



ALJ/DBB/vj4 8/18/2026

FILED

08/18/26

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

08:16 AM

C2509017

Lawanna Jake,

Complainant,

vs.

Pacific Bell d/b/a AT&T California
(1001C),

Defendant.

(ECP)
Case 25-09-017

**ADMINISTRATIVE LAW JUDGE'S RULING
SEEKING JOINT RESPONSE ON STATUS OF PROCEEDING**

On February 17, 2026, Pacific Bell Telephone Company d/b/a AT&T California (AT&T) submitted AT&T's *Response to Administrative Law Judge's E-Mail Ruling Memorializing February 9, 2026 Hearing and Ordering Additional Information* (Response).

This ruling seeks a Joint Response from Lawanna Jake (Ms. Jake or Complainant) and AT&T on the questions listed below. The Joint Response shall be filed and served no later than September 1, 2026.

1. Background

In AT&T's Response, in response to Question 2 seeking a "timeline and explanation as to the restoration efforts of the Complainant's home phone service," AT&T provides: "February 17, 2026: AT&T estimated that Ms. Jake's wireline voice service would be repaired by April 3, 2026."

In AT&T's Response, in response to Question 3 seeking "[a]ll service terms that were referenced during the February 9, 2026 hearing," AT&T provides its offer to Complainant:

Temporarily provide Voice Over Internet Protocol ("VoIP") at the same rates that she would be paying for traditional landline service with the lifeline discount plus taxes and fees until such time that AT&T is able to provide the landline service that she was subscribed to. AT&T California will issue credits to Ms. Jake's monthly bill so that she receives the same price for the VoIP service that she would pay for lifeline service. Additionally, AT&T California will waive all equipment and installation fees to get Ms. Jake up and running again. Also, once the repairs to her landline service are completed, she may choose to revert back to traditional landline service with the lifeline discount or remain with the services she has at prevailing rates."

Also, given the circumstances, AT&T is willing to offer an additional \$10.00 in monthly credits to Ms. Jake's VoIP service so that VoIP service will cost \$10.00 less than the rate Ms. Jake would pay for lifeline service. Credits will be applied until such time that AT&T restores her landline service.

2. Additional Information Sought

The Commission seeks a joint response from parties as to the following questions:

1. What is the status of the repair of the wireline voice service that AT&T asserted would be "repaired by April 3, 2026," as provided in response to Question 2 in AT&T's Response?
2. What is the status of the terms that were offered to Complainant at the February 9, 2026 hearing, as provided in response to Question 3 in AT&T's Response? Have the terms been accepted, and if so, which terms were accepted?

3. What is the current status of Complainant's wireline service?
4. Are there any outstanding issues provided in the complaint that have not been addressed?

A Joint Response to the above questions shall be filed and served no later than **September 1, 2026**. A decision on this matter may be issued following the submission of the Joint Response.

IT IS RULED that a Joint Response to the above questions shall be filed and served no later than September 1, 2026.

Dated August 18, 2026, at San Francisco, California.

/s/ DEBBIE CHIV
Debbie Chiv
Administrative Law Judge