



California Public Utilities Commission  
505 Van Ness Ave., San Francisco

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**FOR IMMEDIATE RELEASE**

Media Contact: Terrie Prosper, 415.703.1366, [news@cpuc.ca.gov](mailto:news@cpuc.ca.gov)

**MEDIA ADVISORY**

Docket #: R.23-02-016

## **CPUC Seeks Consumer Input on California's Internet Access and Connectivity**

SAN FRANCISCO, Oct. 31, 2023 –The California Public Utilities Commission (CPUC), in its commitment to help bridge the digital divide, will hold two virtual public forums for consumers to offer input regarding quality and accessibility of high-speed broadband in their communities.

**WHEN:** Nov. 8, 2023, 2 p.m. and 6 p.m. (virtual)

**WHAT:** These public forums provide an opportunity for the public to engage with the CPUC regarding access to essential communications services and service quality, particularly pertaining to access concerns raised in the CPUC's proceeding to implement the [Broadband Equity, Access, and Deployment \(BEAD\) Program](#). Consumers are encouraged to discuss all aspects of broadband service, especially whether broadband service affects access to critical information and vital services such as education, job search resources, and healthcare. Additionally, the CPUC is interested in hearing about difficulties encountered with the quality and accessibility of internet service.

**WHERE:** Remote access via webcast or phone for both public forums, as follows:

- Live video broadcast with English or Spanish captions via webcast:
  - 2 p.m.: <https://www.adminmonitor.com/ca/cpuc/hearing/20231108/>
  - 6 p.m.: <https://www.adminmonitor.com/ca/cpuc/hearing/202311082/>
  - Participants who choose to view via webcast will have audio and video but will not be able to make comments. If you would like to make comment during the forums, refer to the phone-in information below.

- For captions, after clicking on the name of the meeting, click the green button below the video for captions. Then select captions by clicking on the white icon next to the word “live” at the bottom of the video.
- The public forums will be recorded and archived for future viewing.
- Phone:
  - English: 1-800-857-1917, passcode: 1767567#
  - Spanish: 1-800-857-1917, passcode: 3799627#
  - Participants will have audio and will be able to make comments. (To make a comment, after entering the passcode, when prompted press \*1, unmute your phone, and record your name.)
  - Wait times depend on the number of speakers in the public comment queue. During times of high call volumes, wait times will be longer. The operator will call on you when it is your turn to speak.
  - Public officials wishing to speak at the public forums should provide the telephone operator with their name, title, and governmental entity.

Californians can also make their voice heard in this proceeding, and read the comments of others, on the proceeding’s Docket Card [comment section](#).

## BACKGROUND

The CPUC opened this proceeding ([R.23-02-016](#)) to develop and adopt rules for implementing the Federal BEAD Program, created by the Infrastructure Investment and Jobs Act of 2021. The Federal Government created the [BEAD Program](#) to expand access to high-speed internet throughout the U.S. The BEAD Program expands such access by funding infrastructure planning, deployment, and adoption programs in all parts of the U.S. and U.S. territories, with a focus on currently unserved areas. In California, which will receive approximately \$1.86 billion from this program, Governor Gavin Newsom designated the CPUC to serve as the recipient of and administering agent for BEAD.

The CPUC welcomes attendance and comments at the public forums (formally called Public Participation Hearings), as public comments help the CPUC reach an informed decision. The Administrative Law Judge assigned to the proceeding is scheduled to issue a Proposed Decision in the case for consideration by the CPUC within a year.

No official action will be taken on this matter at the event.

If specialized accommodations are needed to attend, such as non-English or sign language interpreters, please contact the CPUC's Public Advisor's Office at [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) or toll free at 866-849-8390 at least three business days in advance of the forums.

More information is available in the [Ruling](#) setting the public forums.

More information on public forums is available on the CPUC's [website](#).

To receive electronic updates on CPUC proceedings, sign-up for the CPUC's free [subscription service](#).

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### **About the California Public Utilities Commission**

The CPUC regulates services and utilities, protects consumers, safeguards the environment, and assures Californians access to safe and reliable utility infrastructure and services. Visit [www.cpuc.ca.gov](http://www.cpuc.ca.gov) for more information.