

## NOTICE OF REMOTE PUBLIC HEARINGS IN RULEMAKING 22-03-016 REGARDING SERVICE QUALITY FOR TELECOMMUNICATIONS SERVICES IN CALIFORNIA.

Tuesday, April 18, 2023, 2:00 p.m.

Tuesday, April 18, 2023, 6:00 p.m.

Wednesday, May 3, 2023, 2:00 p.m.

Wednesday, May 3, 2023, 6:00 p.m.

Phone number: 1-800-857-1917 Passcode (for English): 1767567# Passcode (for Spanish): 3799627#

Webcast: [www.adminmonitor.com/ca/cpuc/](http://www.adminmonitor.com/ca/cpuc/)

### WHY AM I RECEIVING THIS NOTICE?

The California Public Utilities Commission (CPUC) wants to hear from you. Virtual public hearings have been scheduled to hear your comments, concerns and opinions regarding the quality of your telephone service, with a particular emphasis on service outages and service restoration. The PPHs are remote and are not in-person or in a physical location. Your participation by providing comments can help to inform the CPUC on these issues.

You can watch a livestream of the hearings or participate via telephone. You can also submit comments by mail or post them on the CPUC's public comment portal.

### HOW DOES THIS PROCESS WORK?

This rulemaking is considering revising existing service quality requirements for telephone service, as well as adopting new standards for mobile telephone service and Voice over Internet Protocol (VoIP) service. The rulemaking is assigned to a CPUC Administrative Law Judge and a Commissioner, who will consider proposals and evidence presented during formal processes, and then issue a proposed decision. Any CPUC Commissioner may sponsor an alternate decision with a different outcome.

The proposed decision, and any alternate decisions, will be discussed and voted upon by the CPUC Commissioners at a public CPUC Voting Meeting.

Parties involved in the rulemaking include the Public Advocates Office. The Public Advocates Office is an independent consumer advocate within the CPUC that represents customers to help them obtain the lowest possible rates consistent with reliable and safe service levels. Find out more here: **1-415-703-1584**, email [PublicAdvocatesOffice@cpuc.ca.gov](mailto:PublicAdvocatesOffice@cpuc.ca.gov) or visit [PublicAdvocates.cpuc.ca.gov](http://PublicAdvocates.cpuc.ca.gov).

### CONTACT THE CPUC

Please visit [apps.cpuc.ca.gov/c/R2203016](https://apps.cpuc.ca.gov/c/R2203016) to submit a public comment about this rulemaking to the CPUC. You may also mail written comments to the CPUC's Public Advisor's address below. For more information on participating in the public hearing, submitting comments, to request special assistance, or to request a non-English or Spanish language interpreter, please contact the CPUC's Public Advisor's Office at least five days prior to the hearings.

### CPUC PUBLIC ADVISOR'S OFFICE

505 Van Ness Avenue

San Francisco, CA 94102

Phone: **1-866-849-8390** (tollfree) or **1-415-703-2074**

Email: [Public.Advisor@cpuc.ca.gov](mailto:Public.Advisor@cpuc.ca.gov)

Please reference **Rulemaking 22-03-016** in any communications you have with the CPUC regarding this matter.