

Request to Reopen Commission File No. 741969 – T-Mobile Service and 911 Reliability



From Buffey Bourassa <district3@teambuffey.com>
To consumer-affairs@cpuc.ca.gov <consumer-affairs@cpuc.ca.gov>
Cc lewchichester3@gmail.com <lewchichester3@gmail.com>, RVAMAC ADMIN <admin@mac.roundvalley.org>, katbritton67@gmail.com <katbritton67@gmail.com>, haschakj@mendocinocounty.gov <haschakj@mendocinocounty.gov>, eric@erichartforsupervisor.com <eric@erichartforsupervisor.com>
Date 2026-09-10 13:15

741969.pdf (~273 KB)

Dear Consumer Affairs Branch,

I am writing in support of Lew Chichester and other residents of Covelo, Round Valley, and rural Mendocino County regarding Commission File No. 741969. I respectfully request that the complaint be reopened and reviewed further.

The CPUC's September 9 letter states that T-Mobile reported Mr. Chichester's coverage problems were resolved after he upgraded his phone. Mr. Chichester has made clear that this does not accurately reflect what he said. He purchased the phone months before the transition from U.S. Cellular to T-Mobile. Although he reported that service had been somewhat more consistent in recent weeks, he did not say the new phone resolved the problem. His service remains inconsistent and less reliable than it was previously.

This appears to be a broader service issue, not simply a problem with one customer's device. Residents continue to report dropped calls and periods when they cannot make calls at all. Questions have also been raised about whether T-Mobile retained or replaced the towers and repeater coverage that previously served this rural area.

The most serious concern is public safety. The Covelo Fire Protection District is compiling information about instances in which 911 calls have failed to connect. In a remote community where emergency response distances are long and other communication options are limited, unreliable cellular service can place lives at risk.

I have experienced these problems personally as a T-Mobile customer. My calls regularly drop, and there are times when I cannot make a call. This happens even though I have T-Mobile equipment in my home intended to function as a personal cell tower, as well as Wi-Fi connectivity in my vehicle. My experience reinforces what I am hearing from residents throughout the area: this is not simply an outdated-phone issue.

I respectfully ask the CPUC to:

- Reopen Commission File No. 741969 and correct the record regarding Mr. Chichester's statement.
- Review these complaints collectively as a possible regional network and public-safety problem.
- Require T-Mobile to explain any changes to towers, repeaters, network capacity, and coverage following the transition from U.S. Cellular.
- Review the failed 911-call information being compiled by the Covelo Fire Protection District.
- Require a clear corrective-action timeline and appropriate relief for customers paying for service they cannot reliably use.
- Provide residents with a clear process for documenting dropped calls, outages, and failed 911 connections.

Reliable cellular service is not merely a convenience in rural Mendocino County; it is essential for public safety. Please confirm whether this complaint will be reopened and what additional information the CPUC needs from residents and local emergency-service providers.

Thank you for your prompt attention to these concerns.

With appreciation,

Buffey Bourassa

For Mendocino County Supervisor District 3

(707) 354-2696

<https://teambuffey.com/>

From: Lew Chichester <lewchichester3@gmail.com>
Sent: Thursday, September 10, 2026 9:15 AM
To: eric@erichartforsupervisor.com <eric@erichartforsupervisor.com>
Cc: John Haschak <haschakj@mendocinocounty.gov>; Buffey Bourassa <district3@teambuffey.com>
Subject: Fwd: CPUC Case File # 741969

Begin forwarded message:

From: Lew Chichester <lewchichester3@gmail.com>
Subject: CPUC Case File # 741969
Date: September 10, 2026 at 9:03:28 AM PDT
To: consumer-affairs@cpuc.ca.gov
Cc: RVAMAC ADMIN <admin@mac.roundvalley.org>, Kathy Britton <katbritton67@gmail.com>

Re: CPUC Case File # 741969

T-Mobile is alleging that the service improved when I bought a new phone. THAT IS NOT TRUE, AND NOT WHAT I SAID ON THE PHONE INTERVIEW. I bought a new phone months before T-Mobile took over the service from US Cellular. The service from T-Mobile for the last few months since the change over has been inconsistent, generally better the last few weeks, but not nearly as reliable as the US Cellular plan. Yes, I did say in the phone interview the service has been more

consistent in the last few weeks, but it is not because I bought a new phone.

The problem is not the phone. It is T-Mobile not securing the same number of towers and repeater relays as previously employed by US Cellular. We are being charged for a product we do not receive.

By the way, 911 calls in our area are too often not connected and an account of specific instances, dates, times, phone, etc. are being compiled by the Covelo Fire Protection District which operates the EMT and ambulance service. This information is intended to be shared with the Mendocino County Sheriff, the Mendocino County Board of Supervisors, our State Assembly Representative, our State Senator and United States Congressional Representative.

T-Mobile provides poor, inconsistent service and then lies about it.