

Modernizing Telecommunications Laws to Ensure Reliable, Fast & Affordable Communications **FOR ALL**

Commitment to a collaborative and transparent stakeholder process to move California connectivity forward 

All Californians deserve reliable, fast and affordable communications options – no matter *who* you are, *where* you live, or *why* you need to be connected. But outdated laws lead to massive investments in aging technology that consumers are increasingly abandoning because they do not meet their needs. We must prepare California for the future and modernize state law to invest in innovative, reliable, fast and affordable communications technologies **for all** and make sure no customers are left behind in the transition.

PRINCIPLES FOR REFORM

The Californians for a Connected Future (CCF) stakeholder process is guided by the following principles:



NO CALIFORNIAN WILL BE LEFT WITHOUT RELIABLE PHONE SERVICE IN THEIR HOMES – INCLUDING 9-1-1 SERVICES.

- Current **copper services will be maintained** until new technologies are available that are proven to be equally or more reliable.
- Customers should continue to have **access to affordable services**, comparable to what they pay today.
- Mobile technologies continue to be important options in an emergency, especially as people may need to evacuate from their homes. Investing in modern, **safe and reliable communications options for all Californians** is a priority.



A PHASED, MULTI-YEAR APPROACH IS BEST FOR CUSTOMERS AND BEST FOR CALIFORNIA.

- That means **transitioning customers over years**, not months.
 - First, areas where there are **no homes, no businesses and no customers** should transition first.
 - Next, establish an orderly transition in **areas well-served by other options for home phone service** – including home phone options that run over high-speed internet wires (fiber or cable) or that run over reliable wireless signals.
 - The final phase would care for **less well-served areas**. This transition would consider the circumstances of customers living in areas that are not currently well-served with modern communications services.



ANY TRANSITION WILL BE A COLLABORATIVE AND TRANSPARENT PROCESS.

- **A collaborative and transparent stakeholder process is necessary** to equitably move California forward.
- **A comprehensive customer education and transition plan** is necessary to ensure all customers maintain the same or better home phone service throughout any approved transition.