

Date of Hearing: March 29, 2023

ASSEMBLY COMMITTEE ON COMMUNICATIONS AND CONVEYANCE

Tasha Boerner Horvath, Chair

AB 1061 (Boerner Horvath) – As Amended March 9, 2023

SUBJECT: Telecommunications services

SUMMARY: This bill would require the California Public Utilities Commission (CPUC) to report to the Legislature on the performance of telephone corporations in meeting customer service mandates. Specifically, **this bill:**

EXISTING LAW:

- 1) Establishes the California Public Utilities Commission (CPUC), with regulatory authority over public utilities, including telephone corporations.
- 2) Establishes the Telecommunications Customer Service Act of 1993, which requires the CPUC to require telephone corporations to provide certain customer services to telecommunication customers, as specified.

FISCAL EFFECT: Unknown.

COMMENTS:

- 1) *General Order 133D establishes service quality mandates for telephone corporations.* The CPUC's service quality rules for landline telephone service are mainly contained in General Order (GO) 133D, which implements the Telecommunications Customer Service Act of 1993. 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.
- 2) *Rulemaking to consider amendments to GO 133D.* In March 2022, in response to a petition filed by the Public Advocate's Office of the Public Utilities Commission (CalAdvocates), the CPUC initiated a new rulemaking proceeding to consider amendments to General Order 133D. In granting the petition to open a new rulemaking, the CPUC noted that recent findings in certain cases suggest that the existing penalty framework, which permits investment in lieu of penalties, is ineffective in remedying identified service quality deficiencies. Additionally, past evaluation of the network condition of the major wireline telephone providers, through the Network Exam report, found that service quality had declined overall in the years observed by the report, 2010-2017. As the CPUC considers updates to General Order 133D, this bill would require the CPUC to report to the legislature on the performance of the telephone corporations in meeting customer service mandates

REGISTERED SUPPORT / OPPOSITION:

Support

None on File

Opposition

None on File

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