



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

07/27/26

04:59 PM

C2607020

Beverly J. Taylor

Complainant,

vs.

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

Defendant.

(ECP)

CASE (C.)

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANT
Beverly J. Taylor 1712 W. 85 th Street Los Angeles CA 90047 T1: 323-759-9849 T2: 310-990-4273 (cell) E-mail: phoenixrising7@sbcglobal.net	Pacific Bell d/b/a AT&T California (U1001C) Attn: Ross Johnson, Director Regulatory 430 Bush Street, 5 th Floor San Francisco CA 94108 T: 415-417-5028 E-mail1: rj2397@att.com E-mail 2: u1001c-regulatory@att.com

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) BEVERLY J. TAYLOR

COMPLAINANT(S)

vs.

(B) PACIFIC BELL dba AT&T CORP
AT&T CORP (U1001C)

DEFENDANT(S)

(Include Utility "U-Number," if known)

(for Commission use only)

(C)
Have you tried to resolve this matter informally with
the Commission's Consumer Affairs staff?
☒ YES ☐ NO

Has staff responded to your complaint?
☒ YES ☐ NO

Did you appeal to the Consumer Affairs Manager?
☐ YES ☐ NO

Do you have money on deposit with the
Commission?
☐ YES ☒ NO

Amount \$ _____

Is your service now disconnected?
☐ YES ☐ NO

COMPLAINT

(D)
The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
BEVERLY J. TAYLOR	1712 W. 85TH ST, LOS ANGELES, CA 90047	323-759-9849
		310-990-4273-CELL

respectfully shows that:

(E)
Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
PACIFIC BELL dba AT&T CORP	430 Bush Street, 5th Flr, San Francisco, CA 94108	415-268-5304
AT&T CORP	208 S. Akard-Ed Whitacre Tower, Dallas, TX 75202	210-821-4105

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

MY LANDLINE HAS BEEN OUT OF SERVICE SINCE AUGUST 2024. PACIFIC BELL/AT&T HAS BEEN RENEGING ON THEIR PROMISE TO HAVE THE SERVICES RESTORED. EACH MONTH, I WOULD BE CONTACTED WITH A NEW DUE DATE. THEIR EXCUSE? THE COPPER HAD BEEN STOLEN. EACH MONTH, THE DUE DATE WOULD COME AND GO. I BELIEVE IT WAS RETALITATION FOR MY FILING A COMPLAINT. WHEN I FILED THE FORMAL COMPLAINT, IN AUGUST 2025, THEY RUSHED TO RESTORE THE SERVICES. ALSO, I FILED A SMALL CLAIMS ACTION AGAINST THEM. THEY HAD FILED WITH THE COMMISSION THAT THE SERVICES WERE RESTORED. AFTER THE DISMISSAL, AND THE CONTINUANCE OF THE SMALL CLAIMS CASE, THE SERVICES BEGAN DETERIORATING. I'VE FILED A NEW CPUC INFORMAL COMPLAINT #711693. AS USUAL, AT&T SET DATES FOR RESTORATION THAT WERE NOT MET. THE MOST RECENT, 05/22/2026. THIS HAS BEEN VERY STRESSFUL. MY DAUGHTER IS HOSPITALIZED, AND THERE HAVE BEEN MOMENTS THAT THE CELL WASN'T WORKING, AND THE HOSPITAL WAS TRYING TO CONTACT ME. ONCE, THE CALL FORWARDING WASN'T FUNCTIONING. THIS HAS CAUSED ME STRESS, ANXIETY, DEPRESSION. I'VE INCURRED COSTS FOR FAXING ET AL AT&T IS VIOLATING THE COMMUNICATIONS ACT OF 1934, AND COLR REGULATIONS

(G) Scoping Memo Information (Rule 4.2[a])

(1) The proposed category for the Complaint is (check one):

- ☐ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
☐ ratesetting (check this box if your complaint challenges the reasonableness of rates pursuant to Rule 4.1(b))

(2) Are hearings needed (are there facts in dispute)? ☐ YES ☐ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

(Example: The utility should refund the overbilled amount of \$78.00):

1. RESTORE SERVICES
2. REFUND FAX & COPY EXPENSES-\$700
3. PENALTIES ASSESSED FOR VIOLATING LAWS AND REGULATIONS
4. CREDIT ALL CHARGES FOR WIRELINE BILL.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Hearing (Example: 7/1/09): 08/28/2026

--

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

- OPTIONAL:** I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

Dated LOS ANGELES, California, this 27 day of MAY, 2026
(City) (date) (month) (year)

(date) (month)


Signature of each complainant

Formal Complaint Form – Page 3 of 6

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: _____

Address: _____

Telephone Number: _____

E-mail: _____

Signature: _____

VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 05/27/26, at LOS ANGELES, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one (1) defendant, then you must submit a total of eight (8) copies.

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office
505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

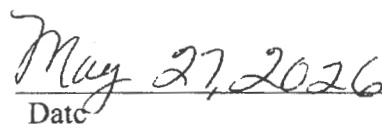
PRIVACY NOTICE

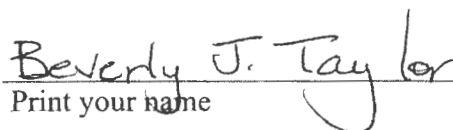
This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a **public record** and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available online for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.


Signature


Date


Print your name

CPUC DOCKET OFFICE

JUN 03 2026

RECEIVED

CPUC
CORRESPONDENCE-NEW COMPLAINT
#711693

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



January 05, 2026

File No:711693

Beverly Taylor
1712 W 85th St
Los Angeles, CA 90047

Dear Beverly:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) assists consumers with resolving regulated complaints against their utility providers. CAB is reviewing the complaint you have submitted against **AT&T California**.

As part of our review process, we asked that the utility provide CAB with information about your account and to specifically address your concerns. We will review the information provided by you and the utility and verify whether the utility has followed all the applicable CPUC Rules and Regulations.

After completing our review, we will contact you in writing to inform you of our conclusion. Generally, you should expect our review to take a *minimum* of at least forty-five calendar (45) days. If we find the process needs to take additional time due to the complexities of your case, we will notify you in writing. Please keep a record of the file number as shown above and have it available if you contact us regarding your case. We appreciate the opportunity to assist you.

Sincerely,

Written Operations Unit
Consumer Affairs Branch
1-800-649-7570
www.cpuc.ca.gov

Fw: CPUC Complaint # 711693

From: Beverly Taylor (phoenixrising7@sbcglobal.net)

To: consumer-affairs@cpuc.ca.gov

Cc: phoenixrising7@sbcglobal.net

Date: Friday, January 23, 2026 at 11:28 AM PST

Good morning,

I received this Confirmation Of Receipt letter, on January 5, 2026. I haven't received any other correspondence, or contact. What is the status? Why haven't I been contacted? This is urgent. Have you contacted AT&T? Please advise. Thank you.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

----- Forwarded Message -----

From: Harris, Jason <jason.harris@cpuc.ca.gov>

To: phoenixrising7@sbcglobal.net <phoenixrising7@sbcglobal.net>

Sent: Monday, January 5, 2026 at 10:31:59 AM PST

Subject: CPUC Complaint # 711693

Dear Beverly,

Please see the attached acknowledgement letter confirming that we have received your informal complaint at the CPUC Consumer Affairs Branch (CAB).

If you wish to contact us, please do not reply to this message. Instead, contact us at our CAB number, 1-800-649-7570, or via email at consumer-affairs@cpuc.ca.gov, and reference your complaint number for further assistance.

Thank you,

Written Operations Unit

External Affairs Division

California Public Utilities Commission

800-649-7570|www.cpuc.ca.gov



Case # 711693_Taylor.pdf
274.4 kB

CPUC Complaint # 711693

From: DoNotReply CAB Operations (donotreplycaboperations@cpuc.ca.gov)

To: phoenixrising7@sbcglobal.net

Date: Friday, January 23, 2026 at 01:54 PM PST

Good afternoon Beverly,

We have received your inquiry about the status of your case.

In the acknowledgement letter that we sent to you, we advised you that the review process may take a minimum of 45 days to complete. We encourage the utility to report to us within 20 business days after receiving the consumer's complaint. We sent your complaint to AT&T on January 5, 2026.

Visit www.cpuc.ca.gov/consumer-support/file-a-complaint to check the progress/status of your complaint.

We hope that you find this information helpful.

Thank you,

Written Operations Unit
External Affairs Division
California Public Utilities Commission
800-649-7570|www.cpuc.ca.gov

Fw: BEVERLY J. TAYLOR-COMMISSION FILE NUMBER-#689075 -AT&T & CURRENT INFORMAL COMPLAINT-CPUC Complaint # 711693

From: Beverly Taylor (phoenixrising7@sbcglobal.net)

To: leuwam.tesfai@cpuc.ca.gov

Cc: phoenixrising7@sbcglobal.net

Date: Monday, April 20, 2026 at 08:51 PM PDT

Good evening, Ms. Tesfai,

I hope all is well. Please see below. Thank you.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

----- Forwarded Message -----

From: Beverly Taylor <phoenixrising7@sbcglobal.net>

To: Rachel Peterson CPUC Executive Director <rachel.peterson@cpuc.ca.gov>

Cc: TERRA CURTIS-CPUC-Director for Consumer Protection & Enforcement Division <terra.curtis@cpuc.ca.gov>; ANA MARIA JOHNSON-CPUC-Deputy Executive Director Broadband and Communications <anamaria.johnson@cpuc.ca.gov>; LINDA SERIZAWA-CPUC-Director Public Advocates Office- <linda.serizawa@cpuc.ca.gov>; ANGIE WILLIAMS-CPUC-Director- Utility Audits & Risk and Compliance Division <angie.williams@cpuc.ca.gov>; ROBERT OSBORN -CPUC-Director for Communications Division <robert.osborn@cpuc.ca.gov>; BEVERLY TAYLOR <phoenixrising7@sbcglobal.net>

Sent: Monday, April 20, 2026 at 08:22:43 PM PDT

Subject: Re: BEVERLY J. TAYLOR-COMMISSION FILE NUMBER-#689075 -AT&T & CURRENT INFORMAL COMPLAINT- CPUC Complaint # 711693

Good afternoon to all,

I hope all is well. Words cannot express how much I am frustrated with the handling of my "informal" complaint.

Last year, I had filed a formal complaint against AT&T. Prior to the Formal Complaint Hearing, AT&T "repaired" my line. It was temporary and only done to have the hearing dismissed. I've submitted an informal complaint in January. I've not been contacted with status, or updates. Last Friday, I spoke with a young lady, who said that AT&T had requested two extensions. Why wasn't I notified? Why were they given extensions. In looking at the claim, you only see "waiting for a response."

When I asked who the person was handling the claim, I was told that the information couldn't be given to me because it may change. Does that make sense?

What is happening? The best news is that the informal complaint was dismissed without prejudice, so I can refile. However, what if this wasn't the case. Almost three months???!!??

Please advise. Thank you.

Regards,

----- Forwarded Message -----

From: DoNotReply CAB Operations
<donotreplycaboperations@cpuc.ca.gov>
To: phoenixrising7@sbcglobal.net <phoenixrising7@sbcglobal.net>
Sent: Friday, January 23, 2026 at 01:54:18 PM PST
Subject: CPUC Complaint # 711693

Good afternoon Beverly,

We have received your inquiry about the status of your case.

In the acknowledgement letter that we sent to you, we advised you that the review process may take a minimum of 45 days to complete. We encourage the utility to report to us within 20 business days after receiving the consumer's complaint. We sent your complaint to AT&T on January 5, 2026.

Visit www.cpus.ca.gov/consumer-support/file-a-complaint to check the progress/status of your complaint.

We hope that you find this information helpful.

Thank you,

Written Operations Unit
External Affairs Division
California Public Utilities Commission
800-649-7570|www.cpus.ca.gov

Harris, Jason
From:jason.harris@cpuc.ca.gov
To:phoenixrising7@sbcglobal.net
Mon, Jan 5 at 10:31 AM
Dear Beverly,

Please see the attached acknowledgement letter confirming that we have received your informal complaint at the CPUC Consumer Affairs Branch (CAB).

If you wish to contact us, please do not reply to this message. Instead, contact us at our CAB number, 1-800-649-7570, or via email at consumer-affairs@cpuc.ca.gov, and reference your complaint number for further assistance.

Thank you,

Written Operations Unit
External Affairs Division
California Public Utilities Commission
800-649-7570|www.cpuc.ca.gov

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Sunday, August 17, 2025 at 02:16:37 PM PDT, Beverly Taylor <phoenixrising7@sbcglobal.net> wrote:

Good afternoon, Ms. Petersen and all,

I hope all is well with you. Please see the attached letter. It's a complaint, and grievance, as how my request of a Formal Complaint Hearing has been mishandled. Along with the lack of compliance by AT&T. I would like to have a resolution. In my letter, I've referenced a couple of items. The links are below:

- <https://www.facebook.com/watch/?v=1592757738067713>
- <https://abc7.com/post/south-los-angeles-customers-landline-service-7-side-demands-answers-att/16661957/>
- <https://abc7.com/post/more-south-la-residents-reach-7-side-saying-need-life-saving-att-landline-phone-service-restored/16297746/>

I look forward to hearing from you, and having this resolved. Thank you.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

STATE OF CALIFORNIA

GAVIN NEWSOM, Governor

PUBLIC UTILITIES COMMISSION

320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013



April 21, 2026

File No:711693

Beverly Taylor
1712 W 85th St
Los Angeles, CA 90047

Dear Beverly Taylor:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission (CPUC) advised you in our correspondence dated **January 5, 2026**, that you would be contacted if the review of your complaint lasted longer than 45 days.

The length of an investigation varies based on the complexity of the issues involved and the number of complaints CAB has received. Although 45 days have passed, we are writing to assure you that your complaint is still open and under investigation. You may have already or will be contacted by a designated Manager at the utility as part of the resolution process as well.

We contacted AT&T today, April 21, 2026, to request an update on the concern with your landline service. AT&T informed CAB that your area was impacted by another copper wire theft and equipment damage incident. They advised us that they discovered this additional incident on March 25, 2026, when attempting to repair your service. According to their report, AT&T needed to order more replacement copper wire and equipment, which has updated the restoration of your service to May 22, 2026.

CAB will contact you again in writing once our investigation has been completed. If you need to contact CAB in the meantime regarding this matter, please provide us with the file number as shown above and send an email to Consumer-Affairs@cpuc.ca.gov, or call (866) 849-8390.

We apologize for any inconvenience this delay may cause you.

Sincerely,

Written Operations Unit
Consumer Affairs Branch
1-800-649-7570
www.cpuc.ca.gov

Fw: CPUC Case # 711693

From: Beverly Taylor (phoenixrising7@sbcglobal.net)

To: leuwam.tesfai@cpuc.ca.gov

Cc: phoenixrising7@sbcglobal.net

Date: Friday, May 22, 2026 at 12:49 PM PDT

Good afternoon, Ms. Tesfai,
Please see the attached. Thank you

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

----- Forwarded Message -----

From: Beverly Taylor <phoenixrising7@sbcglobal.net>

To: Rachel Peterson, CPUC Executive Director <rachel.peterson@cpuc.ca.gov>

Cc: BEVERLY TAYLOR <phoenixrising7@sbcglobal.net>; ROBERT OSBORN -CPUC-Director for Communications Division <robert.osborn@cpuc.ca.gov>; ANA MARIA JOHNSON-CPUC-Deputy Executive Director Broadband and Communications <anamaria.johnson@cpuc.ca.gov>; ANGIE WILLIAMS-CPUC-Director- Utility Audits & Risk and Compliance Division <angie.williams@cpuc.ca.gov>; LINDA SERIZAWA-CPUC-Director Public Advocates Office- <linda.serizawa@cpuc.ca.gov>; TERRA CURTIS-CPUC-Director for Consumer Protection & Enforcement Division <terra.curtis@cpuc.ca.gov>

Sent: Friday, May 22, 2026 at 12:18:44 PM PDT

Subject: Fw: CPUC Case # 711693

Good morning, to all,

I hope all is well. On May 8, 2026, the attached correspondence was generated. The one letter, showing a completion of the CPUC's "investigation" states that AT&T will be completing the service, today.

How can the CPUC state that the investigation is complete, when the services have not been restored? I'm totally flabbergasted. Per the CPUC letter"

- The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint

against AT&T. As part of the review, CAB considered the information that you provided, the information that AT&T provided to us about your account and applicable codes, orders, and tariffs.

I am directed to submit any new information. Maybe, you can explain how something is complete when my services have not been restored. This date,

May 22, 2026, is one of the many scheduled dates AT&T has set. Each time, there is a "glitch," or the copper was stolen. I will see what happens today. However, I don't how AT&T, or the CPUC, can say an investigation is over when there is something pending. Maybe you can assist in explaining. Thanks.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

----- Forwarded Message -----

From: DoNotReply CAB Operations <donotreplycaboperations@cpuc.ca.gov>

To: phoenixrising7@sbcglobal.net <phoenixrising7@sbcglobal.net>

Sent: Tuesday, May 19, 2026 at 08:23:55 AM PDT

Subject: CPUC Case # 711693

Thank you for contacting the California Public Utilities Commission (CPUC).

Attached is our response to your recent inquiry. For your convenience, here are some helpful resources and next steps:

- Check the status of your case: Visit www.cpuc.ca.gov/consumer-support/file-a-complaint
- Submit additional information or file an informal appeal: Email us at consumer-affairs@cpuc.ca.gov and include your case number.
- File a formal complaint: Contact the Public Advisor's Office at 1-866-849-8390 or email public.advisor@cpuc.ca.gov
- General questions about your case: Call the Consumer Affairs Branch at 1-800-649-7570.

We appreciate you reaching out to the CPUC and are here to assist you.

Sincerely,

Consumer Affairs Branch
California Public Utilities Commission



C 711693_Taylor.pdf
274.6 kB



C 711693_Taylor.pdf
275.3 kB

PUBLIC UTILITIES COMMISSION320 W. 4th STREET, SUITE 520
LOS ANGELES, CA 90013

May 19, 2026

Beverly Taylor
1712 W 85th St
Los Angeles, CA 90047**Subject: Commission File No: 711693 for Complaint with AT&T**

Dear Beverly Taylor:

The Consumer Affairs Branch (CAB) of the California Public Utilities Commission has completed its review of your complaint against **AT&T**. As part of the review, CAB considered the information that you provided, the information that **AT&T** provided to us about your account and applicable codes, orders, and tariffs.

In your complaint, you explained that you had been without landline telephone service for nearly two years. AT&T restored the service only after you filed a formal complaint, but the restoration was incomplete. The line had continuous static and ultimately failed again, and the technician who performed the work informed you that the restoration was temporary.

You also described a conversation with an AT&T technical manager who attributed the static to copper theft, which you questioned because a removed line could not produce static. These issues appeared consistent with the problems you had previously experienced.

Furthermore, you indicated that AT&T technicians had informed customers that the company would no longer be responsible for landline service beginning in November and that this change had been approved by the CPUC. As a result, you contacted CAB for assistance and a review of your concern.

AT&T completed an investigation, and their records indicated that an incident involving unauthorized cable tampering caused a disruption to its network. Technicians were deployed to replace the affected cables and restore normal operations, with an estimated resolution date of May 22, 2026.

AT&T advised that they spoke with you on January 14, 2026, regarding its findings. An adjustment of \$39.27 was applied on January 29, 2026, to address billing for January and February 2026, and the credit appeared on your February 2026 statement. AT&T further stated that it remained actively engaged in the repair process and provided you with a status update by email on April 7, 2026. They recognized your dissatisfaction with the progress toward resolution.

AT&T reported that it is continuing to address your concerns and has provided contact information should you have any additional questions. The utility extended its apology for any inconvenience caused by this matter.

Please contact CAB if further assistance is needed on this matter.

If you disagree with this result, you may either provide new evidence or appeal. Detailed instructions for sending new evidence or an appeal are attached. You must file within 15 days of this letter and include supporting documentation. Please provide any information you believe contradicts the utility's representations.

**AT&T OFFICE OF THE PRESIDENT
CORRESPONDENCE-NEW COMPLAINT**

#711693

The last time I was told that AT&T was bolting the manholes to keep out thieves. The tech had to wait for engineering to come and unbolt the manhole. Then the installation wasn't done properly. The cables were never conditioned. What does C&E say about this matter?

One SUPERVISOR informed me that AT&T wasn't getting cooperation from LAPD, or the City Attorney of L.A. Given the attention that this matter has initiated, I cannot believe that these agencies would be negligent in arresting, or prosecuting, any know vandals/thieves. Gov. Newsom, on October 13, 2025, signed into law AB 476 to crack down on copper theft in California. So, for a Supervisor to use that as an "excuse" causes me to reach out to each of these entities.

I will await your reply. Thank you.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Tuesday, April 7, 2026 at 03:17:17 PM PDT, Cassandra Dyson <g09083@president.att-mail.com> wrote:

Hello Ms. Taylor,

I was out of the office when this email was received.

I understand your frustration and am truly sorry. I referred to our Construction and Engineering escalation team and was told the estimated restoral date has been extended to 05/22/2026 because additional cable has been stolen and needs to be replaced.

Again, I am sorry and understand this is upsetting.

However, if you are seeking to litigate, I can no longer assist and must close the complaint. If you are willing to work with me and this office, I assure you, we will continue to monitor and obtain updates until this is resolved.

Thank you,
Cassandra Dyson
Sr. Manager
AT&T Office of the President
858.522.8708 | g09083@att.com

----- Original Message -----

From: phoenixrising7 [g09083@president.att-mail.com]
Sent: 4/3/2026, 6:25 PM
To: g09083@att.com
Cc: phoenixrising7@sbcglobal.net
Subject: Re: About AT&T Office of the President Inquiry 0004157978-2ND EMAIL

Good afternoon, Cassandra,

Today is April 3, 2026. March 27, 2026, has come and gone. As usual, AT&T has lied, which isn't surprising, since AT&T has no integrity or ethics. They're refusing to upgrade, and maintain, their equipment. I'm still having NO service for one line, and constant static on the other line. I'm proceeding with my Civil lawsuit, and the Formal Hearing request. This is beyond disgusting.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Wednesday, March 25, 2026 at 03:12:51 PM PDT, Cassandra Dyson <g09083@president.att-mail.com> wrote:

Hello Ms. Taylor,

I am following up to provide the latest update.

On 3/23/2026, our Construction and Engineering team advised AT&T is in the process of "splicing" the cable and the estimated date of restoral is still on track for 3/27/2026.

Thank you,
Cassandra Dyson
Sr. Manager
AT&T Office of the President
858.522.8708 | g09083@att.com

----- Original Message -----

From: phoenixrising7 [g09083@president.att-mail.com]
Sent: 3/2/2026, 11:47 AM
To: g09083@att.com
Cc: phoenixrising7@sbcglobal.net

Subject: Re: About AT&T Office of the President Inquiry 0004157978-2ND EMAIL

Good morning, Cassandra,

Why is it extended? This is totally unacceptable. Last week, my cell wasn't functioning. The only way the hospital could reach me was my landline. The Call Forwarding wasn't working. ☐ This is becoming beyond ridiculous.

The CPUC formal complaint was dismissed without prejudice, when AT&T had stated that my services were restored. The Small Claims proceedings were continued. The proceeding will be this month. I will be proceeding with my lawsuit. Also, I will be filing a new formal complaint. AT&T is stalling, and not wanting to do what is necessary. This is causing me undo mental anguish, stress and anxiety.

To expect me to wait another month, after going through this for two years, is absurd. The temerity is beyond understanding. I will be proceeding with remedy.

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Thursday, February 26, 2026 at 03:02:33 PM PST, Cassandra Dyson <g09083@president.att-mail.com> wrote:

Hello Ms. Taylor,

Our office was informed, unfortunately, the estimated restoral date has been extended.

The new estimated date of restoral is 03/27/2026.

Our office will ensure your calls are still forwarded and all monthly charges are adjusted.

Thank you,
Cassandra Dyson
Sr. Manager
AT&T Office of the President
858.522.8708 | g09083@att.com

----- Original Message -----

From: Cassandra Dyson [g09083@president.att-mail.com]
Sent: 2/18/2026, 2:36 PM
To: phoenixrising7@sbcglobal.net
Subject: Re: About AT&T Office of the President Inquiry 0004157978-2ND EMAIL

Hello Ms. Taylor,

The FCC complaint was closed because a path to resolution was established by securing an estimated restoral date of 2/27/2026.

Additionally, our office is addressing this same concern through your Public Utilities Commission complaint which remains open and will stay open until your service is restored. Not only do you have a point of contact with agencies, but you are communicating directly with our office as well.

We will continue to monitor progress and provide updates as they are received.

Thank you,
Cassandra Dyson
Sr. Manager
AT&T Office of the President
858.522.8708 | g09083@att.com

----- Original Message -----

From: phoenixrising7 [g09083@president.att-mail.com]
Sent: 2/17/2026, 10:47 AM
To: g09083@att.com
Cc: phoenixrising7@sbcglobal.net
Subject: Re: About AT&T Office of the President Inquiry 0004157978-2ND EMAIL

Good morning, Cassandra,

All is well, and I hope the same for you. Thank you for your reply. I'm in a quandry. How can you close the complaint, and the services have not been restored? The complaint has to do with the my landline not working.

So, please explain to me why AT&T is closing a complaint when your email states that the "**estimated**" restoral date is 02/27/2026? This date has changed three times.

I'm objecting to the closure of this complaint, for record!! If the complaint is closed, then who will be the contact, going forward? This is unacceptable. The contact that was to work on the cable/maintenance started "ghosting" me. Poor communications from her. I will await your response.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Friday, February 13, 2026 at 12:08:28 PM PST, Cassandra Dyson <g09083@president.att-mail.com> wrote:

Greetings Ms. Taylor,

Hoping you've had a pleasant week.

Just checking in with you to advise the estimated restoral date is still scheduled for 02/27/2026.

AT&T is required to provide a response to the FCC. We will do so and close the FCC complaint.

However, the complaints with the Public Utilities Commission are still open and will remain open until the service issues are resolved.

Thank you,
Cassandra Dyson
Sr. Manager
AT&T Office of the President
858.522.8708 | g09083@att.com

----- Original Message -----

From: phoenixrising7 [g09083@president.att-mail.com]
Sent: 2/11/2026, 8:50 AM
To: g09083@att.com
Cc: phoenixrising7@sbcglobal.net
Subject: Re: About AT&T Office of the President Inquiry 0004157978-2ND EMAIL

Good morning, Cassandra,

Happy Wednesday. Thank you for the update, and your assistance. I will let you know if there is any problem. Have a blessed, and fun, day.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Tuesday, February 10, 2026 at 12:43:04 PM PST, Cassandra Dyson <g09083@president.att-mail.com> wrote:

Hello Ms. Taylor,

I just received notification from our technical team, calls to your lines have been forwarded to number 310.990.4273.

Again, I apologize for this matter. I will provide updates as they are received from Construction and Engineering.

Thank you,
Cassandra Dyson
Sr. Manager
AT&T Office of the President
858.522.8708 | g09083@att.com

----- Original Message -----

From: phoenixrising7 [g09083@president.att-mail.com]

Sent: 2/10/2026, 9:49 AM

To: g09083@att.com

Cc: phoenixrising7@sbcglobal.net

Subject: Re: About AT&T Office of the President Inquiry 0004157978-2ND EMAIL

Good morning, Cassandra,

Please confirm that this has been completed. Thank you.

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Friday, February 6, 2026 at 02:12:34 PM PST, Beverly Taylor <phoenixrising7@sbcglobal.net> wrote:

Good afternoon, Cassandra,

I hope all is well. I've left you a voicemail message. I've left a few messages for Jennifer Van Cleeve (sp) to no avail. She hasn't returned my calls. I haven't received any assistance for the repair techs. It's as if all has stopped. Very upsetting.

Right now, the phone will ring once, then go into a static zone. The caller doesn't have the capability to leave a voicemail, because it isn't allowing the caller to connect to the voicemail. Both lines, have static,

and intermittent down time. As I've stated NUMEROUS times Daughter is in the hospital. The landline is necessary for back up should the cell tower go down. This has happened twice.

I've had callers, who didn't have my cell number try to reach me. The challenge has been the Caller ID doesn't pick up their name/number.

Whenever I've spoken to a Repair Tech, who has come out, they try to FORCE me to migrate to fiber. They use FUD=FEAR, UNCERTAINTY & DOUBT, to try and sway me. One Tech stated that the CPUC had approved AT&T COLR request to leave the "field." In speaking with the CPUC, I'm told that isn't accurate. Also, that AT&T is trying to circumvent the CPUC and try to have it where AT&T can leave thus putting their customers out of service. Not good.

I would like to have this resolved. Thank you.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Thursday, January 29, 2026 at 03:03:41 PM PST, Beverly Taylor <phoenixrising7@sbcglobal.net> wrote:

Good afternoon, Cassandra,

Things can remain the way they are now. Just a quick suggestion, your techs need to be coached in just sticking to tech and not trying to force customers into migrating to fiber by telling lies. I'm having a lot of challenges with the repair. Undue stress, on top of what I am going through with my Daughter. This is unacceptable.

Beverly J. Taylor
323-759-9849-hm

310-990-4273-cell

On Thursday, January 29, 2026 at 01:27:15 PM PST, Cassandra Dyson <g09083@president.att-mail.com> wrote:

Ms. Taylor,

Greetings! All is well, thank you! Hoping you are also.

I will ensure you receive updates as they are received.

Concerning the forwarding of your calls. To confirm, do you want calls to both lines forwarded to your cell number ending in 4273? As soon as you confirm, I will have our technical team forward the calls.

Thank you,

Cassandra Dyson
Sr. Manager
AT&T Office of the President
858.522.8708 | g09083@att.com

----- Original Message -----

From: phoenixrising7 [g09083@president.att-mail.com]

Sent: 1/28/2026, 9:55 AM

To: g09083@att.com

Cc: phoenixrising7@sbcglobal.net

Subject: Re: About AT&T Office of the President Inquiry 0004157978

Good morning, Cassandra,

I hope all is well. Thank you for your message. At this moment, the only number would be my cell. However, my voicemail message instruct all to call my cell. There is dial tone, but a lot of static on both lines. Let's see what happens, today.

I will await your updates. Have a blessed day.

Regards,

Beverly J. Taylor
323-759-9849-hm
310-990-4273-cell

On Tuesday, January 27, 2026 at 03:47:12 PM PST, Cassandra Dyson <g09083@president.att-mail.com> wrote:

[redacted]

Ms. Taylor,

I received your message dated 01/25/2026.

I requested an update. The restoral of service is now owned by AT&T's Construction and Engineering (C&E) who is working to replace cable. The estimated completion date is 02/27/2026.

I apologize [redacted]

ref:!00D6g05jkYJ.!500fg0ClxP7:ref

RE: About AT&T Office of the President Inquiry 0004157978-2ND EMAIL

From: AT&T Office of the President W10 (g09083@att.com)

To: phoenixrising7@sbcglobal.net

Date: Friday, April 24, 2026 at 07:40 AM PDT

Hello Ms. Taylor,

Greetings! I understand your frustration regarding the extended service outage.

Our technicians were dispatched on 3/25/26 to repair your service; however, during the repair process, they discovered additional instances of copper theft. As a result, our Construction and Engineering teams had to redesign the repair plan to address these new findings. Based on the current assessment, the estimated service restoral date is still 5/22/26.

I am unable to discuss specific internal actions taken to address or resolve copper theft, as this information is proprietary and involves multiple factors.

I will continue to status you as updates become available.

Thank you,

Cassandra Dyson
Sr. Manager
Office of the President

AT&T Services, Inc.
o 858.522.8708 | g09083@att.com

From: phoenixrising7 <g09083@president.att-mail.com>

Sent: Friday, April 17, 2026 5:05 PM

To: AT&T Office of the President W10 <g09083@att.com>

Cc: BEVERLY TAYLOR <phoenixrising7@sbcglobal.net>

Subject: Re: About AT&T Office of the President Inquiry 0004157978-2ND EMAIL

Good afternoon, Cassandra,

Thank you for your reply. What I find amazing is that AT&T isn't doing anything to SECURE their material. I wonder what your Insurance Company is thinking if you're submitting loss claims. I'm sure they're concerned about your inability, negligence, or lack of desire to protect your wiring. This has almost been three years, and AT&T hasn't come up with a solution? Just amazing. Each time, for the past years, the completion date is moved. When was this copper ordered, and then stolen?????