



California Public Utilities Commission
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PRESS RELEASE

Docket #: R.18-03-011

CPUC AFFIRMS \$3.75 MILLION FINE OF AT&T FOR DISREGARDING PUBLIC SAFETY

SAN FRANCISCO, August 27, 2020 - The California Public Utilities Commission (CPUC) today reaffirmed its decision to fine AT&T \$3.75 million for its willful disregard for public safety.

Today's action is taken as part of the proceeding led by CPUC President Marybel Batjer to ensure communications networks are resilient and dependable during catastrophic events and to ensure the public's ability to reliably communicate and receive critical information.

In April, the CPUC issued a Presiding Officer's Decision fining AT&T \$2.5 million for refusing to provide requested required information on how it delivers 911 service and \$1.25 million for misrepresenting and disregarding CPUC rules. After considering the appeal by AT&T and thoroughly reviewing the facts and the relevant regulations and laws, today's Modified Presiding Officer's Decision concludes that AT&T's conduct still merits the \$3.75 million fine for its violation of CPUC [Rule 1.1](#), [General Order 96-B](#), and [Decision 19-08-025](#).

“AT&T's conduct is of great concern for both the CPUC and Cal OES. It is unbecoming of our state's largest telecommunications company and operator of the nationwide public safety network, FirstNet, to show such disregard for public oversight of the 911 system,” said President Batjer. “As this Decision and fine affirms, our commitment to the reliability of the 911 system is unwavering, and we expect full compliance into the future.”

The California Governor's Office of Emergency Service (Cal OES) is responsible for the 911 network under state law. Cal OES has developed an updated service delivery design and procured new services called Next Generation 911 (NG 911). In updating the existing 911 services to NG 911



services, AT&T has been directed to update its tariffs, as required by CPUC rules, but has not complied. Today's Modified Presiding Officer's Decision fines AT&T for its noncompliance and orders AT&T to submit legally compliant tariffs for NG 911 service no later than 30 days from today's Decision. If it fails to do so, the fine imposed today will continue to accrue on a daily basis.

"Compliance with the CPUC's regulatory processes is fundamental to its proper functioning. In today's Decision, we reiterate that any failure to comply with our regulatory process will be treated as a serious violation," said Commissioner Clifford Rechtschaffen.

The 911 system is essential to the public's safety, and it must be secure and reliable. As such, it is subject to the highest degree of public oversight and regulation. The CPUC ensures the reliability of the 911 system in part through the submission of tariffs, which are legal documents that are a central mechanism by which public accountability and a utility's compliance with regulatory and statutory mandates are assured. This oversight is mandatory and essential, without regard to the technology through which 911 services are delivered.

"A sound 911 system is essential 24 hours a day, seven days a week, and 365 days a year," said Commissioner Genevieve Shiroma. "Californians' health, welfare, and safety and in many cases, their lives, are dependent on a fully functional 911 service. This Decision provides for this essential service."

The Modified Presiding Officer's Decision voted on is available at:

<https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M345/K390/345390870.PDF>.

Documents related to this proceeding are available at:

https://apps.cpuc.ca.gov/apex/f?p=401:56:0::NO:RP,57,RIR:P5_PROCEEDING_SELECT:R1803011.

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians' access to safe and reliable utility infrastructure and services. For more information on the CPUC, please visit www.cpuc.ca.gov.

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