



CPUC Fact Sheet

PUBLIC PARTICIPATION HEARING

Verizon and Frontier Joint Application (A.24-10-006)

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In October 2024, Verizon and Frontier filed Application (A.) 24-10-006 with the California Public Utilities Commission (CPUC or Commission) to request approval of Verizon to acquire 100 percent of Frontier and its California subsidiaries.

How might this transaction affect you?

The proposed transaction would potentially impact any customer of Frontier. According to Verizon, the proposed transaction will generate significant economic benefits for California ratepayers and extend additional service plans to many current Frontier customers, including a national low-income broadband plan and bundled service options. Consumer advocates argue that the proposed transaction may not benefit rural and disadvantaged customers and want Verizon to meet certain conditions before approving the transaction. The last page of this fact sheet is a map of Frontier's service areas that Verizon plans to acquire, which are spread across California.

How will the Commission review the Application?

The review of this transaction by the Commission is guided by California Public Utilities Code Section 854. This law requires the Commission to look at several important factors that affect the public. These factors include whether the deal makes financial sense, maintains good service quality, treats employees fairly, is environmentally friendly, and ensures that benefits are shared fairly. The Commission will also consider how the transaction impacts customer choice and whether it offers long-term advantages for everyone involved.

The Commission will review whether the transaction would keep or improve the reliability of services, especially during emergencies or power outages, and whether it changes any of Frontier's legal responsibilities. The Commission will look closely at whether the transaction might influence customer choice especially in rural areas where there are fewer service providers. Additionally, they will assess whether the economic gains are distributed fairly among customers. If the Commission approves the transaction, they may set specific conditions to ensure that consumers are protected.

How would Frontier's existing obligations be affected?

Frontier has numerous previous obligations that would transfer to Verizon if the transaction is approved. These include Frontier's Carrier of Last Resort (COLR) obligations and commitments made during Frontier's 2021 bankruptcy such as broadband fiber deployment targets and service quality improvements. Frontier also has ongoing obligations related to state and federal grants. According to the Application, Verizon will assume all of Frontier's existing regulatory obligations. The Commission will review whether Verizon has demonstrated it can and will meet these obligations.

What is a Carrier of Last Resort (COLR) and what role does it have in this proceeding?

A Carrier of Last Resort or COLR, is a company that provides basic telephone service to anyone who needs it in a specific area of California. This is important because it makes sure everyone can access reliable, affordable essential phone service. Every household in California has a designated COLR, with Frontier being the second-largest provider. Basic phone service can be delivered using any technology — like traditional landlines, internet-based phones, or wireless services (not just copper wire) — as long as it meets the state’s minimum service standards.

The Commission is currently looking at possible updates to the rules for COLRs. The Commission is considering changes that would clarify how these companies must serve all customers, what qualifies as basic service, and under what circumstances a company might be allowed to stop providing this service. For more information on the COLR proceeding, please visit <https://www.cpuc.ca.gov/industries-and-topics/internet-and-phone/carrier-of-last-resort-rulemaking>.

Information Sessions for Tribal Communities

In addition to the PPHs, the Commission has asked Verizon to offer dedicated information sessions for Tribal leadership and community members at request. These sessions are designed to: share details about the proposed transaction in a culturally respectful setting, listen to Tribes’ unique concerns and perspectives, discuss potential impacts on telecommunications services in Tribal communities, and explore opportunities for improved infrastructure and connectivity that respect sacred lands and cultural resources.

If you wish to arrange an information session, please contact:

Darlene Brugnoli, Vice President, Tribal Relations Liaison, Verizon Communications

Phone: +1 (512) 676-9519 (Mobile)

Email: darlene.brugnoli@verizon.com

Tribal Consultations

The Commission is also available for government-to-government Tribal Consultations regarding the proposed merger and how it may affect Tribal communities.

If your Tribe is interested in arranging a Tribal Consultation, please contact the Commission’s Tribal Advisor:

Briannon “Brie” Fraley, Tribal Advisor, California Public Utilities Commission

Phone: +1 (415) 916-8139 (Mobile)

Email: briannon.fraley@Cpuc.Ca.Gov

Recent Activity in This Proceeding

On March 28, 2025, the Administrative Law Judge in this proceeding issued a ruling scheduling and directing notice of Public Participation Hearings. For more information, see the ruling <https://www.cpuc.ca.gov/pph>.

The Assigned Commissioner issued a Scoping Memo and Ruling on January 13, 2025 identifying the issues and schedule within the scope of this proceeding. Refer to the Scoping Memo and Ruling <https://www.cpuc.ca.gov/pph>.

Parties to this proceeding submitted Initial Protests and Motions on November 21, 2024. Some parties filed a motion to amend the scoping ruling on February 4, 2025. Initial Protests, Motions, and Responses may be found on the Docket Card for A.24-10-006 apps.cpuc.ca.gov/p/A2410006.

The Commission is expected to reach a final decision in Q4 2025.

Public Participation Hearings

Public Participation Hearings are an opportunity for the public to communicate directly with the CPUC regarding the issues raised in this proceeding. Your thoughts will help inform the CPUC's decision. You can attend the in-person forums or, for the remote forums, watch a livestream of the hearings or participate via telephone. You can also submit comments by mail or post them on the CPUC's public comment portal.

WHEN	FORMAT	LOCATION
May 29, 2025 2pm & 6pm	In-person only	Palm Desert City Council Chambers 73510 Fred Waring Drive Palm Desert, CA 92260
June 11, 2025 2pm & 6pm	In-person only	Santa Barbara City Council 735 Anacapa Street Santa Barbara, CA 93102
June 16, 2025 2pm & 6pm	Virtual only	Phone Number 1-800-857-1917 Passcode: 6032788# Webcast: Adminmonitor.com/ca/cpuc/
June 18, 2025 2pm & 6pm	In-person only	Eureka City Council Chambers 531 K Street Eureka, CA 95501
June 24, 2025 2pm & 6pm	In-person only	Monticola Clubhouse 140 S Lassen Street Susanville, CA 96130
June 30, 2025 2pm & 6pm	In-person only	Long Beach City Council Chambers 411 West Ocean Boulevard Long Beach, CA 90802
July 7, 2025 2pm & 6pm	In-person only	Sacramento County Board of Supervisors' Board Chambers 700 H Street, Suite 1450 Sacramento, CA 95814
July 15, 2025 2pm & 6pm	Virtual only	Phone Number 1-800-857-1917 Passcode: 6032788# Webcast: Adminmonitor.com/ca/cpuc/

During these public hearings, representatives of parties already involved in the proceeding are not permitted to comment. More information about public hearings may be found at www.cpuc.ca.gov/pph.

Other Ways to Participate

Subscribe to receive documents in A.24-20-006 at: <http://subscribecpuc.cpuc.ca.gov/>.

Submit comments electronically to the CPUC using the "Add Public Comment" button on the "Public Comment" tab of the Docket Card for A. 24-10-006 apps.cpuc.ca.gov/c/A2410006. You can also review other public comments related to this rulemaking. The public may submit multiple public comments throughout the proceeding.

Contact the CPUC's Public Advisor at:

- Phone: 1-866-849-8390 (toll-free) or 1-415-703-2074
- TTY: 1-866-836-7258 (toll-free) or 1-415-703-5282
- Mail: CPUC Public Advisor's Office, 505 Van Ness Avenue, San Francisco, CA 94102
- Email: public.advisor@cpuc.ca.gov

Please reference Verizon-Fronter Application 24-10-006 in any communication with the CPUC.

FRONTIER SERVICE AREAS

