

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

COMMISSIONER DARCIE L. HOUCK, in attendance

ADMINISTRATIVE LAW JUDGE THOMAS J. GLEGOLA, presiding

Order Instituting Rulemaking Proceeding	)	PUBLIC
to Consider Service Quality Rules for	)	PARTICIPATION
Wireless Carriers.	)	HEARING
	)	
	)	Rulemaking
	)	26-02-017

REPORTERS' TRANSCRIPT
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VIRTUAL PROCEEDING

JULY 15, 2026 - 2:25 P.M.

* * * * *

ADMINISTRATIVE LAW JUDGE GLEGOLA: We will now
be on the record.

The Commission will come to order. Good
afternoon, everyone. This is the time and place set for
a public participation hearing on the California Public
Utilities Commission's wireless telecommunications
service quality proceeding. It's Rulemaking
No. 26-02-017.

I'm Thomas Glegola. I'm the assigned
administrative law judge for this proceeding. We are
joined by the Honorable Darcie Houck, who is the
assigned commissioner for this proceeding.

For those who are observing this hearing using
our online feed -- so using their computer, public
participation is available through the conference line
that appears on your screen.

For those listening on the phone that wish to
speak, please press star 1 on your phone to be placed in
line. And after pressing star 1, you will be prompted
for your name. Please also add if you're an elected
official. You may decide at any time before we end this
forum to speak simply by pressing star 1. I've -- I've

1 been informed that there are quite a few people
2 listening who haven't yet decided that they want to
3 speak, but if you do, it's still available if you decide
4 that you want to.

5 The purpose of today's hearing is to hear
6 directly from the public about their wireless telephone
7 service. We especially want to hear about lengthy
8 service outages you've encountered, lengthy call waiting
9 times and any billing or customer service challenges
10 you've encountered.

11 The Public Utilities Commission currently
12 regulates service quality standards for plain old
13 telephone service, often called POTS, and Voice over
14 Internet Protocol service, often called VoIP. These
15 standards are contained in General Order 133, which you
16 can find in the Commission's website. We are examining
17 whether we should adopt these rules to cellphone
18 service. More information is available on the
19 Commission's website at www.cpuc.ca.gov/pph.

20 The Public Utili -- the Public Utilities
21 Commission has five commissioners who are appointed by
22 the governor and confirmed by the state senate. And
23 that includes Commissioner Houck. My responsibility is
24 to manage the day-to-day activities of the case and to
25 help Commissioner Houck evaluate all of the evidence in

1 this proceeding including your input.

2 Commissioner Houck will issue a proposed
3 decision for the other commissioners to consider. The
4 five commissioners are ultimately the ones who will
5 decide and vote on whether to approve any proposed
6 changes.

7 Each piece of information upon which we base
8 our decision is listed and available for you to review
9 on a Commission website we call the docket card. Your
10 comments today will also be listed and published on the
11 docket card. The court reporters are transcribing
12 today's hearing, taking down everything that is said.

13 I thank you for spending your time today with
14 us to share your experiences as customers, your
15 perspective and just perhaps to listen. The
16 commissioner and I will be paying close attention to
17 what you say. We typically receive significant public
18 interest in these types of proceedings, which means you
19 may have to wait before speaking. So I also want to
20 thank you for your patience.

21 This forum is being conducted remotely because
22 we have found remote hearings to be very convenient and
23 an effective way to engage with members of the public
24 especially on issues like this that affect all parts of
25 the state. Today is not your only opportunity to tell

1 us how this proceeding will affect you. We have
2 scheduled these remote forums both for today at 2:00 and
3 6:00 as well as two more on Thursday, July 23rd, also at
4 2:00 and 6:00.

5 Throughout this proceeding, we accept written
6 public comments through a form on our website, and this
7 is the public comment section on the docket card. To
8 access the docket card, go to the Commission's website.
9 Again, that's www.cpuc.ca.gov/pph.

10 If you know someone who wishes to be heard on
11 this issue but the times we scheduled for hearings are
12 not convenient for them or you have more to share with
13 us, there are still other ways to communicate these
14 thoughts. Rather than list them all, I am going to
15 refer everyone to the website I mentioned. You may also
16 reach out to the number on the screen during normal
17 business hours. That's 866-849-8390 for Public
18 Advisor's Office or email [publicadvisor -- that's](mailto:publicadvisor--that's-p-u-b-l-i-c.advisor,a-d-v-i-s-o-r--@cpuc.ca.gov)
19 [p-u-b-l-i-c.advisor, a-d-v-i-s-o-r -- @cpuc.ca.gov](mailto:p-u-b-l-i-c.advisor,a-d-v-i-s-o-r--@cpuc.ca.gov).

20 As of today, we've received almost 800 written
21 public comments. So, again, I just want to express my
22 appreciation if you've already shared your thoughts with
23 us or you joined us today to do so. Now we will hear
24 from Commissioner Houck.

25 COMMISSIONER HOUCK: Thank you, Judge Glegola.

1 Again, I'm Darcie Houck, the assigned commissioner for
2 this proceeding, the wireless service quality
3 proceeding. I want to thank Judge Glegola for
4 facilitating, and I want to thank our Public Advisor's
5 Office for hosting this event this afternoon. I really
6 appreciate all of the work that our staff has gone into
7 to making sure that we're able to hear from the public
8 on these important issues.

9 I want to thank all of you, the public, for
10 taking the time to provide your comments on this
11 important issue. I appreciate the opportunity to hear
12 from you. I won't go into detail regarding the
13 proceeding. I know Judge Glegola just provided an
14 excellent overview of the proceeding and the process.

15 So I just want to, again, reiterate that this
16 proceeding will determine whether to extend our current
17 service quality standards set out in General Order 133-E
18 to wireless services, and it will determine whether
19 additional service quality standards may be necessary
20 for those services.

21 And as Judge Glegola noted, as of yesterday,
22 we've received roughly 800 written comments in the
23 proceeding docket. It's critically important that
24 Californians receive reliable wireless telecommunication
25 services, particularly given this is an essential

1 service, as more and more Californians are relying on
2 wireless services as a primary communication mechanism
3 particularly in regards to emergency services.

4 The purpose of today's hearing is to hear from
5 you about the quality of the service you're receiving
6 from your providers, the issues in front of us as to the
7 application of various provisions over service quality,
8 rules to wireless services. And so, again, the purpose
9 here is to hear from all of you today.

10 And so with that, I'm going to keep my comments
11 short and will end so that we have as much time as
12 possible to hear from those of you that have called in
13 to provide comments today. And with that, I will turn
14 things back over to Judge Glegola to proceed with the
15 hearing.

16 ALJ GLEGOLA: (Line muted.)

17 THE REPORTER: Judge, this is the reporter. I
18 think you might be muted.

19 ALJ GLEGOLA: Thank you very much for that.

20 And thank you Commissioner Houck for those
21 remarks.

22 We now turn to the public. If you want to
23 speak and have not already done so, please press star 1
24 on your phone now, and the operator will add you to the
25 queue of speakers. You may decide at any time before we

1 end the forum to join us simply by pressing star 1. If
2 you do speak, please remember to speak slowly and
3 clearly so that our court reporter is able to capture
4 everything you say. We ask that you state and spell
5 your name and, if you would like, the city that you are
6 calling from.

7 To help ensure that we hear from everyone, each
8 speaker will have a time limit of one minute. Right now
9 we have over 30 people waiting to speak, and my
10 understanding is there is well over 100 people that are
11 listening who may also wish to speak. Actually, we have
12 56 callers now. So -- so the time limit will be
13 one lim -- one minute. A chime will sound when you have
14 15 seconds left. Please wrap up shortly after that.

15 I sincerely apologize for this abrupt deadline.
16 I hope you understand that the reason is to hear from as
17 many people as possible. At some remote participation
18 hearings I've presided over, we've had as many as 300
19 callers waiting. So my -- my intent is to hear from
20 everyone.

21 Also, if you are disconnected from your call
22 before I'm able to thank you, please know just how much
23 I and Commissioner Houck appreciate you taking the time
24 today to share your experiences as telecommunication
25 customers with us.

1 Again, we will be able to hear you best if you
2 speak slowly and clearly and speak directly into your
3 phone or headset. It is best not to use speakerphone.
4 Also, if you are listening to this hearing using our
5 live video feed, please remember to mute the speakers
6 for that feed when it's your turn to speak.

7 Finally, I also want note that on our live-feed
8 screen is the customer service telephone numbers for
9 AT&T, Verizon and T-Mobile. Each carrier has designated
10 representatives available if you wish to contact them
11 regarding a customer service issue.

12 With that, Operator, can we please proceed with
13 the first speaker in the queue.

14 THE OPERATOR: Thank you. Our first speaker
15 comes from Susan Blake.

16 Your line is open.

17 STATEMENT OF SPEAKER BLAKE

18 Hi. Thank you for holding this hearing. I'll
19 try to be very quick. About a year ago I called in to
20 take advantage -- I'm with Verizon, and I called in to
21 take advantage of the phone upgrade that is part of my
22 plan, and they had reclassified me after 30-some years
23 as a business account with somebody else's name on the
24 account. They could see I had been paying the bills,
25 but nothing was ever really done. They contacted the

1 name on the account for permission. The guy knew
2 nothing about what they were talking about and hung up,
3 because he thought it was a scam.

4 So I spent the last year trying to get this
5 resolved, because I had a nine-year-old phone that was
6 about ready to die that I rely on for everything, all my
7 business clients, you know, banks, you know, all of it.

8 So, you know, that is -- that has been the
9 major issue. It just seemed to have gotten resolved, I
10 thought, maybe because you're doing this hearing, but I
11 don't know. And I called one more time before I
12 contacted the FCC Monday, and they had reclassified me.
13 But since then, they are not willing to give me any sort
14 of restitution, and I've had to pay for a phone out of
15 my pocket. I couldn't connect it to any other carrier
16 over this last year.

17 So, yeah, that's kind of the nightmare that I
18 have been through. So I just wanted to register that,
19 and hopefully there will be some sort of restitution,
20 you know, down the line. And I couldn't legally figure
21 out what I was supposed to do.

22 ALJ GLEGOLA: Thank you so much for calling in
23 to share. If I could have -- make one suggestion,
24 because we do have a customer service representative on
25 hand for Verizon. Maybe you want to call them. And

1 the -- if you're not at your computer, the number is
2 866-658-8827.

3 SPEAKER BLAKE: Okay. I'll try that number. I
4 talked to them this morning. They wouldn't do anything
5 other than the \$10 credit, and -- and essentially, you
6 know, two times they hung up or disconnected me. So
7 I'll try the other number. Thank you.

8 ALJ GLEGOLA: Okay. Thank you so much for
9 calling in.

10 Could we have our next speaker, please.

11 THE OPERATOR: Thank you. Our next speaker is
12 Alexander Friedman.

13 Your line is open.

14 STATEMENT OF SPEAKER FRIEDMAN

15 Hello?

16 ALJ GLEGOLA: Hello. Please continue.

17 SPEAKER FRIEDMAN: Good afternoon. Alexander
18 Friedman, F-r-i-e-d-m-a-n, is the last name.

19 So first of all, thank you so much for holding
20 this hearing. This is great and very helpful. I've
21 been -- I've had Verizon for decades, and since 2018,
22 when I got the first Smartphone, I signed up for a
23 prepaid plan with Verizon. Initially, everything was
24 great, but in early 2023, they deliberately reduced the
25 internet speeds. Initially, the internet speed was

1 between 8 and 23 megabits per second, which is -- 2023
2 it was reduced to less than 2 megabits per second, which
3 ranges between 1.8 and 2.0, which is ridiculously slow.
4 So --

5 ALJ GLEGOLA: Sir --

6 SPEAKER FRIEDMAN: -- if you could do anything
7 about it to --

8 ALJ GLEGOLA: Sir, I'm sorry to interrupt you.

9 SPEAKER FRIEDMAN: -- the internet speed,
10 because it's just abnormally slow.

11 Also, in some areas, Verizon prepaid does not
12 have good reception even though it's the middle of the
13 city. I have only like one bar out of five sometimes.
14 So -- yeah. But otherwise, for the most part, the
15 objective -- I'm happy with Verizon prepaid, and I
16 wish -- I hope they continue the service, because I'm
17 paying at a very low-budget plan. So I'm overall
18 thankful for having the Verizon prepaid. Thank you.

19 ALJ GLEGOLA: Thank you so much for calling in.

20 If I could remind our callers, please speak
21 slowly so that we can transcribe you.

22 SPEAKER FRIEDMAN: All right.

23 ALJ GLEGOLA: Could we have our next caller,
24 please.

25 THE OPERATOR: Thank you. Our next caller

1 comes from Damian White.

2 Your line is open.

3 STATEMENT OF SPEAKER WHITE

4 Hi. My name is Damian White. I'm in Silver
5 Lake, Los Angeles, AT&T customer.

6 My service has been just bad. It's unsafe. I
7 get zero signal inside my own house. The only way I can
8 call anyone is over my own Wi-Fi. So when my power or
9 internet goes out, I can't reach anyone, which has
10 already happened. And I can't make a single call or
11 even download anything.

12 My clients -- I run my own business from home,
13 and my clients constantly tell me that they can't hear
14 me on calls. I have downloaded -- pre-downloaded
15 podcasts, and when I walk in the neighborhood with my
16 dogs, I can hear through my Bluetooth when I switch
17 between towers and it cuts out. And so that's really
18 annoying.

19 And then when I complain, it's the same script.
20 They open a ticket. They say, "14 to 20 business days,"
21 and I never hear back, not once. And then we start
22 over. And that ticket isn't really a fix. It's just a
23 sedative. And so it's a prerecorded voice while you
24 wait, because they claim it is longer-than-normal wait
25 times. But that never changes. And they prerecord

1 that. So that's just to cover their own butts.

2 So I would love if we could please apply
3 enforceable service quality standards through wireless
4 carriers. And if they don't, with some real
5 consequences. I appreciate your time.

6 ALJ GLEGOLA: Thank you so much for calling in
7 to share.

8 Could we have our next speaker, please.

9 THE OPERATOR: Thank you. Our next speaker
10 comes from Angela Andrade.

11 Your line is open.

12 STATEMENT OF SPEAKER ANDRADE

13 Thank you. Angela, A-n-g-e-l-a, Andrade,
14 A-n-d-r-a-d-e.

15 I'm 83 years old, and I've had Verizon for over
16 15 years. Last December I upgraded with the
17 (inaudible). My phone was overheating, and it wasn't
18 getting any reception. I returned the phone and did not
19 get my tax money, \$104 that I paid on my Mastercard.
20 They came -- they called me again the next day, and they
21 said, "We have another upgrade." So I got another
22 phone. Again, I paid the taxes. It was -- the space
23 was too small. So I had to return it, but I never got
24 my tax money back on my Master Charge.

25 I have even gone and gotten an additional line.

1 They had a special for \$10. I wound up get -- they had
2 me for six lines instead of the two lines that I have.
3 So I have spent three hours at a time three different
4 times, and they offered me \$100 for being on the line
5 and helping me correct the issues. And then today I
6 found the charge for activation fee on the phone I've
7 had for 15 years with them. So they are trying to work
8 with me, and I did tell them I was going to be on this
9 call today. And so we'll see what happens.

10 The phone gets very hot, and I don't get any
11 service. And when they -- they want to replace it, it's
12 going to be a refurbished one. So that is why I sent
13 the phone back. I said, "I'll just stick with the new
14 one that I have." That's it. Thank you.

15 ALJ GLEGOLA: Thank you for calling in, and
16 hopefully things work out. If they don't, call us back.
17 Our Public Advisor's Office number is 866-849-8390.
18 Thank you very much.

19 SPEAKER ANDRADE: Thank you.

20 ALJ GLEGOLA: Could we have our next speaker,
21 please.]

22 THE OPERATOR: Thank you. Our next speaker
23 comes from Ravi Sen.

24 STATEMENT OF SPEAKER SEN

25 Hi, my name is Ravi Sen, from the City of San

1 Bruno, closer to San Francisco Airport.

2 I'm a Total Wireless customer. For like the
3 last 15 years, Total Wireless was part of Verizon
4 Wireless. I'm in a full-coverage map, using iPhone 17
5 pro max. I have, at best, one bar of phone service at
6 my house for the past 15 years. Calls drop, like, 20
7 times a day. So I try to stand by the window to get
8 service. Other phone companies have zero bars.

9 I'm calling right now using my landline service
10 through AT&T, which I hope is always available. You
11 know, my -- three years ago, my father had a heart
12 attack. He called 9-1-1 using the Verizon cell phone,
13 call dropped. Luckily, he had a house phone, so the
14 call went through; great, or else he'd be dead right
15 now.

16 My comment is: Shouldn't CPUC -- or the CPUC
17 should enforce phone companies, like Verizon, to
18 actually draw a map that's actually representative of
19 what the service is. That's one.

20 And, also, the CPUC should force phone
21 companies to reimburse customers, like me and everybody
22 else, in the form of a partial credit for having them in
23 a dead zone while claiming a full-coverage map. This
24 credit should be paid, like, for all those years they
25 did not have any service and for having false

1 advertising.

2 I just feel like if the CPUC cannot do either
3 of these actions, what exactly is the point of having
4 the CPUC exist? Thank you for taking my comment.

5 ALJ GLEGOLA: Thank you so much for calling in.
6 Could we have our next commenter, please?

7 THE OPERATOR: Thank you. Our next comment
8 comes from Pete Stiglech. Your line is open.

9 STATEMENT OF SPEAKER STIGLECH

10 Hello? Hello?

11 THE OPERATOR: Yes. Your line is open, sir.

12 SPEAKER STIGLECH: (Inaudible) I live in
13 Cottonwood, California, in rural Shasta County. I
14 appreciate the Commission holding these hearings;
15 because wireless service in Cottonwood is not merely
16 inconvenient, it is functionally unreliable, unsafe, and
17 far below any reasonable standard of service quality.
18 And of course to make matters worse, AT&T is trying to
19 get out of the landline business. And that will leave
20 us with no means of communications that's reliable,
21 especially during fire season.

22 But I respectfully ask the Commission to adopt
23 enforceable service quality standards for wireless
24 carriers, including minimum signal strength
25 requirements, maximum allowable outage durations,

1 required reporting of tower failures, rural coverage
2 benchmarks, penalties for chronic non-performance, and
3 transparency requirements so carriers cannot advertise
4 coverage they do not provide on their marketing maps.

5 Cottonwood residents deserve reliable wireless
6 service, especially for emergency communications. The
7 current situation is unacceptable, and it places rural
8 communities at risk. Thank you so much for the time and
9 for your efforts to give us a good communications system
10 in California. Thank you.

11 ALJ GLEGOLA: Thank you so much for calling in
12 and sharing.

13 Could we have our next commenter, please?

14 THE OPERATOR: Thank you. Wayne Clemons, your
15 line is open.

16 STATEMENT OF SPEAKER CLEMONS

17 Good afternoon. Wayne Clemons, Palm Springs,
18 California.

19 Former Air Touch Wireless, LA Cellular, PacTel,
20 all those good companies back then, employee network
21 technician, and field technician, as well as frontline
22 technical support representative. One of the main
23 issues we're seeing with wireless service these days is
24 the offshore call centers not being able to understand
25 the issues that we're having here in our local area.

1 Back when wireless service was in the boom,
2 back in the brand new area, we had local call centers.
3 These local call centers were familiar with the areas,
4 familiar with the difficulties that customers had. And
5 when there were difficulties, they actually sent a
6 network technician out to investigate and adjust these
7 cell sites accordingly. Unfortunately, we no longer
8 have that. We have technical support representatives
9 that do not understand how cellular service works.

10 So, we need to go back to having a verifiable
11 way where we can ensure that network issues are
12 thoroughly investigated; cell site outages are
13 thoroughly investigated in a prompt manner; and the
14 customers need to have a way to report that quickly and
15 efficiently, rather than sitting on hold for 30, 60
16 minutes, and getting a representative who has no
17 understanding of these cellular serves.

18 Thank you very much.

19 ALJ GLEGOLA: Thank you so much for calling in.

20 Could we have our next commenter, please?

21 THE OPERATOR: Thank you. Our next commenter
22 comes from Elliot. Your line is open.

23 STATEMENT OF SPEAKER LOTHROP

24 Good afternoon. My name is Elliot Lothrop,
25 L-o-t-h-r-o-p. I'm calling from San Jose, California;

1 ZIP Code, which is important, 95139.

2 A lot of my complaints you've already heard
3 about: Poor quality, lack of service. I've been going
4 after them now for over three years, because they had a
5 cell tower that went down, and they have never replaced
6 it. And it puts my house in a one-bar, if you're lucky,
7 radius. And you'll be talking, and the phone will just
8 drop. If I go outside, I have no connection at all.

9 And my concern is the safety issue. I'm
10 80 years old. I'm a senior. And this is what I rely
11 on. If I lose power to my Wi-Fi, I have no way of
12 getting a hold of communication. And I think it's very
13 important.

14 Now, I've opened up over a dozen cases with
15 Verizon. And Verizon says: Yeah, we know we have bad
16 service. And they close the case. Well, that's not
17 saying you're accountable and responsible that I'm
18 paying good money for every month. And I'm trying to
19 understand who is responsible and how can we get this
20 resolved?

21 I know a lot of people talking about service.
22 But when I have to go outside, or if I go walking -- or
23 something -- or like this man the other day, he fell,
24 and we couldn't get service. We had to go drive around
25 down the street to be able to get an outside call.

1 That's not a good thing. That's unacceptable to me.

2 So, I need your help. Thank you.

3 ALJ GLEGOLA: Thank you so much for calling in.
4 That's why we're here.

5 Could we have our next commenter, please?

6 THE OPERATOR: Thank you. Our next commenter
7 is Jake Luba. Your line is open.

8 (Crosstalk.)

9 STATEMENT OF SPEAKER LUBA

10 All right. So, my thing is, I live in Lassen
11 County, California, right next to Plumas County. I work
12 in Plumas County frequently, almost every day. The
13 issue we have is: Going up through the town to do other
14 stuff. And going up, talking to other people, local
15 residents there: Oh, you have Verizon, they don't have
16 a tower. Their towers, they moved years ago over to,
17 like, a residential area. So if you go into the
18 complete downtown area, there is no reception, not a
19 single bar, no Wi-Fi, not a single bar of cell service.
20 So if you have an emergency or medical issue or anything
21 else, you're screwed. You can't call from anywhere.
22 There's no cell towers, there's nothing. So -- except
23 for a small area in part of the residential area, but
24 not during -- not in the downtown area in Greenville,
25 California.

1 There's nothing you can do. I've called
2 Verizon about it. They didn't do anything about it.
3 They don't acknowledge it. They don't say anything,
4 like: Oh, we'll fix it or we're going to look into it
5 and get back to you. They don't do anything, so -- I
6 hear all these other complaints, and I understand it.
7 I'm experiencing the same thing. Where I work, I can't
8 get service, and I can't map my route. It's a huge
9 issue.

10 ALJ GLEGOLA: Thank you so much for calling.
11 (Crosstalk.)

12 ALJ GLEGOLA: Could we have our next commenter,
13 please?

14 THE OPERATOR: Thank you. Our next commenter
15 is Julian Canete. Your line is open.

16 SPEAKER CANETE: Thank you. Thank you, Judge
17 Glegola and Commissioner Houck.

18 STATEMENT OF SPEAKER CANETE

19 Julian Canete. I'm a resident of Stockton,
20 California. I'm also serving as CEO of a statewide
21 nonprofit organization. In my experience, seamless
22 wireless connectivity is essential to my personal --
23 daily, personal, and work life. I've also experienced
24 reliable, high-quality service, regardless of the
25 location throughout California -- throughout the state.

1 I appreciate the opportunity to weigh in on
2 local telephone service quality. California should try
3 to fix a wireless -- should not try to fix a wireless
4 ecosystem that is already thriving and rapidly
5 improving, thanks to robust market competition and
6 consumer choice. Today, consumers can easily compare
7 providers, prices, and coverage, which naturally
8 incentives companies to innovate and improve.

9 New requirements of rate class will ultimately
10 drive up end-user prices. The Commission should avoid
11 actions that may inadvertently make essential wireless
12 services less affordable for California families and
13 businesses. Thank you for your time.

14 ALJ GLEGOLA: Thank you so much for calling in
15 today.

16 Could we have our next commenter, please?

17 THE OPERATOR: Thank you. Our next commenter
18 is Kelly McDonald.

19 STATEMENT OF SPEAKER McDONALD

20 Hi. Thank you. My name is Kelly McDonald.
21 And I'm a mother of a 9-year-old in the Sacramento area.
22 And I just wanted to kind of talk about, like, how
23 important mobile and Internet services are and how they
24 have allowed me to keep my family healthy and be able to
25 use telemedicine.

1 So, as every parent, we kind of have a
2 household budget. We need services to stay affordable.
3 And I just worry that new regulations are going to
4 change that for families. And we actually pay now less
5 for cell phones than we used to. And I'm able to do
6 more than I used to, as far as services.

7 The biggest thing for me is to be able to talk
8 to my son's doctor over the phone, whether through the
9 app or do any, like, video calls. And when we have any
10 medical issues, I'm able to call in and talk to the
11 doctor a lot quicker. And that avoids us from having to
12 go to the hospital and be exposed to germs or sitting
13 and waiting for hours. And so, there's just the fear of
14 being in the hospital and things like that. And that's
15 really important to me, to be able to utilize, like, our
16 mobile Internet and our phones for that service -- and
17 without any interferences from the utility Commission.

18 And I think all families need that, to be able
19 to care for a loved one. And I don't want anybody
20 interfering with our cell services and to risk raising
21 rates, like we've done with electric bills. I mean,
22 everybody acknowledges things are getting more and more
23 expensive these days. And this is just one more thing
24 that everyday families can't afford.

25 So, thank you again for your time. And I

1 appreciate it.

2 ALJ GLEGOLA: Thank you so much for calling in.

3 Could we have our next commenter, please?

4 THE OPERATOR: Thank you. Our next commenter
5 is Renee Seaton. Your line is open.

6 STATEMENT OF SPEAKER SEATON

7 Thank you. Based on what I'm hearing, my issue
8 is a little different. So I think I'm going to refrain
9 from continuing. But I do appreciate you having the
10 hearing. Thank you.

11 ALJ GLEGOLA: Thank you so much.

12 Could we have our next commenter, please?

13 THE OPERATOR: Thank you. Our next commenter
14 is Jesse Mariut. Your line is open.

15 STATEMENT OF SPEAKER MARIUT

16 Hello, my name is Jesse Mariut. Last name is
17 spelled M-a-r-i-u-t.

18 I live in Lincoln, California and own a media
19 production company based in Roseville, California. Our
20 business depends on reliable mobile and Internet service
21 every day. We use it to communicate with our team, stay
22 connected with clients, and market our business.

23 As a small business owner though, keeping costs
24 down is just as important as staying connected. And
25 these services we rely on today are reliable,

1 affordable, and help us compete. My concern is that
2 this proposal could increase costs or slow the
3 innovation that has helped businesses like mine grow.
4 So, from my perspective, the current system is working.
5 And I would rather see these companies continue
6 improving without unnecessary mandates. Thank you.

7 ALJ GLEGOLA: Thank you very much for calling.
8 Could we have our next speaker, please?

9 THE OPERATOR: Thank you. Our next speaker
10 comes from Angelica Gonzales. Your line is open.

11 (Crosstalk.)

12 STATEMENT OF SPEAKER GONZALES

13 I'm calling about Verizon. They knocked on my
14 door to talk to me about their service. I used to be
15 AT&T. And they told me that I would be able to pay the
16 cell phones that I owned, two Samsungs. But this is not
17 what I told is happened. They gave me only \$800 and one
18 cell phone of \$1,200. So right now, they don't want to
19 cancel with me. They don't want to give me the money
20 back for the other two cell phones that they have sent.

21 The cards that they gave to me are -- like, I'm
22 not being able to pay for the phones with these cards.
23 This really stresses me out. I've been in the hospital
24 about this stress. The service it's terrible. My
25 family and I, sometimes we don't have -- even have a bar

1 of service. This really has created lot of stress in my
2 life, and it is not fair that they lie to us.

3 They told me that they were going to pay for
4 the other two phones. And in order for me to get even
5 those coupons, I have been on the phone with them for
6 five or six hours, and then I cannot even use them to
7 pay. I can only use them to buy new things. And -- so
8 it is a terrible service. And I would like to find
9 help, because those are five lines, and we have a lot of
10 issues with connection.

11 ALJ GLEGOLA: Can you please stay on the line
12 for one minute? I just -- there's a phone number I want
13 to give. But I want to make sure it's the correct
14 number, and I'm just confirming it right now with our
15 folks.

16 SPEAKER GONZALES: Yes. Thank you.

17 ALJ GLEGOLA: So the number that I want to give
18 you, it's our Consumer Affairs Branch. And the number
19 is (800)649-7570. I think our people should be able to
20 help you and Verizon to resolve this, at least that's my
21 hope. But I would recommend contacting that -- that
22 number. They can hopefully help you. So, thank you
23 much for --

24 SPEAKER GONZALES: Thank you so much.

25 ALJ GLEGOLA: -- for calling in. Yes. Thank

1 you so much for calling in.

2 And could we have our next speaker, please?

3 THE OPERATOR: Thank you. Our next speaker
4 comes from Jenni Kiser. Your line is open.

5 STATEMENT OF SPEAKER KISER

6 Hello, everyone. Good afternoon. My name is
7 Jenni Kiser. And I'm currently the owner of a gym and
8 health facility based in rural Mariposa, California,
9 near our historic Yosemite Valley. I also happen to
10 serve as a member of the Mariposa County Board of
11 Supervisors, a position I've been proud to hold since
12 2024.

13 We have a wireless system that actually works
14 quite well. And that's exactly why the changes that the
15 CPUC is considering worry me. Wireless service today is
16 already affordable for small businesses and families
17 like mine, especially in remote quarters of our state,
18 without a single new rule from the Commission. 33 of
19 the 58 counties in California are considered rural. New
20 regulations risk slowing down the very investment that's
21 brought rural counties, like Mariposa, this far at
22 exactly the time we need providers building here, not
23 pulling back.

24 We rely each day on a system that allows us to
25 connect with suppliers, customers, and the communities

1 to help us keep our lights on, people employed, and our
2 local areas thriving. So with my elected official hat
3 on, a wireless communication system that works well is
4 also important to rural residents and communities, like
5 Mariposa. We have that now.

6 It wasn't too long ago that we experienced the
7 horrific fires that nearly decimated Yosemite and, in
8 fact, did create horrible devastation to properties,
9 wildlife, and sadly many people's own lives. Had it not
10 been for our unobstructed, clear, and effective wireless
11 system that allowed our fire and public safety
12 professionals to communicate with each other, residents,
13 business owners, and other providers and professionals
14 inside and outside of our region, the wake of
15 destruction would have been much, much worse. It helps
16 small businesses and families to thrive, communities to
17 communicate, first responders and leaders to make smart
18 snap decisions in realtime. We do not need to reverse
19 course with what is helping so many in keeping us moving
20 forward. I appreciate the opportunity to speak today.
21 Thank you for your time.

22 ALJ GLEGOLA: Thank you so much for calling in,
23 Supervisor.

24 Could we have our next speaker, please?

25 THE OPERATOR: Thank you. Our next speaker is

1 Carol Shitan. Your line is open.]

2 STATEMENT OF SPEAKER SHITAN

3 Well, thank you so much for this opportunity to
4 speak not only for businesses but also for residents.

5 Can you hear me?

6 ALJ GLEGOLA: Yes, we can. Please continue.

7 SPEAKER SHITAN: We are requesting, if
8 possible, more transparent and honest pricing
9 (inaudible) from phone and Internet companies. Over the
10 years, we observed many patterns by advertising very low
11 introductory prices which often encourage customers to
12 switch providers. However, after signing up, many
13 customers end up paying more than the advertised price.

14 We also experience situations where we are told
15 that a plan was no longer available or had been
16 discontinued, yet the same plan continued to be
17 advertised on TV, radio, online or throughout the retail
18 stores or auth -- authorized dealers. This creates
19 confusion and raises concerns about whether the
20 customers are receiving accurate and consistent
21 information.

22 In addition, we are experiencing long call
23 times, and we need to repeat the same information
24 multiple times just to transfer our numbers or resolve
25 billing problems.

1 We believe business should clearly disclose
2 total monthly price including tax and fees before
3 customers signs up. If a plan changes or it is
4 discontinued, customers should be notified in advance.

5 We also experience long times and repeated
6 confusion just trying to transfer our phone number to
7 another company or resolve our problems.

8 I really should not be surprised by higher
9 charges after the fact. Clear and upfront pricing will
10 help people make informed choices and avoid unnecessary
11 financial strain. Because many people like, you know,
12 they cannot afford phones.

13 So -- also, you know, like, many people talk
14 about the internet or phone signals. We cannot -- one
15 time we got stuck in the mountains. I know, in
16 California -- you know, I'm from California. So I went
17 to the mountains, and we don't have a phone signal over
18 there. So we just stop one time because the battery of
19 our car died, and we couldn't even call anybody because
20 there's no signal over there. So I mean, I understand
21 completely. We were 9,000 feet up in the mountains.
22 So -- I mean, my husband was. He got stuck, you know,
23 and we have no phone to go talk to anybody.

24 And I think companies should be more
25 open-minded and tell people, you know, This is how much

1 we're going to charge, not try to compete with others to
2 make them -- make them look more -- less money or better
3 than the other companies and charging less but then when
4 you get the service, sucks. You know what I mean? Like
5 they -- we got charged double sometimes through
6 different companies because we couldn't transfer the
7 phones, like T-Mobile and the other company -- sister
8 company they have. Like they said they have no idea
9 what -- who they are. So a lot confusion. A lot of
10 confusion.

11 People are paying more, and they are not even
12 listening to the customers when we call. They make up
13 excuses, and, you know, they hung the phone sometimes.

14 Thank you so much.

15 ALJ GLEGOLA: Thank you so much for calling in
16 today.

17 Could we have our next speaker, please.

18 THE OPERATOR: Thank you. Our next speaker is
19 Jim Olds.

20 Your line is open.

21 STATEMENT OF SPEAKER OLDS

22 Yes. Hello. I've been a Verizon customer
23 about five years. Oh. I'm sorry. My name is Jim Olds,
24 O-l-d-s. I'm from Torrance.

25 And I've been a Verizon customer about five

1 years. I'm normally pretty pro-business, low
2 regulation, but enough is enough here. I have existed
3 just without Wi-Fi for about four-and-a-half years. I
4 live up on a hill section in our town. And I can't
5 function now.

6 My entire neighborhood is affected. My
7 neighbors all have reacted by just complaining or
8 switching carriers, and I've only survived because I
9 have a reliable landline. And I hope you can keep those
10 going. The phone company charges a lot of taxes on that
11 line, and we've also been paying for over 60 years for
12 inside wire maintenance. They have a lot money they've
13 accumulated that they -- and they never done -- they
14 never visited our property to do anything.

15 And my cell signal, though, has degraded in the
16 last six months to basically show SOS, flat line. I get
17 a maximum of two bars like at 2:00 a.m. or something.
18 And I have to travel maybe four blocks to half a mile
19 off the hill to get a signal. And I have called Verizon
20 10 times. As you've heard, they just -- they don't do
21 anything. They just -- they promise to send me a cell
22 booster. Promised me twice. It never came. And they
23 finally admitted to me on the phone that they are not
24 maintaining the one tower, which is off the hill. They
25 said they are working on it, and it would get better.

1 And it hasn't.

2 We need more towers. They won't help us
3 without your help. We've all become vary reliant on
4 cell service, streaming, you know, videos, pictures, the
5 whole bit. And some of the callers seem satisfied with
6 their service, and they are very fortunate to have a
7 good signal. But as you've heard, a lot of people in
8 the state don't. And we need your help. I'm paying \$90
9 a month for the cell service, which I'm not really
10 getting unless I leave my house.

11 Thank you very much.

12 ALJ GLEGOLA: Thank you so much for calling in
13 today.

14 Could we have our next speaker, please.

15 THE OPERATOR: Thank you. Our next speaker is
16 Shantel Restress.

17 Your line is open.

18 STATEMENT OF SPEAKER RESTRESS

19 Oh, yeah. The service is great. That's all I
20 have to say.

21 ALJ GLEGOLA: That's all you have to say?

22 Okay. Well, thanks for calling in.

23 Could we have our next speaker, please.

24 THE OPERATOR: Yes. Our next speaker is Ken
25 Knecht.

1 Your line is open.

2 STATEMENT OF SPEAKER KNECHT

3 Hi. Thank you. Last name is spelled
4 K-n-e-c-h-t. So I live and work in Lincoln, California.

5 I wanted to briefly share how important and
6 reliable connectivity is to both my family and my
7 business. The coverage we have at home today is strong
8 and dependable, and we rely on it heavily. It's
9 important to connect to technology throughout our home
10 including the systems that keep our home monitors secure
11 and protected.

12 I also run a small business in the digital
13 industry outside of -- out of my home. And reliable
14 connectivity has made it possible to stay in close
15 contact with my clients, employees and vendors. It has
16 also allowed me to grow and scale my business without
17 connectivity becoming a barrier.

18 Over the last decade, I've seen a dramatic
19 improvement in the way we communicate and stay
20 connected. In my experience, those improvements have
21 come through continued innovation and communication
22 networks while also making these services more
23 accessible and affordable.

24 Next-generation technology has made a real
25 difference for my business and has given my family

1 greater security and peace of mind.

2 Thanks for giving this opportunity to speak.

3 ALJ GLEGOLA: Thank you so much for calling in
4 to share.

5 Could we have our next speaker, please.

6 THE OPERATOR: Thank you. Our next speaker is
7 Brett Aide.

8 Your line is open.

9 STATEMENT OF SPEAKER AIDE

10 Hi. My name is Brett Aide. Last name is
11 spelled A-i-d-e.

12 I worked as a land surveyor throughout the
13 North Bay Solano County, Sacramento areas. Many of the
14 jobs that I do are in the rural remote parts of
15 California. And a lot of the equipment that I use,
16 equipment that other general contractors use that --
17 equipment that it would be considered industry standard
18 actually depends on a stable wireless connection in
19 order to function properly.

20 So, you know, I'm talking about equipment that
21 is really important for providing reliable services to
22 civil engineering and surveying services to our clients.

23 Yeah. Thank you for your time and for this
24 opportunity to speak today.

25 ALJ GLEGOLA: Thank you very much for calling

1 in today.

2 Before continuing on to our next caller, I just
3 want to remind those who do wish to speak, going
4 forward, if you could, one, please speak slowly and
5 clearly. The clearer you speak, the easier it is for
6 our court reporters to transcribe what you're saying,
7 and secondly, we are trying to keep folks to one minute.

8 Could we please have our next speaker.

9 THE OPERATOR: Yes. Thank you. Our next
10 speaker is Tecoy Porter.

11 Your line is open.

12 STATEMENT OF SPEAKER PORTER

13 Thank you. And good afternoon. Again, my name
14 is Dr. Tecoy Porter, spelled T-e-c-o-y, last name
15 Porter, P-o-r-t-e-r. And I am representing the National
16 Action Network, Sacramento chapter. We are committed to
17 advancing civil rights, economic opportunity and social
18 justice for underserved communities across California.

19 We are concerned that this proposal may
20 unintentionally increase costs for working families,
21 small businesses and underserved communities already
22 struggling with the rising cost of living.

23 As mentioned earlier, for the communities we
24 serve, wireless service is not a luxury. It's a
25 lifeline connecting families to employment, education,

1 healthcare, emergency services and essential resources.
2 So even a modest monthly increase can create another
3 burden for households already stressed then. So we must
4 be careful not to create a costly solution without
5 clearly establishing the problem.

6 And we have now heard from our constituents
7 that wireless service quality is a widespread concern
8 requiring additional regulation. So we urge the
9 Commission to engage impact -- impacted communities and
10 ensure that any actions -- protect consumers without
11 increasing costs for those who can at least afford them.

12 Thank you for your time.

13 ALJ GLEGOLA: Thank you so much for taking the
14 time to call in today.

15 Could we have our next speaker, please.

16 THE OPERATOR: Yes. Thank you. Our next
17 speaker is Jerry Mansch.

18 Your line is open.

19 STATEMENT OF SPEAKER MANSCH

20 Actually, it's Perry Mansch, P-e-r-r-y
21 M-a-n-s-c-h, and I hail from Cameron Park.

22 I'm a retired --

23 THE OPERATOR: Sorry. Thank you.

24 SPEAKER MANSCH: That's okay. I'm a retired
25 English teacher, mock-trial coach and a veteran

1 (inaudible) airforce.

2 I always tend to experience -- students were
3 benefiting from the way mobile services currently are.
4 And in fact, they need the mobile services to continue,
5 innovate and improve without being hindered by utility
6 rules and -- and like that. New regulations would
7 hinder, I think, the very thing education is meant to
8 foster: The innovation, the curiosity, the connection.

9 We use it -- we use it all the time, and it
10 hasn't been an issue at all. And I'm sorry for those
11 who have had it. But it's -- we use it all the time
12 within the mock trials and in our classrooms. In
13 fact -- and I think we need to continue to let them
14 innovate and improve without being hindered by this.

15 ALJ GLEGOLA: Thank you very much for calling
16 in.

17 Could we have our next speaker, please.

18 THE OPERATOR: Thank you. Our next speaker is
19 Kathleen J. Brown.

20 Your line is open.

21 STATEMENT OF SPEAKER BROWN

22 Thank you. My name is K-a-t-h-l-e-e-n, middle
23 initial J, last name Brown, like the color, B-r-o-w-n. I
24 live in Inyokern, California, which is 10 miles from
25 Ridgecrest, California, ZIP code 93555. That's where

1 the China Lake naval weapon station is for national
2 security. We're the ones that had the 7.1 earthquake,
3 if you guys remember, seven years ago.

4 I've had Straight Talk with Walmart for 20
5 years. The service was excellent until Verizon in 2023
6 bought the company out. Since that time, it has
7 degraded downhill. It's awful. We get cutoffs in the
8 middle of conversations. I get messages, "You're
9 offline." I get messages, "You have slow and spotty
10 service." It's really detrimental for safety for all
11 concerned.

12 And what I'm hearing today was very
13 interesting. This seems to be a problem all over
14 California, and I do support the PUC. Before you
15 guys -- I retired with AT&T 30 years ago. I'm very
16 familiar with your job. You do a good job. You're
17 there to protect us.

18 Not to be boring, but 1965, I remember there
19 was a 6 percent cap on what Pacific Telephone could make
20 in a profit. Of course, we know times have changed, but
21 I do support this new legislation. If I'm hearing you
22 right, 133-E is -- because I think that we need you to
23 protect the wireless service because it is degrading.
24 The former gentleman that lived in Torrance,
25 California -- that's a very highly urbanized area. I

1 used to live down in the South Bay -- the fact that he
2 has to go down a hill, that's just unacceptable.

3 Now, the guys at Walmart told me that Verizon
4 has cut down the towers out in Corona, California.
5 That's where the main signals are. And there's
6 crunchiness. And we get bounced off all the time.

7 And I'm telling you I was in the middle of a
8 really important medical call, and I was cut off. And
9 this isn't just happening to me. It's happening to all
10 my neighbors around. We're really, really concerned,
11 and we hope that -- I thank Commissioner Houck and also
12 Judge -- I hope I pronounced your name correctly, sir.
13 Is it Geleta?

14 ALJ GLEGOLA: It's Glegola, but it's close
15 enough.

16 SPEAKER BROWN: Okay. I wanted to get the
17 spelling. But I thank all of you for listening, because
18 you know what? This is a really serious problem. I'm
19 happy to hear that certain people are getting good
20 service, but I'm hearing a lot of stuff all over. And
21 it's almost like the big companies they are kind of
22 ignoring us.

23 I called Straight Talk so many times, and they
24 said, "Oh. There is a problem in your area." I said,
25 "Well, what is it? Can you fix it?" "Well, we're

1 working on it." And like many of the other gentlemen
2 and ladies have said, they never get back to ya. You
3 don't know. And it -- it's really exacerbated the
4 cutoff. Like today I called my friend. I got cut off
5 five times. And I called again. I got cut off five
6 more times. And I was like, Oh, my gosh. What's going
7 on? And if you have an emergency, like many people have
8 said, you're dead. You're dead on arrival.

9 So I thank you very much today for all the
10 public comments. I was really surprised. Because we're
11 at our wits end. And all of a sudden I got a thing from
12 Straight Talk on Monday that they're going to have this
13 hearing. I though thank goodness I had time to call in
14 and express myself and hear what the issues were and
15 going on. So I feel like now I'm not alone. This is a
16 California issue, and it's very important.

17 If you have to raise the price, I'm for that a
18 little bit. But I would say this: There's places that
19 would help the underprivileged, which I am poor as well,
20 but by gosh, you know, if you have a system, dead or
21 alive, and you can't use it, what matters? You know?
22 And you guys are in a position to really reign in these
23 companies, because there's a lot of mis-advertisement
24 out there and just like -- like they don't call you
25 back, and it's really -- it's degraded.

1 And I thank you very much for listening to my
2 comment today, and I appreciate everything that you're
3 trying to do. And you have a good day. Thank you very
4 much.

5 ALJ GLEGOLA: Thank you very much. The same to
6 you as well.

7 Could we have our next speaker, please.

8 THE OPERATOR: Thank you. Our next speaker is
9 Crystal Powers.

10 You're line is open.

11 STATEMENT OF SPEAKER POWERS

12 Hi. I just was calling -- I got the text
13 message to say that we could call in. I actually just
14 transferred my mom over and had a really good experience
15 with it. So I just want to make sure -- as all these
16 things are getting cited, I looked at what that rule
17 looked like. You know, she's on wireless now and not on
18 a landline, which has been really good for her in terms
19 of mobility. So I'm just hoping to make sure that we
20 actually don't slow things down through over -- you
21 know, kind of overdoing things.

22 I hear everyone else on this, kind of, that
23 called in. But I want to make sure that, you know, I
24 actually say thank you for the good quality service that
25 we've gotten and just want to continue to see that

1 investment go.

2 So thank you.

3 ALJ GLEGOLA: Thank you so much for calling in.

4 Could we have our next speaker, please.

5 THE OPERATOR: Thank you. Our next speaker is
6 Louie Marquez.

7 Your line is open.

8 STATEMENT OF SPEAKER MARQUEZ

9 Hi. I want -- I want to thank you for holding
10 these public meetings first, and I've been a T-Mobile
11 customer for about 12 years. And I've had problems
12 because I had two iPhone watches, and I was paying them
13 \$17.44 for three years not knowing that I never had
14 service. I only found out because I went to -- to the
15 market. I forget my phone and I had my watch on, and my
16 wife was trying to get ahold of me, you know, to buy
17 more things from the market. So all of a sudden she --
18 when I got home, she told me -- goes, "I was trying to
19 get ahold of you, and you didn't answer." And I go,
20 "Well, I had my watch on."

21 But anyway, so I went to T-Mobler -- T-Mobile,
22 and then I find out that I never had -- I never had
23 service. The only I could use it was Wi-Fi. But -- so
24 in other words, they said -- you know, I had it for
25 three years not knowing that. So I was -- like I said,

1 I -- you know, they still owe me for reimbursement for
2 that.

3 So I talked to a person named Hector at
4 customer service and -- but anyway, he -- I was -- he
5 was telling me about a promotional in November for I
6 could get the new 17 Pro Max, the 256 gig. It would
7 have a discount of \$830 --

8 (Timer notification.)

9 SPEAKER MARQUEZ: -- for 24 months, and I was
10 going to be paying only \$15.42 for 24 months. And all
11 of a sudden I get bills that I owe for the whole full
12 phone for \$1,200.

13 (Timer notification.)

14 SPEAKER MARQUEZ: And they keep -- I'm sorry.
15 Somebody's -- was ringing the bell. But anyway, they --
16 you know, they still owe me for that because I've being
17 paying them for -- like I said, \$1,200 a month, and I
18 had the promotion already since November. So I've been
19 fighting with the customer service --

20 (Timer notification.)

21 ALJ GLEGOLA: Sir, can you please wrap-up.

22 SPEAKER MARQUEZ: Yes. That is all. I thank
23 you very much.

24 ALJ GLEGOLA: Thank you so much for calling in.
25 Could we have our next caller, please.

1 THE OPERATOR: Thank you. Our next caller is
2 David Ahlman.

3 Your line is open.

4 STATEMENT OF SPEAKER AHLMAN

5 Thank you. Yes. David Ahlman, A-h-l-m-a-n.

6 I've been a Verizon customer for 20 years, and
7 as a reward, they gave me an iPhone 17 Pro Max. And I
8 thought all my troubles would be -- would go away, but
9 nope. We have the same issue. My neighbors and I have
10 been commiserating for years about the poor cell service
11 in our neighborhood -- in our immediate neighborhood.
12 Sorry. I'm talking too fast.

13 And so by poor cell service, I mean dropped
14 calls, unable to make a call. As I am speaking to you
15 now from my house, I have barely one bar, and I'm afraid
16 the call is going to get dropped. When we go outside,
17 it's terrible. You cannot connect to the internet. You
18 cannot make a call. And this has been reported to
19 Verizon by me and my neighbors for years.

20 As far as I know, there is no cell tower in our
21 area. We have completely dead zones. If I drive just a
22 few blocks away from my house, no bars, no internet
23 connection, nothing. There's nothing. No -- it's a
24 dead zone. It's a complete dead zone. And it is
25 inexcusable that we should have to live this way. This

1 is the 21st century, but we're living in the middle
2 ages.

3 (Timer notification.)

4 SPEAKER AHLMAN: So it isn't just me. And if
5 there's anything you can do -- if this is being
6 transcribed -- so the --

7 (Timer notification.)

8 SPEAKER AHLMAN: -- service area I am talking
9 about is Marin Avenue, M-a-r-i-n, in Berkeley on long
10 Euclid, E-u-c-l-i-d, and --

11 (Timer notification.)

12 SPEAKER AHLMAN: -- that's the service area
13 that is having so much problems.

14 Thanks very much for listening.]

15 ALJ GLEGOLA: Thank you so much for calling in
16 today.

17 Before we move on, I do want to remind those
18 calling in that we still have about 50 people waiting in
19 line. So if you can, please keep your remarks to about
20 one minute. That's when the chime will sound.

21 And if you could wrap up shortly after that, 15
22 seconds, that would be great. Because we do -- I do
23 very much want to get to everyone. But I do want to
24 make sure folks know we will be ending at 4:30, so we
25 can go on a break and then come back at 6:00.

1 So with that, could we have our next speaker
2 please?

3 THE OPERATOR: Thank you. Our next speaker is
4 Karen Busch. Your line is open.

5 STATEMENT OF SPEAKER BUSCH

6 Hi. Karen Busch, K-a-r-e-n, B-u-s-c-h.

7 And I, like others, am not a person that's fond
8 of regulations. But as one caller said: Enough is
9 enough, and there is oversight that's required.
10 Hopefully, the cost of that will be paid by the
11 providers that are hurting us. And I concur that
12 there's a need for help that's not offshore. They can't
13 understand what you're -- what you're saying sometimes.
14 And not even just the network issues, but even just your
15 request. And what I have witnessed -- I have now
16 experienced two different issues. One with XFINITY,
17 which they quote/unquote gave me for free. I told them
18 I didn't even want it free. Calls were dropping.
19 Couldn't make calls from my house. I am located in San
20 Jose. I'm not in a mountain. I'm not in a rural area.

21 And now I've switched to T-Mobile, a second
22 carrier. And, again, not only did I experience false
23 advertising and pricing as another person has
24 recommended and suggested, I have also been calling
25 repeatedly for issues. And my phone does not even --

1 (Timer notification.)

2 SPEAKER BUSCH: -- I'm glad that you're having
3 the hearing. So please put in some oversight and help
4 us. We cannot make calls. I have no landline --

5 (Timer notification.)

6 SPEAKER BUSCH: -- this is a serious issue.
7 Thank you for your time.

8 ALJ GLEGOLA: Thank you so much for taking the
9 time. Could we have our next speaker, please?

10 THE OPERATOR: Thank you. Next speaker is Jay
11 Oubre. Your line is open.

12 STATEMENT OF SPEAKER OUBRE

13 Yes. My name is Jay Oubre; that's J-a-y, last
14 name O-u-b-r-e. Apologies to the stenographer.

15 I am disabled. I was hit by a truck. I ended
16 my teaching career of over 25 years of math, computer
17 science technology, and specialty electronics. I have
18 been a T-Mobile customer for over 30 years. And I find
19 that I am paying almost \$200 a month. And they have
20 been cheating me for much of that time, where I've
21 had -- I'm -- being disabled, the reason I mention that,
22 is that I do not leave the house. But then, because
23 they sent these -- those phones to replace the phones
24 that weren't working, those phones they would not pick
25 up and charged me nearly \$1,000 for those phones, when

1 the manager told me to just keep them.

2 I've had multiple problems. I couldn't
3 possibly go through all of them. I've had problems that
4 deal with Google, as well as related to T-Mobile. I've
5 been with Verizon. I sympathize with everybody who's
6 been on the phone. I've been in many different areas
7 regarding phone service. I would like to see us come
8 together --

9 (Timer notification.)

10 SPEAKER OUBRE: Have the people come together
11 with a more realistic perspective of lowering prices and
12 increasing --

13 (Timer notification.)

14 ALJ GLEGOLA: Thank you so much for calling in
15 today.

16 Could we have our next speaker, please.

17 THE OPERATOR: Thank you. Our next speaker is
18 Valerie Knight. Your line is open.

19 STATEMENT OF SPEAKER KNIGHT

20 Yes. My name is Valerie Knight.

21 I've been with Assurance Wireless with T-Mobile
22 for about ten years. And I had purchased a phone that
23 was never sent to me, never gave me a refund, never gave
24 me a credit. They did send out a phone that was given
25 to me upon timing of (sic). Obviously, that was a lower

1 grade phone, and I purchased a higher-grade phone, but
2 never received it. They just sent me out a refurbished
3 phone that was in a lower tier. And we kept going
4 around and round, where they would not replace the phone
5 with the phone I -- the new phone I had purchased, the
6 upgrade. They just wouldn't give it --

7 (Timer notification.)

8 SPEAKER KNIGHT: They didn't resolve the matter
9 at all. I called several times to get that upgraded
10 phone. And that's when --

11 (Timer notification.)

12 SPEAKER KNIGHT: -- and so then my -- also,
13 there was --

14 (Timer notification.)

15 SPEAKER KNIGHT: -- no service -- the Internet
16 service with slower speeds. So I would like to see some
17 way of holding these phone companies responsible, when
18 they don't want to a refund and they don't want --

19 (Timer notification.)

20 SPEAKER KNIGHT: -- do right by their customer
21 when it comes to receiving what they purchased. And
22 then --

23 (Timer notification.)

24 ALJ GLEGOLA: Ma'am, I do have a suggestion for
25 you. The best way to -- I think to resolve the issue,

1 is I would call our Customer Affairs Bureau. The number
2 is (800)649-7570. This sounds like a complaint that
3 they can help you out with and work with the provider.

4 SPEAKER KNIGHT: Okay. Great. Thank you so
5 much.

6 ALJ GLEGOLA: Okay. Yeah. Thank you very much
7 for taking the time.

8 Could we have our next speaker, please?

9 THE OPERATOR: Thank you. Our next speaker is
10 Jessica Wederhorn.

11 STATEMENT OF SPEAKER WEDERHORN

12 Hi there, this is Jessica Wederhorn. I am
13 based in Beverly Hills, California.

14 I run several businesses and nonprofits and use
15 service personally. I have been with Verizon for over
16 20 years. I pay, probably, \$150 a month. And this
17 pertains specifically to wireless voice and text only.
18 Internet is great. It's just the wireless voice.

19 Since September 9th, 2025, I've had dropped
20 calls, zero bars, SOS while I'm at home in my home area.
21 I have documented and have screen shots of 12 -- over a
22 dozen incidents -- where I sent it in through their app.
23 And they acknowledge, yes, our system is down through
24 these particular dates. So they know there's a problem.
25 And they do resolve it, but it happens so frequently

1 that -- and, again, I've been here for 20 years with
2 them. So it's just odd that it started September
3 9th, 2025 and has been this way since.

4 My service works better in Mexico than it does
5 in my home. So that's what's weird to me, that. And
6 they even acknowledge it. Before --

7 (Timer notification.)

8 SPEAKER WEDERHORN: I would love --

9 (Timer notification.)

10 SPEAKER WEDERHORN: -- but I don't trust the
11 map, like someone said earlier, because Verizon says my
12 area is in a great area --

13 (Timer notification.)

14 SPEAKER WEDERHORN: Anyway, that's it. Just
15 wanted to share that with you --

16 (Crosstalk.)

17 SPEAKER WEDERHORN: -- I do have everything
18 documented.

19 ALJ GLEGOLA: Thank you so much for calling in.
20 Could we have our next speaker, please?

21 THE OPERATOR: Thank you. Our next speaker is
22 Angel Manuel. Your line --

23 SPEAKER MANUEL: All right. Hello, hello, can
24 you hear me?

25 ALJ GLEGOLA: Yes, we can. Please continue.

1 STATEMENT OF SPEAKER MANUEL

2 Okay. Perfect. Cool. Sorry. I had to walk
3 out to my car for something.

4 My name is Angel Manuel. I live in the Eastern
5 Chula Vista area, closer to East Lake. And I'm calling
6 because my signal has been this really rough. I
7 actually run a couple, like, walking groups in the area.
8 And even with them, their signals have been spotty in my
9 neighborhood and outside of the neighborhood.

10 We also have multi-story buildings that would
11 provide us better vantage with, you know, getting
12 signal. And even on the balconies and outside, we get
13 spotty signals. So to continue with that, I wanted to
14 add: Similar to the previous customers that have had
15 with other wireless people that have --

16 (Timer notification.)

17 SPEAKER MANUEL: -- their connection -- excuse
18 me -- their connection --

19 (Timer notification.)

20 SPEAKER MANUEL: -- overseas have been, like,
21 inconsistent with quality of service. So, if they would
22 all --

23 (Timer notification.)

24 SPEAKER MANUEL: -- need to be regulated, I
25 would appreciate it. And, yes, thank you again, Judge,

1 and --

2 (Timer notification.)

3 SPEAKER MANUEL: -- for coming and listening.

4 And I hope you all have a good day.

5 ALJ GLEGOLA: Thank you and likewise.

6 Could we have our next caller, please?

7 THE OPERATOR: Yes. Thank you. Jet Ponce,
8 your line is open.

9 STATEMENT OF SPEAKER PONCE

10 Oh, thank you. Thank you kindly. Good
11 afternoon, your Honor. My name is Jet Ponce.

12 And before I get to my billing dispute, I would
13 first like to address standing. Although my account is
14 under my mother's name, I am the individual who has been
15 paying this account from my own bank account. I have
16 submitted documentation demonstrating that these
17 payments came directly from my account and that I am the
18 individual who has suffered the financial loss resulting
19 from the overcharges.

20 This dispute began because I originally went
21 into T-Mobile's retail location in February 2026 for one
22 purpose, to cancel my -- my cell phone service. I
23 wanted to cancel, because I had seen promotional offers
24 from competing carriers involving iPhone 17 pro max and
25 could not locate a comparable T-Mobile upgrade. And for

1 my career in television and film, it is of utmost
2 importance for me to have an --

3 (Timer notification.)

4 SPEAKER PONCE: -- updated phone.

5 Rather than processing my cancellation, the
6 T-Mobile representative offered me what was described as
7 a --

8 (Timer notification.)

9 SPEAKER PONCE: The representative explained
10 that if I switched to a different plan, I could receive
11 the iPhone for free through the promotion. I was --

12 (Timer notification.)

13 SPEAKER PONCE: -- lines would temporarily be
14 added as part of qualifying for the promotion --

15 (Timer notification.)

16 ALJ GLEGOLA: Sir, if I may --

17 (Crosstalk.)

18 ALJ GLEGOLA: I think -- so this sounds like a
19 billing dispute. And this sounds like the best way to
20 help you would be for you to call our Customer Affairs
21 Bureau. They generally work directly with the utilities
22 and this is kind of a normal thing of what they do. So
23 I would -- I would suggest calling (800)649-7570.

24 (Crosstalk.)

25 ALJ GLEGOLA: It's (800)649-7570.

1 (Crosstalk.)

2 ALJ GLEGOLA: I would recommend calling them.
3 Because they have a process, they do reach out to the
4 providers, and they -- there's a way to handle this with
5 them.

6 SPEAKER PONCE: Really quick, is there --
7 because my phone no longer -- they completely cut off my
8 line. And I'm utilizing a family member's phone. Is
9 there -- is it a pretty quick turnaround? Because I'm
10 in dire need to have my phone.

11 ALJ GLEGOLA: I don't know how quick it will
12 be. That, I -- I don't have that information. But I do
13 think that that's the best way to do. I can't order
14 them to serve you --

15 SPEAKER PONCE: Got it.

16 ALJ GLEGOLA: -- based on that.

17 SPEAKER PONCE: Thank you kindly.

18 ALJ GLEGOLA: Yes. Thank you so much for
19 calling in. Could we have our next -- our next speaker,
20 please?

21 THE OPERATOR: Yeah. Thank you.

22 Our next speaker is Christine Burke. Your line
23 is open.

24 STATEMENT OF SPEAKER BURKE

25 Yes. My name is Christine Burke, B-u-r-k-e. I

1 live in Crestline, California.

2 I have been with T-Mobile for 21 years, with no
3 problem at all. I had my Wi-Fi through Frontier and
4 starting having problems, so I took the option with
5 T-Mobile to switch over to their Wi-Fi. Approximately
6 three months ago, I have had less than 15 days where I
7 could use my Internet. I have to use the 5G on my
8 phone. I have no Wi-Fi for my television, my laptop, or
9 my tablet.

10 I call in daily. They keep giving me the
11 runaround. I am elderly. I have an electrical thing on
12 my -- to keep track of my electric use. And my ADT, it
13 does not work without Wi-Fi. Consequently, I'm SOL.

14 (Timer notification.)

15 SPEAKER BURKE: It does not work my medical
16 device either.

17 Thank you for listening. I appreciate it.
18 Have a good day.

19 ALJ GLEGOLA: Thank you, you too, as well.

20 Can we have our next speaker, please?

21 THE OPERATOR: That one is gone.

22 ALJ GLEGOLA: Can we have our next speaker,
23 please?

24 THE OPERATOR: Thank you. Our next comment
25 comes from Kate Rosenlieb. Your line is open.

1 STATEMENT OF SPEAKER ROSENLIB

2 Thank you. That's K-a-t-e, R-o-s-e-n-l-i-e-b,
3 as in boy.

4 I'm a Verizon customer living in a senior
5 community in West Roseville, where growth has
6 outstretched wireless capabilities. 10,000 new
7 residential units have been built in the past six years
8 in West Roseville, but not a single new cell phone tower
9 has been added in nine years. We have met with Verizon,
10 AT&T, and T-Mobile in my community earlier this year.
11 And after testing, they all agree we have a safety issue
12 with lack of service.

13 We filed complaints with the CPUC against all
14 three major carriers in April, and feel our complaints
15 were brushed aside by the big carriers who have not
16 communicated with us since, as promised. Many of us
17 have invested substantial sums into boosters and outside
18 antennas for our homes. But they only amplify whatever
19 signal may exist. So while they have marginally
20 improved service inside some of our homes like --

21 (Timer notification.)

22 SPEAKER ROSENLIB: -- walk outside of our
23 homes, because there's no service. We've met with the
24 carriers, our city representatives, the press, and have
25 filed complaints with the CPUC --

1 (Timer notification.)

2 SPEAKER ROSENLIB: I echo the lack of service
3 comments that have already been stated. I'm glad to
4 hear some speakers have reliable service at affordable
5 prices. It --

6 (Timer notification.)

7 SPEAKER ROSENLIB: -- you're paying for.
8 Better standards need to happen with wireless services.
9 I appreciate the Commission's effort. These --

10 (Timer notification.)

11 SPEAKER ROSENLIB: -- without your help.
12 Thank you.

13 ALJ GLEGOLA: Thank you so much for calling in.
14 Could we have our next speaker, please?

15 THE OPERATOR: Thank you. Our next speaker is
16 Michael Sutter. Your line is open.

17 STATEMENT OF SPEAKER SUTTER

18 Hi, Michael Sutter. Fire Chief (inaudible)
19 fire in Point Arena, California.

20 We had good service with U.S. Cellular for
21 20-plus years. And they sold out to T-Mobile. And when
22 that happened, we've lost probably 50 percent coverage
23 in our area. They decommissioned some towers. I
24 finally got them to admit to that.

25 And I will only go on one story. Two days

1 after they decommissioned the towers, a lady's residence
2 caught on fire at about 2:00 in the morning. She was
3 unable to use her phone, had to run up the street
4 probably half a mile to get to an area where there was a
5 house that had a phone that would work. She had phone
6 service up until two days prior, when they
7 decommissioned the tower. And her house burned down.

8 And so, I'm frustrated with the fact that this
9 was a system that had worked perfectly. And they just
10 came in, decommissioned towers, and now we have no
11 service. So, I'm hoping that you can figure out what to
12 do with them. I appreciate your time.

13 ALJ GLEGOLA: And thank you for yours as
14 well, Chief.

15 Could we have our next speaker, please?

16 THE OPERATOR: Thank you. Our next speaker is
17 Larry Sommerfield. Your line is open.

18 STATEMENT OF SPEAKER SOMMERFIELD

19 Hi, this is Larry Sommerfield (indecipherable).

20 I've been listening to everybody's (inaudible).

21 I have a magenta plan with T-Mobile. My service has
22 been great. And lately, in the last month, I have been
23 having problems in the local Tustin area. And now I'm
24 reading online that T-Mobile is discontinuing the
25 magenta plan, and they forcing people to migrate onto

1 other plans are going to raise rates. But when I signed
2 up, they guaranteed in writing they would never raise
3 the rate if I signed up with T-Mobile, which is why I
4 made the move.

5 So, that is fraud, the way I look at it. And
6 this is what the PUC should be handling, matters like
7 this. You can't represent the public, and --
8 (indecipherable) lock in the rate, it will never go up,
9 and then they are raising it.

10 That's it. And --

11 ALJ GLEGOLA: Thank you -- oh, please continue.

12 (Timer notification.)

13 SPEAKER SOMMERFIELD: Have you had this
14 complaint from other people?

15 ALJ GLEGOLA: We have, sir. So --

16 SPEAKER SOMMERFIELD: Thank you very much.

17 ALJ GLEGOLA: Thank you very much for calling.

18 And can we have our next speaker, please?

19 THE OPERATOR: Thank you. Our next speaker is
20 Claudia Hernandez. Your line is open.]

21 STATEMENT OF SPEAKER HERNANDEZ

22 Good afternoon. My name's Claudia Hernandez,
23 H-e-r-n-a-n-d-e-z. I live in the Southern California
24 Compton area, and I am calling because the service that
25 T-Mobile has been providing is extremely unacceptable.

1 I am here at home. I keep getting SOS. My
2 messages, my calls don't go through. I'll receive
3 notifications, calls, or text messages, e-mails a day
4 late. I am a single widow mother of four, and what I
5 pay for my monthly bill is about \$350. We have iPhone
6 17, so I'm not sure what exactly is the issue; however,
7 this doesn't (indecipherable) out. I am paying a quite
8 high amount of money for the service that we are
9 getting, and it's just extremely unacceptable.

10 Thank you.

11 ALJ GLEGOLA: Thank you very much for calling
12 in.

13 Can we have our next speaker, please.

14 THE OPERATOR: Yes. Thank you. Our next
15 speaker Nancy Farrell.

16 Your is line is open.

17 STATEMENT OF SPEAKER FARRELL

18 Hi. This is Nancy Farrell. Last name F, as in
19 Frank, a-r-r-e-l-l. I'm calling with two issues. I'm
20 an AT&T customer. I live in Monterey, California 93940.
21 It's an urban area, but I rarely have more than one bar
22 on my mobile service. There are dropped calls. There
23 are dead spots in the neighborhood. I also don't have
24 internet outside my home.

25 But my bigger concern is the -- AT&T's

1 determination to get out of the landline business and I
2 participated in some hearings prior to this and I'm not
3 quite sure how they are able to cancel the service.
4 They propose a 24-hour battery service, which will do no
5 good when we have power outages of -- routinely of three
6 to four days with no power.

7 So I'm concerned about my cell service, which
8 is marginal, and I pay over \$300 combined and then I'm
9 really concerned about the landline. I live in a urban
10 area, so I can't imagine what people in a rural area do.
11 I think there are huge safety issues; and I think as
12 part of AT&T's responsibility, I believe that was the
13 deal that they cut that they would provide landline --

14 (Timer Notification.)

15 SPEAKER FARRELL: So I would really appreciate
16 the PUC -- CPUC holding AT&T on it.

17 Thank you.

18 ALJ GLEGOLA: Thank you so much for calling in.

19 Could we have our next speaker, please?

20 THE OPERATOR: Thank you. Our next speaker is
21 Carlos Solorzano.

22 Your line is open.

23 STATEMENT OF SPEAKER SOLORZANO

24 Thank you. My name is Carlos Solorzano,
25 C-a-r-l-o-s S-o-l-o-r-z-a-n-o. I'm a small business

1 owner Mission Latina. Vallejo, California. Good
2 afternoon, Administrative Law Judge and Commissioners.

3 I'm speaking today as the CEO on behalf of the
4 Hispanic Chamber of Commerce of San Francisco and the
5 American Canyon Business Chamber of Commerce regarding
6 Proceeding R.26-02-017 wireless service quality.

7 We respectfully urge the Commission to
8 carefully consider the economic impact this proposal
9 will have on Hispanic-owned businesses across the Bay
10 Area for members already -- they already face big
11 commercial rates, complex local mandate, pricing energy
12 cost, (indecipherable) inflation, even then will lead
13 everyone to observe new regulatory calls of these.

14 Ultimately any additional burden placed on
15 wireless carriers are likely to result in higher prices
16 for the essential services of merchants rely on to
17 process payments, run their operation, and stay
18 connected to customers.

19 Importantly, we have received no feedback from
20 our membership indicating the wireless service quality
21 is currently an issue --

22 (Timer notification.)

23 SPEAKER SOLORZANO: -- or customer
24 satisfaction. For this reason, we ask the Commission to
25 avoid implementing mandate that could inadvertently

1 increase cost for our small business community.

2 (Timer Notification.)

3 SPEAKER SOLORZANO: -- today. And by the way,
4 we have been a customer of T-Mobile for over 15 years.

5 Gracias, thank you.

6 ALJ GLEGOLA: Thank you very much for calling
7 in.

8 Can we have our next speaker, please?

9 THE OPERATOR: Yes. Thank you. Our next
10 speaker is Lana Boyd.

11 Your line is open.

12 STATEMENT OF SPEAKER BOYD

13 Hi. Can you hear me?

14 ALJ GLEGOLA: Yes, we can. Please continue.

15 SPEAKER BOYD: Okay. Great. I'm in Sherman
16 Oaks. The name is Boyd, B-o-y-d. I'm -- service. I'm
17 in the LA area so mine is not bad, but my complaint is
18 about the customer service at Verizon. Every call you
19 try to make to them is half-an-hour to an hour wait at
20 which point they disconnect you all the time. Way more
21 than accidentally could be possible, okay. So I have
22 spent hours doing that. I go to the store and they at
23 least connect you up right away, but, of course, I have
24 to drive half-an-hour there.

25 What happened was I merged my account with my

1 husband to save money on the accounts. The total came
2 up more to what -- more than what the two of us were
3 paying separately before, and I have had it fixed by
4 someone online or at the store twice and yet not. They
5 just -- the customer service is awful, just awful.

6 And I'd also like to say that going online and
7 trying to do those kinds of things on their website
8 should -- is more full of ads. I think they're far more
9 interested in selling you something than they are in
10 making sure you have good service or are taken care of
11 or your billing needs are met or, you know, they're
12 interested at all in helping you. They really just want
13 to sell you something new. And I think all the ads on
14 the app are --

15 (Audio interruption.)

16 STATEMENT OF SPEAKER THOMPSON

17 -- there are plenty of areas that are poorly
18 covered by Verizon in their service coverage so any
19 increase in rates should come with some measure of
20 better coverage, and I don't know how to validate that
21 but maybe the PUC can do something to validate or check
22 that they're getting what they ask for.

23 Thank you.

24 (Timer Notification.)

25 ALJ GLEGOLA: Thank you so much for calling in.

1 Could we have our next speaker, please?

2 THE OPERATOR: Thank you. Our next speaker is
3 Phillips Nadared.

4 Your line is open.

5 STATEMENT OF SPEAKER NADARED

6 Yes. I live in Bakersfield, California, zip
7 code 93307. I live in front of a high school living in
8 a new neighborhood that was built three years ago, and I
9 switched from T-Mobile to Verizon to get better
10 coverage, and it just doesn't get any better.

11 The -- all the new neighbors have the same
12 issue where we have really bad service. I even pay,
13 like, extra money to get, like, a boost or, like, some
14 sort of extra boost within the cell coverage. It
15 doesn't get any better.

16 The cell service -- I work in a hospital. The
17 cell service works perfectly fine in our hospital; but
18 in the area that I live which is a new neighborhood, it
19 doesn't get any better. And I called and they just said
20 that eventually there will be, like, a new tower built.
21 It doesn't happen.

22 And I think it's a thing about raising prices,
23 I think that they should think about providing a public
24 option for some sort of government service in order to
25 compete with these prices. I'm paying over \$120 to them

1 for a service that I can't even use in my house. My
2 calls get dropped all the time.

3 Thank you.

4 ALJ GLEGOLA: Thank you so much for calling in.

5 Can we have our next speaker, please?

6 THE OPERATOR: Thank you. Our next speaker is
7 Christopher Ewens.

8 Your line is open.

9 STATEMENT OF SPEAKER EWENS

10 Yes. My name is Christopher Ewens, E-w-e-n-s.
11 I live at Sims, an exit off Interstate 5, near Castella,
12 California 96017. For many years, my cell service has
13 not worked at my home. And because I had a landline,
14 the copper line, I was saved. I'm fighting cancer. I
15 have a heart condition. I have to reach 911.

16 I have spoken to AT&T and my cell company,
17 Verizon, about this. I've written letters. I've
18 complained to CPUC. And recently AT&T just contacted me
19 and said, "Sorry. Your landline's being disconnected in
20 a year. Nothing we can do for you." And I'd like the
21 CPUC to do something about that because this is a matter
22 of safety for me, you know, it's dangerous. And they
23 don't --

24 (Timer notification.)

25 SPEAKER EWENS: And that's it. That's all I

1 have to say.

2 ALJ GLEGOLA: Thank you so much for calling in
3 to share today.

4 Can we have our next speaker, please?

5 THE OPERATOR: Yes, thank you. Our next
6 speaker is speaker is Robyn Lovan.

7 Your line is open.

8 STATEMENT OF SPEAKER LOVAN

9 Hello. My name is Robyn Lovan. Spelled L,
10 like Larry, -o-v, like Victor, -a-n. I'm calling for a
11 couple of reasons. I keep getting messages from Verizon
12 on my phone telling me that my Wi-Fi isn't working and
13 that I might have areas in my home that are not working
14 properly.

15 Well, they already sent me a booster box and I
16 have it situated where it's working, but I still get
17 spots where our Wi-Fi isn't working even if we're right
18 in front of our home outside, inside our home. My
19 husband works from home, and there's only three people
20 that live here so there's no reason why Wi-Fi shouldn't
21 work.

22 The other reason I'm calling is because the
23 customer service. Every time you call Verizon's
24 customer service, you have to talk to somebody overseas,
25 because they don't want people to -- you know, they

1 don't want people here in this country being able to
2 help you. The only way to get an American on the
3 phone --

4 (Timer Notification.)

5 SPEAKER LOVAN: -- talk to them is to call very
6 early in the morning. Anyway, I won't go any further,
7 but thank you for helping us out today.

8 (Timer notification.)

9 ALJ GLEGOLA: Thank you so much for calling in.
10 Can we have our next speaker, please?

11 THE OPERATOR: Thank you. Our next speaker is
12 Valerie Mitchell.

13 Your line is open.

14 STATEMENT OF SPEAKER MITCHELL

15 Yes. Hi. Can you hear me?

16 ALJ GLEGOLA: Yes, we can. Please continue.

17 SPEAKER MITCHELL: Yes. Thank you for taking
18 my call. My problem began -- I was a customer with
19 T-Mobile for about 15 years. I went to one of the
20 retail stores. It wasn't one of the corporate stores.
21 They switched out my phone because I was unable -- I was
22 unable to receive calls. I wasn't getting my text
23 messages. Things like my messages -- voice messages
24 were being checked and deleted. So they swapped me out
25 phones and then all of a sudden my phone number, like,

1 became inoperable and was, like, basically stolen.

2 So I moved over to AT&T; and then from there,
3 I'm still having the same issues if not worse. It's
4 like -- it's like having two phones in the house, two
5 landline phones, and the phone rings and someone picks
6 up the phone and then someone is picking up the other
7 phone and pressing prompt. I can hear that.

8 On the back end, it's like my Wi-Fi is being
9 used and turned on and being connected to, like,
10 Southwest Airlines when I'm not --

11 (Timer Notification.)

12 SPEAKER MITCHELL: -- there's a slew of issues
13 that's more on the technical side. The only way I'm
14 able to get help is to call the FCC.

15 (Timer Notification.)

16 SPEAKER MITCHELL: -- call me. So I just would
17 love for there to be some mandates in regard to the
18 technical side.

19 (Timer notification.)

20 SPEAKER MITCHELL: -- ensuring that these retail
21 stores has individuals in there that are legitimate
22 workers, strict background checks, stuff like that --

23 (Timer notification.)

24 ALJ GLEGOLA: Thank you so much for calling in.
25 Could we have our next speaker, please?

1 THE OPERATOR: Yes. Thank you. Our next
2 speaker is Chumei Mintz.

3 Your line is open.

4 STATEMENT OF SPEAKER MINTZ

5 I'm fine. Thanks. Thank you very much.

6 ALJ GLEGOLA: Thank you.

7 Could we have our next speaker, please?

8 THE OPERATOR: Yes. Thank you. Our next
9 speaker is Cyndi Nicholson.

10 Your line is open.

11 STATEMENT OF SPEAKER NICHOLSON

12 Hi. Thank you for taking my call. My name is
13 Cyndi Nicholson, C-y-n-d-i. Nicholson,
14 N-i-c-h-o-l-s-o-n. I've been a Verizon customer for
15 over 30 years. I'm located in Laguna Niguel, 92677.

16 My service has actually been good where I live.
17 I also have Verizon internet, which is really good.
18 I've been super happy with Verizon's customer service
19 over the years. I've stayed with Verizon because of the
20 international coverage that they give, and the price is
21 very competitive I find overseas.

22 Why I'm calling because I'm finding increasing
23 connectivity issues through Southern Orange County
24 especially Dana Point 92629 and San Juan Capistrano
25 92675.

1 Like other callers, I'm concerned that
2 regulations will increase costs, so I'm curious if
3 pricing --

4 (Timer notification.)

5 SPEAKER NICHOLSON: -- implemented. And I'm
6 also wondering if regulations will be able to implement
7 strategic placement of the towers so that --

8 (Timer notification.)

9 SPEAKER NICHOLSON: That's it.

10 ALJ GLEGOLA: Okay. Thank you so much calling
11 in and sharing your thoughts.

12 Could we have our next speaker, please?

13 THE OPERATOR: Yes. Thank you. Our next
14 speaker is Brent Khalen.

15 Your line is open.

16 STATEMENT OF SPEAKER KHALEN

17 Hi. Can you hear me okay?

18 ALJ GLEGOLA: Yes, we can. Please continue.

19 SPEAKER KHALEN: Yeah. This is Brent Khalen.
20 The problem is that my -- ever since -- I'm with Verizon
21 for 20 years. About a year ago when they switched me
22 over to 5G, I have lower bars on the phone signal and it
23 also cuts out and it makes it really hard when I'm
24 trying to do business using my cell phone. So that's
25 been going on.

1 I live two miles from Disneyland in Anaheim,
2 California, and the signal is not good elsewhere. Even
3 when I'm using GPS, it'll say turn right at 6th Street,
4 and I say, "Well, I just passed that street a block
5 ago." So even -- even the internet connection is not
6 that good.

7 Also one more thing. I'll make this quick. I
8 bought a landline for my home setup that I've had for
9 years because my alarm system works on that. My alarm
10 system won't upgrade to a wireless, which is what's been
11 told by --

12 (Timer Notification.)

13 SPEAKER KHALEN: -- so I have to spend \$3,000
14 to get a new alarm system. So I just want to let you
15 know what's going on, and I sill use that home phone --

16 (Timer Notification.)

17 SPEAKER KHALEN: That's it. Thank you.

18 ALJ GLEGOLA: Thank you so much for calling in.
19 Could we have our next speaker, please.

20 THE OPERATOR: Yes. Thank you. Our next
21 speaker is Frank Milnarik.

22 Your line is open.

23 STATEMENT OF SPEAKER MILNARIK

24 Good afternoon. Frank Milnarik,
25 M-i-l-n-a-r-i-k. AT&T customer in Corona Del Mar

1 Village in Newport Beach. My main complaint is dead
2 zones and the services run just one bar out of five
3 always. Not sometimes, always.

4 I agree with the one caller who said we should
5 be reimbursed, and I think there should be some type of
6 remedy. The ruling or the regulation you're working on,
7 the 133-E. I think you should really focus on the poor
8 service quality and the big deal is, you know, what is
9 the Commission going to, you know, find out the reasons
10 why are these towers not working? Why aren't they being
11 fixed? Is it an aesthetic issue? Is it regulatory
12 burdens? And, you know, try to get that rectified.

13 The store in Corona Del Mar on PCH MacArthur,
14 the employee told me the cell tower is down in Corona
15 Del Mar. So the question is: Why isn't it being fixed?
16 What's everybody doing about it? AT&T's probably going
17 to say --

18 (Timer Notification.)

19 SPEAKER MILNARIK: Thank you.

20 ALJ GLEGOLA: Thank you so much for calling in.
21 Can we have our next speaker?

22 THE OPERATOR: Thank you. Our next speaker
23 comes from Mr. Neyhart.

24 Your line is open.

25 ///

1 STATEMENT OF SPEAKER NEYHART

2 Hi. Neyhart, N-e-y-h-a-r-t. Lombard,
3 California. The public utility commissioners who get
4 200,000 a year for a few meetings, I just hope you can
5 keep in mind people who are living on Social Security
6 and need phones for survival. I'm so scared, but I'm
7 going to die because I cannot contact 911 --
8 (indecipherable).

9 Thank you.

10 ALJ GLEGOLA: Thank you so much for calling in
11 to share.

12 Can we have our next speaker, please?

13 (No response.)

14 ALJ GLEGOLA: Can we have our next speaker,
15 please?

16 THE OPERATOR: Yes. Our next speaker comes
17 from Taylor McGee. Your line is open.

18 STATEMENT OF SPEAKER MCGEE

19 Hi. Thank you so much for having me. I just
20 wanted to more so talk about this reception and Wi-Fi.
21 I think you have quite a few issues with AT&T's
22 reception and Wi-Fi. I live in the Palos Verdes area.
23 I'm in a very urban area. It shouldn't be hard to get
24 reception and Wi-Fi, but it seems that within the last,
25 I'd say, three to five years AT&T's services have

1 declined, and it's very disappointing. I find I'm
2 having to constantly turn off my Wi-Fi in order just to
3 get any type of connection. Calls are dropping.

4 They seem more concerned with, you know,
5 helping people who have businesses or people who want to
6 upgrade than -- than us. So, I mean, the most amount of
7 customers. I mean, I get a text message every, you
8 know, other day talking about "you want to upgrade to
9 this phone, you want to add this line." But when it
10 comes Wi-Fi or it comes to reception, it's always the
11 standard "Oh, we're working on it. Oh, we're figuring
12 it out." And then nothing ever seems to get figured
13 out.

14 I as well work for an alarm security company.
15 Many of our clients have AT&T. AT&T is doing a lot of
16 running around with switching --

17 (Timer Notification.)

18 SPEAKER McGEE: -- letting go of phone lines.
19 So it just seems like a lot of runaround to make
20 themselves more wealthier or, you know, put more
21 money --

22 (Timer notification.)

23 SPEAKER McGEE: -- reliable service. I really
24 hope that you guys can push this work. Put a harder
25 foot on their necks to, you know, give us exactly what

1 we're looking for. We're paying --

2 (Timer Notification.)

3 SPEAKER McGEE: -- like the service, but now I
4 feel like I just have to -- I'm having to jump ship to
5 at least the one who is going to give me the less --
6 it's going to cost less, but I'm still going to have the
7 same --

8 (Timer notification.)

9 SPEAKER McGEE: -- thank you for my time here
10 today. I hope that we can get this all figured out.

11 Thank you.]

12 ALJ GLEGOLA: Thank you for calling in.

13 And could we have our next speaker, please.

14 THE OPERATOR: Thank you. Our next speaker is
15 Inez Morris.

16 Your line is open.

17 STATEMENT OF SPEAKER MORRIS

18 Yes. My name is Morris, M-o-r-r-i-s, and I
19 represent everybody who is on the line who has a problem
20 with the cellphone as well as the landline. I have
21 T-Mobile, I have Frontier and I have Verizon. They are
22 combined. And I'm calling about the pricing. They've
23 gone up on the price on T-Mobile without notifying me in
24 a timely fashion. The class action suit -- and I'd like
25 to know who's going to regulate the CPUC, because we are

1 all asking for help. And I raise my hands and pray to
2 God that something is done.

3 ALJ GLEGOLA: Thank you so much for calling in
4 today.

5 Could we have our next speaker, please.

6 THE OPERATOR: Thank you. Our next speaker
7 comes from Kimberly Taylor.

8 Your line is open.

9 STATEMENT OF SPEAKER TAYLOR

10 Hello. Thank you for allowing us to call in.
11 I live in South Los Angeles, a very urban area, and we
12 recently lost our AT&T landline. And up until this
13 point, it hadn't really been an issue that my Verizon --
14 I've been a customer for 20 years -- doesn't work well,
15 but now it's scary and since -- especially since I have
16 an elderly mom.

17 So basically, we have very, very poor service,
18 calls drop, almost no bars. And we'd like for you guys
19 to step in and help all of us that have poor service
20 especially without landlines.

21 Thank you.

22 ALJ GLEGOLA: Thank you so much for calling in.

23 Could we have our next speaker, please.

24 STATEMENT OF SPEAKER HANZICH

25 Hanzich, H-a-n-z-i-c-h. We recently switched

1 to T-Mobile after considering aggressive one-plan
2 financial incentives. The sales rep presented a blanket
3 red coverage map that most of us are familiar with.
4 Nevertheless, our calls frequently drop. Cell towers do
5 not reliably service our area period. A company
6 providing technical precision down to an electron can
7 figure out coverage on a map. Google does it. They can
8 tell how fast we are driving with location pinpointed to
9 a few meters. Amazingly, the telecommunications company
10 payment processing system is reliable.

11 We live in South Orange County and require cell
12 coverage during wildfire seasons. While not bound by
13 rules of free-market economics, oligopolies, such as
14 telecommunications and insurance companies, are still
15 bound by the fiduciary requirement to act in good faith.
16 That's your --

17 (Timer notification.)

18 ALJ GLEGOLA: Thank you so much for calling in.
19 Could we have our next speaker, please.

20 THE OPERATOR: Yes. Thank you. Our next
21 speaker is Lori and Kent Godwin.

22 Your line is open.

23 STATEMENT OF SPEAKER LORI GODWIN

24 Thank you for the opportunity for my husband
25 and I to formally put on record our issues with the poor

1 cell service that we've been experiencing in our area.
2 We live in Santa Rosa in the 95405 ZIP code. Since the
3 2017 Tufts Fire that devastated our city, we've had --
4 consistently encountered dropped calls, weak or no
5 signals, delayed text and voice messages to our
6 cellphones.

7 These issues have made it very difficult for us
8 to run both of our home-based businesses, and we're
9 often forced to get into our cars and drive to another
10 location to make or receive a call.

11 We've been loyal Verizon customers since it was
12 GTE in 1990s, and us paying customers, we do expect
13 reliable service that matches the coverage and quality
14 advertised by Verizon. The ongoing connectivity
15 problems also impact our personal safety. During the
16 2017 fires, we lost our cell service for six days --

17 (Timer notification.)

18 SPEAKER LORI GODWIN: -- a landline with AT&T,
19 which, like so many, are at risk to lose this service.
20 We respectfully request that you investigate --

21 (Timer notification.)

22 SPEAKER LORI GODWIN: -- by ZIP code and
23 provide an explanation for the ongoing poor service and
24 take the necessary --

25 (Audio drop.)

1 ALJ GLEGOLA: Thank you very much for calling
2 in.

3 Could we have our next speaker, please.

4 THE OPERATOR: Yes. Our next speaker comes
5 from David Shary.

6 Your line is open.

7 STATEMENT OF SPEAKER SHARY

8 Good afternoon, Commissioners. My name is
9 David Shary, S-h-a-r-y, from West Sacramento calling
10 with three brief Verizon points.

11 Point one, speeds are dropping and reliability
12 is declining. This problem has become significantly
13 worse now that the West Sacramento is the temporary home
14 of a major league baseball team. During games,
15 Verizon's data service near Sutter Health Park, which I
16 both live and work near, becomes effectively unusable
17 due to congestion. The teams' move was announced years
18 in advance giving Verizon ample time to plan for
19 increased demand and reinforceable core infrastructure.

20 Point two, Verizon operates numerous
21 subsidiaries and affiliated brands including Total
22 Wireless, Straight Talk, TracFone, Walmart Family
23 Mobile, Simple Mobile, and Visible all which rely on
24 Verizon's network. Yet Verizon is not maintaining
25 prepaid mobile service for its own direct customers.

1 It's hard to understand how the company can support so
2 many secondary carriers while failing to provide
3 reliable base point service under the Verizon name.

4 Lastly, point three, Verizon has effectively
5 adopted an Evergreen fee increase policy through its
6 so-called economic adjustment fee. This allows Verizon
7 to raise customer bills without improving service
8 qual --

9 (Timer notification.)

10 SPEAKER SHARY: -- performance. I'm asking to
11 hold Verizon accountable for declining quality, require
12 meaningful infrastructure improvement and help them find
13 a way to course correct their premium prices.

14 (Timer notification.)

15 ALJ GLEGOLA: Thank you. Can you please
16 wrap-up. Thank you very much.

17 Could we have our next speaker, please.

18 THE OPERATOR: So our next speaker comes from
19 Richard Roppert.

20 Your line is open.

21 STATEMENT OF SPEAKER ROPPERT

22 Hi. I live in a rural town of Covelo in
23 Mendocino County.

24 And about a month ago T-Mobile took over
25 UScellular. I was with UScellular for 11 years, never

1 had an issue. Ever since T-Mobile took over, I lose my
2 internet connection. It says on my phone, "No internet
3 connection" 12 times in 12 hours. So it's happening at
4 least once an hour. I lose connection for 10 minutes,
5 and then I get my service back again.

6 I have called numerous times. I get a
7 different excuse each time, and none of them sound
8 reasonable. And like I said, I live in a rural town.
9 Everybody in my town is experiencing the same exact
10 thing. So I hope something can be done with T-Mobile.

11 Thank you for your time, and have a blessed
12 day.

13 ALJ GLEGOLA: Thank you very much, and the same
14 to you.

15 Could we have our next speaker, please.

16 THE OPERATOR: Yes. Our next speaker is
17 Artemis Deravanesian.

18 Your line is open.

19 STATEMENT OF SPEAKER DERA VANESIAN

20 Hi. Okay. Artemis, A-r-t-e-m-i-s. Last name
21 Deravanesian, D-e-r-a-v-a-n-e-s-i-a-n.

22 Okay. So about a month and a half ago I called
23 T-Mobile because I have spotty service. I live in the
24 City of Los Angeles. So I shouldn't really be
25 experiencing that. But I decided to call in, and it was

1 dumb of me -- of me to do so because I didn't know that
2 T-Mobile can erase your voicemail messages -- the saved
3 voicemail messages, without notifying you.

4 When I called the call center, the person had
5 very poor command of English. And she said, "We can do
6 a network refresh, and that should make your cell
7 service better." And I said, "Sure. That sounds okay."
8 And she didn't mention anything about accessing my
9 personal data and erasing my voicemails. And I had some
10 sentimental voicemails from my late father there that I
11 had saved, and I thought that when I saved them they
12 were really saved. I didn't know that they have --

13 (Timer notification.)

14 SPEAKER DERA VANESIAN: -- and erase my
15 voicemails. They should put this somewhere other than
16 their many, many small fonts. They shouldn't --

17 (Timer notification.)

18 SPEAKER DERA VANESIAN: -- and just put it in a
19 small font and say it's okay. And I called the FCC, and
20 they said all they can do is mediate communication. So
21 welcome to --

22 (Timer notification.)

23 ALJ GLEGOLA: And thank you for calling. I'm
24 very sorry that that happened. I -- I have similar
25 concerns that something like that might happen, I just

1 have to say.

2 If we could have our next speaker, please.

3 THE OPERATOR: Thank you. Our next speaker is
4 Monica Darozo.

5 Your line is open.

6 STATEMENT OF SPEAKER DAROZO

7 Hi. I'm calling from Laguna Niguel about my
8 Verizon provider that I've had for 25 years, and I've
9 recently been having problems with dropped calls, SOS.
10 I'm on my map. The most detrimental one was my daughter
11 was on her e-bike. She has Verizon too. We have three
12 lines. We pay \$360. I found her semi-unconscious in
13 the front -- down the street from our home. She tried
14 to call us, but she didn't have cell service. I
15 reported all our dropped calls. I have screenshots of
16 all of our SOS's.

17 Verizon doesn't take any responsibility for
18 anything. I can't get out of my plan until I pay off
19 our devices? Then I asked -- I asked for a refund on
20 some of our bill. They won't help us with that.

21 And now it's affecting my son's liver disease.
22 I tried to call the doctor. They call me back. I don't
23 receive the calls that way. And I really appreciate you
24 guys sending me this text message, because I really want
25 to --

1 (Timer notification.)

2 ALJ GLEGOLA: Thank you so much for calling in
3 today.

4 Could we have our next speaker, please.

5 THE OPERATOR: Yes. Thank you. Our next
6 speaker is Alfonso Greene.

7 Your line is open.

8 STATEMENT OF SPEAKER GREENE

9 Yes. Thank you, Commissioner, for taking my
10 call today. I moved here recently from the East Coast.
11 I've been with both Verizon and with AT&T. On the other
12 side of the country, we really didn't have any coverage
13 issues, but I will say just my experience with AT&T
14 currently there needs to be significant improvement to
15 the coverage.

16 We need to make sure that what's advertised is
17 actually what's actually being covered. There's a lot
18 false advertising in pricing. And I do support
19 increased regulation to make sure that customers in
20 Southern Cal are getting what they need. I live in the
21 Beaumont area in Riverside County.

22 Thank you for taking my call.

23 ALJ GLEGOLA: Thank you so much for calling in.

24 Could we have our next speaker, please.

25 THE OPERATOR: Yes. Thank you. Our next

1 speaker is MR.

2 Your line is open.

3 STATEMENT OF SPEAKER MR

4 Yes. Hi. Are you there?

5 ALJ GLEGOLA: Yes, we are. Please continue.

6 SPEAKER MR: Are you there?

7 ALJ GLEGOLA: Yes. We're here. Can you please
8 continue.

9 SPEAKER MR: Okay. (Inaudible) Okay. Hi. I
10 just wanted to say thank you for service. I very much
11 appreciate it. I'm sorry to hear that people are also
12 having problems. I want to say that I had to switch
13 service several times, and I don't think -- I'm not sure
14 if you're going to have an issue with people switching
15 service back and forth, but I had to because I'm trying
16 to get my stuff off my old phone.

17 The old phone, which I got -- I wanted to get
18 the cheapest phone possible, but it turned out to be
19 bad. Like everything's bad. Like it acts like
20 (inaudible) -- it has a very blurry camera, like you
21 can't really snap pictures of documents. It doesn't
22 even really have like the QR code scanner thing
23 (inaudible). So I had to switch the phone, but then
24 they switched the service and the number. And it's
25 confusing me actually, you know.

1 And I'm like, okay, I need their service and I
2 need their phone and everything, but I'm trying to get
3 stuff off my old phone. So I had to switch the service
4 back to the old phone, and then --

5 (Timer notification.)

6 SPEAKER MR: -- service and stuff like that.

7 So if I could switch phones again to the new
8 service, I don't want them to cut it off, like being
9 like, Oh, you know, you're -- you just -- you know,
10 trying to get free service and stuff like that.

11 ALJ GLEGOLA: Okay. Well, thank you very much
12 for calling in.

13 Could we have our next speaker, please.

14 SPEAKER MR: Thank you.

15 THE OPERATOR: Thank you. Our next speaker is
16 Omar Bozkurt.

17 Your line is open.

18 STATEMENT OF SPEAKER BOZKURT

19 Good afternoon, California. My name is Omar
20 Bozkurt, B-o-z-k-u-r-t.

21 I was going to get into my story, but after
22 listening to everybody's story here, I'll just point out
23 two malicious business practices I noticed T-Mobile do.
24 They will charge you and bill you for months to years
25 until I finally found out I wasn't even in the service

1 area. And the second thing they'll do is they will turn
2 off your line right after their customer service is
3 closed. Excuse me. I'm at the gym.

4 But I just want to say to everybody don't lose
5 hope. Don't assume this is the cost of doing business.
6 Document every dropped call, every complaint, every
7 promise that isn't kept and every dollar you pay for
8 your service. File complaints with the CPUC and the
9 FCC. We got to hold these companies accountable. Make
10 your voices heard. I'm sorry again. I'm in the middle
11 of a workout. But we will organize. If they can't do
12 it for us, we'll do it ourselves. I love you guys.
13 There is hope.

14 So -- and to the -- to the Commission, I would
15 like to know if today's hearing is being recorded,
16 because I want to obtain a copy for my own personal
17 legal reasons.

18 ALJ GLEGOLA: So --

19 SPEAKER BOZKURT: Is this call being recorded?
20 Is there a way I can get a copy?

21 ALJ GLEGOLA: It is being transcribed.

22 SPEAKER BOZKURT: It's being transcribed. But
23 when will it be available to the public? Because I need
24 it for my own litigation. I'm tired of --

25 ALJ GLEGOLA: So --

1 SPEAKER BOZKURT: -- and so is the state. They
2 take billions in subsidies from us, and they can't even
3 give us certain things back.

4 ALJ GLEGOLA: Sir --

5 SPEAKER BOZKURT: Nah.

6 ALJ GLEGOLA: Sir, I can -- I can give you the
7 answer if you just let me -- let me give it to you. So
8 it depends on whether someone ordered it or not. If
9 someone ordered it ahead of time -- we'll have it in
10 five business days I'm just told. So if you go to our
11 docket -- the docket card for Rulemaking 26-02-017, in
12 five business days, we'll have it.

13 SPEAKER BOZKURT: (Inaudible), California. I
14 love you. We got this.

15 ALJ GLEGOLA: Okay. Thanks so much for calling
16 in.

17 Can we have our next speaker, please.

18 THE OPERATOR: Yes. Thank you. Our next
19 speaker is Daniel Andretti.

20 Your line is open.

21 (No response.)

22 THE OPERATOR: Daniel, your line is open.

23 STATEMENT OF SPEAKER ANDRADE

24 Daniel Andrade.

25 THE OPERATOR: Yes.

1 SPEAKER ANDRETTI: D-a-n-i-e-l --

2 THE OPERATOR: Yes. I'm sorry. Andrade. Yes.
3 Thank you.

4 ALJ GLEGOLA: And please continue.

5 SPEAKER ANDRADE: Hello?

6 ALJ GLEGOLA: Hello. We can hear you. Can you
7 hear us?

8 SPEAKER ANDRADE: Yes. Daniel Andrade,
9 D-a-n-i-e-l A-n-d-r-a-d-e, from San Jose 95123.

10 And I've been an AT&T customer for 20 years.
11 Back -- AT&T, when the first iPhone came out. And about
12 10 years ago, I started having an occurrence because I
13 was having kids, and they have little hands on it and
14 you couldn't control what was going to go on the phone.

15 So I got a new iPhone 16 Pro, and it was stolen
16 about a year ago now. And I have gone to AT&T. I've
17 gone to the insurance -- their insurance carrier. I
18 filed a complaint with the insurance commissioner, and
19 I've gotten crickets. They don't want to pay the claim.
20 And I haven't missed a payment, haven't -- it covers
21 that explicitly in the verbiage, and now I'm being
22 billed \$20 a month for a phone that I don't have and \$20
23 for insurance that currently is not effective.

24 The service has also gone down. I got to echo
25 the other AT&T customers who've been around for a while.

1 About 25 years ago, it started to fall --

2 (Timer notification.)

3 SPEAKER ANDRADE: -- that -- is this something
4 that could be taken care of by the customer relations
5 department?

6 ALJ GLEGOLA: It sounds like it can be, sir,
7 and the phone number for them is 800-649-75 --

8 SPEAKER ANDRADE: Yeah.

9 ALJ GLEGOLA: It's 800-649-7570. I would call
10 them for the customer service --

11 SPEAKER ANDRADE: 570?

12 ALJ GLEGOLA: I would call them for the
13 billing on --

14 SPEAKER ANDRADE: Thank you so much, your Honor
15 and Commissioner. Have a good afternoon.

16 ALJ GLEGOLA: Thank -- thank you. Thanks for
17 calling in.

18 Could we have our next speaker, please.

19 ALJ GLEGOLA: Yes. Our next speaker is William
20 Staneart.

21 Your line is open.

22 STATEMENT OF SPEAKER STANEART

23 Hi there. My name is William Staneart, spelled
24 S-t-a-n-e-a-r-t.

25 I'm another Santa Rosa resident calling about

1 service in the Sonoma and Napa area for AT&T. I've got
2 about 300,000 people that live within a 25-mile radius
3 of me. And AT&T, within that area, has about a 20
4 percent dead zone. I'm also getting word from my
5 spouse, who works from a major winery in Napa, that AT&T
6 is charging nearly \$1,000 per landline to get service to
7 that winery. And that is what covers their fire and
8 their security systems.

9 With PG&E doing their rolling blackouts, backup
10 systems cannot do voice over internet protocol or
11 anything like that to actually take care of fire, which
12 is a big issue around here as is the rest of California.

13 So AT&T not having good service around here is
14 a big risk for safety, for fire safety, for businesses
15 and for the general population all over California, not
16 just Sonoma and Napa Counties.

17 Thank you very much.

18 (Timer notification.)

19 ALJ GLEGOLA: Thank you so much for calling in.

20 Could we have our next speaker, please.

21 THE OPERATOR: Yes. Thank you. Our next
22 speaker is Lori Pettegrew.

23 Your line is open.

24 STATEMENT OF SPEAKER PETTEGREW

25 Hello. This is Lori Pettegrew. That's

1 P-e-t-t-e-g-r-e-w. I live in southern Mendocino County,
2 a rural area off of Mountain View Road.

3 In February 2026, our cell service abruptly
4 ended. I later learned that the towers in the area had
5 been decommissioned without any warning to the community
6 or myself, just no cell service. So that means no 911,
7 no fire response, no medical, just nothing. To this
8 day, we have nothing.

9 I understand at about the same time UScellular
10 was acquired by T-Mobile, and that's when these towers
11 seemed to start to be decommissioned. This is a very
12 serious public health safety issue, and I'm hoping that
13 the CPUC can help get towers back online and not leave
14 people scrambling for communication choices for
15 emergencies and also that -- make service providers give
16 some warning if they are going to be taking cell -- cell
17 towers down --

18 (Timer notification.)

19 SPEAKER PETTEGREW: Thank you for your
20 efforts.]

21 ALJ GLEGOLA: Thank you so much for calling in
22 today.

23 Could we have our next speaker, please?

24 THE OPERATOR: Yes. Thank you.

25 Our next speaker is Mike Konda. Your line is

1 open.

2 STATEMENT OF SPEAKER KONDA

3 Hi, my name is Mike Konda, K-o-n-d-a. I reside
4 in Squaw Valley, California. I'd like to say that my
5 wife works from home and has worked from home since
6 2020, during COVID. We have experienced really bad
7 service here in the Squaw Valley area. In fact, she was
8 unable to attend this meeting because she couldn't get
9 any service in our home.

10 Prior to 2020, we had excellent service; we had
11 good Internet. Now we can't even speak at our home and
12 get a phone call out. Just wanted to state that, was
13 hoping we could get this resolved.

14 I also want to state that the people that have
15 good service, hey, great for them. But the people that
16 have their lives put in jeopardy because of bad service,
17 we need to fix that.

18 Thank you very much.

19 ALJ GLEGOLA: Thank you so much for calling in
20 today.

21 Could we have our next speaker, please?

22 THE OPERATOR: Yes. Thank you.

23 Our next speaker is Hope Kanaley. Your line is
24 open.

25 ///

1 STATEMENT OF SPEAKER KANALEY

2 Yes. Thank you so much. It's Hope, H-o-p-e,
3 Kanaley, K-a-n-a-l-e-y.

4 Like many of the callers that we've been all
5 listening to over the last hour-plus, I want to echo the
6 concerns about no service. I live in Cowan Heights, or
7 North Tustin, in a highly-populated county, Orange
8 County, in Southern California.

9 I have AT&T for over 20 years. And I've had
10 zero to one bar of service. Consequently, I can only
11 use Internet calling. And separate issue, I only have
12 one Internet provider that's available for this hilly,
13 unincorporated area of Orange County that is Cox
14 Communications. I consistently cannot get Internet from
15 any other providers.

16 When Cox has you outages, which it does, then I
17 am completely without so --

18 (Timer notification.)

19 SPEAKER KANALEY: I'm encouraged you're having
20 these hearings. And I hope that you're able to
21 intervene, create areas of good service, so we have
22 9-1-1 and other police services available.

23 Thank you.

24 ALJ GLEGOLA: Thank you so much for calling in
25 to share.

1 Can we have our next speaker, please?

2 THE OPERATOR: Okay. Thank you.

3 Our next speaker is Mike Edel. Your line is
4 open.

5 (No response.)

6 THE OPERATOR: Mr. Edel, your line is open.
7 Please hit your mute button.

8 SPEAKER EDEL: Hello?

9 THE OPERATOR: Yes --

10 ALJ GLEGOLA: Hello --

11 THE OPERATOR: Mike, are you there?

12 (Crosstalk.)

13 ALJ GLEGOLA: Can we go to our next caller and
14 come back to Mr. Hall (sic)?

15 THE OPERATOR: Yes. Our next caller is Robert
16 Hall. Your line is open.

17 STATEMENT OF SPEAKER HALL

18 Hello, can you hear me okay? I'm on T-Mobile,
19 so no guarantees.

20 (Crosstalk.)

21 SPEAKER HALL: I would like to point out I'm a
22 communications systems engineer, formerly fuse aircraft.
23 My department developed the digital cell phones that we
24 now use today from Hedy Lamarr's patent.

25 I have four places I call home: Pomona,

1 reasonably good service; Rancho Mirage, reasonably now
2 okay service; Borrego, no service because the closest
3 cell tower is over 20 miles away -- and at that, it
4 doesn't even work when you're within a couple miles.
5 And then, also, Fontana, California -- Northern Fontana
6 in Sierra Lakes Community, there's no cell service. I
7 can call from the southwest corner of the house, on the
8 second floor, if I'm very careful; otherwise, no calls.
9 I usually have to use MagicJack to make calls from home.

10 I would like to point out I've been complaining
11 about this for years and years. We were with AT&T. I
12 got out of AT&T ten-or-so years ago --

13 (Timer notification.)

14 SPEAKER HALL: -- and went to T-Mobile.
15 T-Mobile promised it would be fine, they're fixing it
16 up. I've been complaining for years. They finally sent
17 me a sensor cell for Borrego and Fontana. And the last
18 couple years --

19 (Crosstalk.)

20 SPEAKER HALL: -- they started cutting back
21 their service until now. The sensor cells are disabled,
22 and I now have no service again --

23 ALJ GLEGOLA: Please wrap up.

24 SPEAKER HALL: -- trying to be quick. I think
25 that covers everything.

1 T-Mobile and AT&T both need to be fined or
2 something. If I gave the same service to my military
3 customer as T-Mobile and AT&T, give to me, my car
4 phone -- my Wi-Fi in my car is AT&T. If I gave the
5 military the same service, the military would be
6 penalizing my company massive amounts of money --

7 (Crosstalk.)

8 SPEAKER HALL: Thank you.

9 ALJ GLEGOLA: Thank you very much for calling
10 in. Could we have our next speaker, please?

11 THE OPERATOR: Yes. Our next speaker is
12 Nelson Pleypez. Your line is open.

13 STATEMENT OF SPEAKER PLEYPEZ

14 Hi. It's Nelson, last name is P-l-e-y-p-e-z.

15 I'm calling with a concern that I've noticed
16 with AT&T. I'm a AT&T FirstNet customer. We have
17 upgraded our phones, both me and my wife, with a
18 promotional package. And we have been overcharged for
19 the last year. I've been overcharged \$50; my wife has
20 been overcharged \$100, because we have not been getting
21 proper credit for our promotions.

22 I've seen this issue carried out through many
23 other stories, online, forums, everywhere. We've been
24 paying the extra surcharges, and AT&T has acknowledged
25 that they have made a mistake, but has not fixed the

1 issue. We have proof that my bill was supposed to be
2 \$83, but I've been charged \$130 for the last year.

3 If I owed AT&T money, they would be charging me
4 interest. I've been paying them extra money for the
5 last year. And I have not received -- or my issue has
6 not been fixed.

7 Secondary, AT&T's FirstNet has a lot of dead
8 zones in our area of coverage. I live in Tulare County.
9 Hospitals, which we respond to, have dead zones and we
10 are not able to receive messages or phone calls. We
11 receive messages for our 9-1-1 calls. And we are not
12 able to receive them in certain hospitals, because they
13 are dead zones.

14 That's basically it. I would like my issue
15 with my bills resolved, because AT&T has not been able
16 to resolve the issues. Although, I've gone to the store
17 multiple times, wasted my time, approximately two, three
18 hours each occurrence, multiple times. I'm tired of
19 paying the extra \$50 and my wife the extra \$100. That
20 will be all. Thank you for your time.

21 I appreciate you guys taking the time to hear
22 me out.

23 ALJ GLEGOLA: Okay. Sir, If I could make one
24 suggestion, it would be to call our Consumers Affairs
25 Branch. I think this is a billing issue that they can

1 help you resolve. Their phone number is (800)649-7570.

2 SPEAKER PLEYPEZ: Okay. I would -- I will give
3 them a call. I have spoken to just about every person
4 or every department with AT&T. And they still -- they
5 have acknowledged the fact that they have made a mistake
6 on not giving me my promotional credits. But they have
7 not reflected on my bill. And I -- like I said, it's
8 been approximately a year. November of last year is
9 when I got my phone so --

10 ALJ GLEGOLA: Yeah. I'm hoping our customer
11 affairs folks can help. Because that's what -- this
12 sounds like something that they do all the time, working
13 with the various carriers.

14 SPEAKER PLEYPEZ: Okay. Sounds good. I will
15 give them a call. Thank you so much.

16 ALJ GLEGOLA: Thanks for calling in.

17 Could we have our next speaker, please?

18 THE OPERATOR: Yes. Mr. Edel, your line is
19 open. Mike Edel, please go ahead.

20 (Crosstalk.)

21 THE OPERATOR: Oh, apologies.

22 STATEMENT OF SPEAKER EDEL

23 It's okay. I've been a client of AT&T for many
24 years, with multiple lines. I mean, I can deal with the
25 spotty service all over town in Beverly Hills, Santa

1 Monica, you know, in Sherman Oaks. But to add to all
2 those issues, I'm having trouble getting/receiving calls
3 from certain people that -- the phone doesn't even ring.
4 And I will not know that people are calling me.

5 After going back and forth with AT&T for so
6 many times and fighting with FCC, they came up with a
7 solution that I need to upgrade in order to be able to
8 receive calls, which is not acceptable to me. And it --
9 they're asking me to switch between 5G or 4G, wherever
10 you think that the people cannot reach you. I mean,
11 this is impossible for me to figure out who can reach me
12 or not when I'm traveling from one zone to the other.

13 So that was the first and final conclusion that
14 the -- they tell me they can't do anything for me. And
15 that is a solution, just to charge me more to put in a
16 higher-tier service. Thank you.

17 ALJ GLEGOLA: Thank you so much for calling in
18 to share.

19 Could we have our next speaker, please?

20 THE OPERATOR: Thank you. Our next speaker is
21 Morgan Pike. Your line is open.

22 SPEAKER PIKE: Hello? Good afternoon --

23 (Crosstalk.)

24 STATEMENT OF SPEAKER PIKE

25 I'm calling about cell service in Mendocino

1 County. For many of us, cellular is the only
2 communication optioning. Until recently, we had decent
3 coverage through U.S. cellular.

4 However, in early 2026, T-Mobile acquired U.S.
5 cellular and has apparently been decommissioning the
6 infrastructure, as many areas in Mendocino County no
7 longer have and cell service, whatsoever. This is true
8 even for those customers that have transitioned to
9 T-Mobile. I don't know if the CPUC can require T-Mobile
10 to maintain its U.S. cellular infrastructure. But at a
11 minimum, T-Mobile should be public and transparent about
12 their intentions in Mendocino County.

13 Thank you.

14 ALJ GLEGOLA: Thank you so much for calling in.
15 Operator, do we have any additional callers?

16 THE OPERATOR: We do have one last caller who
17 did not record their name. And I'm unable to get their
18 name.

19 ALJ GLEGOLA: Okay.

20 THE OPERATOR: But if you would like to make a
21 comment, and you haven't made comment yet, your line is
22 open.

23 (No response.)

24 ALJ GLEGOLA: If you can hear us, we can hear
25 you too if you speak.

1 (No response.)

2 THE OPERATOR: PLEASE hit your mute button if
3 you have not made a comment yet, and you would like to
4 make a comment. Please hit your mute button.

5 (No response.)

6 ALJ GLEGOLA: So it sounds like there --
7 there's some trouble.

8 (Crosstalk.)

9 THE OPERATOR: If the last four digits of your
10 phone number are 9405, can you please hit your mute
11 button, and you are able to make a comment.

12 (No response.)

13 ALJ GLEGOLA: It sounds like that person is not
14 responding --

15 (Crosstalk.)

16 ALJ GLEGOLA: And that's our last caller.

17 THE OPERATOR: I have some more --

18 ALJ GLEGOLA: Do we have another one?

19 THE OPERATOR: Yes. Robyn Canada, your line so
20 open.

21 STATEMENT OF SPEAKER CANADA

22 Hello? I'm here about the data -- 25-cent gigs
23 for the database Internet, like (indecipherable) -- like
24 as the ad stated for 30 days. After like four days, it
25 just didn't have a lot of Internet --

1 ALJ GLEGOLA: Is that your comment?

2 (Crosstalk.)

3 ALJ GLEGOLA: Is that your comment?

4 SPEAKER CANADA: Thank you so much for calling
5 in.

6 Could we have our next speaker, please?

7 THE OPERATOR: Thank you.

8 Our next speaker is Devin Henesey. Your line
9 is open.

10 STATEMENT OF SPEAKER HENESEY

11 Hello. Thank you, everyone, for taking my
12 call. And thank you for your patients while we're
13 working through all the public comments. I do have a
14 number of complaints, but none of them are unique to
15 anything that you've heard before. I've experienced
16 everything and then some over the course of using all
17 the different carriers, walking away from both AT&T and
18 T-Mobile for terrible and what I felt to be predatory
19 customer service at the time. But I had no recourse.

20 You know, FCC complaints are a coin in the
21 pond. And trying to navigate the FCC data set is a
22 challenge, to say the least, let alone to try to gain
23 anything from it or use it to your own advantage. My
24 concern is that platform decay, that we've seen, you
25 know, considerably over the last few years is a public

1 safety issue. Not having coverage in rural areas, or
2 even in some areas of the city, and not being able to
3 access emergency services or have a landline because
4 those services areas being reduced or taken away
5 entirely is of grave concern.

6 It's important that the CPUC, I feel, maintain
7 a leadership role in the advocacy for California
8 consumers and really reinvigorate the YouTube and social
9 media platforms with education and consumer advocacy on
10 how the make the small font big and to warn people about
11 what they can experience and, also, how to document what
12 they experience and to try to navigate those very
13 frustrating customer groups that they design to be
14 frustrating and try to (inaudible). You eventually give
15 up and let them keep your money. They know they have
16 the advantage and will press it at every turn.

17 Thank you very much for your time. I really
18 appreciate having the opportunity to make this public
19 comment. And I will be participating in future forums
20 as well.

21 ALJ GLEGOLA: Thank you very much for calling
22 in.

23 Could we have our next speaker, please?

24 THE OPERATOR: Yes. Our next speaker is Susan
25 Donahue. Your line is open.

1 STATEMENT OF SPEAKER DONAHUE

2 Good afternoon. Thank you, Judge and
3 Commissioner.

4 This is Susan Donahue. I reside in Downtown
5 Half Moon Bay. And the Verizon service here has been
6 wholly inconsistent. During busy times, such as street
7 fairs, Pumpkin Fest, there is no service for the entire
8 day. It doesn't go out as the crowds arrive, it appears
9 to be taken out or throttled. And that's of grave
10 concern.

11 On an ongoing basis, calls are dropped. And
12 just yesterday, a call dropped multiple times. And then
13 I was unable to dial out for between 15 and 30 minutes.
14 And, again, this is -- this is crazy. Verizon
15 undoubtedly has data that confirms service areas,
16 service issues, attempts, drops, et cetera. We're in a
17 very data-rich digital age right now. And there's no
18 excuse for their lack of data.

19 I would like to thank you for the opportunity
20 to speak here today.

21 ALJ GLEGOLA: Thank you so much for taking the
22 time to call.

23 Could we have our next speaker, please?

24 THE OPERATOR: Next speaker is Cynthia Roach.
25 Go ahead, it's open.

1 (No response.)

2 THE OPERATOR: Please hit your mute button.

3 SPEAKER ROACH: Can you hear me?

4 (Crosstalk.)

5 STATEMENT OF SPEAKER ROACH

6 Okay. Okay. So, I live next to a very large
7 hotel called the Claremont Hotel. So, you know, I do
8 live in what is considered the hills, but pretty much at
9 the bottom of the hills. I've had Verizon for over
10 30 years. We have three lines. \$300 is our payment at
11 this time.

12 My son lives in Reno, he gets very good
13 service. We live, as I said, in the lower hills of
14 Berkeley. My calls are constantly dropped or I cannot
15 hear; I have maybe a half of one bar.

16 I was in Canada two weeks ago. I had five bars
17 in Canada on my Verizon. We don't have a landline.

18 When I complained to Verizon, we were told
19 that -- to use Wi-Fi calling. Then we were told that
20 there are not many cell towers in our area because
21 Berkeley did not want them. We were told that there's
22 network congestion, that the hills have poor service,
23 and that your home construction could be impeding the --
24 the signal.

25 My questions are: Listening to all the

1 comments, does --

2 (Timer notification.)

3 SPEAKER ROACH: My question is: Do small
4 businesses get a better service? Because it sounded
5 like they were pretty -- getting good service. And is
6 there any --

7 (Timer notification.)

8 SPEAKER ROACH: Thank you. Thank you very much
9 for your time.

10 ALJ GLEGOLA: Thank you very much for calling.
11 And could we have our next speaker, please?

12 THE OPERATOR: Our last speaker is Ed Savey.
13 Your line is open.

14 STATEMENT OF SPEAKER SAVEY

15 Hello, can you hear me?

16 ALJ GLEGOLA: Yes, we can. Please continue.

17 SPEAKER SAVEY: Excellent. So thank you for
18 having me. My name is Dr. Edwin Savey.

19 I currently serve as an emergency physician in
20 San Bernardino County. I've been fortunate to practice
21 in the area of emergency care in California for more
22 than 20 years. I want to say that for myself and the
23 thousands of other healthcare providers and
24 professionals here in California, fast and seamless
25 communication to and from our patients, their families,

1 and other positions in real time is critical.

2 In many instances, for me, it can be a life and
3 the death determination depending on what we're able to
4 learn and share with those facing, you know, those
5 challenging health issues. So speedy and efficient
6 wireless services aid me with the important
7 conversations and direction I need to get patients
8 confronting traumatic injury or illness in contacting my
9 fellow medical professionals for medical history, and
10 even making calls to especially other hospitals for
11 higher-level of care transfers.

12 The wireless infrastructure --

13 (Timer notification.)

14 SPEAKER SAVEY: -- and others helps keep
15 Californians safe.

16 So, I think that signals it is the end of my
17 time. It just --

18 (Timer notification.)

19 SPEAKER SAVEY: -- every day. And I would like
20 to say: Don't push regulations on wireless service that
21 makes wireless more expensive, when it's clear that
22 service is working now, without PUC interference.

23 Thank you for the opportunity to share my
24 views. And for -- (inaudible) opportunity to ensure we
25 keep communication (inaudible).

1 ALJ GLEGOLA: Thank you very much for calling
2 in today.

3 Commissioner Houck, do you have any final
4 remarks?]

5 (No response.)

6 ALJ GLEGOLA: Actually, Commissioner Houck is
7 not with us right now. So in that case, that concludes
8 all of the speakers who signed up to speak.

9 If you would like to provide additional input
10 or comments after this hearing, you may submit written
11 comments on the docket card for this proceeding, which
12 can be found on the Commission's website at
13 www.cpuc.ca.gov/pph.

14 If you need assistance with providing
15 additional comments, please contact the Commission's
16 Public Advisors Office during normal business hours at
17 1-866-849-8390 or by mailing the Public Advisors Office.
18 That's public, p-u-b-l-i-c,.advisor,
19 a-d-v-i-s-o-r,@cpuc.ca.gov.

20 On behalf of myself and all of the
21 commissioners including Commissioner Houck, I want to
22 thank everyone for your participation here today. We
23 appreciate that you took time out of your day to
24 participate in this proceeding.

25 I also want to thank everyone who helped pull

1 off this remote hearing today. We could not accomplish
2 this without the help of our court reporters, our IT
3 folks, and all of the staff at the Public Advisors
4 Office as well as our operator. Thank you, everyone,
5 for your help. I want to make sure that you all know
6 that I personally appreciate your efforts.

7 This concludes the afternoon public
8 participation hearing for R.26-02-017. We will be back
9 at 6:00 p.m.

10 We are adjourned and off the record.]

11 (Recess taken.)

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1 EVENING SESSION - 6:01 P.M.

2 * * * * *

3 ALJ GLEGOLA: We will now be on the record.

4 The Commission will come to order. Good
5 evening, everyone. This is the time and place set for a
6 public participation hearing on the California Public
7 Utilities Commission's Wireless Telecommunications
8 Service Quality Proceeding. The number is Rulemaking
9 26-02-017. I'm Tom Glegola. I'm the assigned
10 administrative law judge for this proceeding. We are
11 joined by the Honorable Darcie Houck who is the assigned
12 commissioner for this proceeding.

13 For those who are observing this hearing using
14 our online live-feed streaming through their computer,
15 the public participation is through the conference line
16 and the number appears on your screen.

17 For those who are listening on the phone that
18 wish to speak but have not yet indicated so, please just
19 press star one and your phone will be placed in line.
20 After pressing star one, you will be prompted for your
21 name. Please add if you're an elected official. Please
22 remember to speak slowly. That's very important.

23 The purpose of today's hearing is to hear
24 directly from the public about their wireless phone
25 service. We especially want to hear about lengthy

1 service outages you've encountered, lengthy call waiting
2 times, any billing or other customer service challenges
3 you've encountered.

4 The Public Utilities Commission currently
5 regulates service quality standards for Plain Old
6 Telephone Service, sometimes called "POTS," and Voice
7 over Internet Protocol service, also called "VoIP."

8 The standards are contained in General
9 Order 133 which you can find on the Commission's
10 website. We are examining whether we should adopt these
11 rules to cell phone service. More information is
12 available on the Commission's website at
13 www.cpuc.ca.gov/PPH.

14 The Public Utilities Commission has five
15 commissioners who are appointed by the governor and
16 confirmed by the State Senate, which includes
17 Commissioner Houck. My responsibility is to manage the
18 day-to-day activities of this case and to help
19 Commissioner Houck evaluate all of the evidence in the
20 proceeding including your input.

21 Commissioner Houck will issue a proposed
22 decision for the other commissioners to consider. The
23 five commissioners are ultimately the ones who will
24 decide and vote on whether or not to approve any
25 proposed changes to existing rules or new rules.

1 Each piece of information on which we base our
2 decision is listed and available for you to review on a
3 Commission web page we call the "docket card." Your
4 comments today will also be listed and published on the
5 docket card because our court reporters are transcribing
6 today's hearing taking down everything that is said.

7 I thank you for spending your time with us
8 today to share your experiences as customers, your
9 perspectives, or just to listen. The commissioner and I
10 will be paying close attention to what you say. We
11 typically receive significant public interest in these
12 types of proceedings which likely means you will have to
13 wait for speaking, so I also thank you for your
14 patience.

15 This forum is being conducted remotely because
16 we have found remote hearings to be a very convenient
17 and effective way for us to engage with members of the
18 public, especially on issues like this that affect all
19 parts of the state.

20 Today is not your only opportunity to tell us
21 how this proceeding will affect you. We have scheduled
22 remote forums like the one today for next week,
23 Thursday, both at 2:00 and 6:00. We already had another
24 one earlier today at 2:00. If that's not possible for
25 you throughout this proceeding, we will be accepting

1 written public comments through a form on our website,
2 the public comments section of the docket card. To
3 access the docket card, please go to the Commission's
4 website, www.cpuc.ca.gov/PPH.

5 If you know someone that wishes to be heard on
6 this issue but the times we scheduled for hearings are
7 not convenient for them or you have more to share with
8 us, there are other ways to communicate besides making a
9 public comment.

10 You may call the following number during normal
11 business hours, which is 866-849-8390. That's the main
12 line for our Public Advisor's Office. You may also
13 email our Public Advisor's Office at public, that's
14 p-u-b-l-i-c, dot advisor, a-d-v-i-s-o-r, at cpuc.ca.gov.
15 You also have other ways to reach out to us as well.

16 We still accept postage mail as an example. As
17 of today, we've received almost 800 written public
18 comments. Again, we are very appreciative that you
19 decided to spend your time with us today.

20 Now we will hear from Commissioner Houck.

21 COMMISSIONER HOUCK: Thank you, Judge Glegola.

22 As was stated, I'm Darcie Houck, one of the
23 five commissioners here at the Public Utilities
24 Commission, the assigned commissioner for this
25 proceeding looking at wireless service quality matters.

1 I want to thank Judge Glegola for facilitating the
2 public participation hearings today and managing the
3 proceeding.

4 I also want to thank our Public Advisor's
5 Office for hosting the event and our IT staff for making
6 this possible. I also want to thank our court reporters
7 who are documenting the hearing tonight so that it will
8 create a record that will end up in the docket for the
9 proceeding and part of the proceeding.

10 So thank you for taking the time to attend
11 today's hearing and to provide comment to us. I
12 recognize that everyone is very busy and has multiple
13 commitments, whether it's job or family, and being here
14 tonight is taking away from those things. I appreciate
15 that you are here to provide that public comment.

16 Public comments are very important to our
17 proceedings, and it helps inform me as a decision maker,
18 Judge Glegola, and my fellow commissioners.

19 This proceeding will determine, as Judge
20 Glegola said, whether to extend our current service
21 quality standards set by General Order 133-E to wireless
22 services and will also determine whether additional
23 service quality standards may be necessary for wireless
24 service.

25 I just want to underscore what Judge Glegola

1 said that I believe, as of yesterday, we've received
2 over 800 written public comments on the proceeding
3 docket, and it is critically important that we
4 receive -- that Californians receive reliable wireless
5 telecommunication service.

6 We recognize that most people are transitioning
7 away from wireline service and relying on their wireless
8 service as their primary mode of communication. This is
9 particularly important for emergency services.

10 As was stated by Judge Glegola, the purpose of
11 tonight's hearing is to hear from all of you about your
12 concerns, comments, and information that you want us to
13 know relevant to the proceeding.

14 So with that, I am going to keep my comments
15 very short. I know there are a lot of people listening
16 and wanting to provide their feedback, so I want to hand
17 it back to Judge Glegola so that we can hear from all of
18 you this evening. Again, thank you for being here with
19 us.

20 Judge Glegola, I'll turn it back over to you.

21 ALJ GLEGOLA: Thank you very much, Commissioner
22 Houck.

23 Now, we will turn to the public. If you want
24 to speak and have not already done so, please press star
25 one on your phone now and the operator will add you to

1 the queue of speakers. You may decide at any time
2 before we end this forum to speak simply by pressing
3 star one. If you do speak, please remember to speak
4 slowly and clearly so that our court reporter is able to
5 capture everything you say. We ask that you state and
6 spell your name.

7 To help ensure we hear from everyone, each
8 speaker will have a time of one minute. A chime will
9 sound at one minute. Please wrap up shortly after that.
10 I will be asking you to wrap up. I apologize ahead of
11 time for this abrupt deadline. I hope you understand
12 that the reason is to hear from as many people as
13 possible, otherwise they're going to be on the line for
14 a long time as well.

15 We had nonstop callers during our first session
16 this afternoon from basically 2:00 to 4:30. Maybe there
17 will be less, maybe not. I won't know until I know, but
18 out of respect for everybody taking the time, I'm asking
19 everyone to stick to one minute.

20 If you are disconnected from your call before
21 I'm able to thank you, please know just how much I and
22 Commissioner Houck appreciate you taking the time from
23 your day today to share your experiences as
24 telecommunications customers with us.

25 Again, we will best be able to hear you if you

1 speak slowly and clearly and speak directly into your
2 phone or headset. It is best not to use speaker phone.

3 Also, if you are listening to this hearing
4 using our live video feed, please remember to mute the
5 speakers on your computer for that feed so that you can
6 then speak to us without any interference.

7 Finally, I also want to note that on our
8 live-feed stream is the customer service telephone
9 numbers for AT&T, Verizon, and T-Mobile. Each carrier
10 has representatives available if you wish to contact
11 them today to deal with a billing dispute or some other
12 customer service issue.

13 Several of the comments that we had from this
14 afternoon were those types of issues, and so I would
15 just strongly encourage you, since there is a dedicated
16 person available to speak with you, that you take
17 advantage of that if you have one of those types of
18 issues.

19 With that, Operator, can you please proceed to
20 the first speaker in the queue.

21 THE OPERATOR: The public comment line is now
22 open. If you would like to make a comment, please
23 unmute your phone, press star one, and record your first
24 and last name slowly and clearly so we may introduce
25 you.

1 Our first caller is Bill Kirkham from
2 Hollywood, California. You may go ahead.

3 STATEMENT OF SPEAKER KIRKHAM

4 Hi. Can you hear me?

5 ALJ GLEGOLA: We can. Please continue.

6 SPEAKER KIRKHAM: Yes. I will make this brief
7 for the well-being of the safety of the city and the
8 citizens and the state of California right now. I'm in
9 Hollywood, California. I teach and entertain for some
10 years.

11 This in the background is an EMF detector that
12 you're hearing, an electromagnetic frequency detector.
13 You're hearing it go off at over 50 to 100.5 when
14 0.05 -- excuse me -- 0.5 is where cellular damage starts
15 to happen for children or elderly. So the longer you're
16 on any Wi-Fi or cellular device using Wi-Fi -- this is a
17 \$2,000 Apple iPhone, and it's going to be picking up
18 these microwaves that are coming through your walls.

19 Now, there's no frequency regulations, no EMF
20 shielding mandatory, but there's a smoke detector for
21 the safety in your house -- to make you aware -- methane
22 detector, speedometer in your car, but no frequency
23 detectors or regulations and laws. Please check out
24 these two documentaries for the Court, Residents, Beings
25 of Free Agency, on Amazon, and the DSIAC webinar on

1 YouTube to see how radio --

2 (Timer notification.)

3 SPEAKER KIRKHAM: -- weaponized as microwaves
4 and used for our U.S. military with patents on it. So
5 not having regulations for this and not having landlines
6 to be mandatory with no communication and just solar
7 power or blackouts that are happening all over the north
8 of the grid of North America -- that just happened
9 recently. Check out Stephan Burns, geophysicist on
10 YouTube. He'll better update you on --

11 ALJ GLEGOLA: Can you please wrap up, sir.

12 (Crosstalk.)

13 SPEAKER KIRKHAM: -- it's mandatory to have
14 landlines all over for communication. It would be
15 terrorism if there's any time of a MP, World War III,
16 which is --

17 ALJ GLEGOLA: Sir, can you please wrap up.

18 SPEAKER KIRKHAM: Yes. Okay. Now, as I said,
19 when there's Wi-Fi going through your home or if there's
20 any radio frequencies, they can feel magnetic resonance
21 left from the Hemingway of binary computations on any of
22 your chips. So the ether -- if your neighbor's Wi-Fi is
23 going through there and they have a
24 hacker flipper zero --

25 ALJ GLEGOLA: Excuse me, sir. I would --

1 (Crosstalk.)

2 ALJ GLEGOLA: Sir --

3 SPEAKER KIRKHAM: -- is not FCC legal, these
4 are the kind of things --

5 ALJ GLEGOLA: Sir --

6 (Crosstalk.)

7 ALJ GLEGOLA: Operator, can you please
8 disconnect the caller.

9 SPEAKER KIRKHAM: -- the regulation of the
10 frequencies and identification of them just like getting
11 a drone with a license or a handgun, it needs to be
12 registered. We need to know where the frequency's
13 coming from and who it's registered to because these
14 things can go through and be weaponized to people onto
15 children --

16 ALJ GLEGOLA: Operator, can you please --

17 SPEAKER KIRKHAM: -- cause cellular harm --

18 (Crosstalk.)

19 ALJ GLEGOLA: -- disconnect the call.

20 SPEAKER KIRKHAM: -- change your hormones, your
21 frequency, your krebs cycle, your sperm count,
22 everything --

23 (Call disconnected.)

24 ALJ GLEGOLA: Thank you very much.

25 Could we please have our next speaker.

1 THE OPERATOR: Our next caller is Emily Elayyan
2 from Compton. You may go ahead.

3 STATEMENT OF SPEAKER ELAYYAN

4 Hi. Can you hear me?

5 ALJ GLEGOLA: Yes, we can. Please continue.

6 SPEAKER ELAYYAN: I'm from Stockton, which
7 sounds similar, but my service is actually kind of bad
8 so I'm frequently misheard on the phone either with my
9 own service provider, whom I've contacted several times
10 over the course of several years, and I'm a one-time --
11 (indecipherable) -- said, "I'm sorry, we can't hear
12 you," so this isn't well, isn't strong. And I say to
13 people, yeah, that's why I'm calling because my service
14 is so poor, but it -- I'm -- there's nothing I can do.
15 You are my service provider. And they said, "Well, have
16 you tried disconnecting your phone and enabling Wi-Fi
17 calling?"

18 So even when the service provider was aware of
19 the issue, rather than providing a solution, they said,
20 well -- a solution to their own service -- they said,
21 well, why don't you get a complete third-party option
22 that's not even related to our service to get your
23 device to work in the way that you are paying us to
24 provide service to you.

25 I tried -- and that's if I can even get ahold

1 of anyone. It usually takes hours to get ahold of
2 someone. And if I do, I'm usually bounced around to
3 different departments.

4 The thing is, California has almost 40 million
5 people -- (indecipherable) -- and across the U.S.,
6 there's only three major wireless carriers, AT&T,
7 Verizon, and T-Mobile. And the smaller --

8 (Timer notification.)

9 SPEAKER ELAYYAN: So I'm asking for the CPUC to
10 increase their regulatory power over any wireless
11 because right now there is no incentive on their end to
12 provide good quality service because they have
13 unfettered power. It's only three people -- or three
14 companies -- in control of nearly 40 million
15 Californians.

16 We need a voice to champion Californians to be
17 able to ask for services because we all know how our
18 world is now. I need my cell phone for things like
19 telehealth appointments, to do my job, to stay in touch
20 with family. If I cannot rely on this, my health is
21 being put at risk, my job is being put at risk, and my
22 ability to stay in touch with family and friends is
23 being put at risk, which is terrifying.

24 Lastly, in regards specifically to the
25 service --

1 ALJ GLEGOLA: Can you please wrap up. I'm
2 sorry. We do have other people calling.

3 SPEAKER ELAYYAN: Yeah. Last thing is -- okay.
4 Last thing is -- (indecipherable) -- cell phone
5 companies will say you have LTE service is 5G. They
6 will tell you that, all phones.

7 I found out recently that doesn't actually mean
8 that's the service you're getting, although that's what
9 they advertise. So it would be appreciated if the
10 regulatory commission could extend their abilities so
11 customers know what they're actually getting versus
12 being told one thing and getting another thing. So
13 thank you for your time and consideration.

14 ALJ GLEGOLA: Thank you very much for calling
15 in.

16 Could we have our next speaker, please.

17 THE OPERATOR: Our next caller is Alexander
18 Friedman. You may go ahead.

19 STATEMENT OF SPEAKER FRIEDMAN

20 Yes. Good evening again. I called earlier,
21 but I was informed I was speaking too fast, so I
22 apologize for that. Let me reiterate. So Alexander
23 Friedman, F-r-i-e-d-m-a-n. I'm a Verizon prepaid
24 customer.

25 First of all, I want to ask to continue for

1 Verizon to provide prepaid plans. They offer a very
2 good budget deal and a decent quality.

3 One thing that I do want to ask to please
4 increase back the internet speeds. Initially when I
5 signed up in 2018, the internet speeds were great,
6 between eight and 25 megabits per second. However, in
7 early 2023, the speeds have been reduced to less than
8 two megabits per second, which is extremely slow, hard
9 to accomplish any tasks online.

10 So I want to ask to please increase those
11 internet speeds back to reasonable speed, five megabits
12 per second or more because otherwise, you know, the
13 prepaid plans should be, you know, good quality service.
14 So that's all I have to say. Thank you very much, and
15 thank you for having this meeting.

16 ALJ GLEGOLA: Thank you so much for calling
17 back.

18 Could we please have our next speaker.

19 THE OPERATOR: Our next caller is Tammy Boone.
20 You may go ahead.

21 STATEMENT OF SPEAKER BOONE

22 Good evening. My name is Tammy Boone. I'm
23 located in rural Northern California community of
24 Redding. My company offers services nationally from
25 Northern California.

1 For the past 32 years I've owned and operated a
2 small business that provides federal-government-required
3 compliance drug and alcohol testing for other small
4 business owners. In short, we help our clients navigate
5 complex industry regulations to make sure they're fully
6 compliant, functional, and effective.

7 To be effective in our efforts, we rely on
8 wireless technology every single day to communicate
9 easily and in real time with our clients who need
10 quality information and/or services, especially in
11 events such as a vehicle accident to be compliant.

12 We enjoy the flexibility to choose and use a
13 carrier that ensures our 5G communication is both
14 affordable and accessible. It's critical that we're
15 able to communicate and report results from our services
16 to our employer clients timely so they're able to make
17 the best and most informed decision to hire and retain a
18 quality workforce.

19 There's little to no margin for delay or error
20 in the information shared here --

21 (Timer notification.)

22 SPEAKER BOONE: -- is central to that smooth
23 and speedy two-way information flow for us. The last
24 thing we want to see is unintended consequences of
25 government rules that will serve as a barrier that block

1 instead of paving the way of vital data sharing,
2 especially in remote locations such as ours here in
3 Redding.

4 Thank you for doing what you can as
5 commissioners to consider keeping the vital business
6 tool. Adding more unnecessary burdensome rules will not
7 only thwart our ability to help Main Street employers,
8 their employees, and communities across the Golden
9 State, it will drive costs up for our clients who
10 currently depend on cost-effective electronic data.
11 Thank you.

12 ALJ GLEGOLA: Thank you very much for calling
13 in.

14 Could we have our next speaker, please.

15 THE OPERATOR: Our next caller is Roberto
16 Gonzales from Los Angeles. You may go ahead.

17 STATEMENT OF SPEAKER GONZALEZ

18 Good evening. This is Filiberto, spelled
19 F-i-l-i-b-e-r-t-o, Gonzalez, common spelling, e-z at the
20 end. I am actually in Chatsworth within the city of
21 Los Angeles, Commissioners, and I am a Verizon customer.
22 I've been a Verizon customer since 2011, and I have five
23 different phone lines for my children, family members,
24 under my account.

25 During the last five, ten years, cell

1 connectivity through Verizon within the city of Los
2 Angeles and West San Fernando Valley -- again, well
3 within the city limits -- has become steadily worse. In
4 the last two years, it's become genuinely difficult to
5 receive a phone call, which is something that didn't
6 happen when cell phones were relatively new about
7 20 years ago, and it's only become worse in recent
8 years.

9 This is more than an inconvenience,
10 Commissioners. I am a business owner now and in the
11 recent past have been a CEO for a financial services
12 company, which meant that I would receive two-step
13 authentication or I had to activate two-step activation,
14 would be sent codes by SMS from large banks in order to
15 access --

16 (Timer notification.)

17 SPEAKER GONZALEZ: -- and I could not do that
18 because I could not receive the cell phone or SMS code
19 in real time. It would expire within a minute, and more
20 than once I had to get in my car and drive more than a
21 mile away in order to get a code in real time with my
22 laptop in the car.

23 It's really ridiculous to think that this is
24 our reality within the city of Los Angeles. We have the
25 Olympics in two years. Our infrastructure is not in

1 good shape now. I can only imagine what will happen
2 when we add hundreds of thousands of visitors for this
3 global event.

4 I urge the Commission to do whatever is
5 necessary for Verizon and the other major carriers to
6 upgrade its infrastructure. This is not a luxury. It's
7 a core utility that we need for day-to-day functioning
8 in business. Thank you.

9 ALJ GLEGOLA: Thank you very much for calling
10 in.

11 Can we have our next speaker, please.

12 THE OPERATOR: Our next caller is Matthew
13 Lynch. You may go ahead.

14 STATEMENT OF SPEAKER LYNCH

15 Hi. My name is Matthew Lynch, San Diego State
16 University, and I'm heading to medical school this fall.
17 Wireless services have played and will continue to play
18 a key role in my education.

19 The services I have are more than enough to
20 stream lectures, to video calls with my friends, study
21 sessions with my friends, and complete my group
22 projects. I don't see it as an issue that needs fixing.

23 As a student, affordability matters to me just
24 as much as speed, and the plans I get today are already
25 priced to fit a student budget. New rules that raise

1 costs for providers are going to raise costs for people
2 like me. Regulation slows down the investments students
3 like me on tight budgets are the ones who will feel it
4 first, whether that shows up as higher prices or slower
5 upgrades.

6 So my current service allows me the ability to
7 communicate with other students in study groups, access
8 important information for research and helps me stay
9 connected. I believe these services have gotten way
10 better and are more reliable than when I was younger and
11 even when I was in high school. Thank you for your
12 time.

13 ALJ GLEGOLA: Thank you very much for calling
14 in.

15 Could we have our next caller, please.

16 THE OPERATOR: Our next caller is Cessiley
17 Gale. You may go ahead. Your line is open.

18 STATEMENT OF SPEAKER GALE

19 Hello. My name is Cessiley Gale,
20 C-e-s-s-i-l-e-y G-a-l-e, and I live in Elk Grove,
21 California. I am a marriage and family therapist and
22 provide both in-person and telehealth services. Having
23 the ability to chose a plan, service, and network that
24 works the best in my area and within my budget is key to
25 deciding which carrier to have, and I have ample

1 choices.

2 Giving my clients the options of in-person or
3 telehealth services is important to determining their
4 health care plan. Ensuring that I have reliable
5 communication, connection for communication, is only one
6 aspect, but with an ever-expanding library of health and
7 wellness and technology applications, more people are
8 taking advantage to track health, sleep, fitness, and
9 medication analogs.

10 Without additional investment in our networks,
11 the increased demand for data for these types of devices
12 as we use today and the use of cases tomorrow cannot be
13 supported. The PUC's regulations can harm the current
14 networks we have or that we know work.

15 I am confident in my wireless communications
16 that work and appreciate the ability I have to choose
17 the best option for my budget and connection needs in
18 order to provide the best service to my clients' needs.

19 Don't push for unneeded service quality
20 regulations that may only raise my bill like what the
21 Commission has done with electricity rates. Thank you
22 for your time.

23 ALJ GLEGOLA: Thank you very much.

24 Could we have our next caller, please.

25 THE OPERATOR: Our next caller is Teresa from

1 Anaheim Hills. You may go ahead.

2 STATEMENT OF SPEAKER LANDERO

3 Hi, my name is Teresa Landero. I'm in Anaheim,
4 California. I've been a Verizon Wireless cell phone
5 subscriber for over 20 years, but here in this area, in
6 Anaheim, we have in my home dropped calls. I actually
7 had to go somewhere else to make sure that I was able to
8 participate today.

9 So there will be a lot of instances where the
10 calls are dropped, I have no signal, people can't hear
11 me, all of a sudden we're disconnected. We've got a lot
12 of dead zones. Also we're walking so most of the time
13 we have to drive about three miles and sit in a parking
14 lot to be able to take calls, so that's very difficult
15 to do when you're trying to speak to family on the phone
16 or work-related phone calls. So I always have to go
17 through Zoom to make sure that when it's work related,
18 that I'm not going to have a call dropped.

19 I pay in full so I would like these issues to
20 be addressed. I have also had a tower that they
21 provided for me and using also Wi-Fi, and it helped
22 slightly, but still having dropped calls, never knowing
23 if I will be able to make a call from my home --

24 (Timer notification.)

25 SPEAKER LANDERO: -- without the calls being

1 dropped. So anything that can be done to correct this,
2 that would be great. Again, it's Verizon Wireless.]

3 ALJ GLEGOLA: Thank you very much for calling
4 in.

5 Could we have our next speaker, please?

6 THE OPERATOR: Next caller is John Wade. You
7 may go ahead.

8 STATEMENT OF SPEAKER WADE

9 Yes. Thank you. Good afternoon. My name is
10 John Wade, W-a-d-e; American Canyon, California.

11 I sat in on the 2:00 p.m. meeting you had. I
12 wanted to thank the CPUC. And I wanted to thank the
13 judge and commissioner for this meeting.

14 And I also wanted to say we're the largest
15 state in the union and, obviously, the number one
16 country in the world. Yet our phone system doesn't
17 appeal to the integrity of the world. Our phone system
18 is poor service, dropped calls, or no calls.

19 I'm retired. I spent 42 years, worked at The
20 University Of the Pacific, UC Santa Barbara in Goleta --
21 not Santa Barbara -- in Goleta, even though it's UC
22 Santa Barbara -- University of San Francisco, Contra
23 Costa College.

24 I've had AT&T, Sprint, Verizon, Metro,
25 T-Mobile. I had one of the first cell phones we ever

1 had. At that time, the service was better. The
2 features weren't as such, but the services was better
3 than they are now. So my disappointment --

4 (Timer notification.)

5 SPEAKER WADE: -- is: You've heard the "P"
6 word, and there needs to be some penalties attached to
7 the companies that are providing poor service, yet they
8 are billing us every month. And all of the citizens of
9 California are paying their bills on time, yet the
10 service is poor. And it seems like it's no kind of
11 accountability for the phone companies to make the
12 service better.

13 And then I also want to bring up the seniors,
14 the super seniors, 80 and 90, they need landlines.
15 Please keep the landlines for super seniors. Because
16 our cell phones are not there yet, to where they can
17 depend on those people to have a lifeline to survive.

18 So, thank you so much. I appreciate this. And
19 have a great evening.

20 ALJ GLEGOLA: Same to you, as well, sir.

21 Could we have our next caller, please?

22 THE OPERATOR: Our next caller is Paige
23 Embrajna. You may go ahead.

24 STATEMENT OF SPEAKER EMBRAJNA

25 Yes. My name is Paige Embrajna, from San Diego

1 County. My phone number is (707)210-4459. I currently
2 have two investigations with Verizon into my account
3 being hacked with an email impersonating me using my
4 name and some of my personal information. I have one
5 ticket with Verizon for an investigation into data being
6 pulled from my phone so rapidly that they suspect is
7 being used to track my phone, up to 20 gigabytes in one
8 day, in one 24-hour period. I also have an
9 investigation into Walmart, my Walmart account being
10 hacked also with a different email, using the same
11 format also impersonating me using my first name and my
12 personal information.

13 Part of the problem that people are dealing
14 with, with the dropped calls and lack of coverage, is
15 that the focus from these companies is not on service,
16 but on AI surveillance through the 5G programs. And
17 Walmart and Verizon partnered on that. You can Google
18 it.

19 The LAPD --

20 (Timer notification.)

21 SPEAKER EMBRAJNA: -- recently did not renew
22 their Flock contract, because surveillance with no
23 accountability is not something that anyone can afford.
24 I have been informed --

25 (Timer notification.)

1 SPEAKER EMBRAJNA: -- that they have developed
2 their proprietary AI software product on my biometric
3 identity. And I have had a conversation with Verizon,
4 where they tried sign me up for some service over the
5 phone; and when they said that they had a part that they
6 had to read to me, and I had to decide whether I would
7 consent to it or not, the man on the phone read to me
8 something that included consent --

9 (Crosstalk.)

10 SPEAKER EMBRAJNA: -- of my first born, which I
11 know sounds rather implausible. But Vice President JD
12 Vance was just on Joe Rogan discussing (inaudible) and
13 ETs. So I think we're past the point of implausibility
14 with these situations that we all know are --

15 ALJ GLEGOLA: Can you please wrap up, ma'am?

16 (Crosstalk.)

17 SPEAKER EMBRAJNA: Again, my cell phone is
18 (707)210-4459.

19 ALJ GLEGOLA: Thank you very much for calling
20 in.

21 Could we have our next speaker, please?

22 THE OPERATOR: Our next speaker is Dana Pook.
23 You may go ahead. Your line is open.

24 STATEMENT OF SPEAKER POOK

25 Thank you. First, I would like to in the -- in

1 the essence of time here, I would like to second Emily
2 from Stockton's comments, Roberta from Los Angeles
3 regarding 2FA, and Theresa's comments regarding the
4 dropped calls, as well as Matthew's, I think his name
5 was, regarding the 2FA as well.

6 I am a small business owner and had a cell
7 phone for over 30 years. As other callers have said,
8 the cell phone service was excellent. We may not have
9 had all these bells and whistles. But cell phone
10 service was excellent when it first came out. Now we
11 are getting dropped calls, we are -- there's dead zones.
12 The 2FA is an issue in the sense that it won't work over
13 VoIP.

14 My mother is 84 years old. She's a senior.
15 And this technology is moving way too fast for these
16 elder seniors, as the other gentleman mentioned. She's
17 hard of hearing. She's technologically challenged. And
18 we were just basically misrepresented into switching my
19 mom's Internet to fiber, which then they automatically
20 changed her landline to VoIP. And the service is
21 horrible. She can't hear, and we are concerned with her
22 being able to have a phone during a power outage when
23 her cell phone service is horrible.

24 We have a shared service with Verizon, and
25 calls drop or fail constantly. Let's see. The cell

1 phone service is spotty within the home. Now, she lives
2 near a school. And I'm told that Internet service near
3 schools are spotty because of some sort of scrambler for
4 Internet for students who aren't supposed to be on the
5 Internet. I don't know if that's a true thing or not.
6 But if that's a problem, then we need to actually have
7 landlines.

8 Again, emergency service is my big thing. And
9 as a business owner, 2FA does not work on all voice-over
10 phone calls. So as the other gentleman said, he has to
11 get another spot to get a call to log into his bank, we
12 cannot do business like that, we cannot. I'm a small
13 business owner. I've been working from home for
14 25 years, since 1999, before the pandemic. And it
15 wasn't a problem, and now it is.

16 So, again, I would like to keep the landlines.
17 And we need to have -- we need to have accountability to
18 the carriers. Verizon, AT&T, T-Mobile, they all need to
19 be held accountable. I will gladly pay an extra \$5 a
20 month, if I can get quality service.

21 Thank you.

22 ALJ GLEGOLA: Thank you very much for calling
23 in. Could we have our next speaker, please?

24 THE OPERATOR: Our next caller is Michael
25 Collins. You may go ahead.

1 STATEMENT OF SPEAKER COLLINS

2 Hi, Michael Collins. I've been a Verizon
3 customer for well over 25 years. In fact, I'm an
4 ex-employee of Verizon. I worked for the company for 35
5 years. So, I'm well aware of the telecommunications
6 business and the CPUC and everything they do.

7 Wireless service, obviously, is -- is the
8 future. Recently, and in recent past, we've had
9 problems with my wireless service here at home, where it
10 would be dropping every day -- for at least two months
11 this went on -- usually about 12:00 to 1:00 in the
12 afternoon until about 7:00, 8:00 p.m., I get SOS
13 constantly. And then I'd come back with only one or two
14 bars, and SOS constantly during that time frame.

15 So, I know the services have been degrading in
16 wireless. And it's not just here where I live in Santa
17 Clarita. I hear from friends all over California. And
18 that's due to the increase -- I don't think it's due
19 necessarily the infrastructure being bad, but more
20 the --

21 (Timer notification.)

22 SPEAKER COLLINS: -- usage and, therefore, the
23 usage of the bandwidth. And, in fact, per the FCC,
24 nearly 80 percent of U.S. adults lived in a wireless
25 only household. That's not wireless services in the

1 house, it's wireless-only households. So that tells me
2 how much the wireless has increased over the past 15, 20
3 years. And only 20 percent is actually using, right
4 now, POTS or the VoIP telephone services.

5 Now, the phone companies -- and I know this for
6 a fact, since I worked for them -- have been phasing out
7 and trying their copper services. They have been doing
8 that for the last 15 or 20 years. And what they do
9 have, they're not maintaining it at the level that they
10 used to maintain it, probably 15, 20 years ago. And
11 since they are not -- since they are retiring the copper
12 services or phasing it out, and with such a high and
13 overwhelming percentage of people in households not just
14 using but relying on cellular service, why would we not
15 hold the companies to the same standards and quality
16 metrics that we currently hold them for their much-less
17 utilized legacy services? It just doesn't make sense
18 not to. The --

19 ALJ GLEGOLA: Can you please wrap up, sir?

20 SPEAKER COLLINS: Yeah. We need to please
21 follow the technology and extend the service quality
22 standards to the wireless sector as well.

23 Thank you for hearing me out.

24 ALJ GLEGOLA: Thank you very much for calling
25 in.

1 Could we have our next speaker?

2 THE OPERATOR: Our next caller is Marcelena
3 Nunez. You may go ahead.

4 SPEAKER NUNEZ: Hello, can you hear me?

5 ALJ GLEGOLA: Yes, we can. Please continue.

6 STATEMENT OF SPEAKER NUNEZ

7 Okay. Thank you. Yes. I've been here since
8 (indecipherable) -- dropped calls, people couldn't
9 understand what I'm saying after being on the phone with
10 AT&T for numerous hours at numerous times. Recently, my
11 husband has passed, and it was so hard emotionally. And
12 then the stress of trying to deal with the everything
13 that needs to be dealt with after someone passes away
14 and not having a service that I could rely on.

15 Like I said, talking to agents -- AT&T customer
16 service, they had no idea what my problem was and sent
17 me over to the phone centers, which is about three
18 blocks away. And they just gave me: Oh, maybe it's
19 your phone. And they fiddled with my phone and sent me
20 off, which I am --

21 (Timer notification.)

22 SPEAKER NUNEZ: -- one tech support said it was
23 damaged tower, and that it would be resolved in less
24 than two weeks. And I call to see if the tower is
25 repaired, and they say, "I don't know why you were told

1 that, because you're not even connected to the tower."
2 I -- it's just ridiculous how they have no -- no
3 knowledge of what the problem is. Why don't they just
4 call it and say you live in the saturated area?

5 I live in Salinas, which is about a population
6 of 165. And I do have two schools nearby. And yet,
7 maybe that's a problem. And I am using cellular data
8 and Wi-Fi calling now. But it's just poor customer
9 service. And why isn't -- why aren't they allowed to
10 know what the problem is and let the consumer know?

11 We pay a good amount of money for a service
12 that they are not providing. And that's my biggest
13 gripe. And it's just -- it doesn't make any sense after
14 being with AT&T for 30 years and also being --

15 ALJ GLEGOLA: Can you please wrap up, ma'am?

16 SPEAKER NUNEZ: -- for a lot of years, it just
17 doesn't make sense from the poor communication that they
18 provide for the company.

19 ALJ GLEGOLA: Thank you so much for calling in.
20 Could we have our next speaker, please?

21 THE WITNESS: Our next caller is Paul Fox. You
22 may go ahead.

23 STATEMENT OF SPEAKER FOX

24 Hello, I'm calling from Victorville. I would
25 like to say that robot mazes aren't support. Please

1 require an option to reach a person as a requirement.
2 Service quality is so bad that I miss calls, but I have
3 to pay anyway. The price that I'm paying for one phone
4 and one device is 10 percent of my fixed income. I'm
5 disabled.

6 I agree that advertising honestly is critical.
7 (Inaudible) should happen and data security must
8 improve. Our data being sold is not cool, if we're not
9 getting anything for it. I disagree that we should pay
10 more. I'm not willing to pay more for the service that
11 we should be getting for what we are paying. Cars use
12 cellular as well, but locked into a specific carrier,
13 whether it works or not. And I would like a requirement
14 that all services, like watch service, be extended to
15 companies like Mint to give us a full resource option.
16 And I've also -- I would like to end with: Cellular
17 services are a utility.

18 Thank you.

19 ALJ GLEGOLA: Thank you very much for calling
20 in today.

21 Could we have our next speaker, please?

22 THE OPERATOR: Our next caller is Tom Stanford.
23 You may go ahead.

24 STATEMENT OF SPEAKER STANFORD

25 That's Stanford without the T. This is

1 regarding a scam by Metro, owned by T-Mobile, and
2 T-Mobile.

3 An agent at the Metro T-Mobile stated that
4 since I had been a long-term customer since 2006 that I
5 had a \$2,000 credit that would go for new phones at
6 T-Mobile, that I qualified for the credit with my six
7 lines, and that I would go for new phones; and, also,
8 that if I joined T-Mobile, my bill would be decreased
9 from \$198 to \$145 per a month. So, I was a little
10 astounded that after I made the transaction and ordered
11 the phones that I had a \$242-per-month bill, and that it
12 wasn't a credit at all. It was a 2-year loan,
13 basically, to pay off the phones, which wasn't described
14 at how much the phones cost.

15 When I looked up the phone costs, the Samsung
16 AG17 was about \$35 a piece. And the -- the Economy I17
17 was \$599. I'm very disappointed. I've lost my --

18 (Timer notification.)

19 SPEAKER STANFORD: -- Metro, et cetera. I
20 think other people should be aware if they are saying
21 it's a credit, it's not. It's a loan. And I was
22 defrauded. Thank you for your time.

23 ALJ GLEGOLA: Thank you for calling in to share
24 your story.

25 Could we have our next caller, please? Next

1 caller is Diamond (sic). You may go ahead.

2 (Crosstalk.)

3 STATEMENT OF SPEAKER GARRIN

4 Yes, my name is Simon Garrin, S-i-m-o-n,
5 G-a-r-r-i-n, calling from Silicon Valley. I'm a former
6 communication engineer.

7 I've been with Verizon for 20-plus years. I've
8 had multiple lines and have always used them from the
9 same house, same location, again and again. And the
10 quality of service has significantly regressed in the
11 past 15 years. And it appears that the quality of
12 service, QOS, parameters have been adjusted to allocate
13 less and less bandwidth to customers over the years.
14 You may have five bars, but you get a lot less bandwidth
15 than you used to 10, 15 years ago. Unless you're on
16 Wi-Fi and completely bypass 4G and 5G, maybe --

17 (Timer notification.)

18 SPEAKER GARRIN: The second point I would make
19 is that service providers advertise maximum numbers for
20 their services. And that is not intuitive. It should
21 be the minimum. What is the minimum? We don't want the
22 minimum to be zero. We need to know what the minimum
23 service is. And I want to recommend that that be
24 embraced by the service providers.

25 Thank you.

1 ALJ GLEGOLA: Thank you so much for calling in
2 today.

3 Could we have our next speaker, please?

4 THE OPERATOR: Our next caller is Rhonda
5 Nugent. You may go ahead. Your line is open.

6 STATEMENT OF SPEAKER NUGENT

7 Hi, it's R-h-o-n-d-a, N-u-g-e-n-t, is the name.
8 And I'm from Weaverville, California.

9 And I switched over from U.S. Cellular last
10 year, which I never had no problems with U.S. Cellular,
11 per se. But when I switched me to Verizon, they assured
12 me it's going to be better service, and all this.
13 Anyway, I can't even research anything when I'm in a
14 store or anything.

15 I'm also a caregiver, and I take care of
16 patients. And I've had dropped calls in the middle of,
17 like, important phone calls, medical-wise. And it --
18 the service is -- and even in Redding. I go to Redding
19 and you think you'd be able to research something while
20 you're out and about, and you can because it's LTE. And
21 then it will switch over to 5G and go back to LTE.

22 I don't think I've ever had full bars anywhere
23 in the whole network. And I live right in the -- I
24 mean, I can see the cell towers from my house. And it's
25 just -- it's unacceptable, because we pay top dollar. I

1 mean, I have a \$2,000 iPhone, and it -- I just -- I'm
2 disappointed.

3 (Timer notification.)

4 SPEAKER NUGENT: Thank you.

5 ALJ GLEGOLA: Thank you so much for calling in.
6 Could we have our next speaker, please?

7 THE OPERATOR: Our next caller is Milton
8 Contreras. You may go ahead. The line is open.

9 (Crosstalk.)

10 STATEMENT OF SPEAKER CONTRERAS

11 Oh, okay. Just real quick, to expand coverage
12 and in unserved areas, to improve 5G network and expand
13 and to speed it up. Optimize indoor and urban
14 connections, and to make it affordable and flexible
15 plans for senior citizens.

16 Thank you.]

17 ALJ GLEGOLA: Thank you so much for calling in
18 today.

19 Could we have our next speaker, please?

20 (No response.)

21 ALJ GLEGOLA: Could we have our next speaker,
22 please?

23 THE OPERATOR: Our next caller is Maretta
24 Anastacy.

25 You may go ahead.

1 STATEMENT OF SPEAKER ANASTACY

2 Hello. I'm in Orange County, California. And
3 I do have California LifeLine and the services Net10 and
4 Safe Way (sic) and it always seems like some --
5 someone's hacking into my phone, you know. A few
6 people -- and I can -- when I try to hear a video, like,
7 even like a religious video, there's hackers in the
8 background saying devilish stuff. And, you know, it
9 just goes on. So then I get discouraged and don't even
10 want to listen to the holy program on the phone, and
11 that's not right.

12 And I reported that to the FCC before that
13 hackers keep getting on my phone and making derogatory
14 remarks especially if I'm listening to a religious
15 video.

16 (Timer notification.)

17 SPEAKER ANASTACY: -- in the background. So --
18 and when I had a different problem on my phone that they
19 fixed concerning text messages I did mention that, you
20 know, to get them hackers off my phone, and they really
21 didn't say anything about it. Like, you know --

22 (Timer Notification.)

23 SPEAKER ANASTACY: -- solve the problem. And
24 then again, I already wrote to FCC, and they didn't
25 solve the problem. It's been going on for years, you

1 know, people hacking into my phone.

2 And then sometimes when I'm trying to file a
3 complaint on the phone, I don't know if it's Google or
4 the phone company, I waste all this time explaining the
5 situation; and then when I tap submit, it just refuses
6 to submit. And then, you know --

7 ALJ GLEGOLA: Ma'am?

8 SPEAKER ANASTACY: -- give up. And -- so,
9 yeah. Someone on the phone or I don't know, Google or
10 the phone company, they don't allow me to submit a
11 complaint --

12 ALJ GLEGOLA: Ma'am?

13 SPEAKER ANASTACY: -- just an issue. So then I
14 have to waste time going to the library and repeating
15 the same --

16 ALJ GLEGOLA: Operator, can you please
17 disconnect this call?

18 SPEAKER ANASTACY: Are you still there?

19 ALJ GLEGOLA: Could we have our next speaker,
20 please?

21 THE OPERATOR: Our next caller is Yogesh
22 Ailawadi.

23 You may go ahead.

24 STATEMENT OF SPEAKER AILAWADI

25 Hi. My name is Yogesh Ailawadi. I'm from

1 Mountain House, California. Y-o-g-e-s-h
2 A-i-l-a-w-a-d-i. I am using many cellular services for
3 many years. Specifically I chose AT&T for over a year
4 now; and in my whole area, I only have just one bar in
5 my phone.

6 I have four lines for my family. I've
7 specifically given one phone to my daughter because she
8 goes to park for safety. I never see more than one bar
9 of the service. Sometime it is just SOS, no bar. And
10 99 percent of the time one bar. If I get lucky, I may
11 get two bar.

12 I don't know what kind of service this is. We
13 are paying four bills. We are committed for three year
14 committed plan, so I continue that commitment. I'm
15 stuck. I'm paying for a full service and almost zero
16 service. This is very, very bad.

17 Thank you.

18 ALJ GLEGOLA: Thank you very much for calling
19 in today.

20 Could we have our next speaker, please?

21 THE OPERATOR: Next caller is Ruzbeth
22 Vargeshetti.

23 You may go ahead.

24 STATEMENT OF SPEAKER VARGESHETTI

25 Hello and good evening, your Honor and CPUC

1 team. I'm Ruzbeth Vargeshetti. I work for Southern
2 California Gas Company. I'm well familiar with the CPUC
3 and the oversight that they have as a public service
4 company that I work with.

5 I happen to be an electronics engineer, and I
6 want to echo the statement that the gentlemen engineer
7 from Bay Area makes. He actually very well recites
8 everything going wrong.

9 We recently switched from a different carrier
10 to Verizon months ago, and right off the bat almost
11 immediately me and my wife said that there was something
12 wrong. And then later on we kept using -- like,
13 traveling around and we were not able to use Google Maps
14 or even -- no matter there are dropped off calls and of
15 course there all the time.

16 Sometimes I'm working from home and the Wi-Fi
17 allows me to avoid a problem; but soon after I walk away
18 from my house or when I'm in a remote area, I have
19 issues. So the lack of quality service that's happening
20 with Verizon -- I called their technical support team,
21 and since I'm an engineer, I normally say you can't fix
22 anything that we can't measure.

23 So I basically right on the phone I have done
24 this from different locations, different zip codes, so I
25 know I have to prove with screenshots. I run the speed

1 test on my phone while I'm on the line with their
2 technical support and sounds like that they're committed
3 to provide 20 megabits per second speed. And the speed
4 in probably more than 10 occasions were close to 0.1.
5 Almost zero.

6 (Timer notification.)

7 SPEAKER VARGESHETTI: -- single applications
8 or, like, to receive a text code for two step
9 verifications and nothing has happened. Not to mention
10 that the technical support tried to get on my phone.
11 Fortunately I didn't allow them. Probably that was a
12 way to get my information hacked. And the person who
13 was doing the service had no idea what I'm talking. She
14 was basically just a representative from overseas trying
15 to just say "Thank you. I'm sorry." And that was it.

16 Since I am an engineer, I can distinguish
17 between a technical support and just a general just
18 trying to answer the calls. So not to make it a long
19 story, but I wanted to include all the information that
20 your Honors had mentioned. The calls are horrible. The
21 quality is very low, and I strongly believe that we have
22 to keep Verizon and probably others accountable.

23 Thank you very much.

24 ALJ GLEGOLA: Thank you very much for calling
25 in.

1 Could we have our next speaker, please?

2 THE OPERATOR: Our next caller is Robert
3 Hoffman from Winchester.

4 You may go ahead.

5 STATEMENT OF SPEAKER HOFFMAN

6 Francisco Bay Area, and I've had AT&T a long
7 time; and as soon as we moved to Southern California
8 about a year ago, we immediately recognized that the
9 cellular service was poor, lots of dead spots, and it
10 didn't work well. And recently our ADT security system,
11 which relies heavily on both Wi-Fi and the internet to
12 report break-ins and to monitor our house, started to
13 act up. We kept getting dropped error messages from the
14 ADT panel because the service was bad, and I do believe
15 that it's a result of the fast rapid growth in homes and
16 apartments in this area.

17 So I just wanted to report that to the
18 Commission and maybe there's a way to monitor growth in
19 an area, in the development, and some of the
20 homebuilders possibly pay for some of the upgrades that
21 are needed to keep cellular service reliable.

22 Thank you.

23 ALJ GLEGOLA: Thank you very much for calling
24 in.

25 Could we have our next caller, please?

1 THE OPERATOR: Before we go to the next caller
2 as a reminder if you would like to make a comment,
3 please unmute your phone, press star-one, and record
4 your first and last name and location slowly and clearly
5 when prompted.

6 Our next caller is Roman Musso.

7 You may go ahead.

8 STATEMENT OF SPEAKER MUSSO

9 Hi. Good afternoon. My name's Roman Musso.
10 I'm a recent graduate from San Francisco State
11 University. In order to begin my career, I rely heavily
12 on wireless service to receive emails about job
13 opportunities and to call to recruiters, remote
14 interviews. And so having wireless service that's
15 dependable and essential for my transition after my
16 graduation.

17 I'm also the founder of youth mental health
18 organization that supports young people facing mental
19 health challenges. So staying connected allows me to
20 communicate with volunteers and coordinate city
21 outreach.

22 I'm here today because I'm concerned about the
23 increase in regulation of wireless service. As someone
24 who depends on my phone every day, I believe it's
25 important for California to encourage continued

1 investment in wireless infrastructure innovation.
2 (Indecipherable) communication needs to continue to
3 evolve.

4 My concern is that adding more regulatory
5 requirements could create unintended consequences. It
6 would make it more difficult or costly to providers to
7 invest and improve their networks. I hope the
8 Commission can carefully consider --

9 (Timer notification.)

10 SPEAKER HOFFMAN: -- between protected
11 customers and encourage continued investment in reliable
12 service.

13 Thank you so much for your time.

14 ALJ GLEGOLA: Thank you for taking the time to
15 call in.

16 Could we have our next speaker, please?

17 THE OPERATOR: Our next caller is Vinal Nand.

18 You may go ahead.

19 STATEMENT OF SPEAKER NUND

20 My name is Vinal Nund. I've been with the
21 T-Mobile for 16 years and recently they changed it to
22 5G, and I have a cell support router for my signal
23 booster in my home. I think it's not kicking in so I've
24 been calling the T-Mobile service for the problem but I
25 stay with the phone for almost two hours.

1 Every time I stay at home, I have to put it on
2 Wi-Fi calling in order to get connection, but I still
3 have a signal bar on my phone, but it's not helping it
4 out.

5 Thank you.

6 ALJ GLEGOLA: Thank you very much for calling
7 in to share.

8 Can we have our next speaker, please?

9 THE OPERATOR: Our next caller is Ana
10 Maravilla.

11 You may go ahead. Your line is open.

12 STATEMENT OF SPEAKER MARAVILLA

13 Hi. Good afternoon, your Honor. I'm here at
14 the meeting because I'm having issues with AT&T since
15 day one. The first time when I went to go get the
16 services, I went to a retail store, and they gave me the
17 phone set up and everything. The next day the phones
18 were not working here in my area. So I called and they
19 told me to bring in the phones back. We went. They
20 told me they had a power maintenance. So they were
21 going to fix the towers. They had me like that for a
22 week. They told me after a week it was going to be
23 cleared. It never did.

24 Like the previous people are saying that we're
25 under a contract. I'm still under a contract. I can't

1 get off. There's no signal here. I have so much
2 recordings, screenshots, I sound like a robot here.
3 Even I called yesterday to the 611 number out of my
4 phone and I let them know. And they're like "Well,
5 you're breaking now. You sound like a robot." They
6 called me back six times because the call dropped. And
7 I'm like that's what I'm having issues with AT&T.

8 (Timer notification.)

9 SPEAKER MARAVILLA: -- payment complete. They
10 don't want to give me -- they don't want to adjust my
11 bill. They want the complete payment, and here it's
12 just SOS, one bar. I have to walk or drive down like a
13 block-and-a-half so I can get signal. My phone doesn't
14 ring here.

15 If I get out of the area, then is when I start
16 having voice messages is when I realized that I -- that
17 somebody was calling me, but my phone never rang. So I
18 don't know what's going to happen. I already sent
19 the -- like, a consumer complaint to the president of
20 AT&T a couple days back and haven't had any response
21 from them whatsoever.

22 ALJ GLEGOLA: So if you don't receive a
23 response, I would recommend contacting our Consumers
24 Affairs Bureau. The number is 1(800)649-7570.

25 SPEAKER MARAVILLA: Okay.

1 ALJ GLEGOLA: We usually work with carriers for
2 stuff like that --

3 SPEAKER MARAVILLA: Okay. Sounds good. Thank
4 you so much.

5 ALJ GLEGOLA: -- from a billing dispute
6 standpoint.

7 SPEAKER MARAVILLA: Okay. Thank you.

8 ALJ GLEGOLA: Okay. Thank you very much for
9 calling in.

10 Just one second. So I confirmed that we don't
11 have anyone else in line right now I don't believe. So
12 there are no new callers.

13 So with that, Commissioner, do you have any
14 final remarks?

15 COMMISSIONER HOUCK: Thank you, Judge Glegola.
16 I just want to say thank you to the members of the
17 public that came out to provide comments today and
18 appreciate the feedback that they provided and all the
19 written comments that we've received.

20 And, again, want to thank you and our staff:
21 The court reporters, IT, and the Public Advisors Office,
22 and our CD Division for all of the work that they're
23 doing and earlier today for the public participation
24 hearing.

25 ALJ GLEGOLA: And thank you too, Commissioner

1 Houck.

2 This concludes all the speakers who have signed
3 up to speak. If any of you would like to provide
4 additional input or comments after this hearing, you may
5 submit written comments on the docket card for this
6 proceeding, which can be found on the Commission's
7 website at www.cpuc.ca.gov/PPH.

8 If you need assistance with providing
9 additional comments, please contact the Commission's
10 Public Advisors Office during normal business hours.
11 That number is 1-866-849-8390 or by emailing the Public
12 Advisors Office at [public.advisor](mailto:public.advisor@cpuc.ca.gov) -- public is spelled
13 p-u-b-l-i-c -- .advisor -- a-d-v-i-s-o-r --
14 @cpuc.ca.gov.

15 On behalf of myself and all of the
16 commissioners, I want to thank you for your
17 participation today. We appreciate that you took time
18 out of your day to participate in this proceeding with
19 us.

20 I also want to thank everyone who helped pull
21 off this remote hearing today. We could not accomplish
22 this without the help of our court reporters, IT, and
23 all the staff at the Public Advisors Office as well as
24 our operator. Thank you very much for your help. I
25 want you to know that I personally appreciate your

1 efforts.

2 This concludes this remote public participation
3 hearing for Rulemaking 26-02-017. We are adjourned and
4 off the record.

5 (At the hour of 7:05 p.m., this matter having
6 been continued to 2:00 p.m. July 23, 2026,
7 the Commission then adjourned.)

8 * * * * *

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BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, ANDREA L. ROSS, CERTIFIED SHORTHAND REPORTER
NO. 7896, IN AND FOR THE STATE OF CALIFORNIA, DO
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON JULY 15, 2026.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS JULY 24, 2026.

A handwritten signature in black ink, reading "Andrea L. Ross". The signature is written in a cursive style with a large, looping "R".

ANDREA L. ROSS
CSR NO. 7896

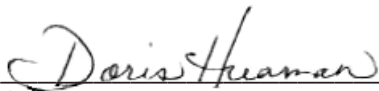
BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, DORIS HUAMAN, CERTIFIED SHORTHAND REPORTER
NO. 10358, IN AND FOR THE STATE OF CALIFORNIA, DO
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON JULY 15, 2026.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS JULY 24, 2026.


DORIS HUAMAN
CSR NO. 10538

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, JASON STACEY, CERTIFIED SHORTHAND REPORTER
NO. 14092, IN AND FOR THE STATE OF CALIFORNIA DO
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TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON JULY 15, 2026.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS JULY 24, 2026.

A handwritten signature in black ink, appearing to read 'JAS STACEY', written over a horizontal line.

JASON A. STACEY
CSR NO. 14092

BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE
STATE OF CALIFORNIA

CERTIFICATION OF TRANSCRIPT OF PROCEEDING

I, KARLY POWERS, CERTIFIED SHORTHAND REPORTER
NO. 13991, IN AND FOR THE STATE OF CALIFORNIA DO
HEREBY CERTIFY THAT THE PAGES OF THIS TRANSCRIPT
PREPARED BY ME COMPRISE A FULL, TRUE, AND CORRECT
TRANSCRIPT OF THE TESTIMONY AND PROCEEDINGS HELD IN
THIS MATTER ON JULY 15, 2026.

I FURTHER CERTIFY THAT I HAVE NO INTEREST IN THE
EVENTS OF THE MATTER OR THE OUTCOME OF THE PROCEEDING.

EXECUTED THIS JULY 24, 2026.



KARLY POWERS
CSR NO. #13991

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\$1,000 52:25 98:6	0.05 126:14	133-E 9:17 43:22 79:7 122:21	1:00 146:11
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\$10 14:5 18:1	0.5 126:14	136 3:17	2 15:2
\$100 18:4 104:20 105:19	1	137 3:18	2-year 151:12
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