



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

FOR IMMEDIATE RELEASE

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MEDIA ADVISORY

Docket #: R.26-02-017

CPUC to Hold Public Forums on Wireless Service Quality in California

SAN FRANCISCO, June 24, 2026 – The California Public Utilities Commission (CPUC) is holding virtual Public Forums to hear directly from Californians about the quality of their mobile phone service.

The Public Forums are part of the CPUC’s proceeding examining whether service quality standards should be extended to wireless carriers. The CPUC is seeking public input on issues affecting mobile phone customers, including service outages, service restoration, and the overall reliability of wireless service.

Join us at a Public Forum

Public input is an important part of the CPUC’s decision-making process. Comments shared during the Public Forums will help the CPUC make an informed decision. The public is encouraged to attend:

When	Format	Location
July 15, 2026 2 p.m. and 6 p.m.	Virtual	Toll-Free: 800-857-1917 Participant passcode: 1673482# Spanish Passcode: 3799627# For public viewing through the internet: https://www.adminmonitor.com/ca/cpuc/ (must call in to make a comment)
July 23, 2026 2 p.m. and 6 p.m.	Virtual	Toll-Free: 800-857-1917 Participant passcode: 1673482# Spanish Passcode: 3799627# For public viewing through the internet: https://www.adminmonitor.com/ca/cpuc/ (must call in to make a comment)

While a quorum of Commissioners and/or their staff may attend the Public Forums (formally called Public Participation Hearings), no official action will be taken during the events.

How to Make Comment

- **Attend Virtually:** Watch the hearing online and call in to provide comments.
- **Call In:** Use the telephone number listed above to comment publicly during a Public Forum.
 - Participants who wish to speak must press *1 to notify the operator that they would like to comment.
 - Speakers will be placed in a queue and called upon one at a time during the public comment portion of a Public Forum.
- **Submit Written Comments:** Submit comments (and read the comments of others) through the proceeding's [Public Comment Portal](#) under the "Public Comments" tab.

Accommodations

If specialized accommodations are needed to attend, such as non-English or American Sign Language interpreters, please contact the CPUC's Public Advisor's Office at public.advisor@cpuc.ca.gov or toll free at 866-849-8390 at least five business days in advance of the Public Forum you plan to attend.

More Information

- [Ruling](#) setting the Wireless Service Quality Public Forums
- Public Forum [webpage](#)
- [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.