

CALIFORNIA PUBLIC UTILITIES COMMISSION
Communications Division Advice Letter Summary Form

| | | | |
|---|------------|---|----------------|
| Date AL served on parties: 12/17/2025 | | 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 #: 12986 Requested Effective Date: 12/18/2025 | | Information-Only <input type="checkbox"/> | |
| 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 Palisades Fire State of Emergency Declared January 7, 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](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.: _____ CD Suspension Requested: <input type="checkbox"/> Yes, see attached |
| | <input type="checkbox"/> Logged In: _____ | Analyst Completion Date: _____ Supervisor Completion Date: _____ |
| | <input type="checkbox"/> Logged Out: _____ | Disposition: <input type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Rejected AL / Tariff Effective Date: _____ |
| | | Resolution No.: T- _____ Notes: _____ |



1919 McKinney Ave., Dallas, TX 75201
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December 17, 2025

Advice Letter No. 12986

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 Palisades Fire State of Emergency Declared January 7, 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 January 7, 2025, Governor Newsom declared a State of Emergency in Los Angeles and Ventura counties in response to the Palisades Fire, Eaton Fire and Hurst Fire.

These fires occurred in Frontier California Inc.’s service area resulting in extensive cable and pole damage and several burnt Hubs in Los Angeles and Malibu. The Eaton Fire caused minimal damage in our Sierra Madre service area.

In compliance with OP 7, Frontier hereby reports the following information regarding customer protections provided during the Palisades, Eaton and Hurst Fires 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 the required 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, 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 |
|---------------------------------|-------------|---|
| January 2025 – October 31, 2025 | 633 | \$36,216 Additional incidental credits may be applied on a case by case basis. |

Outreach Efforts Conducted

Frontier operated in compliance with its Communications and Outreach Plan to ensure its customers were informed of the rights and protections afforded to them under Decision 19-08-025 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 resource website and added a banner message on Frontier's internet home page to direct 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, 2025, Los Angeles County customers were sent an email containing instructions for verifying service outages and troubleshooting their service, and hyperlinks to government resource agencies and Frontier's emergency resource website. Customers that incurred a service outage were sent automated status SMS (text) messages and emails up through the outage resolution.



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- Press releases, social media posts, blogs and bulletins;
Status: A press release was issued on January 22, 2025, announcing Frontier's donation of fiber internet to the North Valley Caring Services to help fire impacted local communities with access to needed resources. Additionally, Frontier's CEO, Nick Jeffery, and Frontier Internet's social media account posted a similar North Valley Caring Services fiber-donation message, and also indicated that Frontier's fiber is connecting LA County's critical emergency-response services – such as fire stations and police departments – as they work through recovery efforts.
- Communications to elected officials and key stakeholder partners; contractors, vendors, business partners;
Status: Frontier engaged with contacts from CalFire, CALOES, CALOEM, Los Angeles Department of Water and Power, SCE, and local officials to coordinate access and restoration efforts in impacted areas. Frontier continues to meet with county officials and power utilities regarding restoration status.

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 December 17, 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 December 18, 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

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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



[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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Frontier, 1919 McKinney Ave, Dallas TX, 75201, US



[January 9, 2025 frontier.com California homepage banner](#)



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[Search](#) 🔍 [Hi, David](#) ▾

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

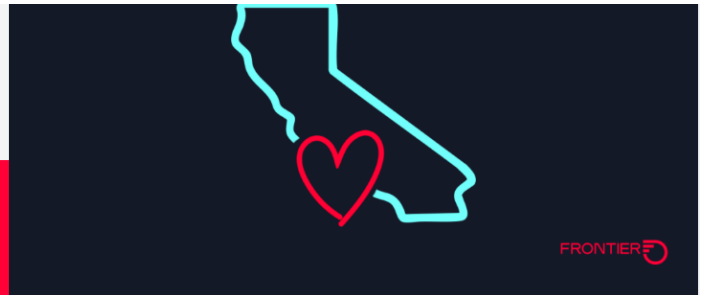


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January 22, 2025 Press Release

[Frontier Donates High-Speed Fiber Internet to Main Evacuation Hub in Los Angeles - Frontier Newsroom](#)

Frontier Donates High-Speed Fiber Internet to Main Evacuation Hub in Los Angeles



January 22, 2025 | Press Release



Provides critical connectivity for organization that is supporting victims of devastating wildfires with free meals, emergency housing and other essential relief

What's Happening: Frontier donated high-speed, reliable fiber internet to the North Valley Caring Services (NVCS), a main evacuation hub for wildfire victims of Los Angeles, through our [Broadband for Good Program](#).

What's Broadband for Good: Broadband for Good is our commitment to advancing digital inclusion and strengthening the communities we serve. This program supports our purpose of Building Gigabit America by using our fiber technology and resources to connect more people to the digital society.

Why we chose NVCS Food Pantry: The organization has been named one of the official evacuation hub by Los Angeles Mayor Karen Bass and is distributing essential supplies including food and water, helping displaced families connect with loved ones and giving Californians access to critical resources that will help them begin to rebuild their lives. Our teammates in LA worked quickly to install fiber to NVCS to ensure they had the strongest internet connection possible to provide emergency relief to the community.

Frontier x California: As California rebuilds, we are working hand-in-hand with local partners to ensure communities have access to the resources they need. Our fiber technology powers LA County's most critical public services, including fire stations, police stations and other core infrastructure network services.

Handy Quote: "We are part of this community. Our employees live and work here, and we will be here every step of the way as California works to recover and emerge as an even stronger community," said Veronica Bloodworth, Chief Network Officer of Frontier. "We're working closely with government agencies, 911 centers and power companies to ensure our connectivity is strong in the most critical moments – keeping people safe as they continue to navigate the devastation from the ongoing wildfires and handle emergencies. Whether it's enabling first responders, providing our customers with support, or partnering with nonprofits who are making a big difference, we are here to help."

Media

Chrissy Murray
VP, Corporate Communications
chrissy.murray@ftr.com

About Frontier

Frontier (NASDAQ: FYBR) is the largest pure-play fiber provider in the U.S. Driven by our purpose, Building Gigabit America®, we deliver blazing-fast broadband connectivity that unlocks the potential of millions of consumers and businesses. For more information, visit www.frontier.com.

January 2025 Social Media post

CEO Nick Jeffery – LinkedIn

[#broadbandforgood](#) [#buildinggigabitamerica](#) | [Nick Jeffery](#)



Nick Jeffery

10mo

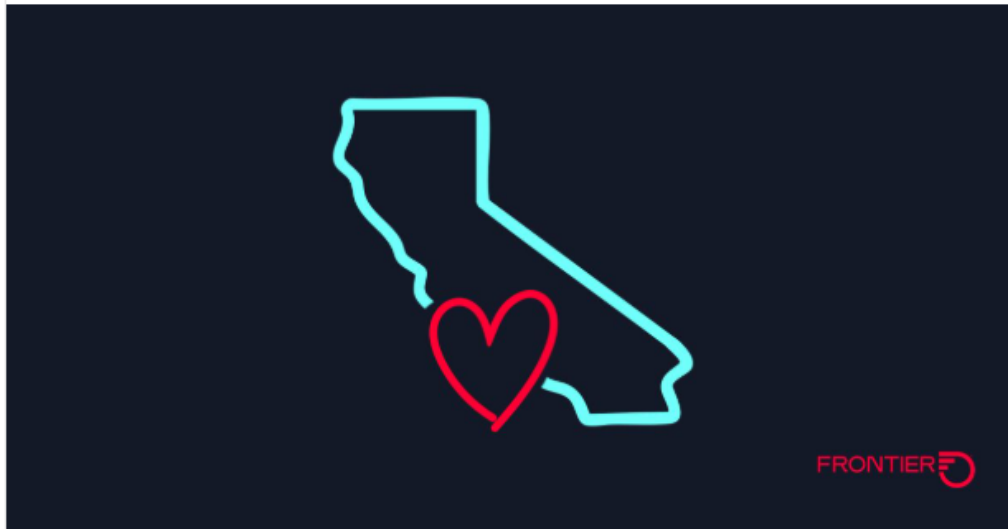


We stand with the communities impacted by the devastating wildfires in Southern California, where many of our teammates and customers live and work. Our [Frontier Internet](#) team is on the ground providing support, and we're committed to aiding recovery in the days, weeks and months ahead.

As part of our [#BroadbandForGood](#) program, we donated our fiber internet to [North Valley Caring Services](#), one of the official evacuation hubs where community members can secure essential supplies, connect with loved ones and access critical resources to begin rebuilding their lives.

Our fiber internet has held up well across the area, and we are working quickly to ensure the connection for LA County's most critical emergency response services, including fire stations and police departments, remain strong.

Get more details: <https://lnkd.in/gruhq4Pj> [#BuildingGigabitAmerica](#)





1919 McKinney Ave., Dallas, TX 75201
[Frontier.com](https://frontier.com)

January 2025 Social Media post

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Frontier Internet's Post



Frontier Internet

112,329 followers

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California, we stand with you. As the devastating wildfires continue to cause destruction in Southern California, we are here to support the communities that have been impacted.

Today, we announced a donation of our fiber technology through our [#BroadbandForGood](#) program to [North Valley Caring Services](#) in Los Angeles. This is an official evacuation hub distributing essential supplies, helping displaced families connect with loved ones, and giving Californians access to critical resources to begin to rebuild their lives.

We're also working hand in hand with LA County and powering its most critical public services, including its fire stations and police departments, as they respond to the ongoing disaster. Our team has been working to ensure their fiber internet connection remains strong as they coordinate recovery efforts.

Get the details: <https://fybr.to/4g4jmOF> [#BuildingGigabitAmerica](#)



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