

CALIFORNIA PUBLIC UTILITIES COMMISSION
Communications Division Advice Letter Summary Form

Date AL served on parties: 06/18/2025		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 #: 12965 Requested Effective Date: 06/19/2025		Information-Only <input type="checkbox"/>	
Name:		Email Address:	Phone No.:
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: Conclusion Report on Frontier-Issued Customer Relief Protections During 2024 Borel Fire Declared State of Emergency
(Service(s) included)

Authorization for filing: D.19-08-025, OP 7 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: <input type="checkbox"/> Yes, see attached
	<input type="checkbox"/> Logged In: _____	Analyst Completion Date: _____ Supervisor Completion Date: _____
	<input type="checkbox"/> Logged Out: _____	Disposition: <input type="checkbox"/> Accepted <input type="checkbox"/> Withdrawn <input type="checkbox"/> Rejected AL / Tariff Effective Date: _____
		Resolution No.: T- _____ Notes: _____



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

June 18, 2025

Advice Letter No. 12965

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 2024 Borel Fire Declared State of Emergency

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 July 30, 2024, Governor Newsom declared a State of Emergency in response to the Borel Fire which burned more than 59,000 acres and destroyed 223 structures in Kern County.

As indicated in Frontier’s Advice Letters No. 12937 and No. 12940, the Borel Fire occurred in Frontier California Inc.’s service area. Frontier’s network operations team reported that Frontier’s facilities, including central offices and remotes, avoided fire damage and remained operational to provide service to customers.

In compliance with OP 7, Frontier hereby reports the following information regarding customer protections provided during the July 30, 2024 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:



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- 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.

Frontier did not receive customer requests for service credits or waivers during the declared state of emergency.

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 activated its state of emergency website for customers.
- Customer communications, in the form of letters, emails, bill inserts and text messages;
Status: Frontier sent the Safety Tips email in Attachment A to all California customers on July 1, 2024 which provided preparation guidance and steps for maintaining communications during severe weather or other service impacting events. Service outages did not occur and therefore further communications were not warranted.
- Press releases, social media posts, blogs and bulletins;
Status: It was determined that press releases, social media posts, blogs, and bulletins were not warranted.
- Communications to elected officials and key stakeholder partners; contractors, vendors, business partners;
Status: Fronter remained in communication with power utilities and local officials to receive updates regarding commercial power loss and road conditions, accordingly.



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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 June 18, 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>.

Effective Date

Frontier requests that this Tier 1 Advice Letter become effective on June 19, 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.



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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

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



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[Sign In](#)

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

Hi Kevin,

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
 - [Forward your calls](#) to your cell phone in case of emergency and/or evacuation
-



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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!

Automatic Message - Do Not Reply

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