

Demand High Quality Phone and Internet Service!



April 18, 2023: 2 - 4:30 PM AND 6 PM - end
May 3, 2023: 2 - 4:30 PM AND 6 PM - end

Share Your Story!

Personal stories and experiences have impact. Come share your story to ensure phone and Internet companies are held accountable for providing the quality service you pay for.

Do you have issues with:

- Service quality of your Internet, telephone, mobile/cell phone, or Voice over Internet Protocol (VoIP) phone
- Poorly maintained copper line phone service or pressure tactics to switch to other services
- Reliable service during rain, storm or sunshine
- Choppy connections, or calls that do not ring and eventually go to voicemail
- Dropped or echoing calls
- Problems dialing emergency services during heavy rains, fires, or power shut offs
- Poor or no service at home, on freeways, or in rural areas



Attend CPUC Public Hearing to Ensure Phone and Internet Customers Get the Quality Service You Deserve

Information to access on both dates:

The telephone number to publicly tell your story with the CPUC is:

1-800-857-1917

English Passcode: 1767567#

Spanish Passcode: 3799627#

Press *1 to inform the operator that you want to share your story!

Webcast:

www.adminmonitor.com/ca/cpuc/

Quick Facts

The e CPUC is exploring how to ensure quality phone and Internet service for customers. Faster than ever, phone companies like AT&T are abandoning copper lines and letting them fall into disrepair or replacing them with less dependable options. No matter how calls are made, customers deserve service that is reliable. As the CPUC reviews service quality, it is important that they hear from customers on their experiences. Public comment on quality-of-service issues facing customers is a vital part of this proceeding.

The CPUC needs to hear directly from customers if you:

- Experience choppy connections, your calls drop often, and/or calls that do not ring and go to voicemail
- Want to keep access to reliable copper phone service
- Your internet doesn't work or freezes often, especially during video calls
- Problems dialing emergency services during heavy rains, fires, or power shut offs
- Poor or no service at your home, on freeways, or in rural areas
- Encounter issues with your assistive device
- Find it difficult to contact your provider's customer service to fix a problem

Personal stories matter. Share your story (2 minutes):

My name is:

I live in:

My carrier is:

Share a meaningful story about how your life has been impacted by poor Internet or phone service quality.