

***Order Instituting Investigation (OII) 14-05-012***  
***Rural Call Completion***  
**Public Participation Hearing**  
Agenda

**July 15, 2016, 2:30 p.m.**

Mendocino County Board of Supervisors Chambers  
501 Low Gap Road, Room 1070, Ukiah, CA 95482

*Call to Order* – Administrative Law Judge Katherine MacDonald  
*Introduction & Welcome* – Supervisor Dan Hamburg, Fifth District  
*Introduction & Welcome* – Senator Mike McGuire, Senate District 2  
*Introduction & Welcome* – Assemblymember Jim Wood, Assembly District 2  
*Introductory Remarks* – Assigned Commissioner Catherine Sandoval

The California Public Utilities Commission (CPUC) is hosting this Public Participation Hearing to receive public comment on Call Completion issues affecting areas of the state, especially rural areas, where calls from outside the area are not completed to the dialed number, often without the knowledge of the called party. This Commission proceeding also seeks information about network outages that lead to a loss of dial-tone with accompanying impacts on local residents and businesses, including timely access to 911 and other emergency services.

**Public Comments** – *Persons wishing to offer comments to the Commission should register with the Public Advisor's Office at the start of the meeting, and the Administrative Law Judge will call their names to come forward to speak.*

**Questions:**

1. Have you experienced instances where you believe calls placed to your phone number have failed?
2. If so, when did those call failures occur, and have they continued?
3. Are there businesses in your area that have been impacted by call failures and outages?
4. In what ways have you or your businesses been impacted by phone outages?
5. Have you reported call completion failures when they have become known to you, and, if so, to whom?
6. Of what duration have been the outages and what kind of facilities and services were involved? Wireline? Wireless? VoIP? Access to 911? Police? Fire? Other?
7. Have you ever been unable to reach 911 in an emergency? Unable to reach other emergency services?
8. What other communications issues would you like to bring to the Commission's attention?

(See Back for Additional Information)

You can also send your written comments to

Public Advisor's Office  
California Public Utilities Commission  
505 Van Ness Ave  
San Francisco, CA 94102

**Please reference Proceeding Number: I.14-05-012**

Please stop by the Public Advisor's table if you are interested in subscribing to information regarding this proceeding. You can subscribe online at:

<http://subscribecpuc.cpuc.ca.gov/>

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Si desea proveer comentarios por correo electrónico a la Comisión de Servicios Públicos de California (CPUC) envíelos a: [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) o por escrito a:

Public Advisor's Office  
California Public Utilities Commission  
505 Van Ness Ave  
San Francisco, CA 94102

**Indique el número de Proceso: I.14-05-012**