



9260 E. Stockton Blvd., Elk Grove, CA 95624
Frontier.com

February 14, 2025

Advice Letter No. 218

Frontier Communications of the Southwest Inc. (U-1026)

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA:

Frontier Communications of the Southwest Inc. (“Frontier”) (U-1026-C) submits this Tier II Advice Letter (“AL”) in compliance with Section 9.6 of General Order 133-D (“GO 133-D”), as adopted in August 2016 by the California Public Utilities Commission (“CPUC”) in Decision 16-08-021, subsequently corrected by Decision No. 16-10-019 (“Service Quality Decision”).

The Service Quality Decision adopted a new automatic penalty mechanism, making providers subject to penalties for failure to meet three service quality measures: 1) Out-of-Service Repair Interval (“OOS”), 2) Customer Trouble Reports, and 3) Answer Time for Trouble Reports and Billing and Non-Billing Inquiries (“Answer Time”). It requires this annual filing by February 15 of each year regarding the calculation of fines accrued for any months in the previous calendar year where the service quality measures were not met, as specified in Section 9.6 of GO 133-D.

For calendar year 2024, Frontier met the metrics in all categories except for OOS from January through February, and answer time January through October. “Attachment A_2024 SQ Penalty FTR SW” shows the monthly performance and the calculations to derive a penalty amount pursuant to Section 9.5 of GO 133-D and for the OOS metric pursuant to Section 9.3 of GO 133-D. The calculations are based on Frontier’s GO 133-D quarterly reports for 2024. The access line ratio was obtained from the access line numbers posted on the CPUC’s website as of June 30, 2024. The total calculated penalty for Frontier is \$1,281.00

This AL will be approved by CPUC resolution per GO 133-D, Section 9.6.

Protests:

Anyone may object to this Advice Letter, which was filed on February 14, 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:

Jenny Smith
Director, Government and Regulatory Affairs
Frontier Communications
9260 East Stockton Blvd
Elk Grove, CA 95624



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Frontier.com

California Public Utilities Commission
February 14, 2025
Page 2

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>.

Notice:

In accordance with General Order 96-B, Section 4.3, copies of this Advice Letter are being served to interested parties requesting such notification. In addition, Frontier is sending an email copy of this advice letter to the Commission-Maintained Service List. This advice letter may be viewed on the Company's website at <https://frontier.com/corporate/policies>.

If there are any questions regarding the distribution of this advice letter, call Jenny Smith at (916) 686-3533.

Sincerely,

Jenny Smith
Director, Government and Regulatory Affairs
jenny.smith@ftr.com

cc. Frontier Advice Letter Service List

Attachments



9260 E. Stockton Blvd., Elk Grove, CA 95624
Frontier.com

February 14, 2025

Advice Letter No. 12961

Frontier California Inc. (U-1002-C)

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA:

Frontier California Inc. (“Frontier”) submits this Tier II Advice Letter (“AL”) in compliance with Section 9.6 of General Order 133-D (“GO 133-D”), as adopted in August 2016 by the California Public Utilities Commission (“CPUC”) in Decision 16-08-021, subsequently corrected by Decision No. 16-10-019 (“Service Quality Decision”).

The Service Quality Decision adopted a new automatic penalty mechanism, making providers subject to penalties for failure to meet three service quality measures: 1) Out-of-Service Repair Interval (“OOS”), 2) Customer Trouble Reports, and 3) Answer Time for Trouble Reports and Billing and Non-Billing Inquiries (“Answer Time”). It requires this annual filing by February 15 of each year regarding the calculation of fines accrued for any months in the previous calendar year where the service quality measures were not met, as specified in Section 9.6 of GO 133-D.

For calendar year 2024, Frontier met the metrics in all categories except for OOS January through August, and answer time from January through October. “Attachment A_2024 SQ Penalty FTR CA” shows the monthly performance and the calculations to derive a penalty amount pursuant to Section 9.5 of GO 133-D and for the OOS metric pursuant to Section 9.3 of GO 133-D. The calculations are based on Frontier’s GO 133-D quarterly reports for 2024. The access line ratio was obtained from the access line numbers posted on the CPUC’s website as of June 30, 2024. The total calculated penalty for Frontier is \$619,074.00.

This AL will be approved by CPUC resolution per GO 133-D, Section 9.6

Protests:

Anyone may object to this Advice Letter, which was filed on February 14, 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:

Jenny Smith
Director, Government and Regulatory Affairs
Frontier Communications
9260 East Stockton Blvd
Elk Grove, CA 95624



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California Public Utilities Commission
February 14, 2025
Page 2

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Sincerely,

Jenny Smith
Director, Government and Regulatory Affairs
jenny.smith@ftr.com

cc. Frontier Advice Letter Service List

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Frontier.com

February 14, 2025

Advice Letter No. 1367

Citizens Telecommunications Company of California Inc. dba Frontier Communications of California (Frontier) (U-1024-C)

TO THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA:

Citizens Telecommunications Company of California Inc., dba, Frontier Communications of California (“Frontier”) (U-1024-C) submits this Tier II Advice Letter (“AL”) in compliance with Section 9.6 of General Order 133-D (“GO 133-D”), as adopted in August 2016 by the California Public Utilities Commission (“CPUC”) in Decision 16-08-021, subsequently corrected by Decision No. 16-10-019 (“Service Quality Decision”).

The Service Quality Decision adopted a new automatic penalty mechanism, making providers subject to penalties for failure to meet three service quality measures: 1) Out-of-Service Repair Interval (“OOS”), 2) Customer Trouble Reports, and 3) Answer Time for Trouble Reports and Billing and Non-Billing Inquiries (“Answer Time”). It requires this annual filing by February 15 of each year regarding the calculation of fines accrued for any months in the previous calendar year where the service quality measures were not met, as specified in Section 9.6 of GO 133-D.

For calendar year 2024, Frontier met the metrics in all categories except for OOS during the months of January through August, and answer time during the months of January through October. “Attachment A_2024 SQ Penalty CTC CA” shows the monthly performance and the calculations to derive a penalty amount pursuant to Section 9.5 of GO 133-D and for the OOS metric pursuant to Section 9.3 of GO 133-D. The calculations are based on Frontier’s GO 133-D quarterly reports for 2024. The access line ratio was obtained from the access line numbers posted on the CPUC’s website as of June 30, 2024. The total calculated penalty for Citizens Telecommunications Company of California is \$67,731.00.

This AL will be approved by CPUC resolution per GO 133-D, Section 9.6.

Protests:

Anyone may object to this Advice Letter, which was filed on February 14, 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:

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California Public Utilities Commission
February 14, 2025
Page 2

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If there are any questions regarding the distribution of this advice letter, call Jenny Smith at (916) 686-3570.

Sincerely,

Jenny Smith
Director, Government and Regulatory Affairs
jenny.smith@ftr.com

cc. Frontier Advice Letter Service List

Attachments