



ALJ/TJG/smt 6/11/2026

FILED

06/11/26

11:25 AM

R2602017

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking
Proceeding to Consider Service
Quality Rules for Wireless Carriers.

Rulemaking 26-02-017

**ADMINISTRATIVE LAW JUDGE’S RULING SETTING
PUBLIC PARTICIPATION HEARINGS**

This ruling schedules remote/virtual public participation hearings (PPHs) for this proceeding on July 15, 2026, and July 23, 2026. The PPHs are an opportunity for the public, especially mobile voice customers, to communicate directly with the Commission regarding their mobile voice services, in particular as it relates to the issues raised in this proceeding.

1. PPHs

The schedule for the PPHs is as follows:

DATE	TIME
July 15, 2026	2pm and 6pm
July 23, 2026	2pm and 6pm

The following is the information to access the PPHs:

Telephone number to comment publicly and/or listen during the PPHs: 1-800-857-1917 English Passcode: 1673482# Spanish Passcode: 3799627# Press *1 to inform the operator that you want to comment	Website to view the PPHs and to access the video recording after the PPHs: adminmonitor.com/ca/cpuc
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Public officials wishing to speak at the PPHs should provide the telephone operator with their name, title, and governmental entity. Based on the number of participants waiting to comment, the Administrative Law Judge (ALJ) may limit an individual's comment time.

Updates and further information regarding the PPHs are available at cpuc.ca.gov/pph. Documents filed in this proceeding are available and the court reporters' transcripts of statements made during the PPHs will be made available through the Docket Card on the Commission's website at apps.cpuc.ca.gov/p/R2602017. Written public comments may be provided at any time during this proceeding through the Add Public Comment tab on the Commission's website at apps.cpuc.ca.gov/c/R2602017.

2. Directives

This ruling directs AT&T Mobility, T-Mobile and Verizon to assist in the outreach and promotion of these PPHs

By not later than five business days prior to each PPH, each of the three carriers shall provide to the Public Advisor's Office the name, title, and telephone number of at least one senior customer service representative who can be reached by customers during the PPHs for individual service, including billing issues. The representative information provided to the Public Advisor's Office may be publicly posted or announced during the PPHs.

The carriers are directed to:

- Include notice of the PPHs as a written insert with a mailed bill to customers that currently receive bills via the United States Postal Service. The notice shall state the dates and times of the PPHs, and other information contained in Attachment A. AT&T Mobility, T-Mobile and Verizon shall provide a draft notice to the Public Advisor's Office within

10 days of the issuance of this ruling, and the Public Advisor's Office may modify the draft notice;

- Send an e-mail message to all customers that elect to receive their bills via e-mail. The subject line of the e-mail must clearly notify the recipient that the PPHs will be held in this proceeding and include other information contained in Attachment A.
- Send a text message to all customers that elect to receive their bills via text. The text message must include the information in Attachment B.
- Publicize the PPHs on all social media platforms used by the companies listed above; and
- Post notice of the PPHs on the carrier's website in a prominent location so that customers can easily access the notice.

Each form of notice described above shall state that the PPHs are remote and are not in-person or in a physical location.

By no later than July 13, 2026, each carrier shall file a letter with the Public Advisor's Office verifying that it has complied with all directives set forth above and attaching a copy of the notice for each communication method. For each communication method described above, the letter shall state the dates the company sent the notice to customers and the approximate number of customers notified.

IT IS SO RULED

Dated June 11, 2026, at San Francisco, California.

/s/ THOMAS J GLEGOLA

Thomas J. Glegola
Administrative Law Judge

Attachment A
Notification requirements for websites, webportals, emails and online bills

Notice of public hearings in Rulemaking 26-02-017 regarding service quality for mobile voice services in California.

Dates:

Public participation hearing, July 15, 2026, at 2:00 p.m.

adminmonitor.com/ca/cpuc

Toll-free phone number: 1-800-857-1917; code: 1673482#

Spanish language toll-free phone number: 1-800-857-1917; code: 3799627#

Public participation hearing, July 15, 2026, at 6:00 p.m.

adminmonitor.com/ca/cpuc

Toll-free phone number: 1-800-857-1917; code: 1673482#

Spanish language toll-free phone number: 1-800-857-1917; code: 3799627#

Public participation hearing, July 23, 2026, at 2:00 p.m.

adminmonitor.com/ca/cpuc

Toll-free phone number: 1-800-857-1917; code: 1673482#

Spanish language toll-free phone number: 1-800-857-1917; code: 3799627#

Public participation hearing, July 23, 2026, at 6:00 p.m.

adminmonitor.com/ca/cpuc

Toll-free phone number: 1-800-857-1917; code: 1673482#

Spanish language toll-free phone number: 1-800-857-1917; code: 3799627#

Why am I receiving this notice?

The California Public Utilities Commission (CPUC) wants to hear from you. Virtual public hearings have been scheduled to hear your comments, concerns and opinions regarding the quality of mobile telephone service, with a particular emphasis on service outages and service restoration. Your participation by providing comments can help to inform the CPUC on these issues.

You can watch a livestream of the hearings or participate via telephone. You can also submit comments by mail or post them on the CPUC's public comment portal.

How does this process work?

This rulemaking is considering extending service quality requirements to mobile telephone service. The rulemaking is assigned to a CPUC Administrative Law Judge and a Commissioner, who will consider proposals and evidence presented during formal processes, and then issue a proposed decision. Any CPUC Commissioner may sponsor an alternate decision with a different

outcome. The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties involved in the rulemaking include the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to help them obtain the lowest possible rates consistent with reliable and safe service levels. Find out more here: **1-415-703-1584**, email PublicAdvocatesOffice@cpuc.ca.gov or visit PublicAdvocates.cpuc.ca.gov.

Contact the CPUC:

Please visit apps.cpuc.ca.gov/c/R2602017 to submit a public comment about this rulemaking to the CPUC. You may also mail written comments to the CPUC's Public Advisor's address below. For more information on participating in the public hearing, submitting comments, to request special assistance, or to request a non-English language interpreter, please contact the CPUC's Public Advisor's Office at least five days prior to the hearings.

CPUC Public Advisor's Office

505 Van Ness Avenue

San Francisco, CA 94102

Phone: **1-866-849-8390** (toll-free) or **1-415-703-2074**

Email: Public.Advisor@cpuc.ca.gov

Please reference **Rulemaking 26-02-017** in any communications you have with the CPUC regarding this matter.

(END OF ATTACHMENT A)

Attachment B
Notification requirements for texts and voice recordings:

Texts:

California CPUC will hold hearings on July 15, 2026 and July 23, 2026 regarding the quality of your mobile telephone service. Visit msg.cpuc.ca.gov/pph for more information.

Voice recording:

California CPUC is holding public hearings on the service quality of mobile telephone service. Share your thoughts by phone on July 15, 2026 and July 23, 2026 or send your comments by mail. Visit msg.cpuc.ca.gov/pph for more information. To repeat this message [prompt].

(END OF ATTACHMENT B)