



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

FOR IMMEDIATE RELEASE

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MEDIA ADVISORY

Docket #: R.24-06-012

You're Invited: CPUC Public Forums on Carrier of Last Resort Rules

SAN FRANCISCO, March 19, 2025 – The California Public Utilities Commission (CPUC) is seeking public input during any of the 14 upcoming Public Forums on potential updates to Carrier of Last Resort (COLR) rules for telecommunications providers, which ensure universal access to essential communications service.

About the Proceeding

- A telecommunications provider designated as a COLR stands ready to provide [basic telephone service](#) to all customers that request service within a specific area. Telecommunications providers offering basic service are required to provide certain basic service elements such as a voice-grade connection, free access to 911/E911, free access to telephone relay services, etc.
- California's COLR rules require that at least one telecommunications service provider serve as a COLR and provide basic service to any customer within its designated COLR territory. Currently, every California household is served by a COLR.
- A telecommunications service provider designated as a COLR may not cease to act as a COLR unless another service provider assumes the COLR obligation in the designated COLR's service territory.
- The CPUC is reviewing the rules that currently require certain telephone companies to provide basic service. This includes looking at what "basic service" means, which companies must offer it, and the process for a company to stop providing this service in a specific area.

Join Us at a Public Forum

The schedule and location information for the Public Forums is as follows:

When	Format	Location
April 9, 2025 2 p.m. and 6 p.m.	In-Person	City of Vista (San Diego County) City Council Chambers 200 Civic Center Dr. Vista, CA 92084
April 10, 2025 2 p.m. and 6 p.m.	In-Person	City of Walnut (Los Angeles County) City Council Chambers 21201 La Puente Rd. Walnut, CA 91789
April 15, 2025 2 p.m. and 6 p.m.	In-Person	City of Bakersfield (Kern County) City Council Chambers 1501 Truxtun Ave. Bakersfield, CA 93301
April 17, 2025 2 p.m.	Remote	- Webcast (to watch only): https://www.adminmonitor.com/ca/cpuc/ -Phone: 1-800-857-1917, Passcode: 6032788# Must call-in to make a public comment
April 23, 2025 2 p.m. and 6 p.m.	In-Person	City of Roseville (Placer County) City Council Chambers 311 Vernon St. Roseville, CA 95678
April 30, 2025 2 p.m. and 6 p.m.	In-Person	City of Santa Rosa (Sonoma County) City Council Chambers 100 Santa Rosa Ave. Santa Rosa, CA 95404
May 5, 2025 6 p.m.	Remote	- Webcast (to watch only): https://www.adminmonitor.com/ca/cpuc/ -Phone: 1-800-857-1917, Passcode: 6032788# Must call-in to make a public comment
May 13, 2025 2 p.m. and 6 p.m.	Remote	- Webcast (to watch only): https://www.adminmonitor.com/ca/cpuc/ -Phone: 1-800-857-1917, Passcode: 6032788# Must call-in to make a public comment

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.

How to Make Comment

- **Attend:** Join the CPUC at a Public Forum in-person and sign-up to speak.
- **Call In:** For the Public Forums that offer remote access, use the telephone number listed above to comment publicly during the Public Forum.

- Participants who wish to speak must press star (*) one, unmute their phone, and record their name. This will alert the operator who will put the speakers into a queue and announce each speaker's name one at a time when the speaker's turn comes up. When it is time for public comment, the Administrative Law Judge assigned to the proceeding will make an announcement through the telephone line for those who wish to speak.
- **Submit Written Comments:** Submit your comments anytime, and read the comments of others, at: apps.cpuc.ca.gov/c/R2406012.

Accommodations

To request language or other accommodations at any of the Public Forums, please contact the CPUC's Public Advisor's Office at public.advisor@cpuc.ca.gov or call toll free 866-849-8390 at least five business days in advance of the Public Forums.

While a quorum of Commissioners and/or their staff may attend the Public Forums, no official action will be taken on this matter.

More Information

- [Carrier of Last Resort Webpage](#)
- [Definition of Basic Telephone Service](#)
- [Ruling](#) setting the Public Forums
- [Public Forum Webpage](#)
- [Proceeding Documents and Public Comment portal](#) (Docket Card)
- [Sign up to receive electronic updates](#) on CPUC proceedings

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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 for more information.