



June 10, 2019

Senator Ben Hueso  
Chair, Senate Committee on Utilities, Energy & Communications  
State Capitol  
Sacramento, CA 95814

**Re: AB 1366 (Gonzalez) as amended, Voice over Internet Protocol and Internet Protocol enabled communications services. – OPPOSE**

Dear Senator Hueso,

I am writing to you on behalf of the California Alliance for Retired Americans (CARA) to oppose AB 1366 because we want state oversight of VOIP and IP-enabled phone service that the majority of California residents depend upon to communicate with family, work, and emergency responders.

Adoption of AB 1366 would hurt the reliability and affordability of our home phone service. Defeat of AB 1366 will restore long-standing consumer protections and critical state oversight:

- 1) Don't eliminate state protection for our home telephone service.**
  - a. We deserve basic protection even if we have a VOIP phone at home.
  - b. We need the CPUC to be able to investigate complaints if we are overcharged.
  - c. We expect the reliable phone service we pay for every month.
- 2) Don't give us a phone system that fails during wildfires and other disasters.**
  - a. We want our VOIP phones to work during power blackouts.
  - b. We need carriers to provide battery backups for VOIP home phone.
  - c. We want LifeLine discounts for our VOIP home phones.

Seniors and all other Californians care about the reliability of their phone service, being protected from unauthorized charges, reaching 911 in an emergency, and the ability to have their complaints resolved by an agency based here in California. AB 1366 would take away these basic rights.

**For these reasons, CARA opposes AB 1366 and asks for a NO vote when it comes before your committee.**

Sincerely,

A handwritten signature in black ink that reads "Hene Kelly".

Hene Kelly  
Legislative Director  
415-533-5244