

CALIFORNIA PUBLIC UTILITIES COMMISSION
Communications Division Advice Letter Summary Form

Date AL served on parties: 9/12/2025		CPUC Utility Number U - 1002 - C	
Company Name: Frontier California Inc. (Frontier)		☐ GRC-LEC ☒ URF-Carrier ☐ CMRS	
Address: 9260 East Stockton Blvd		☐ Commission Resolution Requested ☐ Carrier of Last Resort (See D.96-10-066)	
City, State, ZIP: Elk Grove, CA 95624		AL Tier I ☒ II ☐ III ☐	
Filing AL #: 12979 Requested Effective Date: 09/13/2025		Information-Only ☐	
Name:		Email Address:	
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 Rancho Palos Verdes 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
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: ☐ Yes, see attached
	☐ Logged In: _____	Analyst Completion Date: _____ Supervisor Completion Date: _____
	☐ Logged Out: _____	Disposition: ☐ Accepted ☐ Withdrawn ☐ Rejected AL / Tariff Effective Date: _____
		Resolution No.: T- _____ Notes: _____



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

September 12, 2025

Advice Letter No. 12979

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 Rancho Palos Verdes 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 3, 2024, Governor Newsom declared a State of Emergency in Los Angeles County in response to the landslide conditions which have resulted in gas and electricity shut offs for many customers in the affected area of the city of Rancho Palos Verdes.

Over the course of the last twelve to fifteen months, Frontier’s field operations and construction teams have endeavored to reroute Frontier’s network away from the landslide areas. Frontier continues to meet twice a month with local officials to reach agreement on rerouting plans in the Portuguese Bend community and also discuss the status of infrastructure adjustments in other areas (Rolling Hills and Beach Club) to accommodate the land movement. Certain Frontier restoration efforts are dependent upon Southern California Edison (SCE) finalizing and building their network reroute plans. Frontier and SCE remain in communication to manage this ongoing process.

In compliance with OP 7, Frontier hereby reports the following information regarding customer protections provided during the September 3, 2024 State of Emergency.



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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:

- 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.

Customer Credits Issued:

2025	# Customers	Credit Amount
March - June	8	\$1,025

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.



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- Communications to elected officials and key stakeholder partners; contractors, vendors, business partners;
Status: Frontier remains engaged with local officials and other utilities such as SCE and Cox Cable. At the state of emergency onset, Frontier representatives attended up to five meetings per week with the City Manager, power and cable utility representatives, and other local officials to coordinate infrastructure maintenance and rerouting plans. These meetings are now held twice a month. Frontier and SCE continue to partner in managing the ongoing rerouting needs.

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 12, 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

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



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Frontier requests that this Tier 1 Advice Letter become effective on September 13, 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

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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