



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: 01/21/2026 Utility ID: U- 1002 -C

Utility Name: Frontier California Inc.

Advice Letter No.: 13002 Requested Effective Date: 01/22/2026

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

Advice Letter Subject: December 24, 2025 Late December Storms Declared State of Emergency

Authorization for Filing: D.21-10-020 Ordering Paragraph 4, 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:

Contact Information	Full Name, Title	Email Address	Telephone No.
Utility Filer:	Judy Geise	Judy.Geise@ftr.com	(214) 724-7719
Advice Letter Certificate:	Tanya Swanson	tanya.swanson@ftr.com	(651) 257-4835

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](#)



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January 21, 2026

Advice Letter No. 13002

Frontier California Inc. (U1002-C) and Citizens Telecommunications Company of California Inc. d/b/a Frontier Communications of California (U1024-C) to the Public Utilities Commission State of California

Subject: D.21-10-020 Ordering Paragraph 4, Compliance Filing – 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) and Citizens Telecommunications Company of California Inc. d/b/a Frontier Communications of California (U1024-C), collectively ('Frontier') to demonstrate its compliance with Ordering Paragraph (OP) 4 of D.21-10-20 (Decision) which states:

In the event of a disaster, declared either by the Governor of California or the President of the United States, that also damages their facilities or leads to a service outage, facilities-based wireline and facilities-based wireless providers shall file a Tier 1 Advice Letter within 15 days from when they are allowed into a disaster area to assess the damage to their facilities. This Advice Letter shall be filed with the Commission's Communications Division at TD._PAL@cpuc.ca.gov. The Advice Letter also must be provided to the appropriate local government contained within the disaster area, including the chief executive or leader of the city, township or Tribal government. In the case of an unincorporated area, the communication must be established with the appropriate County. In the case of Tribal governments, the communication must be established with any Tribe(s) that have Tribal lands or ancestral territory overlapping with any portion of the disaster area. The Advice Letter shall include the following details:

- A. report of what facilities or equipment was damaged;*
- B. restoration and/or rebuild plans, including a description of what is being repaired, replaced or added, and maps of where the restoration will occur;*
- C. the date the facilities-based wireline or wireless provider received access to the damaged area;*
- D. the timeline to make repairs; and*
- E. any changes to any energy/communication infrastructure required; and*
- F. the contact information of the individual responsible for community engagement in these instances.*

Report

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.



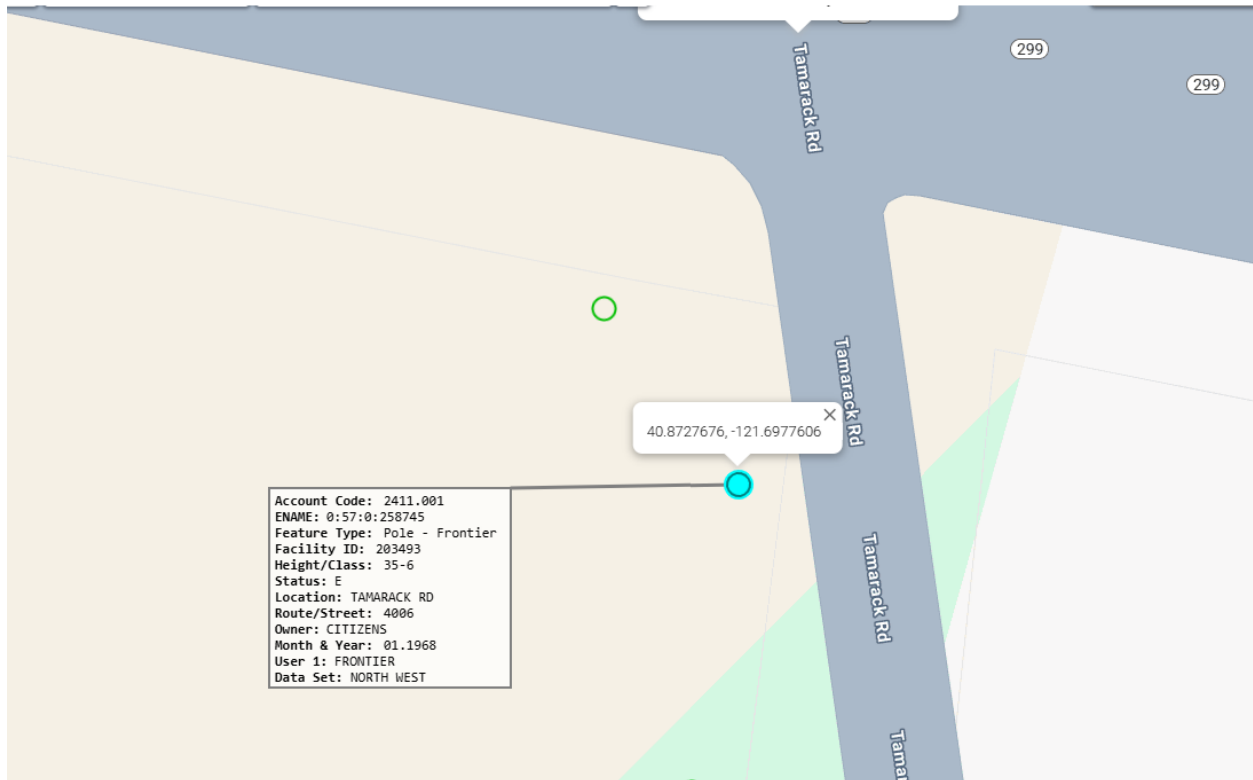
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[Frontier.com](https://frontier.com)

Frontier's service area remained operational and did not experience service disruptions as a result of the storms. High winds caused limited damage to two utility poles and associated cable infrastructure at three locations within the Frontier California Inc. and Frontier Communications of California service territories. Frontier's construction teams secured timely access to all affected sites to assess conditions, implement necessary safety measures, and initiate repair activities consistent with established restoration protocols. All required repairs were completed by January 13, 2026.

Frontier Communications of California

Location	Damages	Restoration plan	Restoration Date
Burney: Tamarack Rd	~ 330' 25 pair copper cable (1) CL-6 pole	Replaced cable and pole on a like for like basis.	12/31/2025
Millville: 24370 OLD 44 DR	~ 3.065' 48 fiber cable (1) CL-7 pole	Replaced cable and pole on a like for like basis.	1/13/2026

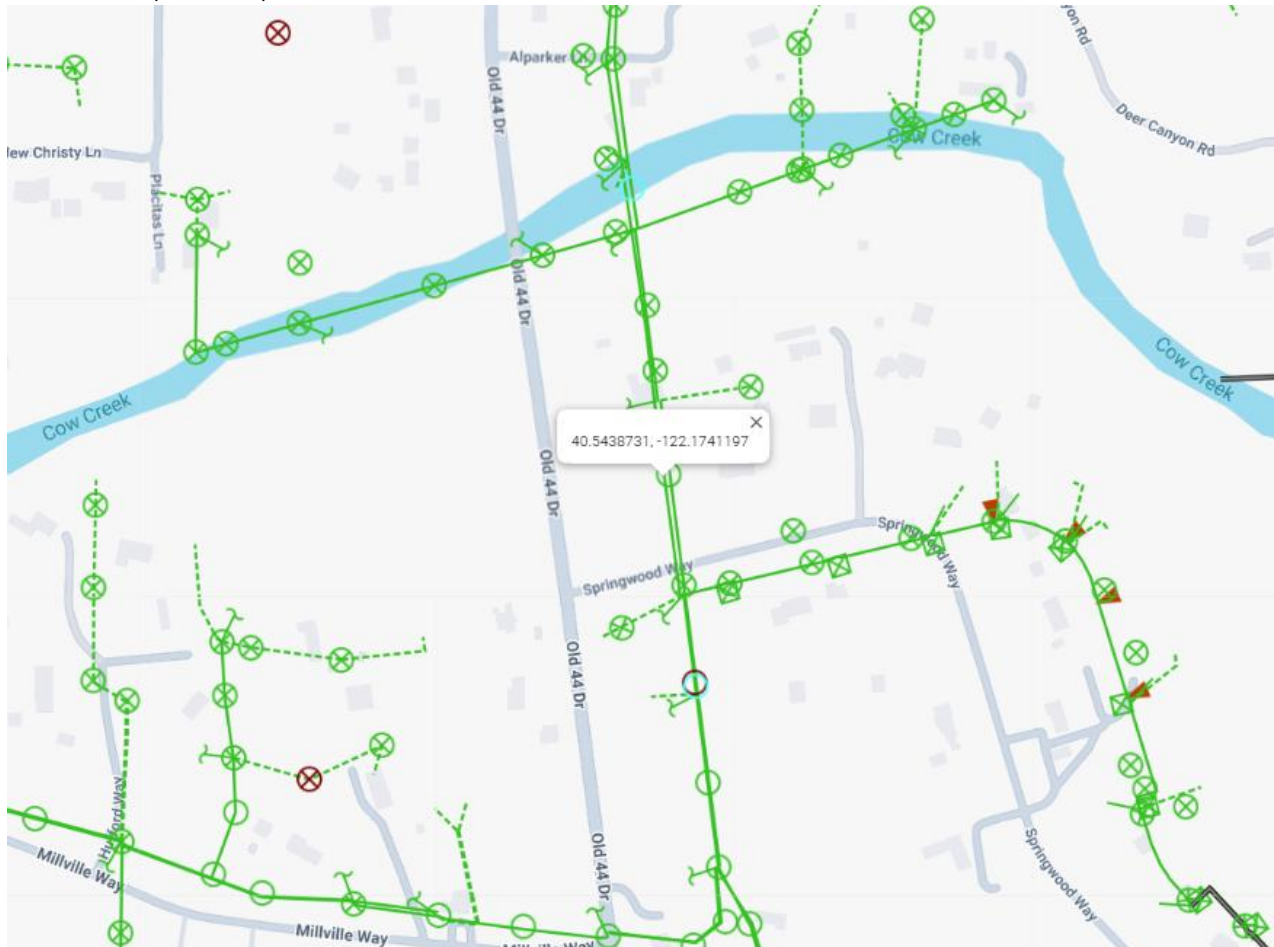
Tamarack Rd., Burney, CA





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Old 44 Drive, Millville, CA

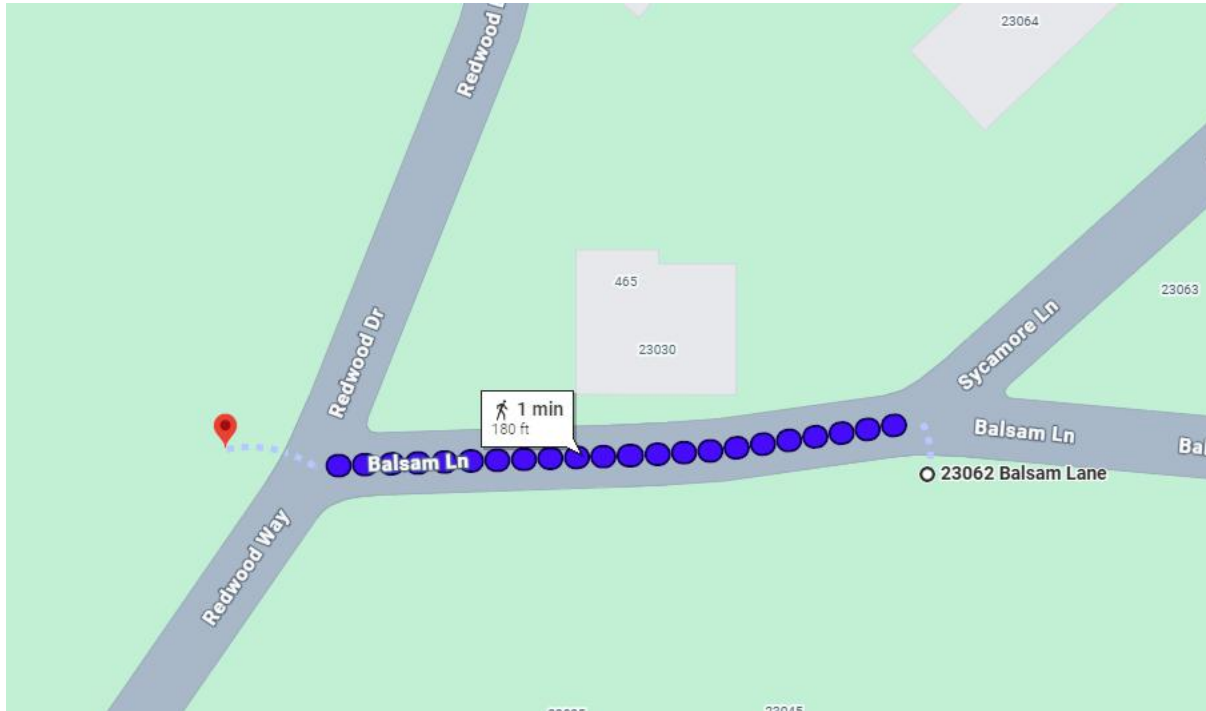


Frontier California Inc.

Location	Damages	Restoration plan	Restoration Date
Burney: Tamarack Rd	288Fiber / 4Port terminal tail / 25 pair copper cable approx. 200'	Replaced on a like for like basis.	12/26/2025



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Frontier's contacts for community engagement:

Jenny Smith

Director, Government & Regulatory Affairs
Frontier Communications
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Elk Grove, CA 95624
Jenny.Smith@ftr.com

Doug McAllister

Vice President, External Affairs/Internal
Response
Frontier Communications
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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 21, 2026 by emailing a written protest to TD._PAL@cpuc.ca.gov.



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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>.

Effective Date

Frontier requests that this Tier 1 Advice Letter become effective on January 22, 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,

Judy Geise
Manager, Regulatory

cc: Jenny Smith, Frontier jenny.smith@ftr.com
Supervisor Rowe, San Bernardino County Supervisor.Rowe@bos.sbcounty.gov



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Frontier California Inc. 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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