



June 26, 2019

The Honorable Ben Hueso  
Chair, Senate Energy, Utilities and Communications Committee  
State Capitol, Room 4035  
Sacramento, CA 95814

**Re: AB 1366 (Gonzalez) - SUPPORT - Voice Over Internet Protocol and Internet Protocol Enabled Communication Services**

Dear Chairman Hueso,

On behalf of CTIA, the trade association for the wireless communications industry, we are writing to express our strong support for AB 1366. California has always recognized that leadership over the Internet and Internet-based-services should be vested with the Legislature—not the California Public Utilities Commission—and in 2012, SB 1161 (Padilla) codified the Legislature’s authority to set Internet policy. AB 1366 extends this policy for ten years and takes new steps to expand consumer protections.

California’s Internet policy has a proven, 6-year track record of success. Free-and low-cost Internet-enabled communications services have proliferated to benefit Californians of all incomes and backgrounds. Speed and reliability are up, while the relative cost of data is down.<sup>1</sup> The Legislature has fostered these innovations while also taking timely action to safeguard consumer access, choice, and privacy. AB 1366 continues that success.

Today, California faces a variety of challenges including public safety, transportation, education, and connecting the most vulnerable in our society. AB 1366 encourages the continued growth of innovative services to address these challenges. Innovation in Internet services is necessary to accelerate civic engagement and the delivery of essential services and must be preserved.

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<sup>1</sup> Source: U.S. Bureau of Labor Statistics and NCTA



Page 2 of 2  
AB 1366 (Gonzalez)

AB 1366 preserves for ten years the Legislature's authority to take future policy actions and steps to enhance consumer protections. AB 1366 maintains all applicable state and federal safeguards relating to public safety, universal services, 911, disabled access, and consumer protection. This bill preserves the role of the California Attorney General to enforce all laws and consumer protections pertaining to the Internet, VoIP, and Internet protocol enabled services. This legislation importantly re-affirms and explicitly protects the State's framework for funding, overseeing and implementing all types of 911, including wired, wireless and IP-enabled 911 service.

Recent amendments to AB 1366 further expand consumer protections by requiring bill credits for Voice over Internet Protocol (VoIP) outages exceeding 24 hours and sets new requirements for providers to initiate service restoration within 24 hours and complete restoration within 72 hours.

AB 1366 empowers the Legislature to take further action to protect consumers and expand digital opportunity to benefit all Californians.

For these reasons, CTIA supports AB 1366.

Sincerely,

Gerard Keegan  
Vice President, State Legislative Affairs  
CTIA

cc: The Honorable Toni Atkins, Senate President pro Tempore  
Members of the Senate Energy, Utilities and Communications Committee  
Sarah Smith, Consultant, Senate Energy, Utilities and Communications Committee  
Kerry Yoshida, Senate Republican Consultant