



CPUC Fact Sheet- Telecommunications Service Quality Rules

PUBLIC PARTICIPATION HEARING

December 6 and 8, 2022

Rulemaking 22-03-016

Why did the CPUC Open this Rulemaking?

In response to a petition, the California Public Utilities Commission (CPUC) opened this proceeding to examine service quality standards for telecommunications services, including landline telephone, Voice over Internet Protocol (VoIP)/internet phone, cellphone/wireless phone, and internet/broadband services. The goal is to ensure all Californians have adequate access to public safety and emergency services, public health, educational resources, as well as the many other benefits these services provide when offered in a reliable manner.

The CPUC's service quality rules for landline telephone service are mainly contained in General Order (GO) 133D. GO 133D has rules for installation times and commitments, response to customer service requests, out-of-service time periods, and the amount of time it takes for a service representative to pick up when a customer calls to complain. GO 133D also requires landline telephone providers to submit reports every three months.

The CPUC aims to assess whether the existing standards meet the current needs of Californians, including whether the standards should be expanded to other telecommunications services, such as VoIP/internet phone, cellphone/wireless phone and internet/broadband services. As part of this proceeding, the CPUC will consider whether it should revise existing rules or extend the rules to other communications service technologies, such as VoIP/internet phone, cellphone/wireless phone, and internet/broadband services.

Phase 1 of this proceeding will focus on landline telephone, VoIP/internet phone, and cellphone/wireless phone services. The CPUC seeks input from customers of these services. Input on internet/broadband services will be solicited at a later date in Phase 2.

Who is Impacted?

Every Californian who has landline telephone, VoIP/internet phone, cellphone/wireless phone, or internet/broadband services.

Proceeding Schedule

This proceeding has two phases:

Phase 1 examines whether existing service quality metrics and standards are effective or require modification or replacement. Additionally, this phase will examine existing enforcement framework and penalty mechanisms. It will also examine whether to extend the rules to VoIP/internet phone and cellphone/wireless phone services.

Phase 2 will determine what specific service quality metrics and standards, if any, are applicable to internet/broadband services.

Public Participation Hearings

The public participation hearings (PPHs) provide an opportunity for the public to communicate directly with the CPUC regarding their access to essential communications services and their service quality, especially on issues raised in this proceeding. Below are the dates of two upcoming PPHs:

December 6, 2022 (virtual) <https://www.adminmonitor.com/ca/cpuc/hearing/20221206/>



How can Your Voice be Heard

The CPUC wants to hear whether members of the public are satisfied with the quality of the telecommunications services they receive. You may address any topic related to your service, but we are especially interested in knowing whether you have experienced service outages in the last two years, how long the outage(s) lasted, and whether outages are a regular occurrence. Are there other non-billing challenges that you experience with your service? Do you notice differences in services depending on what type of phone you use?

Other Ways to Participate

Subscribe to receive documents in R.22-03-016 at: subscribecpuc.cpuc.ca.gov/fpss/Default.aspx

Submit comments electronically to the CPUC using the “Add Public Comment” button on the “Public Comment” tab of the Docket Card for R.22-03-016 at: apps.cpuc.ca.gov/c/R2203016. You can also review other public comments related to this rulemaking. The public may submit multiple public comments throughout the proceeding.

Contact the CPUC’s Public Advisor at:

- Phone: 1-866-849-8390 (toll-free) or 1-415-703-2074
- TTY: 1-866-836-7258 (toll-free) or 1-415-703-5282
- Mail: CPUC Public Advisor’s Office, 505 Van Ness Avenue, San Francisco, CA 94102
- Email: public.advisor@cpuc.ca.gov

Please reference General Order 133 Rulemaking (R.22-03-016) in any communications you have with the CPUC regarding this matter.

Other Reference Material and Helpful Links

[Petition of the Public Advocates Office for Rulemaking to Amend General Order 133-D to Establish Minimum Service Quality Standards for All Essential Communications Services \(P.21-10-003\)](#) *October 7, 2021*

[Order Instituting Rulemaking Proceeding to Consider Amendments to General Order 133 \(R.22-03-016\)](#) *March 23, 2022*

[Assigned Commissioner’s Scoping Memo and Ruling \(R.22-03-016\)](#) *July 22, 2022*

[Administrative Law Judge’s Ruling Setting Public Participation Hearings \(R.22-03-016\)](#) *September 28, 2022*

The Public Advisor’s Office

The Public Advisor’s Office provides information for the public to get involved in proceedings at www.cpuc.ca.gov/about-cpuc/divisions/news-and-public-information-office/public-advisors-office.

For more details on other upcoming PPHs at the CPUC, please refer to: www.cpuc.ca.gov/pph.