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Sent: 3/4/2011 6:36:40 PM
To: Prosper, Terrie D. (terrie.prosper@cpuc.ca.gov)
Cc:
Bcc:
Subject: Public Participation Hearings on Basic Phone Service Begin 3/7/11: CPUC
Information Alert

CPUC Information Alert: Public Participation Hearings on Basic Phone Service Begin March 7, 2011

The California Public Utilities Commission (CPUC) will hold Public Participation Hearings throughout the state beginning March 7, 2011, to discuss changes to basic telephone service (R.09-06-019).

Currently, basic telephone service includes the following required elements:

- Unlimited local calling
- Access to directory assistance, operator, and telephone relay services
- Access to N11 services, directory listing, white page phone directory, and 800 toll-free services at no charge
- Access to California LifeLine discounts and information
- Choice of long distance carrier
- 900/976 blocking and bill adjustment

Since the CPUC adopted this definition many years ago, basic telephone service has changed, with new providers offering consumers other forms of phone service. In response to these changes, the CPUC is considering changing what basic phone service should now include. The CPUC is hopeful that a change in the definition will allow more phone service providers to offer California LifeLine discounts to consumers.

Some of the possible changes could affect how local calls are billed, choices for long distance calling, and service quality standards. Comments from the public can help the CPUC reach an informed decision and members of the public are encouraged to attend the Public Participation Hearings to discuss the proposed changes for what comprises basic telephone service. The Public Participation Hearings are as follows:

* **March 7, 2011, 2 p.m. and 7 p.m.**, Red Lion Hotel, Sierra Room, 1830 Hilltop Dr., **Redding**

* **March 9, 2011, 2 p.m. and 7 p.m.**, Mack Powell Auditorium, 2003 Howe Ave., **Sacramento**

* **March 10, 2011, 2 p.m. and 7 p.m.**, CPUC Auditorium, 505 Van Ness Ave., **San Francisco**

* **March 15, 2011, 2 p.m. and 7 p.m.**, Bakersfield City Hall Council Chambers 1501 Truxtum Ave., **Bakersfield**

* **March 21, 2011, 2 p.m. and 7 p.m.**, San Jose Scottish Rite Center Auditorium, 2455 Masonic Dr., **San Jose**

* **March 23, 2011, 2 p.m. and 7 p.m.**, Al Bahr Shriners Center, 5440 Kearny Mesa Rd., **San Diego**

* **March 24, 2011, 2 p.m. and 7 p.m.**, Junipero Serra State Office Building, 320 West 4th Street, Suite 500, **Los Angeles**

Those who cannot come in person to a Public Participation Hearing can submit their comments online or via email, mail, or call to the CPUC's Public Advisor. Please see the following CPUC web page for the online form and the Public Advisor's contact information:
www.cpuc.ca.gov/PUC/Telco/Public+Programs/Public+Participation+Hearing+Notific

The Public Advisor should also be contacted if attendees require special arrangements, such as sign and foreign language interpreters.

Please let me know if you have any questions.

Terrie

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