



March 3, 2016

VIA EMAIL

Sue Kateley
Chief Consultant
California State Assembly Committee on Utilities and Commerce
State Capitol, Room 5136
Sacramento, CA 95814

Re: CPUC Oversight Hearings

Dear Ms. Kateley,

I understand that both the Assembly Committee on Utilities and Commerce and the Senate Energy, Utilities and Communications Committee will be holding hearings regarding CPUC oversight in early March. As chair of the Broadband Alliance of Mendocino County, I wanted to bring two documents to your attention. They address serious telecommunications service outages that have affected Mendocino and other counties, putting public safety at considerable risk and negatively impacting our economy.

The first document (attached to this email) is a letter to AT&T dated January 11, 2016, signed by Assemblyman Jim Woods, State Senator Mike McGuire and the chairs of the Mendocino, Humboldt, Sonoma and Lake counties boards of supervisors. I am also including a report (and [link](#)) to a comprehensive study, produced and approved by the Mendocino County Board of Supervisors, which documented the impacts to our county of a major recent telecommunications outage, caused by a single point of failure in the AT&T fiber network.

On at least four occasions during the past two years, cuts to AT&T fiber optic cables have caused lengthy outages to customers and loss of most forms of communications services in Mendocino County. Additionally, customers of both AT&T and Verizon (including Mendocino County Supervisors) have received poor quality service, including outages and barely functioning telephone lines, lasting many days. My Verizon landline phone was completely out (no 911) from Feb 15-19, but my associated DSL is still not working correctly today, 18 days later. Mine is not an isolated or unusual situation; my understanding is that customers in other areas of California have experienced similar service quality problems. Reliable phone and broadband is essential for public safety. The CPUC is responsible for ensuring that telephone corporations provide adequate service. I believe that this should be addressed in the hearings on CPUC oversight. Please feel free to contact me for any reason (707-354-3224).

Respectfully,

Trish Steel

Trish Steel

Chair, Broadband Alliance of Mendocino County

Deputy-manager for Mendocino County, North Bay-North Coast Broadband Consortium

Cc

Nidia Bautista

Mike McGuire

Jim Wood