

# CALIFORNIA PUBLIC UTILITIES COMMISSION

## Communications Division Advice Letter Summary Form

|                                                        |            |                                                                                                                               |  |                |  |
|--------------------------------------------------------|------------|-------------------------------------------------------------------------------------------------------------------------------|--|----------------|--|
| Date AL served on parties: 09/5/2025                   |            | 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<br><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 #: 12978 Requested Effective Date: 09/6/2025 |            | 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:** Conclusion Report on Frontier-Issued Customer Relief Protections During 2024 Bridge Fire and Airport Fire Declared State of Emergency  
(Service(s) included)

**Authorization for filing:** D.19-08-025, OP 7 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](mailto: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.: _____                                                                                            |
|                                                         | <input type="checkbox"/> Logged In:  | CD Suspension Requested: <input type="checkbox"/> Yes, see attached                                                 |
|                                                         | _____                                | Analyst Completion Date: _____                                                                                      |
|                                                         | <input type="checkbox"/> Logged Out: | Supervisor Completion Date: _____                                                                                   |
|                                                         | _____                                | Disposition: <input type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Rejected |
|                                                         | <input type="checkbox"/> _____       | AL / Tariff Effective Date: _____                                                                                   |
|                                                         |                                      | Resolution No.: T- _____                                                                                            |
|                                                         |                                      | Notes: _____                                                                                                        |



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

September 5, 2025

**Advice Letter No. 12978**

Frontier California Inc. (U1002-C) to the Public Utilities Commission State of California

**Subject:** D.19-08-025, OP 7 Compliance Filing – Conclusion Report on Frontier-Issued Customer Relief Protections During 2024 Bridge Fire and Airport Fire Declared State of Emergency

**Purpose**

The purpose of this Tier 1 Advice Letter filing is for Frontier California Inc. (U1002-C) (“Frontier”) to demonstrate its compliance with Ordering Paragraph 7 (OP 7) of Decision 19-08-025. OP 7 mandates that landline and wireless providers shall file a Tier 1 Advice Letter at the conclusion of the customer protection period, or as reasonably determined by the Governor’s Office of Emergency Services, detailing the mandated protections offered to the customers affected by the disaster, the start and end periods customers received the emergency customer protections, the outreach efforts conducted, the customer impacts, and basic metrics – that can be measured or estimated– such as the number of consumers that received each of the available protections over the course of the year. All Tier 1 Advice Letters, in compliance with this Decision, shall be filed on the service list of this rulemaking to ensure that all interested parties have the opportunity, through timely and efficient means, to receive notice and review these filings.

**Report**

On September 11, 2024, Governor Newsom declared a State of Emergency in Los Angeles and San Bernardino counties in response to the Bridge Fire and a State of Emergency in Orange and Riverside counties in response to the Airport Fire. These fires burned over 78,000 acres resulting burned cable and poles in Frontier California Inc.’s Mt. Baldy, Wrightwood, and Lake Elsinore exchanges.

In compliance with OP 7, Frontier hereby reports the following information regarding customer protections provided during the September 11, 2024 State of Emergency.

**The Mandated Protections Offered to the Customer Affected by the Disaster**

In compliance with D.19-08-025 OP 3, Frontier offered mandated protections within 30 days to customers that experienced disruption or degradation of service due to the disaster. These include:



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- 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 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.

| 2024      | # Customers | Credit Amount |
|-----------|-------------|---------------|
| September | 36          | \$45          |
| October   | 15          | \$20          |
| November  | 88          | \$1,185       |
| December  | 16          | \$685         |

#### **Outreach Efforts Conducted**

Frontier operated in adherence to its Communications and Outreach Plan to ensure its customers were aware of the rights and protections they were entitled to in the event their service was affected during a declared State of Emergency, which included:

- Website communications specific to California, including event specific information;  
**Status: Frontier activated its state of emergency website for customers.**
- Customer communications, in the form of letters, emails, bill inserts and text messages;  
**Status: Customers that incurred a service outage received automated SMS (text) messages informing them of the outage and subsequent updates until the outage was resolved.**
- Press releases, social media posts, blogs and bulletins;  
**Status: It was determined that press releases, social media posts, blogs, and bulletins were not warranted.**
- Communications to elected officials and key stakeholder partners; contractors, vendors, business partners;



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**Status: Fronter coordinated restoration efforts with Southern California Edison for joint use pole replacements and copper restoration.**

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 September 5, 2025, by emailing a written protest to [TD.\\_PAL@cpuc.ca.gov](mailto: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](mailto:Judy.geise@ftr.com)

To obtain information about the Commission's procedures for advice letters and protests, go to the Commission's Internet site ([www.cpuc.ca.gov](http://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 September 6, 2025 which is one calendar day after the date of filing in accordance with General Order 96-B, Telecommunications Industry Rule 7.1.



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**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](mailto:judy.geise@ftr.com).

Sincerely,

Judy Geise  
Manager, Regulatory  
[judy.geise@ftr.com](mailto:judy.geise@ftr.com)

cc: Jenny Smith [jenny.smith@ftr.com](mailto:jenny.smith@ftr.com)



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### Frontier California Inc. Advice Letter Service List

Via E-Mail

CPUC [TD.\\_PAL@cpuc.ca.gov](mailto:TD._PAL@cpuc.ca.gov)

CPUC [leh@cpuc.ca.gov](mailto:leh@cpuc.ca.gov)

CPUC ORA [chris.ungson@cpuc.ca.gov](mailto:chris.ungson@cpuc.ca.gov)

AT&T [regtss@att.com](mailto:regtss@att.com)

Consolidated Communications [regulatory@surewest.com](mailto:regulatory@surewest.com)

State 9-1-1 Program [Monica.McGrath@state.ca.gov](mailto: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>

| First Name | Last Name  | Email Address                      |
|------------|------------|------------------------------------|
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| Kitty     | Whitt          | <a href="mailto:kwhitt@inteserra.com">kwhitt@inteserra.com</a>                             |
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| Stephen   | Bowen          | <a href="mailto:bowenlawgroup@gmail.com">bowenlawgroup@gmail.com</a>                       |
| Joshua    | Cooper         | <a href="mailto:joshua.cooper@cpuc.ca.gov">joshua.cooper@cpuc.ca.gov</a>                   |
| Suzanne   | Toller         | <a href="mailto:suzannetoller@dwt.com">suzannetoller@dwt.com</a>                           |
| Alexandra | Green          | <a href="mailto:agreen@turn.org">agreen@turn.org</a>                                       |
| Judy      | Pau            | <a href="mailto:dwtcpucdockets@dwt.com">dwtcpucdockets@dwt.com</a>                         |
| Christina | Chushuk        | <a href="mailto:chris.chushuk@lumen.com">chris.chushuk@lumen.com</a>                       |
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