



# **Southern California** *Telephone Company* <sup>TM</sup>

**Notice of public hearings in Rulemaking 22-03-016 regarding service quality for telecommunications services in California.**

**These are not in person hearings; consumers may participate by calling in to the numbers listed below during the Hearing times**

**Public participation hearing,  
May 3, 2023, at 2:00 p.m.**

**[adminmonitor.com/ca/cpuc](https://adminmonitor.com/ca/cpuc)**

Toll-free phone number: 1-800-857-1917; code: 1767567#

Spanish language toll-free phone number: 1-800-857-1917; code: 3799627#

**Public participation hearing, May  
3, 2023, at 6:00 p.m.**

**[adminmonitor.com/ca/cpuc](https://adminmonitor.com/ca/cpuc)**

Toll-free phone number: 1-800-857-1917; code: 1767567#

Spanish language toll-free phone number: 1-800-857-1917; code: 3799627#

## **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, mobile telephone, and Voice over Internet Protocol (VoIP) service, with a particular emphasis on service outages and service restoration. 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 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](https://PublicAdvocates.cpuc.ca.gov).

**27515 Enterprise Circle West - Temecula, CA 92590**

# 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** (toll-free) 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.