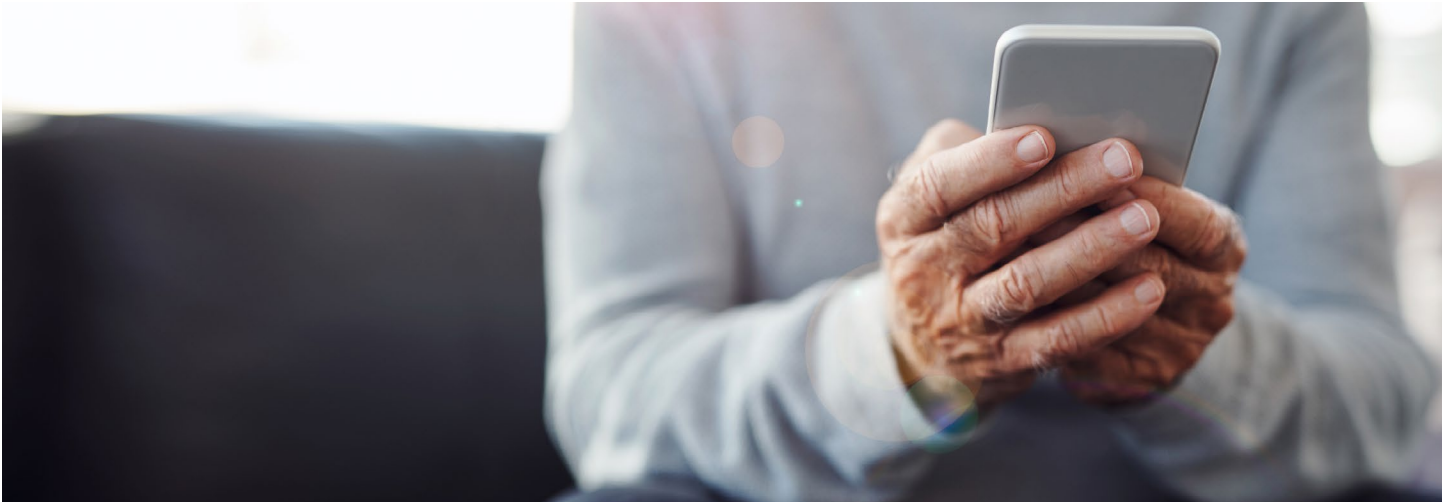


No Voice Service Disconnections Allowed During COVID-19 Disaster




Phone Disconnection Protection

A moratorium on telephone voice service disconnections due to non or late payments during the pandemic was adopted by California Public Utilities Commission Resolution M-4848.

If you are experiencing difficulty with your telephone bill, please contact the Consumer Affairs Branch:

 **ONLINE:**
www.cpuc.ca.gov/cab

 **CALL:**
1-800-649-7570

 **EMAIL:**
consumer-affairs@cpuc.ca.gov

Effective January 2021

Begins January 16, 2021, and continues until the end of March, with potential renewal by the CPUC for an additional 90 days.

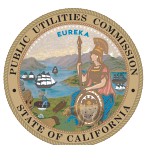
Specifics about the Protections

- Applies to customers with residential or small businesses traditional voice or Voice Over Internet Protocol (VOIP) service.
- Wireless and wireline service providers who offer service in California must comply.
- Customers only need verbal or written notice to their provider that they are experiencing hardship.
- Customers are still responsible for paying their bills at the end of the moratorium and providers are encouraged to offer flexible payment plans.
- Late fees are still possible, but providers are encouraged to waive them.

Learn More

Other customer protections are available for gas and electric bills. See the [CPUC website](http://cpuc.ca.gov) at COVID-19 for more information.

[Resolution M-4848 can be found on the CPUC website.](http://cpuc.ca.gov)



**California Public
Utilities Commission**

505 Van Ness Ave.
San Francisco, CA 94102

415-703-2782
800-848-5580 (Toll Free)

cpuc.ca.gov

