



COMMUNICATIONS DIVISION
ADVICE LETTER SUMMARY FORM

CD 04-2025

Complete and submit via email to: TD. PAL@cpuc.ca.gov the CD Advice Letter Summary form and attach to the cover letter, supporting documents, if any, and the service list.

Date Advice Letter Served to TD._PAL and Service List: 04/09/2026 Utility ID: U- 1002 -C

Utility Name: Frontier California Inc.

Advice Letter No.: 13009 Requested Effective Date: 04/10/2026

Advice Letter Tier Level: Information-Only Filing I II III

Advice Letter Subject: Conclusion Report on Frontier-Issued Customer Relief Protections During the December 23

Authorization for Filing: D.19-08-025, OP 7 Compliance Filing

Keyword: Decision/Resolution Compliance

Complete (a)-(c) if Keyword Selected: Contract(s)

(a) Date Executed:

(b) Contract Type: [Contract Type]

(c) Total Revenue Amount:

Notes/Comments:

Table with 4 columns: Contact Information, Full Name, Title, Email Address, Telephone No. Rows include Utility Filer: Judy Geise and Advice Letter Certificate: Tanya Swanson.

PROTEST(S) AND RESPONSE(S) TO PROTEST

General Order (GO) 96 -B General Rules 7.4

Email Protest/Response to Protest : TD._PAL@cpuc.ca.gov and the Utility on the same day.

CPUC Communications Division-Advice Letter Coordinator

505 Van Ness Avenue, San Francisco, California 94102

EMAIL ONLY (DO NOT MAIL HARD COPY UNLESS REQUESTED)

CONFIDENTIAL TREATMENT INFORMATION

Decision (D.)16-08-024, D.20-08-031 (corrected by D.21-09-020) and GO 66-D

Have problems sending the Advice Letter via direct email?

Send your advice letter package via CPUC's Secure File Transfer Protocol (FTP) /Kiteworks



April 9, 2026

Advice Letter No. 13009

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 December 23, 2025 Declared State of Emergency for the August through September 2025 Gifford Fire

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 December 23, 2025, Governor Newsom issued a State of Emergency for Santa Barbara County and San Luis Obispo County in response to the Gifford Fire that ignited August 1, 2025 and was fully contained by September 28, 2025.

Although the fire occurred in Frontier California Inc.’s service area, Frontier’s facilities avoided damage and maintained service to its customers.

In compliance with OP 7, Frontier hereby reports the following information regarding customer protections provided during the Gifford 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;
- 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

Customer account credits and waivers related to service disruption or degradation resulting from the disaster were not requested by Frontier customers.

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 activated.
- Customer communications, in the form of letters, emails, bill inserts and text messages;
Status: When a service outage occurs, Frontier sends automated SMS (text) messages and emails to the impacted customers and keeps them informed of the status until the outage is resolved.
- Press releases, social media posts, blogs and bulletins
Status: Social media posts and press releases were not issued.
- 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 disaster areas are safely accessed when evaluating damages.

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 April 9, 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@verizon.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 April 10, 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.



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

If you have any questions, please do not hesitate to contact me at 214-724-7719, or by email judy.geise@verizon.com.

Sincerely,

A handwritten signature in black ink that reads "Judy Geise". The signature is written in a cursive, flowing style.

Judy Geise
Manager, Regulatory
judy.geise@verizon.com

cc: Jenny Smith jenny.smith@verizon.com

Frontier California Inc. Advice Letter Service List

Via E-Mail

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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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