

CALIFORNIA PUBLIC UTILITIES COMMISSION

Communications Division Advice Letter Summary Form

| | |
|---|---|
| Date AL served on parties: 06/30/2025 | CPUC Utility Number U - 1002 - C |
| Company Name: Frontier California Inc. (Frontier) | <input type="checkbox"/> GRC-LEC <input checked="" type="checkbox"/> URF-Carrier <input type="checkbox"/> CMRS |
| Address: 9260 East Stockton Blvd | <input type="checkbox"/> Commission Resolution Requested <input type="checkbox"/> Carrier of Last Resort (See D.96-10-066) |
| City, State, ZIP: Elk Grove, CA 95624 | AL Tier I <input checked="" type="checkbox"/> II <input type="checkbox"/> III <input type="checkbox"/> |
| Filing AL #: 12967 Requested Effective Date: 07/01/2025 | Information-Only <input type="checkbox"/> |

| | Name: | Email Address: | Phone No.: |
|---------|------------|-----------------------|----------------|
| Filer | J. Geise | Judy.Geise@ftr.com | (214)-724-7719 |
| Certif. | T. Swanson | Tanya.Swanson@ftr.com | (651) 257-4835 |

(Name, email address & Phone number are **Required** for "Filer")

Keyword: Decision / Resolution Compliance For Contract Keyword, Type: Government Other
Date Executed _____ Contract Total Rev (\$) _____

Subject of filing: Customer Relief Protections During Franklin Fire, June 18, 2025 Declared State of Emergency
(Service(s) included)

Authorization for filing: D.19-08-025, OP 2 Compliance Filing
(Resolution #, Decision #, etc.)

Tariff Schedules: _____ **No. of Sheets:** _____

Affected services: _____
(Other services affected, pending or replacement AL filings)

Rate Element(s) affected and % change: _____
(Non-recurring and / or recurring)

Customer Notice Required (if so, please attach)

Notes/Comments: _____
(Other information & reference to advice letter, etc.)

File Protest(s) and/or Response(s) to:
Advice Letter Coordinator, Communications Division
505 Van Ness Ave., San Francisco, CA 94102
VIA EMAIL ONLY (DO NOT MAIL HARD COPY)

Email to: TD.PAL@cpuc.ca.gov
Protests must be served to the Communications Division (TD.PAL) and the Utility on the same day
Refer to GO 96-B 7.4 for additional information

(FOR CPUC USE ONLY) rev. 12/24/19

| | | |
|---|--|---|
| (Date Filed / Received Stamp by CPUC Industry Division) | Utility Type: _____ | Supv. / Analyst _____ / _____ Due Date to Supv.: _____ CD Suspension Requested: <input type="checkbox"/> Yes, see attached Analyst Completion Date: _____ Supervisor Completion Date: _____ Disposition: <input type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Rejected AL / Tariff Effective Date: _____ Resolution No.: T- _____ Notes: _____ |
| | <input type="checkbox"/> Logged In: _____ | |
| | <input type="checkbox"/> Logged Out: _____ | |



1919 McKinney Ave., Dallas, TX 75201
Frontier.com

June 30, 2025

Advice Letter No. 12967

Frontier California Inc. (Frontier) (U-1002-C), Citizens Telecommunications Company of California Inc. d/b/a Frontier Communications of California (U1024-C), Frontier Communications of the Southwest Inc. (U-1026-C) to the Public Utilities Commission State of California

Subject: D.19-08-025, OP 2 Compliance Filing – Customer Relief Protections During Franklin Fire, June 18, 2025 Declared State of Emergency

Purpose

The purpose of this Tier 1 Advice Letter (AL) filing is for Frontier California Inc. (U-1002-C), Citizens Telecommunications Company of California Inc. dba Frontier Communications of California (U-1024-C), and Frontier Communications of the Southwest Inc. (U-1026-C) collectively referred to as ('Frontier') to demonstrate its compliance with Ordering Paragraph (OP) 2 of Decision 19-08-025 (Decision).

On June 18, 2025, Governor Newsom declared a state of emergency in the city of Malibu related to the December 2024 Franklin Fire.

The Franklin Fire reached Frontier California Inc.'s service area damaging several poles and cable in multiple locations. Restoration and repairs were addressed by Frontier's construction team once access to the fire areas was granted. All restoration and repairs have been completed.

Citizens Telecommunications Company of California Inc. dba Frontier Communications of California and Frontier Communications of the Southwest Inc.'s service areas were not impacted by the Franklin Fire State of Emergency.

Customer Relief Protections

OP 2 of the Decision Requires:

"In the event the governor of California or a president of the United States declares a state of emergency which has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, landline and wireless providers, as identified in Ordering Paragraph 1, shall file a Tier 1 Advice Letter within 15 days of the Governor's or President's state of emergency proclamation reporting compliance with implementing this Decision's mandated emergency disaster relief customer protections and outreach activities. These Advice Letters should include which of the required relief measures the provider has implemented, which of the required relief measures the provider will implement pending an FCC Lifeline waiver, which of the required relief measures do not apply because the provider either does not provide or does not charge for that service, and which relief measures, if any, the provider is offering in addition to the required measures. A service



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provider may request a blanket exemption via a letter on an annual basis from the Director of the Communications Division that explains that none of the adopted protections are applicable to its services or customers and require that provider to send another Tier 1 advice letter in the event that any of the protections in fact, become applicable.”

Upon customer contact and confirmation of disruption or degradation of service, customers will be issued the proper waivers. Frontier will comply in issuing all necessary credits and waivers as required by the Decision:

“Landline providers shall provide the following mandated protections to their customers whose service is disrupted or derogated in the declaration area:

- waiver of one-time activation fee for establishing remote call forwarding, remote access to call forwarding, call forwarding features and messaging services;
- waiver of the monthly rate for one month for remote call forwarding, remote access to call forwarding, call forwarding, call forwarding features, and messaging services;
- waiver of the service charge for installation of service at the temporary or new permanent location of the customer and again when the customer moves back to the premises;
- waiver of the fee for one jack and associated wiring at the temporary location regardless of whether the customer has an inside wiring plan;
- waiver of the fee for up to five free jacks and associated wiring for inside wiring plan customer upon their return to their permanent location; and
- waiver of the fee for one jack and associated wiring for non-Plan customers upon their return to their permanent location.”

CUSTOMER OUTREACH

In compliance with this Decision, Frontier is conducting outreach through multiple platforms to ensure our customers are aware of the rights and protections they are entitled to in the event their service is affected during a declared state of emergency. Frontier is providing its customers with access to information regarding their rights to these protections. Following is Frontier’s evolving communications plan which is not limited to:

- Website communications specific to California, including event specific information;
Status: Frontier’s state of emergency resource website was active at the time of the Franklin Fire. Additionally, starting on January 9, 2025, a banner message on Frontier’s internet home



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page directed California customers to the state of emergency website.

- Customer communications, in the form of letters, emails, bill inserts and text messages;
Status: On January 9, Frontier sent the email in Attachment A to Los Angeles County customers with instructions on how to check for service outages and troubleshoot their service, along with hyperlinks to government resource agencies and Frontier's emergency resource website. Frontier sent automated SMS (text) messages and emails to customers that incurred a service outage informing them of the status through updates until the outage was resolved.
- Press releases, social media posts, blogs and bulletins;
Status: Social media posts and press releases were not issued regarding the Franklin Fire.
- Communications to elected officials and key stakeholder partners; contractors, vendors, business partners;
Status: Frontier communicated with CalFire, Southern Cal Edison, and local officials to coordinate access to impacted sites.

Frontier attests that this advice letter filing complies with General Order 96-B, Telecommunications Industry Rule 8.3, adopted in Decision 07-09-019.

This filing will not change any rate or charge, cause the withdrawal of service, nor conflict with other schedules or rules.

Protests

Anyone may object to this Advice Letter, which was filed on June 30, 2025 by emailing a written protest to TD._PAL@cpuc.ca.gov.

The protest must state specifically the grounds on which it is based. The protest must be received by the Telecommunications Advice Letter Coordinator no later than 20 days after the date that the Advice letter was filed. On or before the day that the protest is sent to the Telecommunications Advice Letter Coordinator, the protestant must send a copy of the protest to:

Judy Geise
Manager, Regulatory
Frontier Communications
1919 McKinney Ave.
Dallas, TX 75201
Judy.geise@ftr.com



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To obtain information about the Commission's procedures for advice letters and protests, go to the Commission's Internet site (www.cpuc.ca.gov) and look for document links to General Order 96-B. For information about the revised advice letter process effective January 1, 2020, please visit <https://www.cpuc.ca.gov/General.aspx?id=1097>.

Effective Date

Frontier requests that this Tier 1 Advice Letter become effective on July 1, 2025 which is one calendar day after the date of filing in accordance with General Order 96-B, Telecommunications Industry Rule 7.1.

Notice

In accordance with General Order 96-B, Section 4.3, copies of this Advice Letter are being served electronically to parties shown on the attached list and to those interested parties requesting such notification. In addition, Frontier is sending an email copy of this advice letter to the Commission-Maintained Service List.

If you have any questions, please do not hesitate to contact me at 214-724-7719, or by email judy.geise@ftr.com.

Sincerely,

Judy Geise
Manager, Regulatory
judy.geise@ftr.com

Attachment

cc: Jenny Smith jenny.smith@ftr.com



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Frontier California Inc. Advice Letter Service List

Via E-Mail

CPUC TD. _PAL@cpuc.ca.gov

CPUC leh@cpuc.ca.gov

CPUC ORA chris.ungson@cpuc.ca.gov

AT&T regtss@att.com

Consolidated Communications regulatory@surewest.com

State 9-1-1 Program Monica.McGrath@state.ca.gov

Commission-Maintained Service List for “Changes in rates, terms and conditions of service, or initiation of new service” found at: <https://ia.cpuc.ca.gov/alsl/getlist.aspx>

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[Frontier.com](https://www.frontier.com)

Attachment A

January 9, 2025 customer email



[Sign In](#)

Hi Anna,

We hope you and your loved ones are staying safe during the wildfires in your area. Our teams are assessing the situation and working hard to restore services as quickly as possible, however Frontier services will not work without power in many cases. In the meantime, we're committed to keeping you updated and providing any support you need during this challenging time.

What to do if your services are impacted

- **Check for outages and get updates.** See if we've detected an [outage](#) at your address, and get updates via text.
 - **Troubleshoot your equipment.** If you've checked for an outage but still have connection issues, try our self-service guides for troubleshooting [phone service](#) or [internet issue](#).
 - **Government resources** that may be available to you. The federal government and other reputable organization have resources available for disaster victims. For more information, visit:
 - [FEMA](#)
 - [Red Cross](#)
 - [Disaster Assistance](#)
-



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For more help and information, please visit our [California Emergency Resource Page](#).

If you need any assistance, our team is available through [chat](#) or call 800-921-8101.

Thank you and stay safe!

Automatic Message - Do Not Reply

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California Wildfire Alert: Our teams are assessing the situation and working hard to restore service. [Get help and information.](#)