

CALIFORNIA PUBLIC UTILITIES COMMISSION
Communications Division Advice Letter Summary Form

Date AL served on parties: 11/13/2025		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 #: 12984 Requested Effective Date: 011/14/2025		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 the Franklin Fire State of Emergency Declared June 18, 2025
(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.: _____
	☐ Logged In:	CD Suspension Requested: ☐ Yes, see attached
	_____	Analyst Completion Date: _____
	☐ Logged Out:	Supervisor Completion Date: _____
	_____	Disposition: ☐ Accepted ☐ Withdrawn ☐ Rejected
		AL / Tariff Effective Date: _____
		Resolution No.: T- _____
		Notes: _____



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November 13, 2025

Advice Letter No. 12984

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 the Franklin Fire State of Emergency Declared June 18, 2025

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 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.

In compliance with OP 7, Frontier hereby reports the following information regarding customer protections provided during the Franklin Fire 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:

- waiver of one-time activation fee for establishing remote call forwarding, remote access to call forwarding, call forwarding features and messaging services;



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- 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 Account Credits/Waivers

Applicable Time Period	# Customers	Total Credit Amount
December 2024 – May 31, 2025	3	\$90

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'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 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: Press releases, social media posts, blogs, and bulletins were not issued during the Franklin Fire.



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- 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 November 13, 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

Frontier requests that this Tier 1 Advice Letter become effective on November 4x, 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.

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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Attachment A

January 9, 2025 customer email



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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](#).