

CALIFORNIA PUBLIC UTILITIES COMMISSION
Communications Division Advice Letter Summary Form

Date AL served on parties: 1/9/2026		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 #: 12996 Requested Effective Date: 1/10/2026		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: Customer Relief Protections During 2025 Late August Storms and Mudslides State of Emergency Declared on December 23, 2025
(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.: _____ 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	☐ Logged Out: _____	Disposition: ☐ Accepted ☐ Withdrawn ☐ Rejected AL / Tariff Effective Date: _____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
Frontier.com

January 9, 2026

Advice Letter No. 12996

Frontier California Inc. (U-1002-C), Citizens Telecommunications Company of California Inc. d/b/a Frontier Communications of California (U1024-C), and 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 2025 Late August Storms and Mudslides State of Emergency Declared on December 23, 2025

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 23, 2025, Governor Newsom declared a state of emergency in Sierra County related to a series of thunderstorms between August 23, 2025 and August 27, 2025 that resulted in mudslides, road closures, and debris flows.

Frontier does not provide service in Sierra County. As such, the customer relief measures and associated reporting required under Paragraph 2¹ and Paragraph 7² of the Decision do not apply to Frontier California Inc., Citizens Telecommunications Company of California Inc. d/b/a Frontier

¹ 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.

² Landline and wireless providers, as identified in Ordering Paragraph 1, shall file a Tier 1 Advice Letter at the default, 12-month conclusion of customer protection period, or as reasonably determined by the Governor's Office of Emergency Services, detailing the mandated protections offered to the customer 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.



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Communications of California, and Frontier Communications of the Southwest Inc. under the December 23, 2025 state of emergency.

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 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@ftr.com

To obtain information about the Commission's procedures for advice letters and protests, go to the Commission's Internet site (www.cpus.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.cpus.ca.gov/General.aspx?id=1097>.

Effective Date

Frontier requests that this Tier 1 Advice Letter become effective on January 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.



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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

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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