

ALJ/SL5/kmh 05/18/2026



FILED

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12:04 PM

C2511004

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Bob Davis,

Complainant,

vs.

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

Defendant.

(ECP)
Case 25-11-004

**EMAIL RULING CONTINUING HEARING UNTIL JUNE 9, 2026
AT 1:00 P.M. AND OTHER INSTRUCTIONS**

Dated May 18, 2026, at San Francisco, California.

/s/ SASHA GOLDBERG

Sasha Goldberg
Administrative Law Judge

From: Goldberg, Sasha <Sasha.Goldberg@cpuc.ca.gov>
Sent: Monday, May 18, 2026 10:31 AM
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Subject: C.25-11-004: Ruling Continuing Hearing Until June 9, 2026 at 1:00 p.m.
and Other Instructions

Attention Parties to C.25-11-004:

On Monday May 11, 2026, the Complainant (Bob Davis) and Defendant (AT&T California or AT&T) in this matter attended a hearing via the Commission's Webex platform. The hearing last approximately 1 hour and focused on the Complainant's underlying grievance: that his home landline service has been out of service for a length of time. The Defendant estimated the Complainant's landline would be restored by the end of May 2026. Accordingly, the Parties agreed to a continuance until June 2026 to follow-up on the status of the Complainant's landline service restoration. This ruling notices a hearing for June 9, 2026 at 1:00 p.m. Parties are instructed to utilize the instructions below to attend the continuance hearing on June 9th.

This ruling additionally orders information from the Defendant and provides instructions on how each party may submit exhibits before the continuance hearing on June 9, 2026.

The Defendant, AT&T, is ordered to file and serve the following information by June 1, 2026:

- Revised account information for the Complainant that displays each month the Complainant's landline service has been out and the associated credit(s) for each month;

- A detailed list of all alternative services and/or equipment offered to the Complainant and how such information was relayed (i.e. hardcopy mail, fax);
- An updated timeline as to the Complainant's landline service outage and restoration efforts; and
- Documentation of the copper theft resulting in the Complainant's landline service outage, Consistent with Commission Decision 25-09-031.

Exhibit Instructions

By June 1, 2026, Parties shall exchange hardcopies of exhibits via mail:

1. Gather documents that support each party's position and that provide necessary background information;
2. Prepare exhibits by marking them with a short acronym for the sponsoring party followed by sequential number (example, AT&T-1 or Davis-1);
3. Prepare a list of the name and description of the exhibits;
4. Prepare a list of any witnesses, their relevance to the proceeding, and the approximate time the witness will speak;
5. Mail a copy of the exhibits and witness list to the addresses for the Complainant, Defendant and ALJ provided on the service list.

Instructions for Hearing on Tuesday, June 9, 2026 at 1:00 p.m.

Parties are requested to utilize the below log-in and/or call-in information for the ECP hearing. All parties should log or call-in 10 minutes before the start of the hearing.

- Webex Link:
<https://cpuc.webex.com/cpuc/j.php?MTID=m187f4bfc7704b3bcb97692f5dae12079>
- Meeting number (access code): **2484 248 5144**
- Meeting password: WaiPD3W7mp2
- To join via phone: 1-855-282-0002 (toll-free) OR 1-415-655-0002 (United States Toll)
 - Once joined on the phone, please enter the access code (same as above): **2484 248 5144**

Hardcopy service of this ruling shall be mailed to the Complainant at the address listed on the service list for this proceeding. The Process Office is instructed to provide a printed version of the service list to the Complainant with service of this ruling.

C.25-11-004 ALJ/SL5/kmh

IT IS SO RULED.

The Docket Office shall formally file this ruling.

Sasha Goldberg (She/Her)
Administrative Law Judge
California Public Utilities Commission
sasha.goldberg@cpuc.ca.gov