



## CPUC Fact Sheet

# PUBLIC PARTICIPATION HEARING

## Carrier of Last Resort (COLR) Rulemaking (R.24-06-012)

### Carrier of Last Resort (COLR) Rulemaking (R.24-06-012)

In June 2024, the California Public Utilities Commission (CPUC) opened a proceeding to consider changes to the Carrier of Last Resort (COLR) rules. This proceeding is Rulemaking (R.) 24-06-012.

This proceeding is different from AT&T California's application requesting relief from its COLR obligations throughout its service territory. That application, A.23-03-003, was dismissed with prejudice by the CPUC. For more information, please refer to the CPUC's [Decision \(D.\) 24-06-024](#), closing that proceeding and rejecting AT&T's application. This proceeding R.24-06-012 considers whether the CPUC should revise its COLR rules, which were first adopted in 1996.

### What is a COLR?

A COLR is a telecommunications service provider that stands ready to provide basic telephone service (or "[basic service](#)" which includes among other things, ability to call 911, receive voice-grade quality calls, and access to low-income discounts) to any customer requesting such service within a specified area. The CPUC's definition of basic service is technology neutral, meaning basic service may be provided using any technology or combination of technologies which could include wireline, wireless, and/or internet-based services, sufficient to meet the minimum service requirements. Currently, most COLRs provide basic service on landline telephone networks. At least one telecommunications service provider in a specified area is designated as a COLR, with the obligation to provide access to basic service to anyone in its service territory who requests it. This obligation ensures that everyone in California has access to safe, reliable, and affordable telephone service.

Currently, every California household is served by a COLR. There are 16 COLR-designated companies across California with distinct service territories. AT&T is the largest COLR in California; Frontier is the second largest COLR in the State.

### How could changes to the COLR rules affect my telephone service?

The current California COLR rules guarantee that all customers in the service territory of a COLR company can access basic service if requested. The current rules also provide that no telecommunications service provider serving as a COLR may cease to act as a COLR unless another telecommunications service provider assumes the legal obligation to offer basic service in the designated COLR's territory. Changes to the COLR rules could potentially affect the conditions of COLR withdrawal and who provides basic service for a customer if a customer uses basic service. A company that is no longer designated as COLR could stop providing basic service. However, any changes to the COLR rules will not diminish the Commission's commitment to ensuring that all Californians, no matter their income or location, have access to essential communications services that are affordable, safe, and reliable, as codified in statute (Public Utilities Code section 709).

### What types of things will the CPUC look at in this proceeding?

In the CPUC's examination of the COLR rules in this proceeding, the CPUC will evaluate, among other things, the elements of the current legal COLR obligation to serve customers, the definition of basic service, which companies are obligated to offer basic service, and the conditions under which a company could seek to no longer serve as COLR for a particular community.

## Which telecommunications service providers serve as a COLR and where do they serve?

Below is a map of the telecommunications service providers currently serving as COLRs, and the territories where they serve as a COLR. A larger version of the map may be viewed [here](#). The COLRs currently operating in California are AT&T, Frontier, Consolidated Communications, Calaveras, Cal-Ore, Ducor, Foresthill, Happy Valley, Hornitos, Kerman, Pinnacles, Sierra, Ponderosa, Siskiyou, Volcano, and Winterhaven.



## Recent Activity in This Proceeding

On February 14, 2024, the assigned Administrative Law Judge in this proceeding issued a ruling scheduling Public Participation Hearings and directing certain carriers to provide notice of the Public Participation Hearings. For more information, scroll down to see the schedule information posted to this webpage or review the ruling [here](#).

The Assigned Commissioner issued a Scoping Memo and Ruling on February 4, 2025, identifying the issues and schedule within the scope of this proceeding. Review the Scoping Memo and Ruling [here](#).

Parties to this proceeding submitted Initial Proposals responsive to the Order Instituting Rulemaking on September 30,

2024. Parties submitted Reply Comments to the Initial Proposals on October 30, 2024. Some parties submitted revised versions of their Initial Proposals on December 6, 2024. Initial Proposals, Reply Comments, and Revised Initial Proposals may be viewed of the Docket Card for R.24-06-012 at [apps.cpuc.ca.gov/p/R2406012](https://apps.cpuc.ca.gov/p/R2406012).

The Commission has held or will be holding the following workshops on the following dates:

WHEN	DESCRIPTION	LOCATION
April 4, 2025	Workshop 1: Tribes, Public Safety, Rural Counties, and Other States Perspectives ( <a href="#">Ruling</a> )	Twin Pine Hotel and Casino (Middletown Rancheria) 22223 Highway 29, Middletown, CA 95461
April 11, 2025	Workshop 2: Universal service, affordability, and broadband internet, in consideration with COLR obligation ( <a href="#">Ruling</a> )	Junipero Serra State Office Building, Carmel Room 320 W Fourth St., Los Angeles, CA 90013
TBD	Workshop 3	

## Public Participation Hearings

The public participation hearings (PPHs) provide an opportunity for the public to communicate directly with the CPUC regarding the issues raised in this proceeding. Your thoughts will help inform the CPUC’s decision. You can attend the in-person forums or, for the remote forums, watch a livestream of the hearings or participate via telephone. You can also submit comments by mail or post them on the CPUC’s public comment portal.

WHEN	FORMAT	LOCATION
April 9, 2025, 2 p.m. and 6 p.m.	In-person only	Vista City Council Chambers 200 Civic Center Drive, Vista, CA 92084
April 10, 2025, 2 p.m. and 6 p.m.	In-person only	Walnut City Council Chambers 21201 La Puente Road, Walnut, CA 91789
April 15, 2025, 2 p.m. and 6 p.m.	In-person only	Bakersfield City Hall Council Chambers 1501 Truxtun Avenue, Bakersfield, CA 93301
April 17, 2025, 2 p.m.	Virtual only	1-800-857-1917 Passcode: 6032788# <a href="http://www.adminmonitor.com/ca/cpuc">www.adminmonitor.com/ca/cpuc</a>
April 23, 2025, 2 p.m. and 6 p.m.	In-person only	Roseville City Hall Council Chambers 311 Vernon Street, Roseville, CA 95678
April 30, 2025, 2 p.m. and 6 p.m.	In-person only	Santa Rosa City Hall Council Chambers 100 Santa Rosa Avenue, Santa Rosa, CA 95404
May 5, 2025, 6 p.m.	Virtual only	1-800-857-1917 Passcode: 6032788# <a href="http://www.adminmonitor.com/ca/cpuc">www.adminmonitor.com/ca/cpuc</a>
May 13, 2025, 2 p.m. and 6 p.m.	Virtual only	1-800-857-1917 Passcode: 6032788# <a href="http://www.adminmonitor.com/ca/cpuc">www.adminmonitor.com/ca/cpuc</a>

Consistent with the PPHs’ purpose of hearing from members of the public, representatives of parties already involved in this proceeding are not permitted to comment at the PPH. More information at [www.cpuc.ca.gov/pph](http://www.cpuc.ca.gov/pph).

## Other Ways to Participate

**Subscribe** to receive documents in R.24-06-012 at: [subscribecpuc.cpuc.ca.gov/fpss/Default.aspx](https://subscribecpuc.cpuc.ca.gov/fpss/Default.aspx)

**Submit** comments electronically to the CPUC using the “Add Public Comment” button on the “Public Comment” tab of the Docket Card for R.24-06-012 at [apps.cpuc.ca.gov/c/R2406012](https://apps.cpuc.ca.gov/c/R2406012). You can also review other public comments related to this rulemaking. The public may submit multiple public comments throughout the proceeding.

**Contact** the CPUC’s Public Advisor at:

- Phone: 1-866-849-8390 (toll-free) or 1-415-703-2074
- TTY: 1-866-836-7258 (toll-free) or 1-415-703-5282
- Mail: CPUC Public Advisor’s Office, 505 Van Ness Avenue, San Francisco, CA 94102
- Email: [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) or [or@cpuc.ca.gov](mailto:or@cpuc.ca.gov)

Please reference COLR Rulemaking 24-06-012 in any communication with the CPUC.