

**EVERYWHERE • ALL THE TIME**

# **Phones That Work!**

## **New Networks—Same Obligations**

California telecommunications policy stakeholders need to use the July 14, 2016 FCC order as a floor to ensure that new telecommunication networks provide a level of network performance, coverage and reliability, access to 911, access for people with disabilities, and compatibility with home security systems, medical monitoring, credit card readers and fax machines—that is at least as robust as the legacy phone systems they replace.

## **Essential Communications Networks Need to Work for All Californians— Technology Transitions Need to be Reliable, Equitable & Affordable.**

### **1) Preserve Reliable Access to 911, Everywhere, All the Time.**

- a. Home phone service must be able to connect to 911 everywhere in California, all the time.
- b. Home phones need central or local battery backup to operate during extended power outages.
- c. Home phones need reliable location accuracy so emergency responders can locate the callers.
- d. Reverse 911 needs to reach home phone service for evacuation orders due to wildfires.

### **2) Rural Communities Need Affordable, Reliable Broadband & Phone Service.**

- a. Everyone needs phone service that works in their homes all the time—especially the 5.3 million California residents live in rural communities without reliable wireless service.
- b. Carrier Of Last Resort obligations must continue to require carriers to provide universal and affordable phone service to all rural and urban customers.
- c. Phone network backup systems are needed to reach 911 in case of line cuts or software failures.

### **3) New Communications Networks Retain Basic Obligations to Customers.**

- a. Digital equality depends on providing affordable high-speed broadband service for everyone.
- b. New networks need to replace internet connection for the 4 million Californians who use DSL.
- c. Business phone lines need to handle credit card transactions, fax machines, and alarm systems.
- d. New networks need to support access for people with disabilities, medical monitoring, life alerts, TTY and unlimited toll-free access for public services.

### **4) Preserve CPUC Protections for Diverse, Low-Income & All Communities.**

- a. Protect Limited English Proficiency requirements for contracts and customer service to be printed in the same languages in which marketing materials are printed.
- b. Preserve LifeLine program for discounts to low-income households who are income eligible by retaining Eligible Telecommunication Carrier requirements.
- c. Enhance CPUC ability to enforce minimum standards for call quality, network reliability, customer service and consumer protections.
- d. Require CPUC review and approval that new networks meet basic meet performance standards equal to, or better than, the legacy phone systems they propose to replace.

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Phones That Work! is a project of The Utility Reform Network.