



The Public
ADVOCATES
OFFICE

Assembly Committee on Communications and Conveyance
Oversight Hearing
Carrier of Last Resort (COLR)

March 19, 2025

Public Advocates COLR Policy Principles

Before Withdrawal of COLR Obligations

- Universal Access to Reliable, Quality and Affordable Broadband and Voice Services at the Census Block Group level. No Customer is Left Behind.
- Technology Transition is Transparent, Meets Customer's Communications Needs, and Ensures Public Health and Safety.
- Customer Migration from Legacy to Modern, 21st Century Networks Mitigates Impact to Customers.

What are the values embedded in COLR?

- Universal access to communications.
- Obligation to provide access to telephone service to anyone in its service territory who requests it.
- Obligation to provide “basic service”
 - 911/E911 access
 - Access to Deaf and Disabled services (California Relay Service)
 - Participation in Lifeline for low-income access
 - Nondiscriminatory basis

CA DOES NOT Require COLRs to Maintain Copper Networks

“The **adopted basic service elements** are designed to apply on a **technology-neutral basis** to all forms of communications technology that may be utilized, including **wireline, wireless, and VoIP** or **any other future technology** that may be used in the provision of telephone service.” (D.12-12-038 at 2)

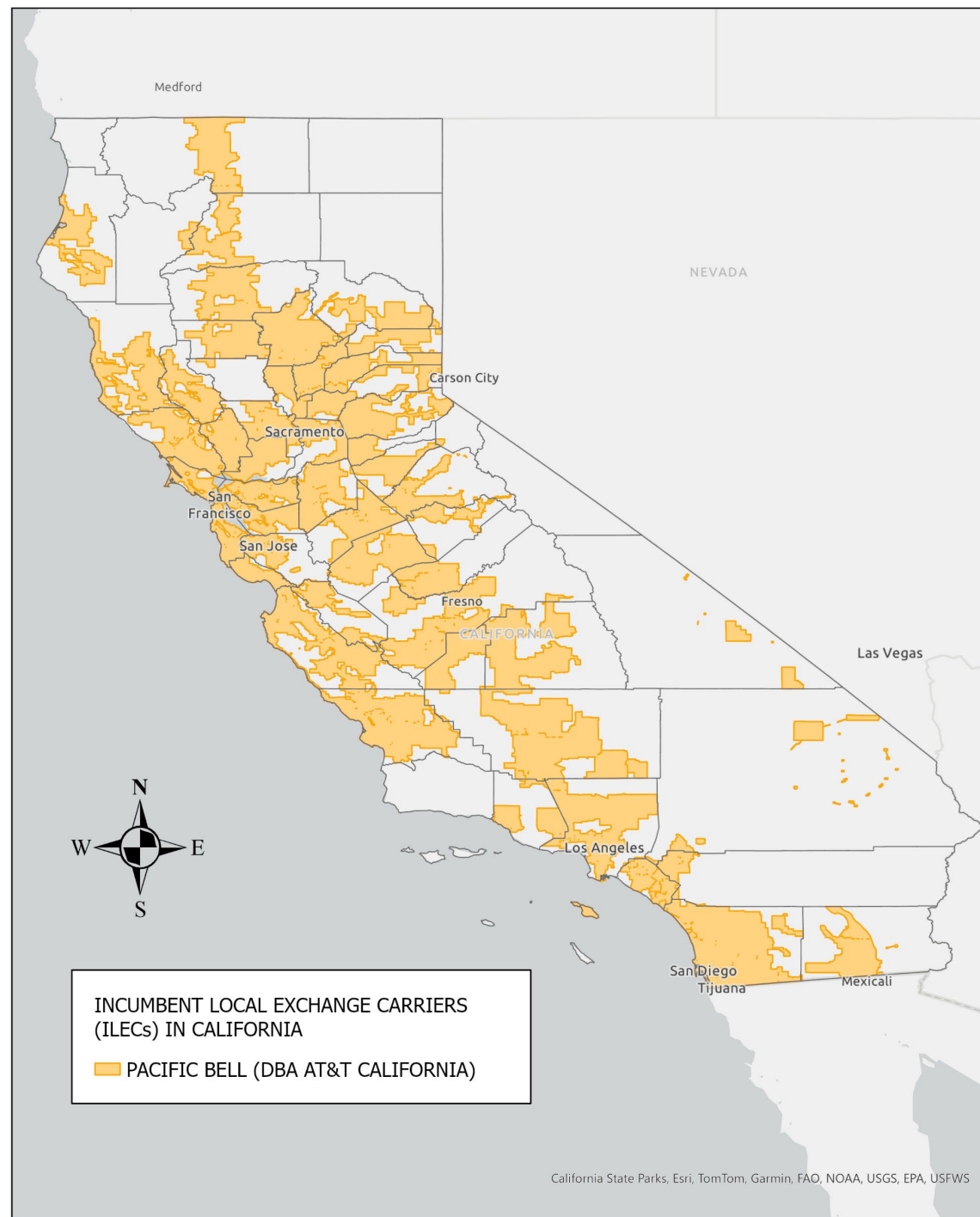
December 24, 2012



“No one is left behind”



AT&T Wireline Coverage Territory (approx. 75% of households)



2024 Public Hearings on COLR



CPUC hearing in Mendocino County Board of Supervisors – Feb 22, 2024

Public Advocates Office COLR Proposal

- Allow for COLR withdrawal at the census block group level only after broadband at 100/20 Mbps is deployed and is verifiably available to all households.
- Ensure no customers are abandoned or left with an inferior service to their current connection.
- Maintain the rules that prevented discrimination against rural and low-income Californians.
- Maintain rules to protect disabilities access to communications networks.
- Ensure that the new network complies with key public safety obligations that will save lives.



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Matthew Marcus, Senior Legislative Advisor

Matthew.Marcus@cpuc.ca.gov

Visit our website at www.publicadvocates.cpuc.ca.gov