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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

R2602017

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

Rulemaking 26-02-017

ADMINISTRATIVE LAW JUDGE'S RULING ISSUING STAFF PROPOSAL

This Ruling issues a proposal prepared by the California Public Utilities Commission's (Commission) Communications Division Staff (Staff) for public comment (Staff Proposal). Parties that wish to file and serve public comments must do so by September 8, 2026. The deadline for Reply Comments is September 15, 2026. By not later than September 8, 2026, AT&T, T-Mobile and Verizon are ordered to respond in full to the questions asked in Section 1.

Additionally, this Ruling schedules an in-person workshop for August 27, 2026. Parties are to include any summary or feedback regarding the workshop that they want the commission to consider as part of the comments due on September 8, 2026, and the replies due September 15, 2026.

This Ruling also notices a summary of the workshop held on June 25, 2026, and provides a URL to access a video of that workshop.

Finally, this ruling revises the schedule of this proceeding to allow parties to file motions for evidentiary hearing until September 15, 2026.

Included with this ruling are the following attachments:

- Attachment A, the Staff Proposal;

- Attachment B, the summary of the June 25, 2026 workshop; and
- Attachment C, the combined slide deck of PowerPoint presentations at the June 25, 2026 workshop.¹

1. Staff Proposal

Parties are asked to comment on whether the Commission should adopt, revise or reject each component of the Staff Proposal. Additionally, AT&T, T-Mobile and Verizon are ordered to respond to the following questions:

- Provide the estimated total one-time and annual recurring incremental cost the wireless carrier would incur if the recommendations in the Staff Proposal were implemented. Include all assumptions, formulas, calculations, allocation methods, and supporting documents used to develop the estimate.
- Provide a separate cost estimate for each proposed requirement in the Staff Proposal, including Cal OES community isolation outage standard, Customer service standards, Network Availability by Public Use Microdata Areas (PUMA), and producing, hosting, and updating signal propagation maps. For each estimate, identify the cost category, whether the cost is one time or recurring, and the supporting documents used to justify the estimate.
- Provide an estimate for how much the average monthly bill would increase for California customers if the recommendations in the staff proposal were implemented. Include all supporting documents to justify passthrough cost estimates.

If other parties have information or data responsive to these questions, they also are invited to include that information or data in their comments. Additionally,

¹ Attachment C is an updated version of what was presented at the June 25, 2026 Workshop. Verizon submitted 3 corrected slides after the workshop was minor revisions. Additionally, out of an abundance of caution, two slides were removed from the Cal OES presentation because they contained information about a specific wireless carrier.

all parties are invited to suggest other data the Commission should collect to understand better the quality of service provided by wireless carriers.

2. In-Person Workshop Scheduled for August 27, 2026

This Ruling schedules an in-person workshop for parties to discuss the Staff Proposal. The workshop is scheduled to begin at 11am and shall take place at the location indicated below.

California State Personnel Board Building
Board Auditorium
801 Capitol Mall
Sacramento, CA, 95814

3. June 25, 2026 Workshop Summary

On June 25, 2026, Staff led a workshop to discuss with parties, as well as county supervisors and Tribal leaders, issues related to wireless service outage restoration and customer service. Included with this Ruling as Attachment B, is a summary of that workshop. If parties wish to comment on the topics discussed, or the accuracy of the summary, they may include those comments with their comments on the Staff Proposal. Attachment C to this Ruling contains all PowerPoint slides used by workshop panelists.

Finally, a video of the workshop is available on the Commission's YouTube page at: <https://www.youtube.com/watch?v=eVghVVwAA-g>.

4. Deadline for Motions to File Evidentiary Hearing

The Assigned Commissioner's Scoping Memo and Ruling set the deadline for motions for evidentiary hearing for 10 days after the date of the first workshop held in this proceeding.² The Assigned Commissioner's Scoping Memo and Ruling provides that the schedule may be revised, "as required to

² Assigned Commissioner's Scoping Memo and Ruling, issued June 3, 2026, at 4.

promote the efficient and fair resolution of the rulemaking.”³ This ruling revises the schedule of this proceeding to allow parties to file motions for evidentiary hearing until September 15, 2026.

5. Submission

Parties are reminded that the Assigned Commissioner’s Scoping Memo and Ruling determined that this proceeding will stand submitted after the filing and serving of reply comments to this Staff Proposal.⁴

IT IS RULED that:

1. The proposal prepared by the California Public Utilities Commission’s Communications Division Staff, included as Attachment A to this Ruling, is served on parties.

2. Parties wishing to file comments on the proposal prepared by the California Public Utilities Commission’s Communications Division Staff, included as Attachment A, must file and serve comments by September 8, 2026. The deadline for Reply Comments is September 15, 2026.

3. By not later than September 8, 2026, AT&T, T-Mobile and Verizon are ordered to respond in full to the questions listed in Section 1 of this Ruling.

4. Notice is given of the in-person workshop discussed in Section 2 of this Ruling.

³ *Id.*, at 5.

⁴ *Id.*, at 6.

5. Notice is given of a summary of the workshop held on June 25, 2026, as discussed in Section 3 of this proceeding, as well as the video footage on the Commission's YouTube page.

Dated August 19, 2026, at San Francisco, California.

/s/ THOMAS J. GLEGOLA

Thomas J. Glegola
Administrative Law Judge