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**FILED**

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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 ORDERING AT&T, T-MOBILE,  
AND VERIZON TO PRODUCE PREVIOUSLY ORDERED DATA**

On February 26, 2026, the Commission adopted the order instituting rulemaking (OIR) institutes this rulemaking to consider changes to General Order 133-E. AT&T, T-Mobile, and Verizon have not complied in full with the OIR. By not later than July 27, 2026, AT&T, T-Mobile, and Verizon shall file and serve complete, accurate and honest answers to the questions ordered in Sections 2 and 3 of this ruling.

**1. Requirements of OIR**

Among other items, Section 5 of the OIR ordered AT&T, T-Mobile and Verizon to file and serve the information responsive to nine specific requests.<sup>1</sup> The three carriers did not respond in full to Request 3, which ordered the submission of the following information and data: "The additional or incremental expense, if any, that would be incurred to meet the customer service standards as described in General Order 133-E, criteria i through iv."<sup>2</sup> Quantify

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<sup>1</sup> OIR at 11-16, Ordering Paragraph 8.

<sup>2</sup> The Customer Service Standard in General Order 133-E requires telephone corporations to comply with the following five criteria:

*Footnote continued on next page.*

the expense categories and amounts for each category individually and include any work products or source documents used to calculate the estimate.”<sup>3</sup>

## **2. Wireless Carriers Not in Compliance With OIR**

AT&T, T-Mobile, and Verizon filed and served their responses on April 1, 2026. AT&T filed and served an amended response on April 17, 2026. T-Mobile filed and served two amended responses, respectively on June 1, 2026, and July 2, 2026. Verizon filed an amended response on June 11, 2026.

All three carriers have not complied in full with Section 5 of the OIR. With regard to Request 3 of the OIR, the carriers responded in the manner described below.

Regarding the order to provide incremental costs to comply with Criterion i, AT&T did not provide any estimates. T-Mobile provided an estimate but included one spreadsheet at Appendix B page 52 of T-Mobile’s response. That spreadsheet lacks context on how T-Mobile arrived at its Criterion i cost

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i. Maintain a local, toll-free or collect call telephone access line which will be available to its subscribers 24 hours a day, seven days a week:

At minimum, trained company representatives will be available to respond to customer telephone inquiries during normal business hours (Monday to Friday between 8am and 5pm Pacific Standard Time).

After normal business hours, a call may be answered by a service or an automated response system, including an answering machine. Inquiries received after normal business hours must be responded to by a trained company representative on the next business day.

ii. A customer representative must answer 80% of the customer service calls within 60 seconds.

Telephone corporations may offer a callback service. If customers choose to use this callback service, and a customer service representative responds to the customer service call within 24 hours, then this call will not count against meeting this criterion.

iii. Provide a postal mail component for customer service inquiries. The postal mail contact must be provided on the company’s website, via customer service telephone line, and bill inserts.

iv. Resolve billing-related inquiries within 90 days from the initial customer inquiry.

<sup>3</sup> OIR at 11-16, Ordering Paragraph 8.

estimates. Additionally, T-Mobile uses the same spreadsheet as supporting materials for Criteria i, ii, and iv. Verizon is in compliance with information regarding this criterion.

Regarding the order to provide incremental costs estimates associated with implementing Criterion ii, AT&T provided an estimate, but its supporting spreadsheet on page 41 of its confidential submission lacks context over how AT&T arrived at the cost per call and the incremental increase in call numbers. T-Mobile provided estimates, but the supporting materials (Appendix B pages 19-24) incorrectly use the 90 percent of calls answered within 60 seconds threshold to arrive at the cost estimate, instead of the 80 percent standard. Verizon provided estimates, but the supporting document (page 84 of Verizon's confidential submission) lacks the cost per new staffing headcount, as required. Thus, the cost estimate cannot be verified.

Regarding Criterion iii, AT&T provided an estimate on page 36 of its confidential submission but did not provide supporting materials for the estimate. T-Mobile did not provide any estimate or supporting materials. Verizon is in compliance.

Regarding Criterion iv, AT&T states that it could not estimate specific additional costs to implement (page 21 of AT&T's confidential submission). Thus AT&T is in compliance. T-Mobile provides an estimate, but the one spreadsheet included as support does not provide the context over how T-Mobile arrived at Criterion iv cost estimates. Additionally, T-Mobile uses the same spreadsheet as supporting materials for Criteria i, ii, and iv. Verizon provides an estimate at page 14 of its confidential submission but does not provide any supporting documents.

Given the incompleteness to Request 3 of the OIR, as documented above, AT&T, T-Mobile, and Verizon are ordered to provide the data and information discussed below.

- A. Provide the complete methodology for calculating the current cost per call in California.
- B. Provide the general ledger showing the total cost of customer calls in California for 2023, 2024 and 2025, along with the current cost per call for each year.
- C. Provide the relevant source documents, assumptions, formulas, calculations and allocation methodology used to estimate the costs of maintaining a local, toll-free or collect call telephone access line available to subscribers 24 hours a day, seven days a week.<sup>4</sup>
- D. Provide the relevant source documents, assumptions, formulas, calculations and allocation methodology used to estimate the costs, assuming that 80 percent of calls were answered in 60 seconds, excluding the automation requirement from the current estimates, as it is not a relevant component of GO 133-E.
- E. Provide the relevant source documents, assumptions, formulas, calculations and allocation methodology used to estimate the costs of providing postal mail options for customer service inquiries. The postal mail contact information must be provided on the company's website, in the customer service telephone line, and in bill inserts.<sup>5</sup>
- F. Provide the relevant source documents, assumptions, formulas, calculations and allocation methodology used to estimate the costs of resolving billing-related inquiries within 90 days from the initial customer inquiry. If the company currently resolves billing-related inquiries in longer than 90 days, specify the current average number of

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<sup>4</sup> Verizon is already in compliance with this request.

<sup>5</sup> Verizon is already in compliance with this request.

days for resolution and provide supporting source documents used to determine the average.

**3. Additional Information Ordered**

In addition to the ordered in section 2, above, AT&T, T-Mobile, and Verizon are ordered to provide the following information and data.

1. Provide the relevant source documents, assumptions, formulas, calculations and allocation methodology used to estimate the costs of restoring outage tickets within the following repair standards:
  - a. 1 hour;
  - b. 2 hours;
  - c. 4 hours;
  - d. 6 hours;
  - e. 12 hours; and
  - f. 24 hours.
2. Provide the internal practices and policies associated with the current outage repair standard including but are not limited to the following:
  - a. The current standard time in hours it takes for an outage to be repaired.
  - b. For 2023, 2024, and 2025, please provide the total number of outage repair tickets, and the number of outage repair tickets that met the current standard time.
  - c. The detailed current costs incurred to meet this standard in California in 2023, 2024, and 2025. The detailed general ledger that supports the costs in item b.
3. Provide the internal practices and policies associated with the current agent answer time standard including but are not limited to the following:
  - a. The current standard time in seconds it takes for a customer representative to answer customer calls.

- b. For 2023, 2024, and 2025, please provide the total number of customer calls, and the number of customer calls that met the current standard.
  - c. The detailed current costs incurred to meet this standard in California in 2023, 2024, and 2025.
  - d. The detailed general ledger that supports the costs in item b.
4. Provide the complete California and federal tax returns for the last five calendar years (2021, 2022, 2023, 2024, 2025)

**IT IS RULED** that:

1. By not later than July 27, 2026, AT&T, T-Mobile, and Verizon shall file and serve complete, accurate and honest answers to the questions ordered in Sections 2 and 3 of this ruling.

Dated July 10, 2026, at San Francisco, California.

/s/ THOMAS J. GLEGOLA  
Thomas J. Glegola  
Administrative Law Judge