



California Public Utilities Commission  
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**PRESS RELEASE**

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## **CPUC TO CONSIDER REVISIONS TO TELECOMMUNICATION SERVICE QUALITY STANDARDS**

SAN FRANCISCO, March 17, 2022 - The California Public Utilities Commission (CPUC), in ongoing consumer protection efforts, today said it will evaluate amendments to its service quality standards for telecommunication companies.

The CPUC's [General Order 133-D](#) governs the minimum service quality standards that telecommunication companies must follow. These include installation intervals, installation commitments, customer trouble reports, out-of-service repair intervals, and response time.

In a new proceeding, the CPUC will assess whether the existing GO 133-D service quality standards and measures meet the goals of the CPUC and remain relevant to the current regulatory environment and market, including consideration of service quality standards applicable to Voice over Internet Protocol (VoIP), wireless, and broadband voice communications services. Additionally, the CPUC will consider whether the existing enforcement framework in GO 133-D is adequate to improve substandard voice communications service.

“We open this rulemaking so that California consumers can depend on their communications providers to provide an adequate level of service quality for the services they use today,” said Commissioner Darcie L. Houck. “Consumers increasingly rely on VoIP, wireless, and broadband services rather than plain old telephone services, and our rules should reflect that reality, particularly given consumers’ reliance on these services for work, school, health care, and staying connected during the pandemic.”

Said Commissioner Clifford Rechtschaffen, “For many years, we have seen consumers shift their primary telecommunication services to wireless phone service, VoIP, and broadband. With this shift in

consumer preference, it is essential that the CPUC provide consumer protections and enforcement mechanisms to protect Californians.”

“Californians depend on high-quality telecommunications services, and the pandemic has only increased Californians’ reliance on these services,” said Commissioner John Reynolds. “The CPUC has an important role in monitoring Californians’ access to essential telecommunication services. Access to emergency services, education, health care, work opportunities, and government services all increasingly depend on access to modern telecommunications. I look forward to our assessment of service quality metrics and standards in broadband, wireless, and VoIP services, which can benefit all Californians in this digital world.”

The proposal voted on is available at

<https://docs.cpuc.ca.gov/PublishedDocs/Published/G000/M458/K831/458831463.PDF>.

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](http://www.cpuc.ca.gov).

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