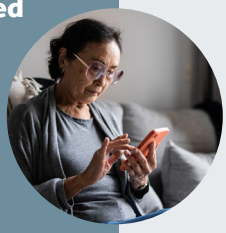
TOP 6 **MISCONCEPTIONS** ABOUT MODERN COMMUNICATIONS NETWORKS

MISCONCEPTION #1

Traditional copper-based landlines will operate without power during a power outage or power shutoff – and newer services like modern landlines (VOIP) or fiber-based will not.



FACTS #1

Both copper and fiber services require power to operate.

The belief that copper landlines will always work without power is a myth – and gives customers a false sense of security. Network equipment and customers' phones often still need power – copper is not a fool proof connection in a power outage.

California has wireless and wireline network resiliency standards addressing 72-hour back-up power, redundant and hardened networks, and more.[1]

MISCONCEPTION #2

Traditional copper-based landlines are a lifeline during emergencies like fires – modern services like VOIP or wireless are not as resilient and are more likely to go out.

FACTS #2

Emergencies like wildfires are unpredictable – fires are just as likely to burn copper lines as they are fiber.

Fiber networks are more nimble in emergencies and can self-heal to keep more customers connected – traffic can be rerouted over different routes automatically.

Fiber and wireless-based networks are faster, more reliable, use less energy and require less maintenance over time. Fiber networks are more resilient than outdated copper network during natural disasters, when staying connected is essential.

According to a report from Cal OES, in 2022, only 6% of 911 calls come from copper-based landlines in California – 94% come from wireless and modern services.[2]

The best way to stay connected during an emergency is a combination of modern connections with backup power.

MISCONCEPTION #3

People need traditional copper-based landlines to receive reverse 911 or emergency alerts from their local government.

FACTS #3

Modern VoIP-based home phones can receive all the same types of home phone-based emergency alerts that traditional copper landlines can receive. There is no difference.

Californians can receive emergency alerts and messages to their mobile or VoIP (Voice over Internet Protocol) phones, email address or via text message.

1 https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/service-quality-and-etc/communications-network-resiliency
2 CA State 9-1-1 Advisory Board (Nov 2023)

MISCONCEPTION #4

Transitioning away from traditional copper-based landlines will leave communities vulnerable.

FACTS #4

Upgrading to modern networks enhances safety and connectivity.

A critical reason why California must transition from landlines to modern services is that new advanced emergency communications, such as text to 9-1-1, provided by the State of California are not supported by the antiquated copper networks and services.

Modern technologies provide improved capabilities with Next Generation 911 (NG911) beyond what is available on traditional copper-based networks. These capabilities include improved mobility, real-time alerts (such as AMBER Alerts and disaster notifications), video sharing with first responders and text-to-911.

Today, emergency officials overwhelmingly use advanced technologies to communicate with the public and send vital real-time updates and evacuation orders, such as Wireless Emergency Alerts (WEA). That is why it is critical to migrate consumers away from outdated, traditional copper-based landlines.

MISCONCEPTION #5

Wireless and VoIP can't support emergency communication like traditional copper-based landline.

FACTS #5

Californians need modern services to access the full capabilities of NG911.

California's NG911 System will enhance emergency services to create a faster, more resilient system that allows voice, photos, videos and text messages from the public to the 911 network. NG911 will only work for modern technologies, not traditional copper-based landlines.

The FCC requires that providers of interconnected VoIP telephone services using the Public Switched Telephone Network (PSTN) meet Enhanced 911 (E911) obligations. E911 systems automatically provide emergency service personnel with a 911 caller's call-back number.[3]

MISCONCEPTION #6

Traditional copper-based landline are better for persons with disabilities.

FACTS #6

Traditional copper-based landlines do not provide adequate functionality to allow people with disabilities to access the latest technologies.

Hearing Impaired: The FCC requires wired and wireless telephones to be compatible with hearing aids.

Visually Impaired: An array of features like text-to-speech and speak passwords – available in the accessibility settings of most mobile devices – can empower blind and visually impaired users to take full advantage of mobile capabilities. Voice control features like Siri or Google Assistant can help with routine tasks on mobile phones.

Hearing and Speech: Real Time Text (RTT) compatible wireless phones allow consumers to communicate back-and-forth with another person.

3 https://www.fcc.gov/sites/default/files/voip_and_911_service.pdf