

Irene
Bueno

The Community
Partnership
Agreement



Bridging the
Digital Divide
for California's
Underserved
Communities

Community Partnership Agreement

Bringing the Benefits of Telecommunications to All Californians

California has long been a leader in bringing new technology to the world. But the tremendous benefits of evolving telecommunications have not been evenly distributed through society, especially to those traditionally underserved, including low-income, minority, disabled, and limited-English-speaking communities.

The stakes are now higher than ever. Within a decade, there will be no single racial majority in California. At least 4 million Californians live at or below poverty level, as many as 5 million have some form of disability, and more than 7 million speak a language other than English at home.

Their future and California's future depends on their ability to succeed in an Information Age society.

Unless we reach all segments of the population, we risk dividing into technology "haves" and "have-nots," and widening the inequities in access to jobs, capital, education, government, and community-building.

“Many community leaders now recognize discriminatory access to the information superhighway as the civil and economic rights issue of the 21st century. At stake is the opportunity to compete and contribute equally, with full and equal access to education, governmental services, health care, employment and the political process.”

Mark Savage, Managing Attorney, Public Advocates, a leading civil rights firm representing California low-income and minority communities

The ground-breaking Community Partnership Agreement combines community leadership, corporate resources, and advanced telecommunications and is dedicated to ensuring that all Californians can participate in and benefit from innovative technology.

This unique Agreement is a collaboration between nine community coalition groups—representing 134 Latino, Asian American, African American, civil rights, and disability organizations—and Pacific Bell. It is dedicated to bringing both existing and new communications technologies to traditionally underserved communities.

The Agreement includes four major initiatives:

Philanthropy: A \$50 million Pacific Bell Community Technology Fund, focused on underserved communities and part of the new Community Technology Foundation of California.

Public Policy: A Universal Service Task Force seeking creative ways to increase telephone subscribership to 98 percent in underserved communities and broadening access to advanced telecommunications technologies.

Research: A \$1 million fund to establish a “think tank” that will conduct basic research into telecommunications access and barriers in underserved communities, and will inform both the Fund and the Task Force.

Opportunity: A Community Partnership Committee that will focus on economic opportunity issues such as workforce diversity, expanded services, and the economic growth of underserved communities.



"People with disabilities are disproportionately unemployed and underemployed. This fund allows us to begin dismantling the barriers to achievement by providing equitable access to tomorrow's tools."

- Jackie Brand, coordinator of the San Rafael-based Universal Service Alliance and founder of the Alliance for Technology Access, a nationwide organization for bringing technology to people with disabilities

Pacific Bell's Commitment To California Communities

“This fund can make a real difference and set a model for the nation. I am excited that the program has the broad-based and collaborative involvement of community-based organizations throughout California that are committed and dedicated to reaching the underserved.”

Gwen Moore, former California Assembly member and a Los Angeles-based community member, chair of the committee of nine coalitions and the Community Technology Foundation of California

The 1997 merger between Pacific Telesis and SBC Communications was the catalyst for this unique partnership. Pacific Bell worked with nine community coalition groups to determine the most effective ways to bring the benefits of telecommunications to traditionally underserved communities.

The result is the historic Community Partnership Agreement and its strategic initiatives.

For Pacific Bell, the Agreement is part of its long-term commitment to invest in all of California's communities and to ensure the telecommunications revolution—both new technologies and competitive markets—benefits all California communities, not just the more lucrative residential and business districts traditionally targeted by competitors.

Pacific Bell Community Technology Fund

The new \$50 million Pacific Bell Community Technology Fund and the nonprofit organization that will oversee it, the Community Technology Foundation of California, are dedicated to helping ensure that all Californians have access to emerging technology. It begins on November 18, 1998, with the initial \$10 million in funding from Pacific Bell, and will distribute \$5 million in grants each year for the next decade.

The grantmaking will bring existing and new communications technologies to traditionally underserved communities, including low-income, inner-city, minority, disabled, limited-English-speaking, and low-income senior communities throughout urban and rural California. The Fund may match other funding sources, issue challenge grants, or leverage money to achieve the maximum benefit to its programs.

Grants may be awarded for projects including:

- Telecommunications network infrastructure
- Communications services
- Hardware or customer premises equipment
- Universal design applications
- Technical assistance
- Multilingual assistance
- Consumer advocacy
- Consumer leadership and education efforts



"Because of language and cultural barriers, Asian Americans have historically been neglected on telecommunications issues. California generally and telecommunications utilities specifically have a lot of catching up to do, and the Agreement will help secure the benefits of the information superhighway for all of California's underserved communities."

- Anni Chung, executive director of Self Help for the Elderly in San Francisco and chair of the Asian Pacific American Community Partnership



"An unprecedented and important aspect of this fund is its continuity. The changes in telecommunications in just the past five years have been incredible. For the first time, this fund can insure that California's underserved communities can be a part of shaping and benefiting from those changes."

- Jess Haro, Co-chair of HACR,
Board Member of San Diego Urban Corps

Community Technology Foundation of California

The new nonprofit Community Technology Foundation of California, which will manage the Pacific Bell Community Technology Fund, hopes to eventually become a major funder of programs to help underserved communities bridge the digital divide. The foundation hopes that other corporations, foundations, industries, or government agencies will provide additional funds over time to expand the grantmaking potential.

Universal Service In California

While the Fund's focus is creative philanthropy, another aspect of the Agreement is an analysis of complex public policy issues. The Universal Service Task Force has a goal of increasing telephone penetration to 98 percent in California's underserved communities within seven years. Pacific Bell is providing \$100,000 a year for seven years to fund the Task Force.

Federal and state policy makers have long had a vision of providing all communities with the benefits of telecommunications: the ability to pull communities and families together, to enhance daily living, and to improve social and economic balance. The vision is called Universal Service and it has been a national goal since 1934.

By some measures, it might seem as if that policy has succeeded. About 93 percent of people in the United States have telephone service. On average, California is even better at 94 percent.

But California studies show that there are segments within society—low-income underserved communities—with subscribership rates of only 85 percent. Some national studies suggest even lower rates for communities significantly below the poverty line.

In the new competitive environment, it is even more crucial to ensure that the country's commitment to Universal Service is maintained. The fifteen community leader and academic members of Universal Service Task Force will examine the complex public policy and marketing issues and seek creative solutions. They will make policy and marketing recommendations to government and industry aimed at closing the gap between the information rich and information poor.

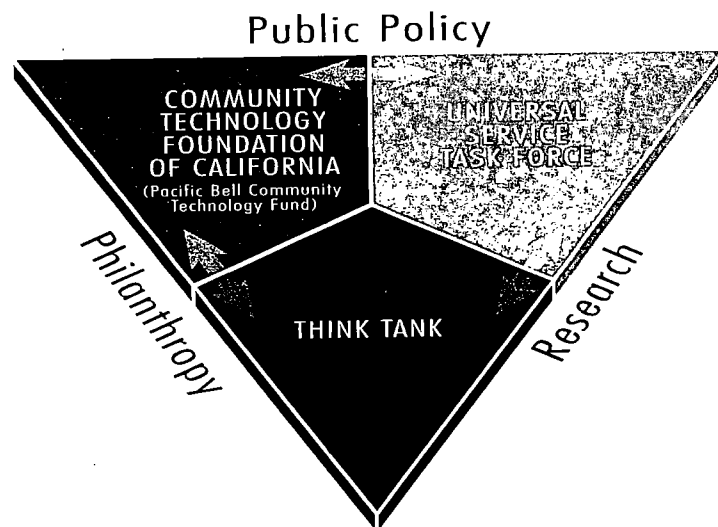
“As we work to ensure all minorities have equal access to basic services, I want to make sure the disabled are not left out. Telecommunications issues are very critical to the disabled community. It is important for people to recognize that the disabled are part of a minority community, with physical barriers that keep us from having equal access to telecommunications technology.”

Kathy Bates Polster,
Rehabilitation Counselor,
California State Department
of Rehabilitation and advocate
for people with disabilities

Community Partnership Agreement

Division of Responsibilities

The historic Community Partnership Agreement is overseen by the Community Partnership Committee and includes the philanthropic Community Technology Foundation of California, funded by the Pacific Bell Community Technology Fund; the public policy-focused Universal Service Task Force; and an independent Research "think tank" supporting them.



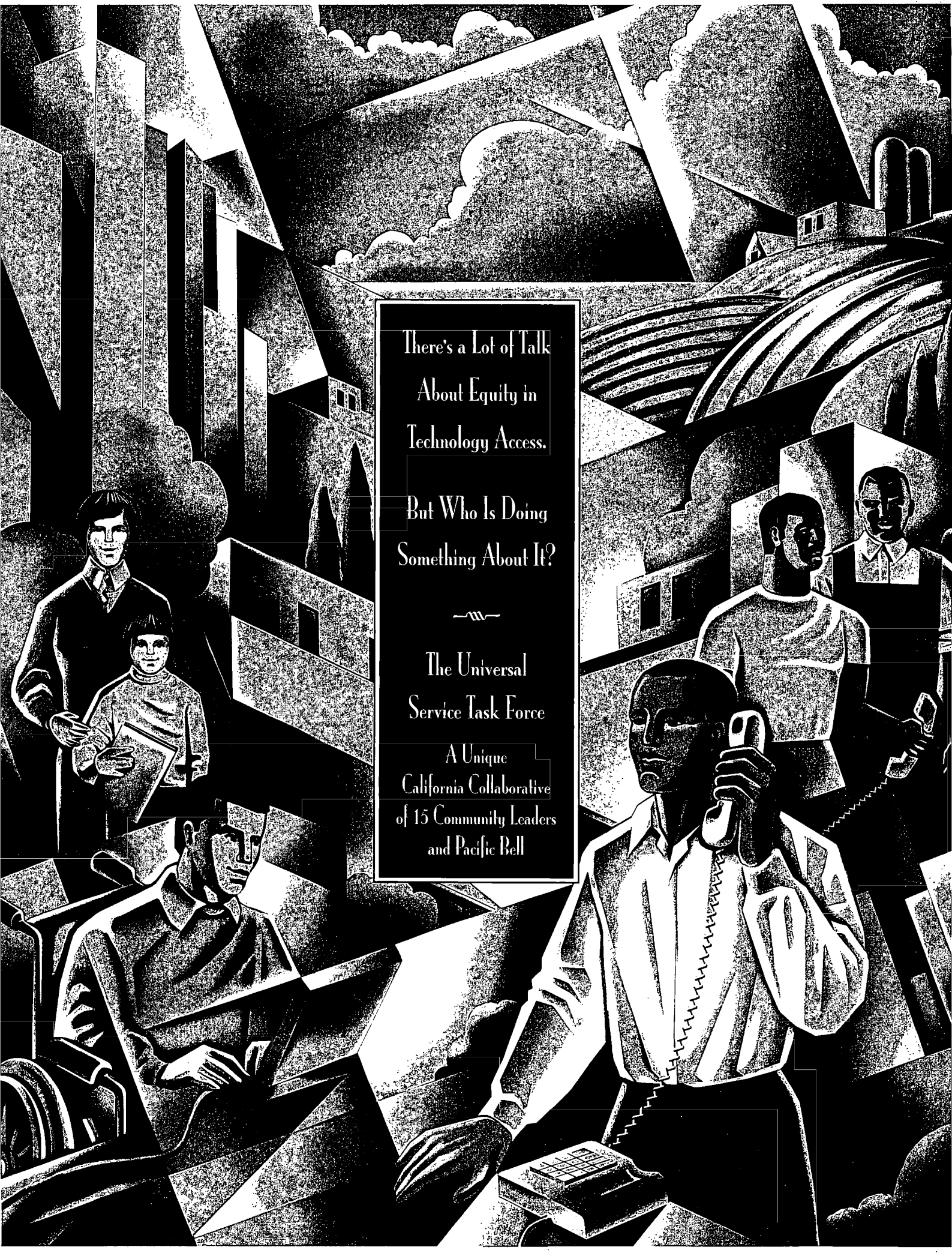
To learn more about the Community
Partnership Agreement, please
contact:

Community Partnership Agreement
c/o Public Advocates
1535 Mission Street
San Francisco, CA 94103
1-877-836-1499 (toll free)
e-mail: cpa@pactel.com

Visit The Community Partnership
Agreement website for complete
information about all the initiatives,
member organizations, board
members, and grants.

www.partnership.pacbell.net

PACIFIC  BELL



There's a Lot of Talk
About Equity in
Technology Access.

But Who Is Doing
Something About It?



The Universal
Service Task Force

A Unique
California Collaborative
of 15 Community Leaders
and Pacific Bell

Some Communities are More Connected than Others

The telephone is an important technology for daily living, for pulling communities and families together, and for enhancing economic and social equity. Since the 1930s, policy makers in America have had a vision of providing society with the ability to connect every person through the ubiquitous use of the telephone. This was called Universal Service.

Yet not everyone has telephone service. In this country and in this state, some communities are more connected than others.

Today, telephone subscribership in the United States is 93%, according to federal government surveys. On average, 94% of Californians have phone service. But some studies suggest that there are pockets within society, neighborhoods and communities in which subscribership is as low as 85%.

These communities might be defined as disadvantaged-low-income, inner-city or rural, limited-English speaking and multi-family households. Some communities cross geographic boundaries, such as people with disabilities, who face a unique set of challenges in maintaining connections with the rest of society.

The Universal Service task force has a broad charter: it is our job to find ways to increase telephone penetration to 98%, study language and physical barriers and ensure access to advanced services for those less fortunate.

Arturo Gandara, Chair, Universal Service Task Force

The telecommunications industry is rapidly changing from a monopolistic environment to an extremely competitive marketplace. Many consumers will benefit from lower prices and new services, such as high speed data networks and Internet access, as competing companies target California's lucrative markets.

In this new competitive environment, however, the long-established, effective subsidy systems that encouraged the democratic deployment of phones are in jeopardy. And with the expansion of Information Age technology, it's now even more critical that the American commitment to Universal Service continue.

But who will address the needs of traditionally disadvantaged communities? Who will define "telecommunications" in a changing world? Will regulators, policy leaders, community leaders, competing high-tech companies and the media pay attention?

The goal...
Increase telephone penetration to 98% within California's low-income and minority communities within seven years and explore new technologies as they relate to Universal Service.



Who Is Doing Something About It?

The Universal Service Task Force

As part of the merger proposed in 1997, SBC Communications and Pacific Telesis Group worked with 134 community

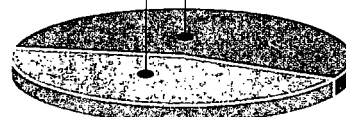
organizations and individuals to establish a mechanism to address these complex public policy and marketing issues and to seek creative solutions. The California Public Utilities Commission, in approving the merger, gave the green light to establish the Universal Service Task Force (USTF). Fifteen community leaders and academics will lead this extraordinary effort. This group will make policy and marketing recommendations to the government and to the industry aimed at closing the gap between the information rich and the information poor.



Universal Lifeline Telephone Service (ULTS)

Today, Pacific Bell, Provides basic telephone service at a 50% discount to over two million low-income customers. That's over **half** of all Lifeline customers in the nation.

49% All Other States 51% Pacific Bell California



Lifeline Customers in the U.S.

Eliminating Barriers To Universal Service

California has been one of the most aggressive states in America in seeking ways to ensure full Universal Service. The Moore Universal Service Act, adopted by the state in 1987, established a Lifeline subsidy for low income users and became a national model. Pacific Bell has also taken additional steps over the years to increase telephone subscribership in disadvantaged communities. For example:

Research. Pacific Bell has supported extensive research to better understand how low-income individuals and families choose to spend their incomes. The ability to control the costs of service, particularly long distance services, is a key barrier for people with limited incomes.

Language. Pacific Bell created alternate language service centers for customers who speak Spanish, Chinese, Cantonese, Mandarin, Filipino, Japanese, Korean and Vietnamese to ensure people can obtain phone service in their preferred language.

Disability Access. For many years, Pacific Bell has provided specialized equipment and services for people with disabilities, and the Company works closely with leaders in the disability community on design of new products and services.

"Pacific Bell intends to be the industry leader in universal telephone service. The Universal Service Task Force is part of our corporate commitment to make sure all Californians have equal access to telephone service as it exists today and as changing technology gives it an ever greater function and value in the future."

James Callaway, President External Affairs, Pacific Bell

"I see this task force as model for the country of what universal service will mean in the digital age. The resulting strategies and outcomes have implications for the rest of the world in how telecommunications technology can be used proactively to address issues of social equity."

Bong Hwan Kim, Vice Chair, Universal Service Task Force



The Universal Service Task Force — Finding Ways To Connect Each To All.

CHAIR

Arturo Gandara, Sacramento

Professor, University of California, Davis
School of Law

VICE CHAIR

Bong Hwan Kim, Los Angeles

Principal, Kim and Associates
Former Executive Director
Korean Youth Community Center

Saeed Ali, Los Angeles

Principal Consultant,
California Latino Legislative Caucus

Deborah F. Ching, Los Angeles

Executive Director
Chinatown Service Center

Bill Clay, Los Angeles

Vice-chair, Los Angeles Urban
League and Founder, National
Black Business Council

Lucy Coveau, Fremont

Alliance for Technology Access,
a national organization seeking creative
technology solutions to improve the quality
of life for people with disabilities

Eileen Fend, Hermosa Beach

Chair, California Small Business Association
representing 187,000 small-business owners

Maisha Hazzard, Los Angeles

African-Americans for Telecommunications
Equity and former professor of telecommu-
nications at Ohio University

Henry Knowls, Los Angeles

President, California-Nevada Community
Action Agencies Association, a 58-member,
low-income service provider network

Yin Ling Leung, Oakland

Executive Director, Asians and Pacific
Islanders for Reproductive Health

Hugo Morales, Fresno

Executive Director, Radio Bilingue,
a grassroots organization committed
to empowering Latino farm workers through
the use of radio

Don Nakanishi, Los Angeles

Director, Asian American Studies Center
UCLA

Kathy Bates Polster, Victorville

Rehabilitation Counselor
California State Department of Rehabilitation

Guillermo Rodriguez, San Francisco

Former Executive Director
Latino Issues Forum

Mario Salgado, San Francisco

Founder and Executive Director
California Latino Civil Rights Network

PACIFIC BELL

Senior officers and managers

**If you would like to learn more about
the Universal Service Task Force,
contact Pacific Bell at:**

**Universal Service Task Force
c/o Pacific Bell
140 New Montgomery Street
Room 2120
San Francisco, CA 94105
or call:**

1-877-836-1499 (toll free)

www.partnership.pacbell.net

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Eight California community coalitions and Pacific Bell to launch \$50 million in community technology grants

SAN FRANCISCO (Oct. 12, 1998) -- A \$50 million initiative to promote access to the information superhighway in California's low income, underserved communities will be launched next month by nine statewide community coalitions and Pacific Bell. The coalitions, representing 134 Latino, Asian American, African American, civil rights, and disability organizations, are incorporating a new non-profit foundation that will distribute at least \$5 million each year for the next decade. Pacific Bell is providing financing and technical expertise.

The grantmaking focus will be bringing existing and new communications technologies to traditionally disadvantaged communities in California. The \$50 million fund is part of a unique partnership between Pacific Bell and the community groups stemming from the 1997 merger between Pacific Telesis and SBC Communications. The California Public Utilities Commission approved their plan as part of the merger and then gave the green light to a detailed implementation plan this past July.

The nonprofit corporation and grants will assist those communities defined as low-income, inner-city, minority, disabled, limited-English-speaking, and low-income senior. Representatives of the statewide community coalitions hailed the establishment of the organization as a landmark for community telecommunications and a "model for the nation".

Ed Whitacre, chairman and chief executive officer of SBC Communications, the parent company of Pacific Bell, will present the first \$10 million to the fund at a ceremony in Los Angeles in mid-November. For Pacific Bell, the fund is part of its strategic initiative to make sure the telecommunications revolution---new technologies and competitive markets---benefits all California communities, not just the more lucrative residential and business districts traditionally targeted by competitors.

The Pacific Bell Community Technology Fund is one of four major initiatives negotiated by this extraordinary group of nine coalitions working

together to secure the full benefits of basic and advanced telecommunications and information services in California's low income and traditionally underserved communities. In addition to the \$50 million nonprofit, the nine coalitions and Pacific Bell are creating:

A \$1 million research fund to study improvements in consumer access to telecommunications service.

A *Universal Service Task Force* with the goal to increase subscribership to telephone and telecommunication services in California's underserved communities to 98 percent. Currently, 94 percent of California residences have telephone access, but the percentage is significantly lower in many lower-income, minority, limited-English-speaking, and disability communities.

* A *Community Partnership Committee* to oversee and work directly with Pacific Telesis concerning other agreements, such as expanding service to ethnic, disability, and multi-lingual markets; improving diversity in management, the workforce, and contracts; and contributing to economic growth in underserved communities (including employment and small-business development).

Jim Callaway, president of public affairs for Pacific Bell, said that the community initiatives are part of SBC's merger commitment to expand support for California communities.

"The Community Technology Fund is a groundbreaking effort to expand the availability of telecommunications services to underserved communities," said Callaway. "This is part of SBC's merger commitment to invest in all of California's communities and bring the benefits of new technologies to everyone."

Once incorporation of the nonprofit is finalized, it will begin accepting and funding grant requests later in the year. Gwen Moore, former California Assembly member and a Los Angeles-based community member who chairs the committee of nine coalitions and African Americans for Telecommunications Equity, said the nonprofit will help California's economic competitiveness as well as the targeted underserved communities.

"This fund can make a real difference and set a model for the nation," Moore said. "I am excited that the program will have the broad-based and collaborative involvement of community-based organizations across California that are committed and dedicated to reaching the underserved. This is a great way to help deliver telecommunications technology to these

communities."

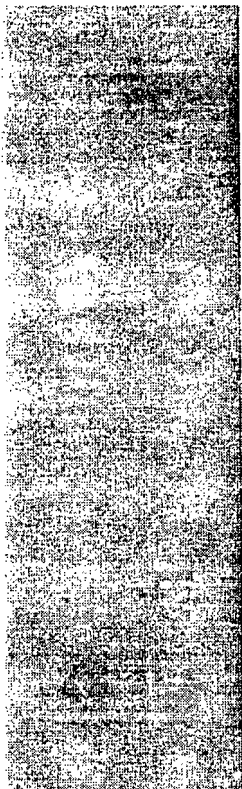
Mark Savage of San Francisco-based Public Advocates, one of the nation's oldest civil-rights law firms representing the National Council of La Raza, Southern Christian Leadership Conference, Filipino Civil Rights Advocates, and six other organizations, said that the grants will help to expand the benefits of telecommunications to a critical spectrum of Californians.

"Many community leaders now recognize discriminatory access to the information superhighway as the civil and economic rights issue of the 21st century," said Savage. "At stake is the opportunity to compete and contribute equally, with full and equal access to education, governmental services, health care, employment, even political access." Jess Haro, a member of the community coalitions representing San Diego Urban Corps, said the program's scope will be a key element in delivering telecommunications services.

"An unprecedented and important aspect of this fund is its continuity," said Haro. "The changes in telecommunications in just the past five years have been incredible. For the first time, this fund can ensure that California's underserved communities can be a part of shaping and benefiting from those changes." Jackie Brand, coordinator of the San Rafael-based Universal Service Alliance and founder of the Alliance for Technology Access, a nationwide organization bringing technology to people with disabilities, heralded the fund's benefits for all of California's underserved communities, including its disability communities.

"People with disabilities are disproportionately unemployed and underemployed," Brand said. "For them, and for all underserved communities represented by USA, access to information technologies is the key to productivity and accomplishment into the new century. This fund allows us to begin dismantling the barriers to achievement by providing equitable access to tomorrow's tools."

Anni Chung, executive director of Self Help for the Elderly in San Francisco and chair of the Asian Pacific American Community Partnership, called formation of the fund "historical". "Because of language and cultural barriers, Asian Americans have historically been neglected on telecommunications issues", Chung said. "California generally and telecommunication utilities specifically have a lot of catching up to do, and the fund will help secure the benefits of the information superhighway for all of California's underserved communities."



The nine statewide coalitions working with Pacific Bell are African Americans for Telecommunications Equity; the Asian Pacific American Community Partnership; the Asian Pacific Islanders California Action Network; the Greenlining Coalition; the Hispanic Association on Corporate Responsibility; the Los Angeles Urban League; the Universal Service Alliance; the World Institute on Disability; and Public Advocates' clients, the Southern Christian Leadership Conference, National Council of La Raza, Korean Youth and Community Center, Association of Mexican-American Educators, California Association for Asian-Pacific Bilingual Education, California Association for Bilingual Education, Filipino Civil Rights Advocates, Filipinos for Affirmative Action, Korean Community Center of the East Bay.

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Pacific Telesis/SBC Communications Merger Leads to Community Partnership Agreement

As part of the 1997 merger between Pacific Telesis and SBC Communications, the California Public Utilities Commission (CPUC) approved a unique approach to expanding support for California's communities.

Pacific Bell worked with nine community coalition groups-representing 134 different Latino, Asian American, African American, civil rights, and disability organizations and individuals-to determine the most effective ways to bring the benefits of telecommunications to traditionally underserved communities.

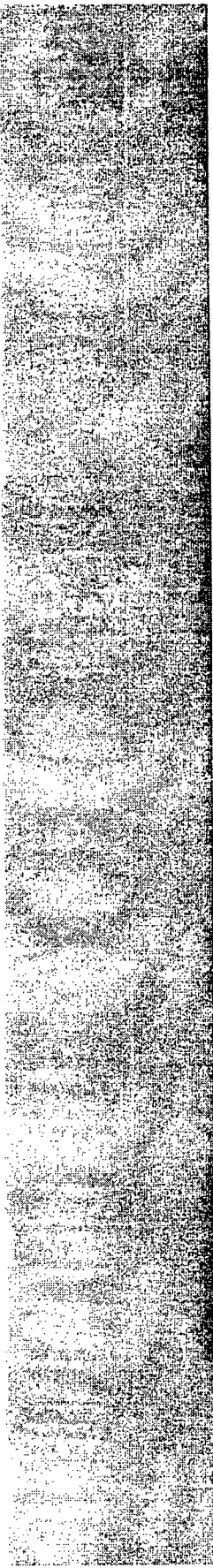
The result is the historic Community Partnership Agreement, which combines the strengths and inspiration of community leadership, corporate resources, and telecommunications technology.

For Pacific Bell, the Agreement is part of its commitment to invest in all of California's communities and to help ensure the telecommunications revolution-both new technologies and competitive markets-benefits all California communities, not just the more lucrative residential and business districts traditionally targeted by competitors. Pacific Bell has pledged up to \$80 million to the various initiatives agreed on by the nine coalition groups.

On November 18, 1998, Ed Whitacre, Chairman and CEO of SBC Communications, presented the initial \$10 million funding to launch the new \$50 million Pacific Bell Community Technology Fund and the larger foundation which will govern it, the nonprofit Community Technology Foundation of California. Additional funding will be distributed during the next decade.

Community leaders have hailed the Agreement and the Fund as landmarks for community telecommunications.

"This fund can make a real difference and set a model



for the nation," Moore says. "I am excited that the program has the broad-based and collaborative involvement of community based organizations throughout California that are committed and dedicated to reaching the underserved." **Gwen Moore**, former California Assembly member and a Los Angeles-based community member who chairs the committee of nine coalitions and the Community Technology Foundation.

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"An unprecedented and important aspect of this fund is its continuity. The changes in telecommunications in just the past five years have been incredible. For the first time, this fund can insure that California's underserved communities can be a part of shaping and benefiting from those changes." **Jess Haro**, of the community coalitions representing San Diego Urban Corps.

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CPA Coalitions and Membership

ASIAN PACIFIC AMERICAN COMMUNITY PARTNERSHIP

Anni Chung, Coalition Chair; J Craig Fong, General Counsel

Asian Community Online Network, Oliver Wang

ASIAN, Inc., Harold Yee

Asian Law Caucus, Angelo Ancheta

Asian Pacific American Community Fund, Gail Kong

Asian Pacific American Legal Center, Steward Kwoh

Asian Pacific Community Fund, Warren Furutani

Asian Pacific Environmental Network, Peggy Saika

Asian Pacific Islander American Health Forum, Tessie Guillermo

Chinatown Service Center, Deborah Ching

Congressional Asian Pacific American Caucus Institute, Francey Lim Youngberg

Korean Youth and Community Center, Bong Hwan Kim

Leadership Education for Asian Pacifics, J. D. Hokoyama

National Asian American Telecommunications Association, Deanna Borshay

National Asian Pacific American Legal Consortium, Karen Narasaki

On Lok, Inc., Jennie Chin Hanson

Organization of Chinese Americans, Daphne Kwok

Refugee Resource Center, Robert Boon Khoonsrivong

Sacramento Asian Pacific Islander Coalition, David Marquez

Self-Help for the Elderly, Anni Chung

Southeast Asian Community Center/Southeast Asian Chamber of Commerce

UCLA Asian American Studies Center, Don Nakanishi

Union of Pan Asian Communities, Margaret Iwanaga-Penrose

ASIAN PACIFIC ISLANDERS CALIFORNIA ACTION NETWORK

Tessie Guillermo, Coalition Chair

Asian Pacific American Advocacy and Research Council

Asian Pacific Islander American Health Forum

Asian & Pacific Islanders for Immigrant Rights & Empowerment

Asian Pacific Planning Council

Association of Asian Pacific Islanders Community Health Organizations

East Bay Asian Consortium

Filipino American Community Action Network

Korean American Inter-Agency Council

National Asian Pacific American Families Against Substance Abuse

NICOS Chinese Health Coalition

Pilipino American Health & Human Services Coalition

Pilipino American Network & Advocacy

Sacramento Asian Pacific Islander Coalition

Union of Pan Asian Communities

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Bridge the Digital Divide: Community Technology Foundation of California

Innovations in communications technologies are creating tremendous opportunities for success and prosperity around the world. From internet access to high speed data transmission to wireless communications, innovative technologies are changing the way we connect with society around us. It's now not only possible, but commonplace, to communicate from virtually anywhere on earth.

But the benefits of technology are not evenly spread through society.

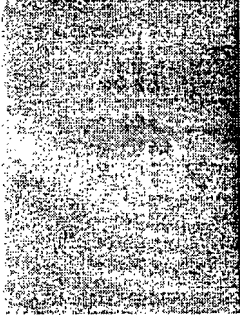
To ensure that all Californians have access to emerging technology, nine statewide community coalitions and Pacific Bell agreed on the \$50 million Pacific Bell Community Technology Fund, and the nonprofit organization that will oversee it, the Community Technology Foundation of California. Pacific Bell provided the initial \$10 million funding on November 18, 1998.

The Foundation's grantmaking focus will be bringing existing and new communications technologies to traditionally underserved communities, defined as low-income, inner-city, minority, disabled, limited-English-speaking, and low-income senior. The Foundation may match other funding sources, issue challenge grants, or leverage money to achieve the maximum benefit of target community projects.

The Foundation will distribute at least \$5 million in grants each year for the next decade. It also hopes to raise additional money for grants from other sources for the same general purposes. The Foundation is governed by a Board of Directors, a broad-based committee of community and public interest group leaders as well as technology experts. Recruitment for 3 additional Board members is currently underway. Please view the [Board position description](#), if you would like to make a nomination to the Board.

[Sign-up](#) to be added to our mailing list and receive information on grants as it becomes available.

For more information, please contact us at:



Community Technology Foundation of California

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1535 Mission Street San Francisco, Ca 94103

Toll free number: 1-877-836-1499

E-mail: cpa@pactel.com

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Dedicated to Reaching the Underserved: The Universal Service Task Force

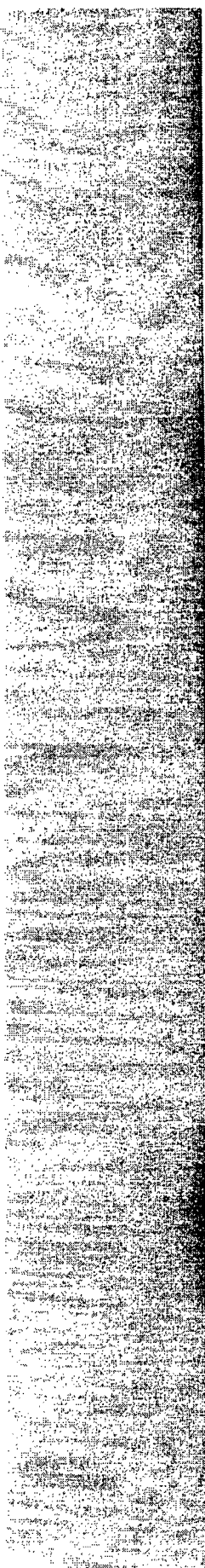
As part of the Community Partnership Agreement, the nine coalition groups and Pacific Bell agreed on a Universal Service Task Force with a goal of increasing telephone penetration to 98 percent in California's underserved communities within seven years. Pacific Bell is providing \$100,000 a year for seven years to fund the Task Force.

Federal and state policy makers have long had a vision of providing all communities with the benefits of telecommunications: the ability to pull communities and families together, to enhance daily living, and to improve social and economic balance. This is called Universal Service and it has been a national goal since the 1934.

By some measures, it might seem as if that policy has succeeded. About 93 percent of people in the United States have telephone service. On average, California is even better at 94 percent. But some studies suggest that there are pockets within society-underserved communities-with subscribership as low as 85 percent.

In the new competitive environment, it is even more crucial to ensure that the country's commitment to Universal Service is maintained. The fifteen community leader and academic members of Universal Service Task Force will examine the complex public policy and marketing issues and seek creative solutions. It will make policy and marketing recommendations to government and industry aimed at closing the gap between the information rich and information poor. "The Universal Task Force has a broad charter," says Arturo Gandara, Chair. "It is our job to find ways to increase telephone penetration, study language and physical barriers, and ensure access to advanced services for those less fortunate."

Vice Chair Bong Hwan Kim sees the task force as a model for the country of what universal service will mean in the digital age: "The resulting strategies and outcomes have implications for the rest of the world in how telecommunications technology can be used proactively to address issues of social equity."



Pacific Bell has long been committed to Universal Service, with a decades-long history of eliminating barriers to service. "Pacific Bell intends to be the industry leader in universal telephone service," says Jim Calloway, President of External Affairs, Pacific Bell. "This is part of our commitment to make sure all Californians have equal access to telephone service as it exists today and as changing technology gives it an ever greater function and value in the future."

Eliminating Barriers to Service: Pacific Bell's Long-Term Efforts

During the past decade, Pacific Bell and the State of California have taken many steps to increase the number of telephone subscribers in California's minority communities. For example:

Vision. Pacific Bell established a permanent Telecommunications Consumer Advisory Panel in 1981, composed of leading Californians involved in consumer issues, public interest advocacy and academics examining the impacts of technology on society. In 1985, Pacific Bell worked with a group of extraordinary thinkers (Common Cause, Southern Christian Leadership Conference, Gray Panthers, academics) to develop a public interest vision of the Information Age, centered on lowering barriers to participation.

Laws. California passed legislation to establish affordable telephone rates in 1987, establishing a Lifeline subsidy for low-income users. It is called the Moore Universal Service Act and it is now a national model. Today, Pacific Bell provides basic telephone service at a 50 percent discount to over 2 million low-income subscribers. That's over half of all Lifeline customers in the entire country.

Research. Pacific Bell has supported extensive research to better understand how low-income individuals and families choose to spend limited incomes. The ability to control costs of service, particularly long distance, is a key barrier for the poor.

Language. Pacific Bell created alternate language service centers for customers who speak Spanish, Chinese, Cantonese, Mandarin, Filipino, Japanese, Korean, and Vietnamese to ensure people can obtain phone service in their preferred language.

To request additional information about the Universal Service Task Force, send an e-mail to ustf@pactel.com

15 Community Leaders Join Universal Service Task Force

Arturo Gandara,
Chair, Sacramento Professor, University of California
Davis School of Law

Bong Hwan Kim, Vice Chair, Los Angeles
Principal, Kim and Associates
Former Executive Director, Korean Youth Community
Center

Saeed Ali, Los Angeles
Principal Consultant, California Latino Legislative
Caucus

Deborah Ching, Los Angeles
Executive Director, Chinatown Service Center

Bill Clay, Los Angeles
Chairman of the Board, Los Angeles Urban League
and founder, National Black Business Council

Lucy Coveau, Fremont
Alliance for Technology Access, a national
organization seeking creative technology solutions to
improve the quality of life for people with disabilities

Eileen Fend, Hermosa Beach
Chair, California Small Business Association,
representing 187,000 small-business owners

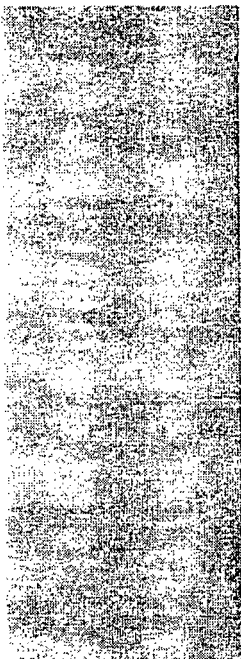
Maisha Hazzard, Los Angeles
African-Americans for Telecommunications Equity
and former professor of telecommunications at Ohio
University

Henry Knawls, Los Angeles
President, Nevada-California Community Action
Agencies Association, a 58-member, low-income
service provider network

Yin Ling Leung, Oakland
Executive Director, Asians and Pacific Islanders for
Reproductive Health

Hugo Morales, Fresno
Executive Director, Radio Bilingue, a grassroots
organization committed to empowering Latino Farm
workers through the use of radio

Don Nakanishi, Los Angeles
Director, Asian American Studies Center, UCLA



Kathy Bates Polster, Victorville
Counselor, California State Department of
Rehabilitation

Guillermo Rodriguez, San Francisco
Former Executive Director, Latino Issues Forum

Mario Salgado, San Francisco
Founder and Executive Director, California Latino
Civil Rights Network

Pacific Bell
With a support team of senior officers and managers

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Community
Partnership
Agreement

Research Fund



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Think Tank Concentrates on Public Issues: Pacific Bell Funds \$1 Million Research Fund

An RFP for an educational institution to host the Think Tank will be issued in May. For more information, please E-mail research.rfp@pactel.com

The telecommunications industry is undergoing rapid and massive evolution as both state and federal laws transform the industry from a monopolistic environment to a competitive marketplace. Competition will bring benefits such as lower prices, but it will also profoundly change long-established and effective systems. No one can predict how this evolution will affect consumers.

In this new environment, consumer and public interest groups can serve their constituencies more effectively with ongoing, quality research studies that address the interests of underserved communities.

As part of Community Partnership Agreement, the nine coalition groups and Pacific Bell are developing a research unit that is completely independent, nonpartisan, and not affiliated with any signatory to the Agreement.

In addition to studies, the research unit may also fund conferences, seminars, and other educational sessions aimed at increasing understanding of the competitive environment among consumer and public interest group leaders and the general public.

Pacific Bell will contribute \$200,000 a year for five years to the research fund, in addition to the \$5 million annual contribution to the Community Technology Fund.

[Home](#) | [Universal Service Foundation](#) | [Research Fund](#) | [Overview](#) | [Press](#) | [External Affairs](#) | [Site Map](#) | [E-Mail](#)



Lori A. Perine

06/24/99 05:24:14 PM

Record Type: Record

To: Irene Bueno/OPD/EOP@EOP
cc:
bcc:
Subject: Re: 

Thanks, Irene!

I've also asked my staffer, Yolanda Comedy, to follow-up with Adrienne about help the President's Information Technology Advisory Committee put together some workshops on IT access for minority communities. I think there are some interesting possibilities for their involvement.

Looking forward to meeting with you and Laura about the EO and other potential opportunities.

Cheers,
Lori
Lori A. Perine
Senior Policy Advisor
for Computing, Information, and Communications
White House
Office of Science and Technology Policy

202-456-6039
202-456-6023 fax
lperine@ostp.eop.gov
Irene Bueno

Irene Bueno



 06/24/99 05:21:34 PM

Record Type: Record

To: Laura Efurd/WHO/EOP@EOP
cc: Lori A. Perine/OSTP/EOP@EOP
Subject:

Laura -

Lori Perine of OSTP met with Adrienne Pon's group and would like to meet with us to discuss next steps. Let us know when you are available. Thanks.

Irene

Xori 6/28

NEC - Tom Kallil

Participatory aspects - groups

Equipment

Location

Info gap - among users + those working in community development

(SLAMMING occurs on minority conty)
don't question what's on the bill.

Request

~~Q. 1~~ Is there some way in community development
HUD, HHS, Labor, ~~Department of Justice~~

Use EO or empowment grn to integrate

Armic - roadblocks as a result of funding - not
set up the equipment

Request

- Technical Assistance - info access + participation
- Resources - who pays? Private sector has been paying
ble see a direct benefit. Fed, state - not prepared to pay
Want WH + Fed to take leadership to make funds happen
- Sustainability community level.

- President's Intergroup on Tech Inform Technology - workshop
on minority

No organized way, no leadership

NTIA.

Long Spring - ^{L. W.} Robinson broader ocean issue

TII AP - ~~charitably~~ independent fund demo as non-profit but not targeted to a minority entity but must be replicable.

Congress doesn't like to compete in industry.

Issue in town ~~of~~ 7/12 - another meeting

Unkempt into ongoing efforts rather than stand alone.

Alert
~~Let~~ agree that this is an issue

Meeting - AEC/EZ. ~~Robinson~~

EC/EZ man

Jim Knollenberger - VP

Tom Kallit -

~~of~~ 7/12

ASIAN PACIFIC AMERICAN COMMUNITY PARTNERSHIP

ASIAN PACIFIC ISLANDERS CALIFORNIA ACTION NETWORK

Two coalitions of over 200 national, state and local organizations representing the needs and concerns of Asian and Pacific Islander American communities and consumers. The Partnership and the Network were instrumental in developing the historic Community Partnership Agreement during SBC's merger with Pacific Telesis and have since played a leadership role in the development of the Community Technology Foundation of California, a nonprofit grantmaking foundation created to ensure that new and existing technologies are brought to traditionally underserved communities defined as low-income, minority, disabled, limited-English speaking, and low income senior. The coalitions have also played a key role in representing the APIA community's concerns in the pending merger between GTE and Bell Atlantic.

ASIAN PACIFIC ISLANDER AMERICAN CONSUMER COALITION [APIACC]

The Asian Pacific Islander American Consumer Coalition [APIACC] is a coalition of 18 community-based non-profit organizations, business and community leaders concerned about the impacts of public policy issues affecting Asian Pacific Islander American [APIA] communities and consumers in California, including universal service, technology access, competition and consumer protection. The Coalition was formed in response to the rapidly changing and highly competitive environment in California and a concern that underrepresented communities benefit fully from information age technology and are not left further behind by policy and decision makers.

COMMUNITY TECHNOLOGY POLICY COUNCIL

The Community Technology Policy Council is newly-formed national coalition of individuals and organizations concerned about public policy development at all levels, particularly in the use of advanced technology to enhance the delivery of services to and promote quality of life for all communities. The Council hopes to focus on several areas, including:

- Resource provisioning: Providing technology, services, training, equipment and funding to build the capacity of community-based organizations to serve communities more effectively.
- Policy development- Development of inclusive policies that address the technological needs and issues of specific communities, particularly those that are underserved or economically at-risk.
- Think tank: A mechanism to develop relevant applications and innovative uses of technology to improve community well-being.
- Leadership Development- the use of technology as a tool to empower communities, assist CBO leaders in their public policy work and maximize communication within and among community-based organizations.
- Training- providing on-going access to and training of advanced technologies to leaders, advocates, educators and a broader range of community members.

Need for Community Development

- ① Technical Assistance
- ② Resources
- ③ Sustainability

Map

EO

REPRESENTATIVES AND SUPPORTERS OF THE COMMUNITY TECHNOLOGY POLICY COUNCIL

DEBORAH CHING

Deborah F. Ching is the Executive Director of the Chinatown Service Center, the largest community-based Chinese American service organization in Southern California. This non-profit, multi-service organization assists immigrants and refugees through a wide range of health and human services, including social adjustment services, psychological counseling services, employment training and placement, and a family health clinic.

In addition to her involvement in the Chinese American community, Ching has provided leadership in the Los Angeles community as President of the Asian Pacific Planning Council (1992-1994). She serves on the Boards of Directors of RLA (formerly Rebuild Los Angeles), Asian Pacific Health Care Venture, Inc., and New Economics for Women. She also serves on the Steering Committees of the Multi-Cultural Collaborative and the Asian and Pacific Islander California Action network (APIsCAN); and is a member of the National Asian Women's Health Organization Advisory Board. She is the Public Advocates representative on the Universal Service Task Force.

Ching earned her Bachelor of Arts in Psychology from the University of California Los Angeles, and her Masters in Public Administration from the University of Southern California. She is a Eureka Communities Fellow and was one of 11 national fellows selected in 1998 for the Asian Pacific American Women's Leadership Institute.

ANNI CHUNG

Ms. Chung is Executive Director of Self Help for the Elderly, a 30-year old organization that provides health and social services to more than 25,000 senior citizens in San Francisco, San Mateo and Santa Clara counties. Chung is also the founding chair of the Asian Pacific American Community Partnership and the Asian and Pacific Islander American Consumer Coalition, a group of statewide and national organizations and business leaders interested in telecommunications and other public policy issues.

Chung is a widely recognized role model and community advocate for various social, health, employment and consumer programs. She has received numerous awards for her tireless efforts on behalf of immigrant, elderly and Asian communities. She was named one of four "Women Who Could Be President" by the League of Women Voters of San Francisco, and was also recognized as the "1993 Woman of the Year" by the Women's Caucus of the California State Legislature. Active in several organizations, Chung currently serves on the Board of Directors of St. Mary's Hospital and Medical Center, the Progress Foundation, Consumer Action, and NICOS Chinese Health Coalition. She also produces and hosts "*Chinese Journal*," a monthly Cantonese public affairs program on KTSF-TV Channel 26. Chung previously served on the boards of Goodwill Industries and the United Way of the Bay Area and has participated in previous Pacific Bell consumer advisory efforts, including the Multilingual Consumer Advisory Council. Since 1996, she has played a key role in the establishment of the Community Partnership Agreement and the Community Technology Foundation of California to ensure that the voices of Asian and Pacific Islander American and other underserved communities are heard. In 1997, Chung was selected as one of 10 national fellows to the Asian Pacific American Women's Leadership Institute.

TESSIE GUILLERMO

Ms. Guillermo is Executive Director of the Asian American Health Forum, a nonprofit national health policy and advocacy organization based in San Francisco. She has extensive background in community service and health care and has written and presented numerous papers on the health care needs of minority communities in the United States.

Guillermo has played a key role in the establishment of the Community Partnership Agreement and the Community Technology Foundation of California to ensure that the voices of Asian and Pacific Islander American and other underserved communities are heard. She is vice-chair of the Foundation and also serves on the boards of several nonprofit, including: the Asian & Pacific Islander California Action Network (APIsCAN), a statewide coalition of health and human service providers; the Filipino Task Force on AIDS; and the Asian and Pacific Islander Center for Census Information and Services. She has provided expert consultation to several government agencies and served on the Blue Ribbon Task Force on Violence Prevention, sponsored by the Secretary of the Department of Health and Human Services. More recently, she provided expert testimony on health issues to the President's Health Care Reform Task Force. She also serves as co-chair of the Asian Pacific Community Forum and with Anni Chung, was instrumental in shaping the historic Community Partnership Agreement resulting from the SBC/Pacific Telesis merger.

Guillermo is co-chair of the Coalition of Asian Pacific Americans for Fair Reapportionment and a member of the Coalition of Asian Pacific Americans, a political action committee. Born and raised in San Francisco, she attended the University of California at Berkeley and California State University Hayward where she pursued her degrees and studies in economics. She was selected as one of 10 national fellows in 1997 to the Asian Pacific American Women's Leadership Institute program.

MARGARET IWANAGA-PENROSE

Margaret Iwanaga-Penrose is President and Chief Executive Officer of the Union of Pan Asian Communities (UPAC), the primary provider of human care services to San Diego County's Asian and Pacific Islander communities for the past 25 years. With its unique comprehensive holistic approach to serving families, UPAC manages 40 programs in the areas of mental health, substance abuse, health promotion and disease prevention, youth services, senior services, economic development and consumer education. Its bilingual and bicultural staff representing 27 languages and dialects reaches over 60,000 refugees and immigrants and their families. Under Ms. Iwanaga-Penrose's leadership, UPAC has initiated successful programs to address issues of youth delinquency, gang involvement, pregnancy and suicide, domestic violence, alcohol, tobacco and drug treatment, HIV/AIDS, cancer, business development and welfare reform.

Ms. Iwanaga-Penrose received her Bachelor's degree in anthropology from Beloit College in Wisconsin and a Master's degree from the University of Chicago, specializing in clinical and developmental psychology and cross-cultural studies. Ms. Iwanaga-Penrose maintains active community involvement and currently serves on the San Diego Commission on Children, Youth and Families, Regional Health Care Advisory Council, San Diego Association of Non-Profits, and the San Diego Gas & Electric and Sharp Health Care advisory boards, and is a board member of the Neighborhood Opportunities Corporation, Asian Pacific Islander California Action Network (APIsCAN) and the National Asian Pacific American Families Against Substance Abuse (NAPAFASA).

BONG HWAN KIM

Mr. Kim is a community advocate and consultant. As the former Executive Director of the Korean Youth Community Center (KYCC), a nonprofit organization based in Los Angeles, he led a major initiative that resulted in the development of a \$4.6 million, 19-unit affordable housing project for low-income families combined with ground floor space for community service activities. Kim has played a major role in addressing the community-based development needs of Korean American and other disenfranchised minority communities throughout California for over 16 yearshe has provided crucial leadership and advocacy for the Korean American community. His efforts to promote inter-ethnic harmony have resulted in the formation of neighborhood councils that focus on Latino, Asian and African American community needs and he has also been actively pursuing private sector support of joint Korean-African American economic development business ventures.

Active in numerous governmental, corporate and community boards, Kim is a senate appointee to the California State Advisory Board on Drug and Alcohol Programs, as well as a member of the Rebuild LA Board of Directors. He currently serves as vice-chair of the Universal Service Task Force and co-Chair of the Pacific Bell Asian Pacific Community Forum. He received his masters in public policy from the JFK School of Government at Harvard University and his BS degree in Philosophy and Economics from Boston College. He is a graduate of the National Internship in Community Economic Development, a program of the Development Training Institute in Baltimore, Maryland.

ADRIENNE PON

Ms. Pon is Director of External Affairs for Pacific Telesis, a subsidiary of SBC Communications Inc. As liaison to statewide and national organizations and constituencies, she works closely with leaders and advocates to ensure their voices and participation in telecommunications and other public policy issues. She also funds innovative projects that develop leadership in the third sector and bring technology to underserved groups and communities. Pon is currently president of the San Francisco Civil Service Commission; chair of The Women's Foundation; director and immediate past chair of the Asian Pacific American Women's Leadership Institute and the National Asian Pacific American Legal Consortium Advisory Council; board director for Northern California Grantmakers, and Advisory Board member of Asian/Pacific Islanders Vote 2000. Born and raised in San Francisco, Pon holds a master's degree in Public Affairs & Public Relations and a bachelor's in Health Education. She is a former Loaned Executive to the United Way of the Bay Area and a graduate of the Coro Foundation and Leadership California public affairs programs.

Y. BILL WATANABE

Mr. Watanabe is Executive Director of Little Tokyo Service Center, a multipurpose social welfare agency in the Little Tokyo district near downtown Los Angeles providing counseling, transportation, peer support, emergency assistance, housing, community and economic development. LTSC recently opened a 100 unit affordable housing project and renovated an abandoned church into a visual arts center contributing to the vitality of Little Tokyo and downtown Los Angeles.

Watanabe received his B.S. degree in Mechanical Engineering from Cal State Northridge and his Masters in Social Work from UCLA in 1972. He currently serves on the Board of the National Committee for Responsive Philanthropy and the Union Bank Advisory Board for community reinvestment. He is also board chairman for the Evergreen Baptist Church of San Gabriel Valley. Watanabe has been president of the Asian Pacific Policy & Planning Council [A3PCON], the largest social service network in the APA community; founder of the Asian Pacific Community Fund; president of the Asian Pacific Health Care Venture; board member of the California Association of Nonprofits and chair of the statewide Nonprofit Policy Council of California; and national board member of Amnesty International USA. Watanabe and his wife have a daughter and live in Silverlake, California. He enjoys trout fishing, trivia and Star Trek.

**In the Matter of
Truth-in-Billing and
Billing Format**

The Asian Pacific Islander American Consumer Coalition (APIACC) is a coalition of 18 community-based, nonprofit organizations and business and community leaders concerned about universal service, technology access, competition and consumer protection in Asian Pacific Islander American (APIA) communities.¹ APIACC members have a strong interest in this proceeding because many customers in APIA communities have been the victims of slamming, cramming and other abusive practices in the sale of telecommunications and related services. Poorly organized, unclear and inaccurate telephone bills make it difficult, if not impossible, for customers to

¹ The members of APIACC are: Asian and Pacific Islander American Health Forum, Asian, Inc., Chinatown Service Center, Chinese American Cancer Foundation, Chinese American Chamber of Commerce of Orange County, Council of Asian American Business Associations, Korean Youth and Community Center, Little Tokyo Service Center, National Asian American Telecommunications Association, National Asian Pacific Publishers Association, Pacific American Education and Scholastic Foundation, Pacific American Foundation, Pacific Symphony Chinese American League, Refugee Resource Center, Samoan Community Development Center, Sato Associates, Self-Help for the Elderly, and Union of Pan Asian Communities. A description of the coalition members can be found in Appendix A.

clients each year providing mental health, employment, substance abuse, youth and elder services in over 20 languages and dialects. In California's Central Valley, the Refugee Resource Center provides similar assistance to approximately 3,000 clients each year in Southeast Asian refugee communities.

While most of the clients served by APIACC members come from APIA communities, coalition members also serve many clients from other ethnic communities. For example, 10 percent of Chinatown Service Center's clients are Latino and 30 percent of the seniors served by Self-Help for the Elderly are non-Asian (Latino, African-American, and Caucasian).

Because many of the clients served by APIACC members live on low or fixed incomes, APIACC members are regularly called on to help them manage their telephone, electric and other utility bills and to assist them with problems arising from those bills. Serving in this capacity, APIACC members have seen an increase in slamming and cramming in their communities. In particular, many customers in APIA communities have been slammed by filling out deceptive sweepstakes entry forms and as a result of unfair telemarketing tactics. In addition, customers increasingly are being charged on their monthly telephone bills by providers other than their local phone company for services that they did not order. Because of these practices, many customers in APIA and other ethnic communities are seeing higher monthly telephone bills.²

² A recent survey confirms that these abusive practices are especially high in ethnic communities. In January 1997, Pacific Bell commissioned a study of customers in California's Latino community. Conducted primarily in Spanish, the survey found that 51 to 56 percent of the Latinos surveyed reported being slammed but only one in three complained about being slammed. Fifty-one percent surveyed were concerned that calling to complain might lead to disconnection of their phone service and 31 percent

customers both of which will increase as the number and types of services increase and the telephone billing mechanism is used by more and more providers.

For these reasons, APIACC supports the Commission's proposal that all telephone bills:

- Be organized to present separate categories of services in clearly separate sections and, if possible, on separate pages.
- Have a single page that summarizes the current status of the customer's services including the customer's pre-subscribed carriers, any other service providers for whom charges are being billed and whether the customer has any PIC freezes or other blocking mechanisms in effect for any services.
- Have a separate page or section that highlights any changes in the customer's service (e.g., change in pre-subscribed carrier or new providers) and any new charges appearing on the bill.
- Clearly and conspicuously identify the actual provider of the service. The name of a billing aggregator or clearinghouse should not suffice.
- Contain the information necessary to enable the customer to take action on his or her behalf to dispute the charges outlined on the bill including a toll-free number for customer service and billing disputes.
- Contain full and non-misleading descriptions of all charges.³
- Clearly indicate the charges that a customer must pay to avoid disconnection of his or her local and long distance service.

This last point is especially important. As stated above, many of the clients served by APIACC members are low income consumers who can ill afford

³ We agree with the Federal Trade Commission and National Association of Attorneys General that any charge appearing on the customer's telephone bill should meet the same standards of fairness, completeness, accuracy and understandability whether the charge is the result of a commercial transaction between the customers and a provider or federal regulatory action. FTC Comments at p. 17 and NAAG Comments at pp. 11-14.

Home, Bureau of the Census, Census Questionnaire Content, 1990 CQC-16, pp. 1-2.)

Taking into account the language ability of an individual's entire household, the Census Bureau reports that there are nearly 8 million persons in the U.S. who live in households that are linguistically isolated. A linguistically isolated household is defined by the Census Bureau as "one in which no person 14 or older speaks English at least very well." California had the largest number of persons living in such households (nearly 2.7 million), followed by New York (1.0 million), Texas (988,458), Florida (547,169), Illinois (370,081), New Jersey (329,111) and Massachusetts (199,367). (See Table 1, Language Use and English Ability, Persons 5 Years and Over, by State, 1990 Census found at http://www.census.gov/population/www/socdemo/lang_use.html.)

At this critical stage in the transition from a monopoly to a competitive environment, the Commission must ensure that major telecommunications carriers are responsive to the needs of non-English speaking and limited English speaking customers. There are several reasons why this is essential. First, while we are hopeful that all customers will benefit from competition, at least for now most residential customers, especially those in ethnic and low income communities, have only one choice when it comes to a local service provider: the Incumbent Local Exchange Carrier (ILEC). Second, as experience with several major telecommunications carriers in recent years have shown, competitive pressures and poorly implemented corporate downsizing can lead to a serious deterioration in customer service. Finally, as discussed above, non-English

Conclusion

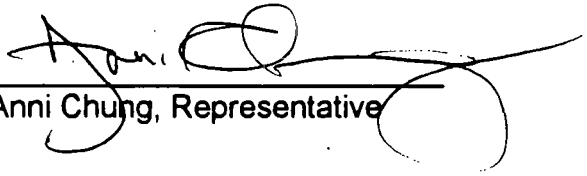
For the reasons set forth above, APIACC urges the Commission to: (1) Adopt the measures set forth in the NPRM to improve the organization, clarity, and accuracy of telephone bills and (2) Gather basic information on how major telecommunications carriers are providing service to non-English speaking and limited English speaking customers.

Date: November 29, 1998

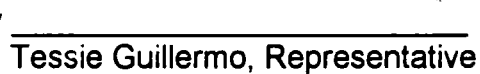
Respectfully submitted,

Asian Pacific Islander American
Consumer Coalition (APIACC)

By


Anni Chung, Representative

By


Tessie Guillermo, Representative

407 Sansome Street, 3rd Floor
San Francisco, CA 94111
(415) 982-9171
(415) 296-0313 FAX

Chinese American Chamber of Commerce of Orange County

The Chinese American Chamber of Commerce of Orange County is a business organization for the Chinese community. Its purpose is to promote businesses by providing networks within and outside the Chinese community. Their scholarship program supports young students to attain higher education.

Council of Asian American Business Associations (CAABA)

CAABA is an association of Asian American Business associations. Its membership consists of ten separate local trade associations in San Francisco, San Mateo, Santa Clara, Alameda, Los Angeles, Orange, and San Diego counties. Its mission is to empower Asian American-owned businesses to join the main stream through self-help program, education and advocacy, and resources sharing among members.

Korean Youth and Community Center (KYCC)

The Korean Youth and Community Center is a non-profit community-based organization providing social and economic development services to recent immigrants throughout the greater Los Angeles area. Established in 1975, KYCC provides counseling, education addressing public health, consumer, and other relevant concerns, small business technical assistance and financing, affordable housing, and urban environmental improvement programs.

Little Tokyo Service Center

The Little Tokyo Service Center is a multipurpose social service and community development agency based in downtown Los Angeles which has, for the past 18 years, assisted needy persons with a wide array of bilingual/bicultural services such as: counseling, transportation, translation, consumer education, housing and economic development.

National Asian American Telecommunications Association (NAATA)

NAATA's mission is to advance the ideals of cultural pluralism in the

Asian musicians to enter the Western World by giving out scholarships, and sponsoring an annual showcase event and competition.

Refugee Resource Center

The Refugee Resource Center located in Stockton, California, is a project of the Lao Khmu Association and provides education, training, counseling and resources to diverse Southeast Asian refugee groups.

Samoan Community Development Center (SCDC)

Samoan Community Development Center is a non-profit organization founded in San Francisco in 1991. Its mission is to improve the quality of life for Samoans through self-help, economic self-sufficiency, community solidarity and the preservation of Samoans customs and traditions.

Sato Associates

Sato Associates is a San Diego-based consulting firm specializing in federal contracting and management advisory services. The firm offers an array of services including proposals, contract cost accounting and audits and claims negotiations. Its clients include U.S. government agencies, colleges, nonprofit organizations and high technology, R&D and manufacturing companies.

Self-Help for the Elderly

Self-Help for the Elderly is a senior service provider established in 1966 to provide a comprehensive range of services including health and social services, employment training, recreation and social activities, residential board and care, and educational services to over 25,000 seniors in San Francisco, San Mateo and Santa Clara counties.

Union of Pan Asian Communities (UPAC)

Union of Pan Asian Communities (UPAC) has been the primary provider of

APPENDIX B

TEN PLACES WITH THE LARGEST ASIAN AND APACIFIC ISLANDER POPULATION BY "LANGUAGE SPOKEN AT HOME:" UNITED STATES, 1990

Rank	Place	Chinese	Indic	Japanese	Korean	Mon-Khmer	Tagalog	Vietnamese
1	New York, NY	210,979	60,353	14,210	63,267	2,172	34,191	6,009
2	Los Angeles, CA	58,028	13,557	25,583	63,473	3,925	64,915	15,097
3	Honolulu, HI	22,156	387	35,815	9,887	73	18,390	3,514
4	San Francisco, CA	114,145	2,347	6,600	5,314	1,201	29,101	5,608
5	San Jose, CA	26,462	7,543	4,021	6,037	3,962	23,713	35,140
6	San Diego, CA	11,611	1,558	5,110	2,730	3,466	38,897	14,510
7	Chicago, IL	20,259	14,240	3,311	12,106	1,570	21,968	3,368
8	Houston, TX	15,423	7,922	2,042	3,416	982	4,172	15,148
9	Seattle, WA	12,789	1,140	4,859	2,976	2,367	10,136	3,935
10	Long Beach, CA	3,144	541	1,540	1,246	14,120	12,913	4,397

Source: U.S. Bureau of the Census, 1990 Census

Note: Chinese, Indic, Japanese, Korean, Mon-Khmer, Tagalog and Vietnamese are the seven A/PI languages (inclusive of various dialects) spoken at home for which data are available at this time for any geographic level down to the census tract. The values in boldface indicate the places with the highest number of persons who speak the respective ethnic language at home. There may be other places which also have high number of persons who speak an A/PI language at home, but did not rank among the top ten A/PI populated places.

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We Need Competition in Long Distance and Equity for Consumers

**By Anni Chung
Self-Help for the Elderly**

A group of like-minded individuals will think, act, and work like a group of like-minded individuals.

This theory was confirmed earlier this month when the staff of the California Public Utilities Commission (CPUC) issued its final report on Pacific Bell's application to enter the long distance market. The staff report was drafted after a month of daily meetings between the local phone company and its competitors.

The meetings were filled with Pacific Bell on one side and up to 10 competing telecommunication companies on the other side. The staff report reflected the like-minded views of long distance competitors who want to have competition on their terms and in some cases, even delay competition. The staff report does not reflect the need for protection, equal access, choice, and most important savings for the average consumer, and in particular, for groups that have been underrepresented and underserved in the technology and information age.

Clearly, equity issues for competitors, not consumers, was the focus of the meetings and the staff report. But who cared about California consumers and underserved communities?

That's why a coalition of 18 community-based non-profit organizations and business groups across the state recently filed as intervenors with the CPUC on the issue of long distance competition. It marked the first time that the Asian and Pacific Islander American voice was registered on an important telecommunications policy discussion.

For too long, policy and decision makers have overlooked the Asian and Pacific Islander American population as well as other underserved communities. We are often left out of major economic impact studies or education outreach efforts. Our "invisible population," however, counts for more than 10% of the state's population. We have particular interests and needs in telecommunications and technology. Asian and Pacific Islander Americans are likely to make more international long distance calls than any other group of Californians. Our business community, which is overwhelmingly dominated by small business, needs specific and reasonably priced services as well as bilingual assistance and marketing information. We, like other consumers, need equal access to the full array of telecommunications tools that bring the information superhighway to our communities, schools, and businesses.

We believe that increased competition in the long distance marketplace will result in lower rates for all consumers, promote choice and quality of service, and enhance the telecommunications networks that serve our communities. We also feel that an open and fully competitive marketplace will help preserve and expand the availability of universal service.

Evidence that increased competition is needed for long distance services can be found in recent price hikes made by some companies. One long distance company is now requiring a flat monthly fee of \$3.00 even if no long distance calls are made. This is significant for low-income and elderly consumers for whom every penny counts.

Communities of color, underserved groups like the elderly, the low income and the monolingual, want and deserve the full benefits of increased competition in the information age. This will only happen when decision makers stop delaying the process and get on with opening up the California long distance market.

Pacific Bell should be permitted to compete for our long distance business now—it will mean savings and better choice for our community. The local telephone market is open to competition in California, therefore Pacific Bell should be granted authority to compete for the long distance marketplace. The California Public Utilities Commission should step back from their conference table and recognize that the most important group in their debate – the average California consumer – is being ignored in their reports and deliberations.

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF
CALIFORNIA

Order Instituting Rulemaking on the Commission's Own Motion Into Competition for Local Exchange Service.	R. 95-04-043
Order Instituting Investigation on the Commission's Own Motion Into Competition for Local Exchange Service.	I. 95-04-044
Investigation On The Commission's Own Motion Into Open Access And Network Architecture Development Of Dominant Carrier Networks	I. 93-04-002
Rulemaking on Commission's Own Motion to Govern Open Access to Bottleneck Services And Establish A Framework For Network Architecture Development Of Dominant Carrier Networks	R. 93-04-003
Notice of Intent To File Section 271 Application of SBC Communications Inc., Pacific Bell, and Pacific Bell Communications Inc., for provision of In-Region, InterLATA Services in California	A. _____

**RE Application of SBC Communications Inc., Pacific Bell, and Pacific Bell Communications
Inc., for provision of In-Region, InterLATA Services in California**

**MOTION OF THE ASIAN PACIFIC ISLANDER AMERICAN
CONSUMER COALITION TO INTERVENE IN THE CPUC'S
RULEMAKING ON THE COMMISSION'S OWN MOTION INTO
COMPETITION FOR LOCAL EXCHANGE SERVICE (R.95-04-043) AND THE
CPUC'S INVESTIGATION ON THE COMMISSION'S OWN MOTION INTO
COMPETITION FOR LOCAL EXCHANGE SERVICE (I.95-04-044);
Investigation On The Commission's Own Motion Into Open Access And Network
Architecture Development Of Dominant Carrier Networks (I.93-040-002); AND
Rulemaking On Commission's Own Motion to Govern Open Access to Bottleneck Services
and Establish A Framework For Network Architecture Development Of Dominant Carrier
Networks (R.93-04-003)**

Pursuant to Rule 45 of the Rules of Practice and Procedure of the California Public Utilities Commission ("CPUC"), the Asian Pacific Islander American Consumer Coalition ("APIACC") hereby respectfully requests to be added as a party to the above-captioned proceedings.

The Asian Pacific Islander American Consumer Coalition (hereafter APIACC) is a coalition of community-based non-profit organizations, businesses and community leaders

concerned about the impacts of technology, competition and other public policy issues affecting consumers in California. The eighteen organizations represented include: the Asian and Pacific Islander American Health Forum, ASIAN, Inc., Chinatown Service Center, Chinese American Cancer Foundation, Chinese American Chamber of Commerce of Orange County, Council of Chinese American Business Associations, Korean Youth and Community Center, Little Tokyo Service Center, National Asian American Telecommunications Association, National Asian Pacific Publishers Association, Pacific American Foundation, Pacific American Education and Scholastic Foundation, Pacific Symphony Chinese American League, Refugee Resource Center, Samoan Development Center, Sato Associates, Self-Help for the Elderly, and Union of Pan Asian Communities. APIACC was formed in response to the rapidly changing and highly competitive telecommunications environment in this State and a concern that underrepresented and underserved communities benefit fully from information age technology. Technology will allow Asian and Pacific Islander American communities to participate fully in the democratic process.

The voice of the Asian and Pacific Islander American community has yet to be heard by policy and decision makers. Telecommunications services are the vital and sometimes only link between our community and the outside world. As a rapidly growing segment of the State population, Asian and Pacific Islander American communities are made up of large numbers of limited English-speaking immigrants, seniors, small businesses and low income individuals. The members of APIACC believe that increased competition in telephone services will lead to more affordable rates, that more choice will result in better quality of services and will increase services to populations which are hard to reach because of language. Therefore, APIACC is very interested in the outcome of this matter.

The scope of APIACC's intervention is as follows:

- 1) Submit comments at all phases of proceedings;
- 2) Provide expert testimony on key issues presented throughout the proceedings;
and
- 3) Participate in all phases of the hearings including examination and cross-examination of witnesses.

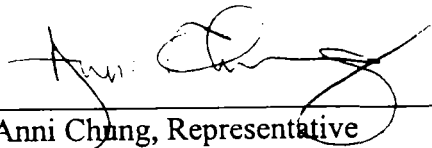
Due to the intricate nature of the proceedings, if allowed to intervene, APIACC will request reimbursement for the following anticipated expenses and fees:

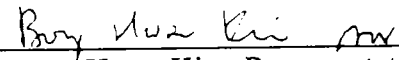
Supplies (e.g. postage, copying, telephone)	\$ 8920.00
Expert witness expenses (e.g. lodging and meals)	
10 witnesses @ \$125/day for 5 days	\$ 6000.00
Consultants	
\$500/day @ 10 days	\$ 5000.00
Office support	
\$15/hour @ 50 hours	\$ 750.00
Attorneys fees - 70 hours @ \$150/hour	\$10,500.00
 TOTAL:	 \$31,170.00

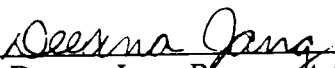
The decisions reached in this proceeding regarding Pacific Bell's application to offer long distance services to Californians will have tremendous impact on Asian and Pacific Islander Americans. We ask that you allow the voices of the Asian and Pacific Islander American communities to intervene as an interested party in these proceedings.

Respectfully submitted,

Asian Pacific Islander American
Consumer Coalition

By  _____
Anni Chung, Representative

By  _____
Bong Hwan Kim, Representative

By  _____
Deeana Jang, Representative

407 Sansome Street, 3rd Floor
San Francisco, CA 94111
Telephone: (415) 982-9171
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April 29, 1998

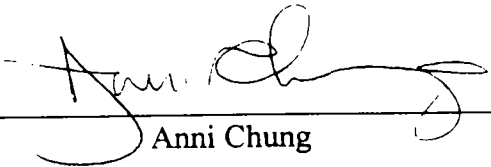
CERTIFICATE OF SERVICE

Case: Order Instituting Rulemaking of the Commission's Own Motion Into Competition for Local Exchange Service.(R. 95-04-043) and Order Instituting Rulemaking on the Commission's Own Motion Into Competition for Local Exchange Service.(R. 95-04-043). Investigation on the Commission's Own Motion Into Open Access And Network Architecture Development Of Dominant Carrier Networks (I. 93-04-002).

I declare that I am employed in the City and County of San Francisco. My business address is 407 Sansome Street, 3rd Floor San Francisco, CA 94111

On 4/29/98, I served the attached MOTION OF THE APIACC TO INTERVENE IN THE CPUC'S RULEMAKING ON THE COMMISSION'S OWN MOTION INTO COMPETITION FOR LOCAL EXCHANGE SERVICE (R. 95-04-043) AND THE CPUC'S INVESTIGATION ON THE COMMISSION'S OWN MOTION INTO COMPETITION FOR LOCAL EXCHANGE SERVICE (I. 95-04-044); INVESTIGATION ON THE COMMISSION'S OWN MOTION INTO OPEN ACCESS AND NETWORK ARCHITECTURE DEVELOPMENT OF DOMINANT CARRIER NETWORKS (I. 93-040-002) AND RULE MAKING ON COMMISSION'S OWN MOTION TO GOVERN OPEN ACCESS TO BOTTLENECK SERVICES AND ESTABLISH A FRAMEWORK FOR NETWORK ARCHITECTURE DEVELOPMENT OF DOMINANT CARRIER NETWORKS (R. 93-04-003), by placing a true copy thereof enclosed in a sealed envelope with postage thereon fully paid in the United States mail at San Francisco, California addressed to each person and entity appearing on the Service List for this matter. (Pursuant to Rule 4.5, a list of the names and addresses of the persons and entities served is attached to the original).

Dated April 29, 1998 at San Francisco, California.


Anni Chung

Order Instituting Rulemaking on the Commission's Own Motion Into Competition for Local Exchange Service.	R. 95-04-043
Order Instituting Investigation on the Commission's Own Motion Into Competition for Local Exchange Service.	I. 95-04-044
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Rulemaking on Commission's Own Motion to Govern Open Access to Bottleneck Services And Establish A Framework For Network Architecture Development Of Dominant Carrier Networks	R. 93-04-003
Notice of Intent To File Section 271 Application of SBC Communications Inc., Pacific Bell, and Pacific Bell Communications Inc., for provision of In-Region, InterLATA Services in California	A. _____

The Asian Pacific Islander American Consumer Coalition (hereafter “APIACC”) is a coalition of 18 community-based non-profit organizations, business and community leaders concerned about the impacts of technology, competition and other public policy issues affecting consumers in California.¹ APIACC represents approximately 200,000

1

Asian Pacific Islander American (APIA) consumers in the State. The coalition was formed in response to the rapidly changing and highly competitive telecommunications environment in this State and a concern that underrepresented and underserved communities benefit fully from information age technology. Specifically, APIACC is responding to the Notice of Intent filed by Pacific Bell to this Commission notifying it of its intention to apply to the Federal Communications Commission ("FCC") to become a long distance service provider. Asian Pacific Islander American communities which make up approximately 11% of Californians have been largely silent on telecommunications issues, and APIACC will actively participate in these proceedings.

APIACC believes that opening long distance service to more competition will benefit APIA communities in the following ways:

- Help preserve and expand universal service,
- Result in lower rates,
- Allow for more consumer choices,
- Enhance quality services,
- Expand and modernize the network throughout the service areas and enhance the quality of the network, and

Commerce of Orange County, Council of Asian American Business Associations, Korean Youth and Community Center, Little Tokyo Service Center, National Asian American Telecommunications Association, National Asian Pacific Publishers Association, Pacific American Education and Scholastic Foundation, Pacific American Foundation, Pacific Symphony Chinese American League, Refugee Resource Center, Samoan Community Development Center, Sato Associates, Self-Help for the Elderly and Union of Pan American Communities. Attached as Appendix A is a brief description of these organizations.

- Minimize consumer abuse such as “slamming”, particularly for its constituency of small businesses, nonprofit community based organizations and low-income limited English speaking consumers.

In the event that Pac Bell provides the APIA community with the following necessary assurances, the coalition urges the Commission to make a favorable recommendation to the FCC with regard to increasing competition in the long distance market in California:

- assurances that the unique needs of APIAs are met
- language sensitive customer services critical to APIA consumers and small businesses due to the high percentage of limited English speaking recent immigrant, e.g. billing and account services in language, operator assistance, language service centers, specialized direct mail services for ethnic markets, telecommunications consulting in language and small business start-up seminars
- ensure Pac Bell’s commitment to provide notification to the community regarding the changes that will occur when Pac Bell enters the long distance market
- preserve affordable long distance rates to prevent low-income residents to lose their phone service
- develop and implement penalties on all carriers found guilty of slamming
- prohibit carriers from disconnecting low-income customers due to inability to pay for long distance and toll calls

- policies and practices which simplify the usage of telephone services are strongly encouraged. Enabling all carriers to provide “one stop shopping” to its customers will minimize confusion and potential marketing abuses, particularly those marketing practices targeting low-income and limited English speaking customers
- full participation of the APIA community in telecommunication-related public policies

In addition, with regard to the application of Pacific Bell, the coalition requests that the Commission review Pacific Bell’s 271 Application to the FCC to determine whether Pacific Bell has complied with the requirements of the 1996 Telecommunications Act and the competitive criteria established by the FCC and the Commission.

I. Increasing Competition for Long Distance Service Will Result in Lower Rates for Consumers. APIA Community-based Organizations, APIA small businesses and APIA consumers will benefit.

Rapid advances in technology and passage of the Telecommunications Act of 1996 will transform society in every way. But in a deregulated, competitive marketplace, income level and access to information will determine who gets to participate and who gets left out. The urban and rural poor, the linguistically isolated, those most without resources or access to political power will get further left behind unless their participation is ensured through universal service, access to the whole array of technology tools, affordable and relevant services made available by all information service and technology providers.

Numerous studies have shown that rates decrease as full competition is realized. A study by Peter Huber of the Manhattan Institute for Policy Research showed that when the local phone company in Connecticut, South New England Telephone (SNET), was allowed to enter the long distance market, the company not only offered a substantially lower price (17% lower than AT & T's rates), but it forced the competing long distance companies like AT & T and MCI to file to lower their prices as well.

A. Lower Long Distance Rates

Long distance rates in California have been rising dramatically. Consumers are now paying nearly 22% more for long distance service than they did in 1994. Many consumers lose phone service altogether because they cannot afford long distance service. According to a 1993 and 1996 follow-up study on telephone affordability and penetration, Field Research concluded that the high cost of long distance service is the major reason more households are not on the phone network. The study found that the major factor for communities with comparatively low phone penetration levels was the inability of some people to control the cost of their bills, mostly due to long distance charges (70% of an average bill is long distance and toll charges). Allowing local phone companies to offer long distance service will help consumers who cannot currently afford long distance service to stay on the network.

B. Impact on Small Business

In addition, small businesses will enjoy economic benefits of lower rates. Small businesses in California employ more people than large businesses, which are the current beneficiaries of long distance discounts in rates. The number of Asian Pacific Islander American-owned businesses has grown phenomenally, with the numbers growing ten-

fold between 1972 and 1987.² In the San Francisco/Oakland Standard Metropolitan Statistical Area (SMSA), Asian-owned businesses hired a number equivalent to 34% of the Asian American labor force. The availability of lower long distance rates will result in an increase in small business profits and ability to increase its workforce and provide economic growth to the Region. APIA businesses have the highest per business spending on long distance services and are therefore targets for “slamming” by phone companies.

C. Impact on Nonprofit Organizations

Backlash from anti-immigrant, anti-Asian sentiment and foreign campaign donations have adversely affected already low levels of funding for non-profit organizations addressing the needs of APIA communities. These non-profits, which provide many different benefits and services to the community, including low-income families, immigrants and refugees, elderly and disabled, will similarly be able to use the savings from lower long distance rates to increase their services to the community.

II. Increasing Competition for Long Distance And Local Services Will Result in More Choices of Providers, Better Quality of Service, Including Language Access, and Convenience for Consumers.

A. Unique Needs of APIA Communities

Since the signing of the Telecommunications Act of 1996, the law that was supposed to allow open connection in the telecommunications industry, some consumers have yet to reap the benefits. The Asian Pacific Islander American community of small business owners, the elderly, low income, linguistically isolated residential customers

² See Ong, Paul and Hee, Suzanne J., “Economic Diversity”, The State of Asian and Pacific America: Economic Diversity, Issues and Policies, Paul Ong, Editor, LEAP Asian Pacific American Public Policy

have been ignored by long distance companies and large technology providers. This community depends on and deserves top quality, affordable services. But until there is true competition in all directions, the community remains left out and those most vulnerable, left behind. An increase in competition will provide an incentive for long distance providers to improve services to attract the growing market of APIA consumers and respond to the needs of APIA communities for quality service which is linguistically accessible. 73.3% of all Asian Pacific Islander Americans speak a language other than English. Some characteristics of APIA communities make providing accessible long distance services to them even more attractive and profitable. APIAs are the fastest growing ethnic minority group in the United States, currently numbering over 8 million or 3 percent of the total population. 40% of the entire U.S. APIA population resides in California where APIAs now number 11% of the state's population. By 2020, the APIA population in California will increase by up to 199%. APIA communities are concentrated on the East and West coasts and Hawaii making long distance service a service APIA communities frequently use. Many Pacific Islanders and recent immigrants living in California still have family in Asia, U.S. territories and Pacific jurisdictions with whom they will need to communicate. In addition, APIA small businesses in California often have close business and family ties to the Pacific Rim, again, resulting in greater long distance service usage.

B. More Choices, Greater Access

Allowing full competition for both local and long distance services will provide more choices and greater convenience to the consumer. When local phone companies are

allowed to enter the long distance market, the result will be more choices for consumers. For example, in California, AT & T has 70% of the long distance customers, MCI has 13%, Sprint 6% and others 5%. In contrast, in Connecticut, where local phone companies are allowed to compete, AT & T has only 47% of the customers, MCI 9%, Sprint 6% and others 40%. In addition, if providers are allowed to provide all telecommunications services, consumers are likely to choose one provider for all their telecommunications needs. Consumers like "one stop shopping" for its convenience.

At the same time, APIACC is concerned about the incidence of "slamming" which is a growing problem as more phone companies are in competition for customers in California. In April 1996, the Commission received a total of 26,000 complaints of "slamming" in California. Most at risk are elderly, non or limited English speaking and minority communities who often are targets of consumer fraud. Asians have the second highest per capita spending on long distance calls, thus attracting companies which target APIA communities for long distance fraud. Consumers should have the ability not only to choose their telecommunications providers but to also have the ability to protect their choices. In addition, APIA consumers are often subjected to unnecessary charges and inaccurate billings which they fail to understand and therefore do not challenge them. These types of problems need to be identified and resolved.

III. Increased Competition Will Help Preserve Universal Service Which Will Benefit Low-income and Elderly APIAs.

Underserved, largely limited English speaking and low income communities rely on every effort to level the playing field. Universal service policies and programs that provide a means for the urban and rural poor and for individuals isolated from the

mainstream by economics, language or social barriers to communicate and participate are essential. Efforts to prevent low income, limited English speaking, and other disenfranchised communities from falling further behind in the knowledge and technology based economy is imperative. Opening up the telecommunications market to even more competitors allows for more resources to be available for universal service and spreads the cost of assuring universal service among more providers so that no one provider is placed at a competitive disadvantage. All carriers must be required to fulfill their fair share of obligations directed at the most vulnerable consumers of telephone services. APIACC, therefore, urges the Commission to apply universal service obligations on all local and long distance carriers choosing to enter the lucrative California market thereby establishing a more equitable and reliable distribution of resources directed towards universal service. We must move from the safety net concept of "carrier of last resort" to a more competitive environment where all players are required to contribute as equitably as possible towards building a telecommunications infrastructure that maximizes ALL Californian potential to participate in the technology age.

Conclusion

APIACC urges the Commission to hold public participation hearings. APIA consumers, small businesses and nonprofit organizations should have an opportunity to express their views in this proceeding. APIACC is prepared to bring its members to testify at these hearings. We believe that these public proceedings are necessary to ensure our voices are heard. Furthermore, APIACC seeks the formation of

an Advisory Committee which will monitor these proceedings and address the following issues:

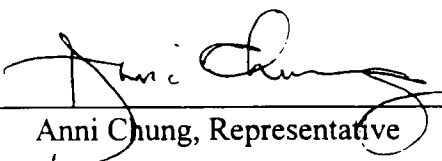
- assurances that the unique needs of APIAs are met
- language sensitive customer services critical to APIA consumers and small businesses due to the high percentage of limited English speaking recent immigrant, e.g. billing and account services in language, operator assistance, language service centers, specialized direct mail services for ethnic markets, telecommunications consulting in language and small business start-up seminars
- ensure Pac Bell's commitment to provide notification to the community regarding the changes that will occur when Pac Bell enters the long distance market
- preserve affordable long distance rates to prevent low-income residents to lose their phone service
- develop and implement penalties on all carriers found guilty of slamming
- prohibit carriers from disconnecting low-income customers due to inability to pay for long distance and toll calls
- policies and practices which simplify the usage of telephone services are strongly encouraged. Enabling all carriers to provide "one stop shopping" to its customers will minimize confusion and potential marketing abuses, particularly those marketing practices targeting low-income and limited English speaking customers

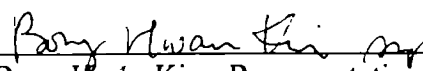
- full participation of the APIA community in telecommunication-related public policies

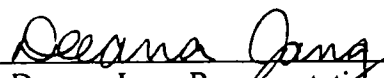
It is APIACC's intent to pursue exploration of these issues throughout the proceedings.

Respectfully submitted,

Asian Pacific Islander American
Consumer Coalition

By 
Anni Chung, Representative

By 
Bong Hwán Kim, Representative

By 
Deeana Jang, Representative

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San Francisco, CA 94111
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May 4, 1998

Appendix A

Asian and Pacific Islander American Health Forum (APIAHF)

The APIAHF is a national health policy organization focused on promoting health improvements in the Asian American and Pacific Islander community. The APIAHF conducts research, health education, training, advocacy, and information dissemination activities within the AAPI communities throughout the United States.

ASIAN, Inc.

ASIAN, Inc. is a nonprofit San Francisco corporation specializing in assisting small businesses, developing affordable housing and helping private property owners to rehabilitate their residential properties. ASIAN, Inc. also manages residential property, assists in developing financial institutions to support small businesses, developing trade associations and monitoring government actions that affect the well-being of businesses in the Asian American community.

Chinatown Service Center

Established in 1971, Chinatown Service Center's mission is to enhance the ability of immigrants and refugees to become productive and contributing members of American society, through the provision of health and human services in the greater Los Angeles area.

Chinese American Cancer Foundation

Based in Southern California, the Chinese American Cancer Foundation helps educate the Chinese American community about cancer through prevention, education and outreach. The Foundation provides support to cancer patients and their families by sponsoring support groups and hotlines.

Chinese American Chamber of Commerce of Orange County

The Chinese American Chamber of Commerce of Orange County is a business organization for the Chinese community. Its purpose is to promote businesses by providing networks within and outside the Chinese community. Their scholarship program supports young students to attain higher education.

Council of Asian American Business Associations (CAABA)

CAABA is an association of Asian American Business associations. Its membership consists of ten separate local trade associations in San Francisco, San Mateo, Santa Clara, Alameda, Los Angeles, Orange, and San Diego counties. Its mission is to empower Asian American-owned businesses to join the main stream through self-help program, education and advocacy, and resources sharing among members.

Korean Youth and Community Center (KYCC)

The Korean Youth and Community Center is a non-profit community-based organization providing social and economic development services to recent immigrants throughout the greater Los Angeles area. Established in 1975, KYCC provides counseling, education addressing public health, consumer, and other relevant concerns, small business technical assistance and financing, affordable housing, and urban environmental improvement programs.

Little Tokyo Service Center

The Little Tokyo Service Center is a multipurpose social service and community development agency based in downtown Los Angeles which has, for the past 18 years, assisted needy persons with a wide array of bilingual/bicultural services such as: counseling, transportation, translation, consumer education, housing and economic development.

National Asian American Telecommunications Association (NAATA)

NAATA's mission is to advance the ideals of cultural pluralism in the U.S. and to promote better understanding of Asian Pacific American experiences through film, video, radio, and new technologies. NAATA's program areas have expanded to production support, public television programming, exhibition activities, educational distribution, and membership services.

National Asian Pacific Publishers Association (NAPPA)

Formed by a group of Asian American publishers, NAPPA is a non-profit organization which promotes literacy and the use of the Asian Pacific American publications, fostering information and access to public services by Asian Pacifics living in the United States. The role of NAPPA is to enhance the understanding of the public and private sectors of the vital role of the Asian Pacific American publications have in the communities where they circulate. These publications are the primary providers of the information their

readers must have in order to make informed decisions on issues that can have an impact on their welfare.

Pacific American Education and Scholastic Foundation

The primary purposes of the Pacific American Education and Scholastic Foundation are to make financial resources available to indigenous young natives of Polynesia and the Pacific Islands towards the pursuit of education, and to provide educational and clinical counseling resources to their parents and families.

Pacific American Foundation

The Pacific American Foundation is a national non-profit organization which was founded by leaders who envisioned a national institution dedicated to serving all Pacific Americans through advocacy, education, information, service and volunteer efforts. Its mission is to improve the lives of Pacific Americans everywhere in areas such as health care, education, economic development, and leadership skills development.

Pacific Symphony Chinese American League

The Pacific Symphony Chinese American League supports young talented Asian musicians to enter the Western World by giving out scholarships, and sponsoring an annual showcase event and competition.

Refugee Resource Center

The Refugee Resource Center located in Stockton, California, is a project of the Lao Khmu Association and provides education, training, counseling and resources to diverse Southeast Asian refugee groups.

Samoan Community Development Center (SCDC)

Samoan Community Development Center is a non-profit organization founded in San Francisco in 1991. Its mission is to improve the quality of life for Samoans through self-help, economic self-sufficiency, community solidarity and the preservation of Samoans customs and traditions.

Sato Associates

Sato Associates is a San Diego-based consulting firm specializing in federal contracting and management advisory services. The firm offers an array of services including proposals, contract cost accounting and audits and claims negotiations. Its clients include U.S. government agencies, colleges, nonprofit organizations and high technology, R&D and manufacturing companies.

Self-Help for the Elderly

Self-Help for the Elderly is a senior service provider established in 1966 to provide a comprehensive range of services including health and social services, employment training, recreation and social activities, residential board and care, and educational services to over 25,000 seniors in San Francisco, San Mateo and Santa Clara counties.

Union of Pan Asian Communities (UPAC)

Union of Pan Asian Communities (UPAC) has been the primary provider of quality human care services to San Diego County's Asian and Pacific Islander communities for the past 20 years. Unique in its comprehensive, holistic approach to serving families, UPAC manages 23 programs in several areas including mental health, economic development, substance abuse, youth services and elderly care among others. Its bilingual and bicultural staff, representing over 20 languages and dialects, reaches over 20,000 refugees, immigrants and American-born populations annually.

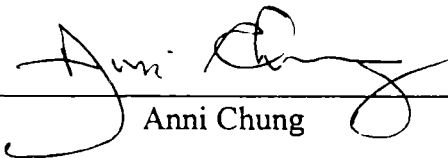
CERTIFICATE OF SERVICE

Case: Order Instituting Rulemaking of the Commission's Own Motion Into Competition for Local Exchange Service.(R. 95-04-043) and Order Instituting Rulemaking on the Commission's Own Motion Into Competition for Local Exchange Service.(R. 95-04-043). Investigation on the Commission's Own Motion Into Open Access And Network Architecture Development Of Dominant Carrier Networks (L. 93-04-002).

I declare that I am employed in the City and County of San Francisco. My business address is 407 Sansome Street, 3rd Floor San Francisco, CA 94111

On 5/4/98, I served the attached **WRITTEN COMMENTS OF ASIAN PACIFIC ISLANDER AMERICAN CONSUMER COALITION RE: NOTICE OF INTENT TO FILE SECTION 271 APPLICATION OF SBC COMMUNICATIONS INC., PACIFIC BELL, AND PACIFIC BELL COMMUNICATIONS INC., FOR PROVISION OF IN-REGION, INTERLATA SERVICES IN CALIFORNIA**, by placing a true copy thereof enclosed in a sealed envelope with postage thereon fully paid in the United States mail at San Francisco, California addressed to each person and entity appearing on the Service List for this matter. (Pursuant to Rule 4.5, a list of the names and addresses of the persons and entities served is attached to the original).

Dated May 4, 1998 at San Francisco, California.


Anni Chung

**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

Order Instituting Rulemaking on the Commission's Own Motion Into Competition for Local Exchange Service.	R.95-04-043
Order Instituting Investigation on the Commission's Own Motion Into Competition for Local Exchange Service.	I. 95-04-044
Investigation On The Commission's Own Motion Into Open Access And Network Architecture Development Of Dominant Carrier Networks.	I.93-040-002
Rulemaking On Commission's Own Motion To Govern Open Access To Bottleneck Services And Establish A Framework For Network Architecture Development Of Dominant Carrier Networks.	R.93-04-003
Notice of Intent to File Section 271 Application of SBC Communications, Inc., Pacific Bell, and Pacific Bell Communications Inc., for provision of In-Region, Inter-LATA Services in California	A. _____

FINAL WRITTEN COMMENTS OF THE ASIAN PACIFIC ISLANDER AMERICAN CONSUMER COALITION ON THE CALIFORNIA PUBLIC UTILITIES COMMISSION'S OWN MOTION INTO COMPETITION FOR LOCAL EXCHANGE SERVICE (R.95-04-043); THE CPUC'S INVESTIGATION ON THE COMMISSION'S OWN MOTION INTO COMPETITION FOR LOCAL EXCHANGE SERVICE (I.95-04-044); INVESTIGATION ON THE COMMISSION'S OWN MOTION INTO OPEN ACCESS AND NETWORK ARCHITECTURE DEVELOPMENT OF DOMINANT CARRIER NETWORKS (I.93-040-002); RULEMAKING ON COMMISSION'S OWN MOTION TO GOVERN OPEN ACCESS TO BOTTLENECK SERVICES AND ESTABLISH A FRAMEWORK FOR NETWORK ARCHITECTURE DEVELOPMENT OF DOMINANT CARRIER NETWORKS (R.93-04-003); NOTICE OF INTENT TO FILE SECTION 271 APPLICATION OF SBC COMMUNICATIONS, INC., PACIFIC BELL, AND PACIFIC BELL COMMUNICATIONS INC., FOR PROVISION OF IN-REGION, INTER-LATA SERVICES IN CALIFORNIA AND THE CPUC AND THE TELECOMMUNICATIONS DIVISION'S FINAL STAFF REPORT ON PACIFIC BELL'S 271 APPLICATIONS.

The Asian Pacific Islander American Consumer Coalition (hereafter "APIACC") is a coalition of 18 community-based non-profit organizations, and business and community leaders concerned about the impacts of technology, competition and other public policy issues affecting consumers in California. In its May 4, 1998 comments on Pacific Bell's application for long distance entry, APIACC urged the California Public Utilities Commission to ensure that the voices of California's diverse communities were heard on telecommunications issues. As newcomers to this process, this marked the first time that the Asian and Pacific Islander American community had an opportunity to stand up for California consumers and register its voice in the matter of opening California's long distance market to competition. We asked in our filing that there be some public participation in these proceedings and that the Commission form a public advisory committee to monitor and address issues of importance to our community, including:

- allowing the full participation of APIA and other diverse communities in telecommunications-related public policy and decision-making,
- providing assurances that the unique needs of APIAs are met,
- ensuring language sensitive customer services critical to APIA consumers and small businesses due to the high percentage of limited English speaking recent immigrant, i.e., billing and account services in languages, operator assistance, language service centers, specialized direct mail services for ethnic markets, telecommunications consulting in language and small business start-up seminars,

- developing policies and practices that simplify the usage of telephone services through "one-stop shopping," that minimize confusion and eliminate potential marketing abuses, particularly marketing practices that target low-income and limited English speaking customers.
- preserving affordable long distance and local rates to prevent low-income residents from losing essential phone service or dropping off the telecommunications network,
- prohibiting carriers from disconnecting low-income customers due to their inability to afford long distance and toll calls,
- developing and implementing penalties on all carriers found guilty of slamming, and
- ensuring PacBell's commitment to provide notification to the community regarding the changes that will occur when PacBell enters the long distance market.

I. EQUITY FOR CONSUMERS, NOT JUST COMPETITORS

A series of collaborative workshops and discussions were conducted among industry parties in this matter. Subsequently, the staff of the CPUC issued a final report on Pacific Bell's readiness for long distance entry and the state of local competition in California. Although the workshops and staff report addressed equity issues for long distance competitors such as operations support and collocation, it failed completely to include the input of consumers. The report completely ignored the needs of the average consumer, much less the needs of communities of color. There was no mention in the workshops or final report of protection, access, choice and savings for consumers and particularly, for communities that have been underrepresented and underserved in the technology and information age. This includes individuals who are low-income, inner-city, disabled, limited English speaking, senior or from communities of color.

Clearly, underserved, underrepresented communities are interested in the evolution of telecommunications and especially in one of the major equity issues under debate today—the growing gap between those who have and those who don't; between those who have been allowed to participate from the beginning and those who are just starting to exercise their rights.

If community access to technology and universal service are truly public priorities, then the heart and focus of these proceedings should have been on the consumers of California.

II. TELECOMMUNICATIONS NEEDS OF THE ASIAN AND PACIFIC ISLANDER AMERICAN COMMUNITY

The APIA population has particular needs in telecommunications and technology. For instance, we are likely to make more international long distance calls than any other group of Californians. Our business community, which is overwhelmingly dominated by small business, needs specific and reasonably priced services as well as bilingual assistance and marketing information. APIAs need access to the full array of technological tools that bring the information superhighway to our communities, schools, and businesses.

For too long, policy-makers have overlooked the Asian and Pacific Islander American population—we are seldom included in major social or economic impact studies as well as educational outreach efforts. Our “invisible” population, however, counts for more than 11 percent of California’s population.

Forty percent of the entire U.S. APIA population resides in California and of that number, 73.3 percent speak a language other than English. By 2020, our numbers in California will increase by up to 199 percent. Forty-one percent of our children and youth, part of California's future workforce, are newcomers to this county who face daunting obstacles to educational success. By the turn of the century, an expected 75 percent of Asian and Pacific Islander Americans ages three to 24 years will be immigrants, or children of immigrants who arrived after 1980. Many of these children will come from low income, limited English speaking households and are part of a generation of disadvantaged children who stand to lose if left behind in the information age.

If not now, when will policy makers begin to consider the needs and concerns of our community?

III. CONCLUSION

APIACC believes that opening the long distance marketplace in California to more competition will benefit our communities in many ways, including preserving and expanding universal service, lowering rates, allowing more consumer choices, enhancing quality services through a modern and expanded network, and minimizing consumer abuse particularly for our constituency of low income and limited English speaking consumers, nonprofit community based organizations and small businesses.

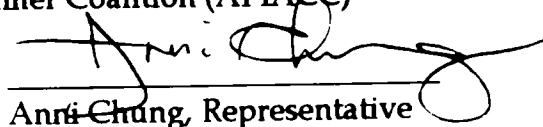
As regulators and policy-makers move to ensure fairness for long distance competitors, APIACC reminds the Commission not to lose sight of the average consumer who will not realize any benefits until there is full and open competition in the marketplace.

We urge the Commission to take leadership in ensuring that no one is left behind in benefiting from information age technology and that all communities have a voice in the process. Technology advances should not be just for the affluent or the powerful but should include the underserved and underrepresented as well. These consumers should be at the heart of the Commission's decisions and should not be forgotten in the heat of the debate.

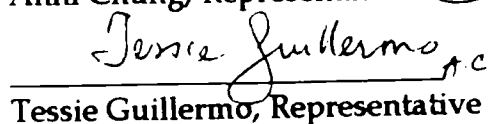
Respectfully submitted,

Asian Pacific Islander American
Consumer Coalition (APIACC)

By


Anni Chung, Representative

By


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October 20, 1998

Appendix A

Asian and Pacific Islander American Health Forum (APIAHF)

The APIAHF is a national health policy organization focused on promoting health improvements in the Asian American and Pacific Islander community. The APIAHF conducts research, health education, training, advocacy, and information dissemination activities within the AAPI communities throughout the United States.

ASIAN, Inc.

ASIAN, Inc. is a nonprofit San Francisco corporation specializing in assisting small businesses, developing affordable housing and helping private property owners to rehabilitate their residential properties. ASIAN, Inc. also manages residential property, assists in developing financial institutions to support small businesses, developing trade associations and monitoring government actions that affect the well-being of businesses in the Asian American community.

Chinatown Service Center

Established in 1971, Chinatown Service Center's mission is to enhance the ability of immigrants and refugees to become productive and contributing members of American society, through the provision of health and human services in the greater Los Angeles area.

Chinese American Cancer Foundation

Based in Southern California, the Chinese American Cancer Foundation helps educate the Chinese American community about cancer through prevention, education and outreach. The Foundation provides support to cancer patients and their families by sponsoring support groups and hotlines.

Chinese American Chamber of Commerce of Orange County

The Chinese American Chamber of Commerce of Orange County is a business organization for the Chinese community. Its purpose is to promote businesses by providing networks within and outside the Chinese community. Their scholarship program supports young students to attain higher education.

Council of Asian American Business Associations (CAABA)

CAABA is an association of Asian American Business associations. Its membership consists of ten separate local trade associations in San Francisco, San Mateo, Santa Clara, Alameda, Los Angeles, Orange, and San Diego counties. Its mission is to empower Asian American-owned businesses to join the main stream through self-help program, education and advocacy, and resources sharing among members.

Korean Youth and Community Center (KYCC)

The Korean Youth and Community Center is a non-profit community-based organization providing social and economic development services to recent immigrants throughout the greater Los Angeles area. Established in 1975, KYCC provides counseling, education addressing public health, consumer, and other relevant concerns, small business technical assistance and financing, affordable housing, and urban environmental improvement programs.

Little Tokyo Service Center

The Little Tokyo Service Center is a multipurpose social service and community development agency based in downtown Los Angeles which has, for the past 18 years, assisted needy persons with a wide array of bilingual/bicultural services such as: counseling, transportation, translation, consumer education, housing and economic development.

National Asian American Telecommunications Association (NAATA)

NAATA's mission is to advance the ideals of cultural pluralism in the U.S. and to promote better understanding of Asian Pacific American experiences through film, video, radio, and new technologies. NAATA's program areas have expanded to production support, public television programming, exhibition activities, educational distribution, and membership services.

National Asian Pacific Publishers Association (NAPPA)

Formed by a group of Asian American publishers, NAPPA is a non-profit organization which promotes literacy and the use of the Asian Pacific American publications, fostering information and access to public services by Asian Pacifics living in the United States. The role of NAPPA is to enhance the understanding of the public and private sectors of the vital role of the Asian Pacific American publications have in the communities where they circulate. These publications are the primary providers of the information their readers must have in order to make informed decisions on issues that can have an impact on their welfare.

Pacific American Education and Scholastic Foundation

The primary purposes of the Pacific American Education and Scholastic Foundation are to make financial resources available to indigenous young natives of Polynesia and the Pacific Islands towards the pursuit of education, and to provide educational and clinical counseling resources to their parents and families.

Pacific American Foundation

The Pacific American Foundation is a national non-profit organization which was founded by leaders who envisioned a national institution dedicated to serving all Pacific Americans through advocacy, education, information, service and volunteer efforts. Its mission is to improve the lives of Pacific Americans everywhere in areas such as health care, education, economic development, and leadership skills development.

Pacific Symphony Chinese American League

The Pacific Symphony Chinese American League supports young talented Asian musicians to enter the Western World by giving out scholarships, and sponsoring an annual showcase event and competition.

Refugee Resource Center

The Refugee Resource Center located in Stockton, California, is a project of the Lao Khmu Association and provides education, training, counseling and resources to diverse Southeast Asian refugee groups.

Samoan Community Development Center (SCDC)

Samoan Community Development Center is a non-profit organization founded in San Francisco in 1991. Its mission is to improve the quality of life for Samoans through self-help, economic self-sufficiency, community solidarity and the preservation of Samoans customs and traditions.

Sato Associates

Sato Associates is a San Diego-based consulting firm specializing in federal contracting and management advisory services. The firm offers an array of services including

proposals, contract cost accounting and audits and claims negotiations. Its clients include U.S. government agencies, colleges, nonprofit organizations and high technology, R&D and manufacturing companies.

Self-Help for the Elderly

Self-Help for the Elderly is a senior service provider established in 1966 to provide a comprehensive range of services including health and social services, employment training, recreation and social activities, residential board and care, and educational services to over 25,000 seniors in San Francisco, San Mateo and Santa Clara counties.

Union of Pan Asian Communities (UPAC)

Union of Pan Asian Communities (UPAC) has been the primary provider of quality human care services to San Diego County's Asian and Pacific Islander communities for the past 20 years. Unique in its comprehensive, holistic approach to serving families, UPAC manages 23 programs in several areas including mental health, economic development, substance abuse, youth services and elderly care among others. Its bilingual and bicultural staff, representing over 20 languages and dialects, reaches over 20,000 refugees, immigrants and American-born populations annually.

CERTIFICATE OF SERVICE

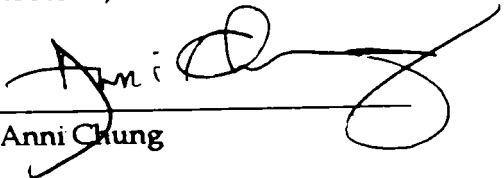
CASE: Final written comments of the Asian Pacific Islander American Consumer Coalition on the California Public Utilities Commission's Own Motion into Competition for Local Exchange Service (R.95-04-043); the CPUC's investigation on the Commission's Own Motion into Competition for Local Exchange Service (I.95-04-044); Investigation On The Commission's Own Motion into Open Access And Network Architecture Development Of Dominant Carrier Networks (I.93-040-002); Rulemaking On Commission's Own Motion To Govern Open Access To Bottleneck Services And Establish A Framework For Network Architecture Development Of Dominant Carrier Networks (R.93-04-003); Notice of Intent to File Section 271 Application of SBC Communications, Inc., Pacific Bell, and Pacific Bell Communications Inc., for provision of In-Region, Inter-LATA Services in California and the CPUC's Telecommunications Division's Final Staff Report on Pacific Bell's 271 Applications.

I hereby certify that I have this day, October 22, 1998, caused a copy of "Final written comments of the Asian Pacific Islander American Consumer Coalition on the California Public Utilities Commission's Own Motion into Competition for Local Exchange Service (R.95-04-043); the CPUC's investigation on the Commission's Own Motion into Competition for Local Exchange Service (I.95-04-044); Investigation On The Commission's Own Motion into Open Access And Network Architecture Development Of Dominant Carrier Networks (I.93-040-002); Rulemaking On Commission's Own Motion To Govern Open Access To Bottleneck Services And Establish A Framework For Network Architecture Development Of Dominant Carrier Networks (R.93-04-003); Notice of Intent to File Section 271 Application of SBC Communications, Inc., Pacific Bell, and Pacific Bell Communications Inc., for provision of In-Region, Inter-LATA Services in California and the CPUC's Telecommunications Division's Final Staff Report on Pacific Bell's 271 Applications" to be mailed by first-class mail to each of the parties of record in this proceeding. I certify that the following is true and correct:

I am a citizen of the United States, State of California, and am over 18 years of age.

I am employed in the City and County of San Francisco. My business address is 407 Sansome Street, 3rd Floor, San Francisco, CA 94111.

Executed at San Francisco, California, October 22, 1998.


Anni Chung