 10 days before each Business Meeting.

Parties of record may file comments on the proposed decision as provided in Rule 14.3 of the Commission's Rules of Practice and Procedure.

/s/ MICHELLE COOKE
Michelle Cooke
Chief Administrative Law Judge

MLC: jds

Decision **PROPOSED DECISION OF CMMR HOUCK** (Mailed 01/23/2026)

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking
Proceeding to Consider Amendments
to General Order 133.

Rulemaking 22-03-016

DECISION CLOSING PROCEEDING**Summary**

This decision closes Rulemaking 22-03-016. This rulemaking has accomplished several milestones since its initiation. However, given the age of the docket, we are closing this proceeding, with the intent to open a successor proceeding.

1. Background

In response to Petition 21-10-003, on March 17, 2022, the California Public Utilities Commission (Commission) adopted an Order Instituting Rulemaking proceeding (OIR or proceeding) to consider proposed amendments to the Commission's General Order (GO) 133. GO 133 sets minimum service quality standards for telecommunications services and includes an enforcement mechanism, rulemaking (R.)22-03-016. As part of R.22-03-016, the Commission considered revisions to GO 133-D, and ultimately adopted GO 133-E, with the approval of D.25-09-031.

D.25-09-031 revises service restoration requirements for plain old telephone service (POTS) and adopts new rules for voice over internet protocol

(VoIP) service. This includes adopting revised enforcement mechanisms. Additionally, D.25-09-031 adopts new or revised rules for several customer service standards, including customer service installation and answer time standards, for POTS and VoIP service.

D.25-09-031 found that service restoration has declined for wireless voice services, as the number of outages have increased over time, as has outage duration, to such a degree that consumers now experience outages of well over 24, 48, 72 and 96 hours.¹ This finding relied on two metrics, the FCC's Network Outage Reporting System (NORS)² metrics and Cal OES outage data.³ Despite that finding, the Commission also determined to continue consideration of the enforcement process for wireless outages and customer service issues, instead of adopting new rules. This effort includes obtaining more data regarding wireless outages, data to be provided by CTIA, AT&T, Verizon and T-Mobile.⁴

¹ D.25-09-031 at Finding of Fact 3.

² The FCC requires wireline, cable, satellite, wireless, and Signaling System 7 voice providers to report network outages to NORS. These providers also must submit this data concurrently to the CPUC.

³ Title 19 California Code of Regulations, Division 2, Chapter 1.5 defines a community isolation outage is an outage that meets the below threshold criteria for each service type: TDM (wireline) voice service – for telecommunications service provided by facilities-based carriers, other than mobile telephony service or VoIP service, herein referred to as wireline, an outage that lasts at least 30 minutes and potentially affects (A) at least 100 end users in a single zip code, or (B) at least 50% of end users in a ZIP code with fewer than 100 end users.

- Voice over Internet Protocol (VoIP) service – for telecommunications service provided by VoIP or Internet Protocol enabled service, an outage that lasts at least 30 minutes and potentially affects (A) at least 100 end users in a single zip code, or (B) at least 50 percent of end users in a zip code with fewer than 100 end users.
- Wireless voice service – for telecommunications service provided by mobile telephony service, an outage that lasts at least 30 minutes and affects at least 25 percent of a carrier's coverage area in a single zip code.

⁴ *Id.*, at 180, Finding of Fact 26.

Given the vintage of the data discussed above, including that the NORS data was from 2021 and the CalOES data was from 2023, as well as the fact that the last public participation hearing held in this proceeding was in May 2023, and that no public comments were submitted to the Docket Card in 2025 and only four were submitted in 2024, this appears to be an opportune time to close this proceeding and open a new one to refresh the record.

2. Issues Before the Commission

The issue before the Commission is whether to close this rulemaking.

3. Summary of Public Comment

Rule 1.18 allows any member of the public to submit written comment in any Commission proceeding using the “Public Comment” tab of the online Docket Card for that proceeding on the Commission’s website. Rule 1.18(b) requires that relevant written comment submitted in a proceeding be summarized in the final decision issued in that proceeding.

The Commission has not received public comment on the issue of whether to close this proceeding. No public comments were submitted to the Docket Card in 2025 and only four were submitted in 2024.

4. Comments on Proposed Decision

The proposed decision of Commissioner Darcie L. Houck in this matter was mailed to the parties in accordance with Section 311 of the Public Utilities Code and comments were allowed under Rule 14.3 of the Commission’s Rules of Practice and Procedure. Comments were filed on _____, and reply comments were filed on _____ by _____.

5. Assignment of Proceeding

Darcie L. Houck is the assigned Commissioner and Thomas J. Glegola is the assigned Administrative Law Judge in this proceeding.

Findings of Fact

1. The Commission adopted D.25-09-016 to address service quality standards for POTS and VoIP service.
2. The latest data of the wireless outage data in 2023.
3. The last public participation hearing was held in May 2023.
4. No public comments were submitted to the Docket Card in 2025 and only four were submitted in 2024.

Conclusions of Law

1. The Commission should close the proceeding.

O R D E R

IT IS ORDERED that Rulemaking 22-03-016 is closed.

This order is effective today.

Dated February __ 2026, at _____, California