



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

January 5, 2026

Advice Letter No. 12988

Frontier California Inc. (Frontier) (U-1002-C), Citizens Telecommunications Company of California Inc. d/b/a Frontier Communications of California (U1024-C), Frontier Communications of the Southwest Inc. (U-1026-C) to the Public Utilities Commission State of California

Subject: D.19-08-025, OP 2 Compliance Filing – Customer Relief Protections During December 24, 2025 Late December Storms Declared State of Emergency

Purpose

The purpose of this Tier 1 Advice Letter (AL) filing is for Frontier California Inc. (U-1002-C), Citizens Telecommunications Company of California Inc. dba Frontier Communications of California (U-1024-C), and Frontier Communications of the Southwest Inc. (U-1026-C) collectively referred to as ('Frontier') to demonstrate its compliance with Ordering Paragraph (OP) 2 of Decision 19-08-025 (Decision).

On December 24 2025, Governor Newsom declared a State of Emergency in Los Angeles, Orange, Riverside, San Bernardino, San Diego and Shasta counties in response to the atmospheric rivers that brought heavy rainfall and the risk of rockslides, mudslides, landslide and flooding.

Customer Relief Protections

OP 2 of the Decision Requires:

"In the event the governor of California or a president of the United States declares a state of emergency which has either resulted in the loss or disruption of the delivery or receipt of utility service and/or resulted in the degradation of the quality of utility service, landline and wireless providers, as identified in Ordering Paragraph 1, shall file a Tier 1 Advice Letter within 15 days of the Governor's or President's state of emergency proclamation reporting compliance with implementing this Decision's mandated emergency disaster relief customer protections and outreach activities. These Advice Letters should include which of the required relief measures the provider has implemented, which of the required relief measures the provider will implement pending an FCC Lifeline waiver, which of the required relief measures do not apply because the provider either does not provide or does not charge for that service, and which relief measures, if any, the provider is offering in addition to the required measures. A service provider may request a blanket exemption via a letter on an annual basis from the Director of the Communications Division that explains that none of the adopted protections are applicable to its services or customers and require that provider to send another Tier 1 advice letter in the event that any of the protections in fact, become applicable."



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Frontier has implemented the mandated emergency disaster relief customer protections listed below. Upon customer contact and confirmation of disruption or degradation of service, customers will be issued the proper waivers. Frontier will comply in issuing all necessary credits and waivers as required by the Decision:

“Landline providers shall provide the following mandated protections to their customers whose service is disrupted or derogated in the declaration area:

- 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 OUTREACH

In compliance with this Decision, Frontier is conducting outreach through multiple platforms to ensure our customers are aware of the rights and protections they are entitled to in the event their service is affected during a declared state of emergency. Frontier is providing its customers with access to information regarding their rights to these protections. Following is Frontier’s evolving communications plan which is not limited to:

- Website communications specific to California, including event specific information;
Status: Frontier has activated its state of emergency resource website and included a banner on the home page directing California customers to the state of emergency website for specific information.
- Customer communications, in the form of letters, emails, bill inserts and text messages;
Status: During the last week of October 2025, an email was sent to customers as a reminder



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to prepare for severe weather along with helpful tips for staying informed and an online link to Frontier's Emergency Preparedness Page.

Additionally, customers incurring a service outage receive automated SMS (text) messages and emails containing outage status details. Subsequent text and email updates are sent to impacted customers until the outage is resolved.

- Press releases, social media posts, blogs and bulletins;
Status: Social media posts and press releases have not been issued at this time.
- Communications to elected officials and key stakeholder partners; contractors, vendors, business partners;
Status: As standard procedure, Frontier's operations team is in contact with local utilities and officials to ensure areas are 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 January 5, 2026 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>.



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Effective Date

Frontier requests that this Tier 1 Advice Letter become effective on January 6, 2026 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,

A handwritten signature in black ink that reads "Judy Geise".

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

Last week in October 2025 customer email



[Sign In](#)

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

Hi Wayne,

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 having:

- 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
- [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.



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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!

Automatic Message - Do Not Reply

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