



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

FOR IMMEDIATE RELEASE

Media Contact: Terrie Prosper, 415.703.1366, news@cpuc.ca.gov

PRESS RELEASE

Docket #: R.22-03-016

**CPUC Sets Stronger Service Quality Standards
for Voice Providers Across California**

SAN FRANCISCO, Sept. 23, 2025 – The California Public Utilities Commission (CPUC) has set significant new requirements to improve the quality of phone service for Californians, especially in emergencies.

At its Sept. 18 Voting Meeting, the CPUC approved new service quality standards that will help to ensure that Californians receive reliable telecommunication services. The Decision also extends minimum service quality standards to fixed interconnected Voice over Internet Protocol (VoIP) providers for the first time.

Strengthening Accountability for Essential Services

The updates reflect a multi-year proceeding and incorporate public feedback, service outage data, and industry performance metrics. The result is new General Order 133-E rules that introduce customer service and outage repair standards across traditional landlines and VoIP. Key provisions include:

- **Service Restoration Standards:** Requires 90 percent of service outages for landline and VoIP to be restored within 24 hours, eliminating exclusions like Sundays and federal holidays.
- **Automatic Customer Credits:** Ensures customers receive compensation for prolonged outages or poor service quality.
- **Corrective Action Plans and Penalties:** Introduces tools for holding providers accountable, including fines and mandated infrastructure investments.
- **Expanded Reporting Requirements:** Mandates the collection and publication of more comprehensive outage and performance data from providers.

Service quality standards for wireless and broadband service will be evaluated in Phase 2 of the proceeding.

“It is important that Californians receive quality communication services regardless of the technology used to provide the service,” said Commissioner Darcie L. Houck, who is assigned to the proceeding. “I am proud of our decision’s approach to setting stricter minimum service quality standards and enforcement mechanisms to incentivize carriers to meet those standards. These measures will further the CPUC’s goal of ensuring customers receive safe and reliable communication services.”

More information

- [Proposal Approved](#)
- [Docket Card](#)

###

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.