

Decision 15-06-005 June 11, 2015

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Shariar Delalat,

Complainant,

vs.

Pacific Bell Telephone Company, dba
AT&T California (U1001C),

Defendant.

ECP

Case 14-10-011

(Filed October 17, 2014)

**DECISION FINDING THAT SERVICE ISSUES HAVE BEEN
RESOLVED AND DISMISSING COMPLAINT**

1. Summary of the Facts

On October 17, 2014, Shariar Delalat submitted this complaint alleging unreliable telephone service from AT&T. This complaint was calendared pursuant to the Commission's Expedited Complaint Procedure as set forth in Rule 4.5 of the Commission's Rules of Practice and Procedure.

The assigned Administrative Law Judge (Judge) convened a hearing on December 11, 2014, in San Diego. At the hearing, complainant described service outages and AT&T's representatives agreed to investigate further, including having service technicians inspect and repair any faulty AT&T equipment.

Over the next months, the parties worked cooperatively to resolve the existing telephone service issues through a series of inspections, repairs, and service adjustments. At complainant's request, AT&T also searched its records

for charges related to a 2007 replacement of facilities but found that no charges had been assessed to complainant.

On February 20, 2015, AT&T reported to the complainant and the Judge that the telephone service issues had been resolved, and on March 17, 2015, internet service issues were addressed.

The complained-of service issues have been resolved, although complainant retains the right to report any future such problems. Accordingly, this complaint should be dismissed.

2. Assignment of Proceeding

Carla J. Peterman is the assigned Commissioner and Maribeth A. Bushey is the assigned ALJ in this proceeding.

O R D E R

Therefore, **IT IS ORDERED** that:

1. Case 14-10-011 is dismissed.
2. Case 14-10-011 is closed.

This order is effective today.

Dated June 11, 2015, at San Francisco, California.

MICHAEL PICKER
President
MICHEL PETER FLORIO
CATHERINE J.K. SANDOVAL
CARLA J. PETERMAN
Commissioners

Commissioner Liane M. Randolph, being necessarily absent, did not participate.