

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 #: 12985 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 February 2025 Atmospheric River Storms State of Emergency Declared July 29, 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.: _____ 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	☐ Logged Out: _____	Disposition: ☐ Accepted ☐ Withdrawn ☐ Rejected AL / Tariff Effective Date: _____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: _____



1919 McKinney Ave., Dallas, TX 75201
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November 13, 2025

Advice Letter No. 12985

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 February 2025 Atmospheric River Storms State of Emergency Declared July 29, 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 July 29, 2025, Governor Newsom declared a state of emergency in the counties of Humboldt, Mendocino, Modoc, Napa, Shasta, Sonoma, and Trinity related to the January 31 - February 17, 2025 atmospheric river storms that resulted in excessive rainfall, landslides and widespread flooding.

In compliance with OP 7, Frontier hereby reports the following information regarding customer protections provided during the Atmospheric River Storms 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
February 2025 – March 2025	20	\$760

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 February atmospheric river storms.
- Customer communications, in the form of letters, emails, bill inserts and text messages;
Status: A general emergency preparedness awareness email was sent to customers on July 1, 2024 providing tips on how to prepare for a disaster. The communication included a hyperlink to Frontier's emergency resource website containing instructions on how to check for service outages and troubleshoot their service, along with hyperlinks to government resource agencies– see Attachment A.
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 storms.



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- Communications to elected officials and key stakeholder partners; contractors, vendors, business partners;
Status: As standard procedure, Frontier's operations team remained in contact with local utilities and officials to ensure areas were safely accessed when evaluating damages and throughout the restoration process.

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 14, 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>

First Name	Last Name	Email Address
Ross	Johnson	att-regulatory-ca@att.com
Steve	Fetzer	sfetzer@4cct.com
Sherri	Flatt	regulatoryaffairs@sagetelecom.net
John	Gutierrez	John_Gutierrez@cable.comcast.com
Kelly	Pool	kpool@4cct.com
Judith	Riley	jriley@telecompliance.net
PHILIP	JOSEPHSON	PJOSEPHSON@STERLINGBUSINESSLAW.COM
KAREN	MCBEE	TRUCKEE25@AOL.COM
Marg	Tobias	info@tobiaslo.com
Michelle	Salisbury	michelle.salisbury@crowncastle.com
Joe	Richardson	joe@speedypin.com
Karen	Ritter	CAservicelist@tminc.com
davina	hunter	davinahunter29@gmail.com
Winafred	Brantl	wbrantl@kelleydrye.com
Dean	LaChapelle	deanvic@yahoo.com
Charlie	Born	Charlie.Born@ftr.com
William	Prentice	william.c.prentice@gmail.com
Risa	Hernandez	rh@cpuc.ca.gov
Steven	Fenker	steve@tsihomophone.com
Niki	Bawa	nb2@cpuc.ca.gov
John	Clark	jclark@goodinmacbride.com
Stefanie	Edwards	sedwards@bluecasa.com
Bill	Peters	bill.peters@argusmedia.com
Michael	Heyenga	cwa9509@gmail.com
Kristopher	Twomey	kris@lokt.net



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

Heather	Kirby	hkirby@telecomcounsel.com
Paula	Schneider	paula@crockerlawfirm.com
Scott	Kellogg	scottekellogg@me.com
Michel	Nelson	mnelson@o1.com
N.A.	Tannenbaum	cpuclists@gmail.com
Angel	Barragan	Angel@FirelineBroadband.com
liz	podolinsky	pod@cpuc.ca.gov
Lisa	Prigozen	lpp@cpuc.ca.gov
G	Rogers	grogerswcms@live.com
Timothy	Naple	tnaple@luxbridge.com
Pam	Bathke	ratechange@telekenex.com
Anna	Jew	anna.jew@cpuc.ca.gov
Bryant	Peters	bryant.peters@cgminc.com
Virginia	Morales	thelegend831@live.com
Patrice	Rogers	progers@rtcteam.net
Kennyatta	Perkins	kperkins@rtcteam.net
Aisha	Perkins	aperkins@rtcteam.net
robin	wolkoff	robin.wolkoff@sprint.com
stephen	klein	Steve@SafetyNetWireless.com
Regulatory	Dept	regulatory@ecomobile.com
Tina	Allen	tallen@telecomservicebureau.com
Alan	Galloway	alangalloway@dwt.com
Melissa	Taylor	VARIETY.TEL.WIRELESS@HOTMAIL.COM
David	West	david.west@clearpathwm.com
MelissaDenee	Taylor	varietytelwireless@att.net
Becky	Heggelund	bheggelund@nbglaw.com
Rachel	Schmeidler	rachel.schmeidler@sprint.com
Justin	Barnes	jbarnes@kfwlaw.com
Carla	Liff	Carla.Liff@cgminc.com
Anne	Clements	Anne.Clements@cgminc.com
Julie	Poon	julie.poon@consolidated.com
John	Willis	john.willis@iwirelesshome.com
Eric	Schimpf	eschimpf@iwirelesshome.com
Sam	Bailey	sbailey@iwirelesshome.com
Jason	VanArsdall	jvanarsdall@iwirelesshome.com
Kim	Malcolm	klmalcolm@gmail.com
David	Avila	davila@tracfone.com
Kristine	Lee	kristine.lee@boostmobile.com



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

Susan	Berlin	susan.berlin@telrite.com
Sharon	Warren	swarren@tminc.com
Ken	King	kenking@safetynetwireless.com
Domenic	Fontana	domenic.fontana@viaoneservices.com
Melissa	Slawson	mslawson@bluejaywireless.com
Jim	McTarnaghan	CPUC_AL-Rates@perkinscoie.com
Katherine	Marshall	kmarshall@potomacclaw.com
Ana Maria	Johnson	aj1@cpuc.ca.gov
Lauren	Moxley	lmoxley@bluejaywireless.com
Melissa	Slawson	slawsonconsulting@gmail.com
Kim	Isaacs	Kim.Isaacs@allstream.com
Greg	Cole	gcole@bluejaywireless.com
Melissa	Slawson	mslawson@geolinks.com
Cassandra	Milligan	cassandra.milligan@tagmobile.com
Dale	Wiltshire	dale@fatpbx.com
J.G.	Harrington	jgharrington@cooley.com
Jack	Conklin	jhcon@hotmail.com
Thomas	Rowland	tom@telecomreg.com
Kevin	Rhoda	krhoda@telecomreg.com
Lesli	Rowe	lesli.rowe@viaoneservices.com
Louise	F	lef@cpuc.ca.gov
Pam	Brewer	pbrewer@inteserra.com
Matt	Dean	regcompliance@telecompliance.net
Vince	Coppey	vc1@cpuc.ca.gov
Michael	Anderson	mikea@clientworks.com
Melissa	Kallabat	MKallabat@airvoicewireless.com
Jennifer	Carter	jcarter@gcioa.com
Amy	Warshauer	amy.warshauer@ftr.com
Jason	VanArsdall	jvanarsdall@standupwireless.com
CalOES	911-Branch	CA911Tariff@caloes.ca.gov
Choua	Her	choua.her@mossadams.com
G. Joseph	Buck	complaint.Frontier@gmail.com
Karen	Higgs	Karen.Higgs@motorolasolutions.com
Darren	Lee	dlee@cwclaw.com
Jerry	Weikle	jweikle@windstream.net
Ashley	Salas	asalas@turn.org
Kristin	Jacobson	kristin@kljlegal.com
Anitzia	Julbe	ajulberivera@tracfone.com



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

A	Altmann	aaltmann@sdewa.org
TD	PAL	TD._PAL@cpuc.ca.gov
Phil	Rotheram	phil.rotheram@atos.net
Lydia	Freemon	lydfreemon@gmail.com
Karen	Wolf	karen.wolf@motorolasolutions.com
Susan	Ornstein	susan.ornstein@comtechtel.com
Anita	Taff-Rice	anita@icommlaw.com
Mary	Rasher	mrasher@west.com
Crystal	Prahl	crystal.prahl@charter.com
Frank	App	Frank.App@charter.com
S.	Linderman	slinderman@buchalter.com
Ashley	Douglas	ashley.douglas@centurylink.com
linda	peng	lindapeng@comnet-telecom.com
Teresa	Bitterling	teresa@crockerlawfirm.com
Christine	Chacon	christinec@worldnet1.net
S.	Linderman	shawndai@cal-cca.org
Rachelle	Chong	rachelle@chonglaw.net
Thomas	Crowe	tcrowe@logicaltelecom.com
Wendy	Perez	accounting@evocative.com
Kristin	Jacobson	kristin.jacobson@us.dlapiper.com
Raisa	Ledesma Rodriguez	raisa.ledesma@cpuc.ca.gov
Victor	Smith	victor.smith@cpuc.ca.gov
Aja	King	AKing@jenner.com
kieuchinh	tran	kieuchinh.tran@cpuc.ca.gov
Chris	King	ChrisKing@safetynetwireless.com
Aggie	Hill	aggie@icommlaw.com
Hans	Eysenbach	heysenbach@verrill-law.com
Zeb	Zankel	CPUCfilings@jenner.com
Kate	Beck	kate.beck@cpuc.ca.gov
Ken	Yeager	kyeager@inteserra.com
Stephen	Milton	cpuc-advice@isofusion.com
Mark	Schreiber	mschreiber@cwclaw.com
Steven	McFerson	mcferson.steve@gmail.com
Jeanette	Green	jgreen@uc-green.com
Jim	Burt	James.R.Burt@charter.com
Darren	Lee	darren@brblawgroup.com
Mindy	Duvall-Harris	mindyd@ponderosatel.com



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

Kerry	Grimes	kerry.grimes7@t-mobile.com
CDCompliance	CPUC	CDCompliance@cpuc.ca.gov
Louis	Lupinacci	louis.lupinacci@t-mobile.com
Al	Aksterowicz	al.aksterowicz@t-mobile.com
Joshua	Lin	joshua.lin@cpuc.ca.gov
Sindy	Yun	Sindy.yun@cpuc.ca.gov
Jen	Rose	jen.rose@iwirelesshome.com
Jen	Rose	jen.rose@iwirelesshome.com
Nicholas	Metherd	nmetherd@infinitimobile.com
Brett	Palmer	brett.palmer@cpuc.ca.gov
Matthew	Spiegel	m_spiegel@hotmail.com
Peter	Engdahl	peter@snowcrest.net
Jodie	Grimshaw	Jodie@csilongwood.com
Kara	Light	kara.light@t-mobile.com
Wes	Zuber	wes@uia.net
Nathan	Patrick	cpuc-telecom-al@sonic.net
Shilton	Hasunuma	shilton.hasunuma@itstelecom.com
Richard	Williams	rickw@ponderosatel.com
Georganna	Payne	georgannap@ponderosatel.com
Genya	Meharg	genya.meharg@nelsonmullins.com
Debra	McGuire Mercer	debra.mercer@nelsonmullins.com
Joshua	Guyan	joshua.guyan@nelsonmullins.com
Catherine	Stedman	cstedman@3ce.org
Nicholas	Metherd	nickmetherd@safetynetwireless.com
Kitty	Whitt	kitty.whitt@claconnect.com
Steven	Halligan	SHalligan@ocpower.org
Jessica	Jandura	jessicajandura@dwt.com
Alex	Rodriguez	alex.rodriguez@cgminc.com
Leo	Fitzpatrick	lfitzpatrick@TURN.org
Jenny	Smith	jenny.smith@ftr.com
Zainab	Badi	zbadi@gridalternatives.org
Paul	Goodman	pgoodman@c4at.org
Joshua	Trauner	joshua.trauner@lumen.com
Alexander	Rasor	regulatoryaffairs@truconnect.com
Carlos	Alcantar	telco-compliance@race.com



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

Gail	Karish	gail.karish@bbklaw.com
PILLAR	COLWELL	pdezcolwell@gmail.com
sola	lee	sola.lee@dish.com
Brian	Ortega	hr@getonward.com
Kevin	Rhodes	krhodes@uia.net
Ted	Vagelos	Ted.Vagelos@Verizon.com
Peter	Pratt	peter.pratt@cpuc.ca.gov
Sara	Yocum	sara.yocum@caltelcorp.com
Sara	Yocum	sara.yocum@caltelcorp.com
Kitty	Whitt	kwhitt@inteserra.com
Giovanna	Bretous	giovanna.bretous@dish.com
Julia	Browning	julia.browning@dish.com
Carole	Williamson	carole.williamson@consolidated.com
Stephen	Bowen	bowenlawgroup@gmail.com
Joshua	Cooper	joshua.cooper@cpuc.ca.gov
Suzanne	Toller	suzannetoller@dwt.com
Alexandra	Green	agreen@turn.org
Judy	Pau	dwtcpucdockets@dwt.com
Christina	Chushuk	chris.chushuk@lumen.com
Caliber	Advice Letters	caliberadviceletters@gmail.com
Brenda	Villanueva	bvillanueva@turn.org
Andrew	Cardin	acardin@digitalpath.com
Rachelle	Chong	rachelle.chong@chonglaw.net
ISHWAR	SAINI	ishwar.saini@macquarie.com
Indy	Nelson	admin@sequoiawireless.com
Peter	Liu	Peterliu@megateln.net
Prescott	Matthews	prescott.matthews@cpuc.ca.gov
Jill	Stafford	jstafford@buchalter.com



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Attachment A

July 1, 2024 customer email



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[Sign In](#)

We're ready for extreme conditions. Make sure you are too.

Hi Wayne S,

Severe weather can affect anyone. We have a **plan** in place to respond to emergencies and want you to be ready, too.

What we do

If a disaster strikes, we're committed to getting life back to normal as quickly and safely as possible by:

- Backup emergency generators ready to get our facilities back up
- Technicians and support teams ready to respond
- Ongoing service updates. Register for text or emails with the **MyFrontier Mobile App**

What you can do

We urge you and your family to prepare. Here are some helpful tips:

- Prepare a recovery plan that includes evacuation routes, special medical needs, and supplies
 - Assemble a communications kit that includes a laminated list of important contacts
-



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- **Forward your calls** to your cell phone in case of emergency and/or evacuation

Be sure to follow instructions from your local government emergency management teams. Please keep in mind electricity outages can impact you as well.

For more help, information, and useful tips on preparing for extreme conditions, visit our **[Emergency Preparedness Page](#)**.

GET READY

Voice Customers:

Remember your Frontier Voice phone service, including 911 service, will not function without electrical or battery backup power. In the event of a power outage, you may not be able to make calls, and you should ensure that you have a functioning battery backup for the following: Modem/Router, Optical Network Terminal (ONT), IP Phone/Analog Telephone Adapter (ATA) and Ethernet Switch, or an alternate means of calling 911.

Thank you and stay safe!
