

CALIFORNIA PUBLIC UTILITIES COMMISSION
Communications Division Advice Letter Summary Form

Date AL served on parties: 08/12/2025		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 #: 12972 Requested Effective Date: 08/13/2025		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: Customer Relief Protections During February 2025 Atmospheric River Storms, July 29, 2025 Declared State of Emergency
(Service(s) included)

Authorization for filing: D.19-08-025, OP 2 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.: _____
	<input type="checkbox"/> Logged In:	CD Suspension Requested: <input type="checkbox"/> Yes, see attached
	_____	Analyst Completion Date: _____
	<input type="checkbox"/> Logged Out:	Supervisor Completion Date: _____
	_____	Disposition: <input type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Rejected
	<input type="checkbox"/> _____	AL / Tariff Effective Date: _____
		Resolution No.: T- _____
		Notes: _____



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August 12, 2025

Advice Letter No. 12972

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

Upon record review, Frontier's facilities did not sustain damages in these counties as a result of the atmospheric river storms.

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



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another Tier 1 advice letter in the event that any of the protections in fact, become applicable.”

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’s state of emergency resource website was active at the time of the February atmospheric river storms and is currently available for customers to access.
- 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



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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 were also included in the communication – see Attachment A.

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 regarding the storms.
- 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 August 12, 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>.



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Effective Date

Frontier requests that this Tier 1 Advice Letter become effective on August 13, 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

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

July 1, 2024 customer email



[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!
