

**AGENDA**  
**INFORMATIONAL HEARING**

**Telephone Service Outages and Infrastructure Needs**

**Friday, February 4, 2011**  
**10 a.m.**  
**Los Angeles Police Department**  
**Ron Deaton Auditorium**  
**100 W. 1<sup>st</sup> Street**  
**Los Angeles**

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**I. Opening Statement**

- Senator Alex Padilla, Chairman

**II. Overview of Telephone Service Outages and Customer Impact**

- Jack Leutza, Director, Communications Division  
California Public Utilities Commission
- Dorothy Weintraub, at-home small business owner  
Los Angeles
- Dick Jalkut, Chief Executive Officer  
TelePacific - Competitive Local Exchange Carrier

**III. Carrier Perspective: Maintaining Telephone Network Reliability and Restoring Service to Customers**

- Ken McNeely, President - California  
AT&T

- Bill Chubb, Vice President – Core Installation & Maintenance – West Region  
AT&T
- Tim McCallion, President - West Region  
Verizon
- Becky McCurdy, Director, Regional Operations  
Verizon

**IV. Other Perspectives on Maintaining Telephone Network Reliability and Restoring Service to Customers**

- Jim Weitkamp, International Vice President  
Communications Workers of America District 9
- Regina Costa, Telecommunications Research Director  
The Utility Reform Network

**V. Service Quality Standards in a Competitive Telecommunications Market**

- Jack Leutza, Director, Communications Division  
California Public Utilities Commission
- Phyllis White, Deputy Director  
Division of Ratepayer Advocates
- Carolyn McIntyre, President  
California Cable & Telecommunications Association
- Michael Day, California Regulatory Counsel  
CTIA – The Wireless Association

**VI. Public Comment**