



**BEFORE THE PUBLIC UTILITIES COMMISSION
OF THE STATE OF CALIFORNIA**

FILED

08/21/25

04:59 PM

C2508022

Juan M. Castor Sr and Juan Michael Castor d/b/a
Westkoast Graphics,

Complainants,

vs.

(ECP)

Frontier California Inc. (U1002C), Citizens
Telecommunications Co. Of Ca. d/b/a Frontier
Communications of California (U1024C),
Frontier Communication of America, Inc. d/b/a
Frontier Communications (U1548C), Frontier
California (U4439C), and Frontier
Communications of America, Inc. d/b/a Citizens
Long Distance (U5429C),

Defendants.

Case (C.) _____

Expedited Complaint
(Rule 4.6)

COMPLAINANTS	DEFENDANTS
<p>Juan M. Castor Sr and Juan Michael Castor d/b/a Westkoast Graphics Attn: Juan M. Castor Sr. 1264 Lodgepole Dr Hemet CA 92545 T1: 909-553-0575 T2: 951-214-3738 E-mail 1: juancastor1957@yahoo.com E-mail 2: Westkoastgraphics@yahoo.com</p>	<p>Frontier California Inc. (U1002C), Citizens Telecommunications Co. Of Ca. d/b/a Frontier Communications of California (U1024C), Frontier Communication of America, Inc. d/b/a Frontier Communications (U1548C), Frontier California (U4439C), and Frontier Communications of America, Inc. d/b/a Citizens Long Distance (U5429C). Attn: Jenny Smith, Director, Regulatory & GOV. Affairs. 9260 E. Stockton Blvd Elk Grove CA 95624 T: 916-686-3533 E-mail 1: Frontier.CA.1002@ftr.com E-mail 2: Frontier.CA.1024@ftr.com E-mail 3: Frontier.CA.1548@ftr.com</p>

	E-mail 4: Frontier.CA.4439@ftr.com E-mail 5: Frontier.CA.5429@ftr.com
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BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) Juan M Castor SR
Juan M. chael Castor
 COMPLAINANT(S)

vs.

(B) FRONTIER COMMUNICATIONS
 DEFENDANT(S)
 (Include Utility "U-Number", if known)

(for Commission use only)

(C) Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?
☒ YES ☐ NO

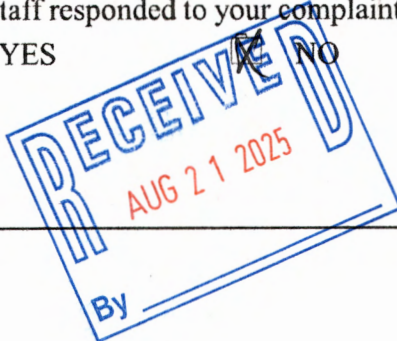
Did you appeal to the Consumer Affairs Manager?
☐ YES ☒ NO

Has staff responded to your complaint?
☐ YES ☒ NO

Do you have money on deposit with the Commission?
☐ YES ☒ NO

Amount \$ _____

Is your service now disconnected?
☐ YES ☒ NO



COMPLAINT

(D) The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
<u>JUAN M. CASTOR SR</u>	<u>1264 Lodgepole Dr. Hemet CA 92545</u>	<u>909-553-0575</u>
<u>Juan Michael Castor</u>	<u>844 Maryess Dr. S.B. CA 92410</u>	<u>951-214-3738</u>
<u>DBA/WEST/EAST Graphics</u>	<u>620 W. Mill St. S.B. CA 92410</u>	<u>909-888-2770</u>

respectfully shows that:

(E) Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
<u>FRONTIER COMMUNICATIONS</u>	<u>P.O. Box 211579, Eagan, MN 55129</u>	<u>800-921-8102</u>

(F)

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

FRONTIER COMMUNICATIONS IS AN INTERNET & TELEPHONE SERVICE PROVIDER. THEIR SERVICE ONLY WORKS 50% OF THE TIME AND THEY ARE THE ONLY PROVIDER IN OUR AREA. THE BEGINNING OF MARCH 3, 2025 THEIR INTERNET AND PHONES WENT OUT. WE WERE TOLD ALL LINES WERE DOWN IN THE ENTIRE STATE. THEY WOULD FIX IT ON OR ABOUT APRIL, TWO DAYS LATER IT WOULD GO OUT AGAIN. THEY WOULD NOT FIX IT UNTIL THE MIDDLE OF JULY 2025. THEY BLAMED A FIRE, THE HOMELESS, BUT ALWAYS WANTED US TO PAY FOR SERVICE, OTHER WISE WE WOULD LOSE OUR PHONE #S THAT WE'VE HAD FOR ABOUT 15 YEARS. SO WE PAID, BUT WE HAVE PAID FOR -

(SEE ATTACHED SHEET)

(G) Scoping Memo Information (Rule 4.2(a))

(1) The proposed category for the Complaint is (check one):

☒ adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

☐ ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)? ☐ YES ☒ NO

(3) ☐ Regular Complaint ☒ Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

They should Refund the Amount of \$2,513.99 for lack of service from March 2025 to July 2025. If Refused the Amount Requested will be More for DAMAGES CAUSED.

A Continuous Billing of \$2,563.99 Since March 2025, Our bussiness has strugled without The Internet & phones. On July 31, 2025 The Internet went Out Again They want us To Continue paying A Due Amount of \$333.59 And Another of \$348.39 - We have not paid this yet. We were forced To purchase Mobil Internet from Verizon To continue Operations. Verizon has been Unable To To get Our bussiness phone Numbers from them.

We Are Asking That They Refund us the Amount of \$2,563.99, Not Including All the Damages And lost Revenue from Lack of Service And phones. I Requested A Credit from them Since March 2025 And they Approved it, but We have not heard Anything from them. We Cannot Terminate Services because they Have Our Bussiness Numbers. We tried changing providers but it has diffcult.

- (5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	
Hearing (Example: 7/1/09)	

Explain here if you propose a schedule different from the above guidelines.

(H)

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

*WE ARE REQUESTING A REFUND FOR SERVICES NOT
PROV. LED, SINCE MARCH 2025 TO DATE.
SEE ATTACH MENTS - (26) PAGES. + (1). REFUND
AMOUNT IS \$2,563.99*

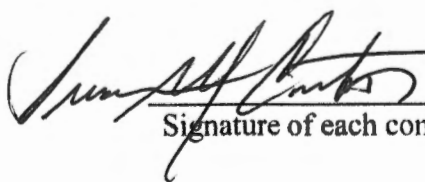
(I)

OPTIONAL: I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

JUANCASTOR1957@yahoo.com / WLST&EASTGRAPHICS@yahoo.com

(J)

Dated SAN BERNARDINO, California, this 14th day of AUGUST, 2025
(City) (date) (month) (year)

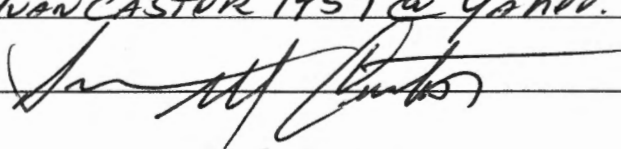

Signature of each complainant

(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)

(K)

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	JUAN M. CASTOR SR.
Address:	1264 LODGEPOLE DR. HEMET CA 92545
Telephone Number:	909 553-0575
E-mail:	JUANCASOR1957@yahoo.com
Signature	

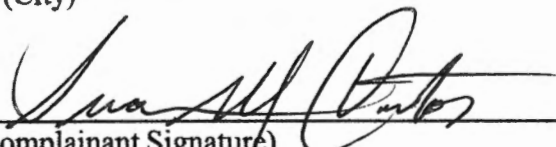
VERIFICATION
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 8/14/2025, at San Bernardino, California
(date) (City)


(Complainant Signature)

VERIFICATION
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on _____, at _____, California
(date) (City)

Signature of Officer

Title

(N) NUMBER OF COPIES NEEDED FOR FILING:

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission
Attn: Docket Office


505 Van Ness Avenue, Room 2001
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission ("CPUC") intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

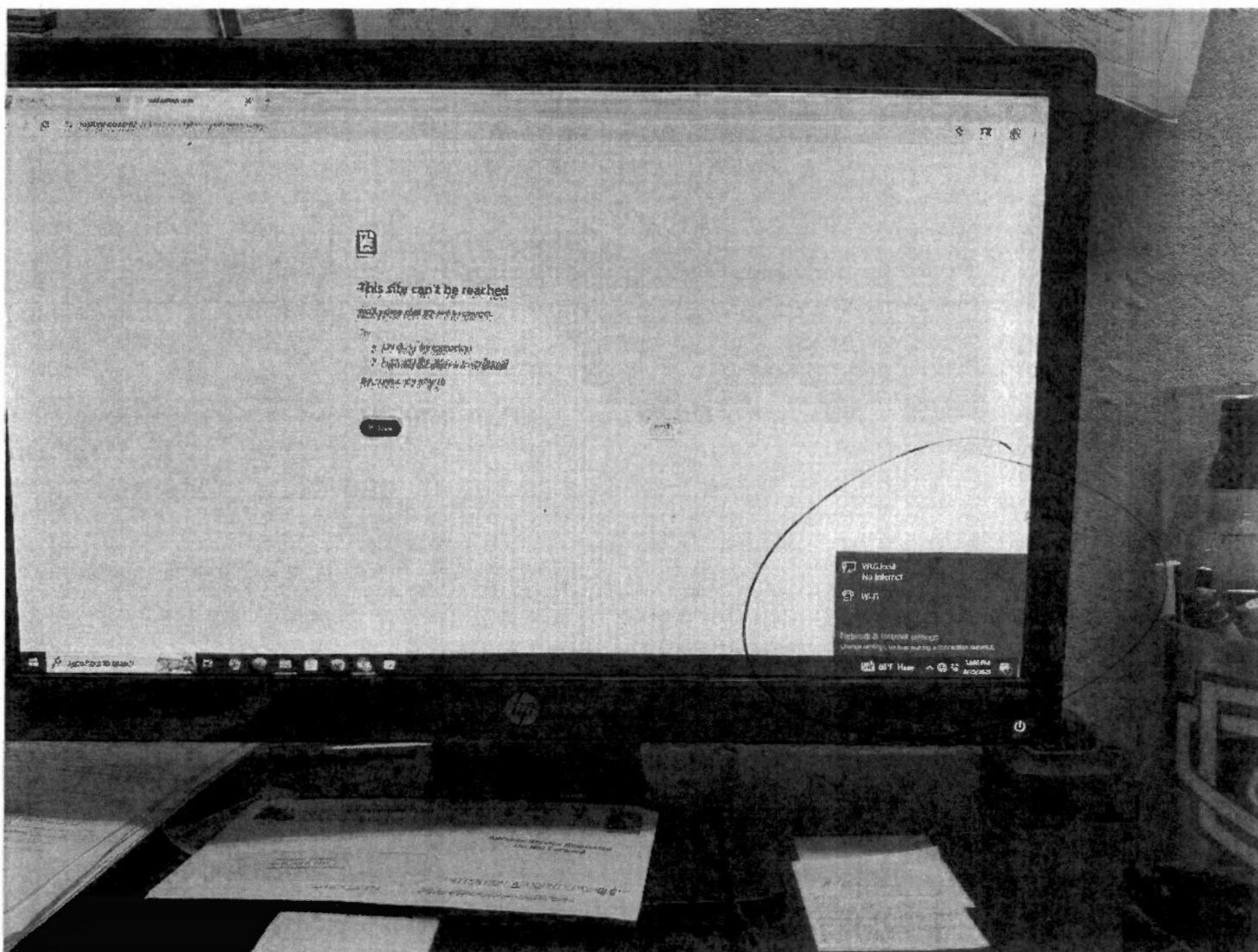
Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC's website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.


Signature


Date


Print your name



No Internet As of 8/15/2025

(1)

Hi WEST COAST INC,

Your account is past due, please pay immediately to avoid any service interruptions.

Bill history

Previous balance	\$333.59
Payment not received by Jul 28	\$0.00
Prior bill period balance	\$333.59
Please pay past due immediately	\$333.59

Service summary

	Previous month	Current month
Bundle	\$269.93	\$269.93
Other	\$4.50	\$4.50
Additional Services	\$10.00	\$10.00
One-Time Charges		\$14.00
Taxes and Fees	\$49.16	\$49.96
Total services	\$333.59	\$348.39
Total balance		\$681.98

\$348.39 due Aug 21

Earn more. Get started with a business referral and earn up to \$325 per referral. Learn more: <https://www.businessreferralrewards.com>

Total balance

\$681.98

Please pay past due immediately



Manage your account, payments, and services anytime, anywhere with the MyFrontier app. Download your free app today. To learn more visit frontier.com/myfrontierapp

Every Month They Send Bills Like This, but they give us sporadic service and demand we pay or they terminate service

P.O. Box 211579
Eagan, MN 55121-2879

Total balance
\$681.98

Account number
909-888-2770-010313-5

Due by
Aug 21

Amount enclosed
\$

WEST COAST INC
620 W MILL ST
SN BERNRDNO CA 92410-2012

Mail payment to:

FRONTIER
PO BOX 740407
CINCINNATI, OH 45274-0407



031011909888277001031300000333590000681985

(2)

Outage Restored

From: Frontier Communications (noreply@frontier.com)

To: juancastor1957@yahoo.com

Date: Monday, April 14, 2025 at 09:36 AM PDT

Sign

Hi juancastor1957 WEST COAST INC,

Great news! We've fixed the outage at your address, and everything is expected to be back up and running.

You may have to restart your router/modem by pressing the power button or unplugging it from the wall. Please give it up to 5 minutes to restart.

If you still have issues, visit our **Help Center** or **chat with us**.

Thank you

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0

Please review your Order Confirmation CZ81691886

From: Frontier Communications (noreply@frontier.com)

To: juancastor1957@yahoo.com

Date: Tuesday, March 18, 2025 at 12:55 AM PDT

[Sign in](#)

Thanks for being a part of Frontier, WEST COAST INC

We received your request to disconnect your Frontier services

If you didn't make this request or have questions, please call us at 800-921-8102.

Here are some next steps before we disconnect your service:

- 1 Watch this video to learn more about service disconnect and account closure.
- 2 Please return any Frontier equipment shown in the "Equipment return" section below.
- 3 Look for up to three separate bills, including:

(4)

- A regular monthly bill, which is your last bill for service.
- A closing bill, which may include outstanding fees, charges, and unpaid balances.
- A final bill, which may include credits, refunds, and unreturned equipment fees.

Have more questions? Read our billing FAQs.

Disconnect details

Order number 81691886

Disconnect date: Monday, March 24, 2025

This is the date your services will no longer be available.

Service address: 620 W Mill St
San Bernardino, CA, 92410-3312

Account number: 909-888-2773

Equipment return

You have no equipment to return.

(7)

Disconnect summary

Services Removed

OneVoice Nationwide

Federal Primary Carrier Multi Line Charge

Multi-Line Federal Subscriber Line Charge

Access Recovery Charge Multi-Line Business

	Partial Mo.	One Time	Total
OneVoice Nationwide 03/24-03/27	-\$5.50		-\$5.50
Multi-Line Federal Subscriber Line Charge 03/24-03/27	-\$0.92		-\$0.92
Access Recovery Charge Multi-Line Business 03/24-03/27	-\$0.30		-\$0.30
Estimated Taxes and Other Charges	\$0.45		\$0.45
Total Disconnect Charges	-\$6.27	\$0.00	-\$6.27
Current Balance			\$463.52
Estimated Closing Bill			\$457.25

[Sign in](#) to view additional details at any time in your account.

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(8)

Important: Frontier's services are billed one full month in advance. Service cancellation is effective on the last day of your billing cycle after the date of your cancellation request (or the date of your request if made on the last day of your billing cycle). Final month charges, including taxes, surcharges, and any early termination fees, are calculated through such date. No partial month credits or refunds will be provided for previously billed Internet or TV service subscriptions. Final bill estimate does not include unreturned equipment fees. A \$50 equipment restocking fee per household applies when Internet is disconnected. A fee up to \$150 (\$500 for 5 Gig and 7 Gig) per device applies if equipment is not returned. DISH services are not included. By providing personal information to Frontier and subscribing to these services, you are agreeing to Frontier's **Terms and Conditions** and **Privacy Policy**. Have more questions? **Contact us by chat** or call us at 800-921-8101.

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RES-SMB-BD-New-v4

Outage notification

From: Frontier Communications (noreply@frontier.com)

To: juancastor1957@yahoo.com

Date: Monday, March 10, 2025 at 05:21 PM PDT

[Sign in](#)

Hi juancastor1957 WEST COAST INC,

We've confirmed there's a service outage in your area. We're working to resolve the issue and estimate it to be completed by 03/11/2025 01:20.

Don't worry — we'll keep you updated as we work to address the problem and let you know once your service is restored.

You can continue to check the status of it [here](#) or on the MyFrontier app.

Thank you

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Please review your Order Confirmation CZ81610865

From: Frontier Communications (noreply@frontier.com)

To: juancastor1957@yahoo.com

Date: Tuesday, March 4, 2025 at 04:01 PM PST

[Sign in](#)

Thanks for being a part of Frontier, WEST COAST INC

We received your request to disconnect your Frontier services

If you didn't make this request or have questions, please call us at 800-921-8102.

Here are some next steps before we disconnect your service:

- 1 Watch this video to learn more about service disconnect and account closure.
- 2 Please return any Frontier equipment shown in the "Equipment return" section below.
- 3 Look for up to three separate bills, including:

- A regular monthly bill, which is your last bill for service.
- A closing bill, which may include outstanding fees, charges, and unpaid balances.
- A final bill, which may include credits, refunds, and unreturned equipment fees.

Have more questions? Read our billing FAQs.

Disconnect details

Order number 81610865

Disconnect date: Monday, March 17, 2025

This is the date your services will no longer be available.

Service address: 620 W Mill St
San Bernardino, CA, 92410-3312

Account number: 909-888-2773

Equipment return

You have no equipment to return.

Disconnect summary

Services Removed

OneVoice Nationwide

Federal Primary Carrier Multi Line Charge

Multi-Line Federal Subscriber Line Charge

Access Recovery Charge Multi-Line Business

	Partial Mo.	One Time	Total
OneVoice Nationwide 03/17-03/27	-\$18.33		-\$18.33
Multi-Line Federal Subscriber Line Charge 03/17-03/27	-\$3.07		-\$3.07
Access Recovery Charge Multi-Line Business 03/17-03/27	-\$1.00		-\$1.00
Estimated Taxes and Other Charges	-\$2.50		-\$2.50
Total Disconnect Charges	-\$24.90	\$.00	-\$24.90
Current Balance			\$463.52
Estimated Closing Bill			\$438.62

Sign in to view additional details at any time in your account.

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Important: Frontier's services are billed one full month in advance. Service cancellation is effective on the last day of your billing cycle after the date of your cancellation request (or the date of your request if made on the last day of your billing cycle). Final month charges, including taxes, surcharges, and any early termination fees, are calculated through such date. No partial month credits or refunds will be provided for previously billed Internet or TV service subscriptions. Final bill estimate does not include unreturned equipment fees. A \$50 equipment restocking fee per household applies when Internet is disconnected. A fee up to \$150 (\$500 for 5 Gig and 7 Gig) per device applies if equipment is not returned. DISH services are not included. By providing personal information to Frontier and subscribing to these services, you are agreeing to Frontier's **Terms and Conditions** and **Privacy Policy**. Have more questions? **Contact us by chat** or call us at 800-921-8101.

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RES-SMB-BD-New-v4

Please review your Order Confirmation CZ81610883

From: Frontier Communications (noreply@frontier.com)

To: juancastor1957@yahoo.com

Date: Tuesday, March 4, 2025 at 04:01 PM PST

[Sign in](#)

Thanks for being a part of Frontier, WEST COAST INC

We received your request to disconnect your Frontier services

If you didn't make this request or have questions, please call us at 800-921-8102.

Here are some next steps before we disconnect your service:

- 1 Watch this video to learn more about service disconnect and account closure.
- 2 Please return any Frontier equipment shown in the "Equipment return" section below.
- 3 Look for up to three separate bills, including:

- A regular monthly bill, which is your last bill for service.
- A closing bill, which may include outstanding fees, charges, and unpaid balances.
- A final bill, which may include credits, refunds, and unreturned equipment fees.

Have more questions? Read our billing FAQs.

Disconnect details

Order number 81610883

Disconnect date: Monday, March 17, 2025

This is the date your services will no longer be available.

Service address: 620 W Mill St
San Bernardino, CA, 92410-3312

Account number: 909-888-2770

Equipment return

Please return the following equipment within 30 days of disconnect. A fee of up to \$500 per device applies if equipment is not returned.

(14)

Equipment Type To Return
3-Router

Fee if not returned
\$400.00

RETURN INSTRUCTIONS

Disconnect summary

Services Removed

Internet 12 w/ OneVoice Dynamic IP

Federal Primary Carrier Centrex Line

Carrier Cost Recovery Surcharge

Federal Subscriber Line Charge - Centrex

Access Recovery Charge Multi Line - Centrex

Frontier Roadwork Recovery Fee

Printed Bill Fee

Whole-Home Wi-Fi

	Partial Mo.	One Time	Total
Internet 12 w/ OneVoice Dynamic IP 03/17-03/27	-\$44.99		-\$44.99
Federal Subscriber Line Charge - Centrex 03/17-03/27	-\$3.07		-\$3.07
Access Recovery Charge Multi Line - Centrex 03/17-03/27	-\$1.00		-\$1.00
Estimated Taxes and Other Charges	-\$2.50		-\$2.50

(17)

Whole-Home Wi-Fi 03/17-03/27	-\$3.33		-\$3.33
Total Disconnect Charges	-\$54.89	\$0.00	-\$54.89
Current Balance			\$463.52
Estimated Closing Bill			\$408.63

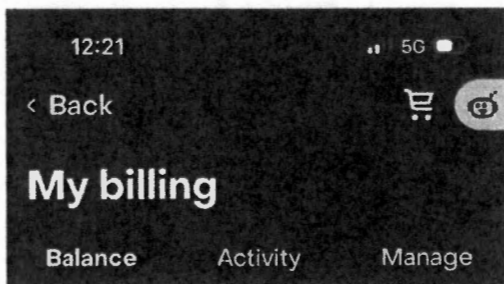
[Sign in](#) to view additional details at any time in your account.

[Legal Notice](#) | [Privacy Policy](#)

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RES-SMB-BD-New-v4



Total balance

[View bill >](#)

\$681.98

Payment past due

[MAKE A PAYMENT](#)

[Get help with your bill](#)

Recent activity

Bill statement

\$681.98 >

Jul 28, 2025

Bill statement

\$333.59 >

Jun 28, 2025

[View all activity >](#)



Home



Billing



Services



Support



More

12:20 50%

Back

Credit request

We'll respond to your request shortly. If approved, it will be applied as a credit on your next bill.

Reason for your request:

Service outage

Select date range of this incident:

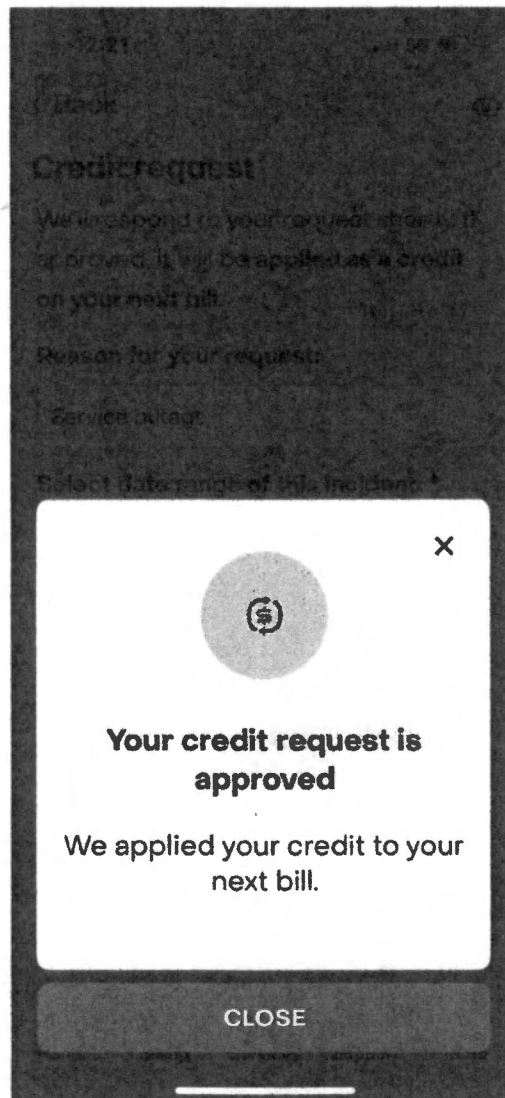
Mar 3, 2025

Enter any other details about your request:

We're processing your credit request

Once it's complete, we'll automatically move you to the next page.

(20)



(2)

11:42

5G



+1 (888) 203-0818

Today 7:08 AM

Hi, it's Frontier. Your technician is set to arrive tomorrow, Thu Jul 17 between 8:00 AM - 5:00 PM at 620 W MILL ST for ticket number 6867974. Someone 18 or older must be present.

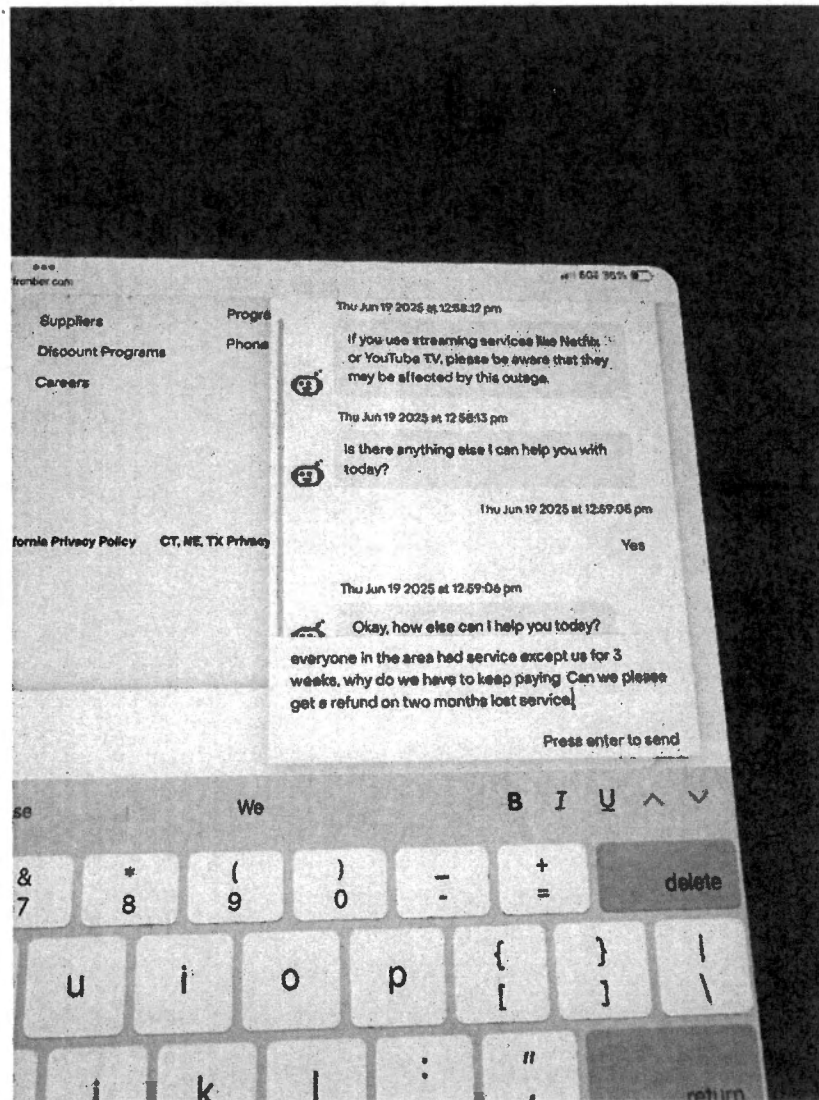
Let us know if you need to CHANGE your date or if the issue is FIXED and you no longer need us. Otherwise, confirm with KEEP.

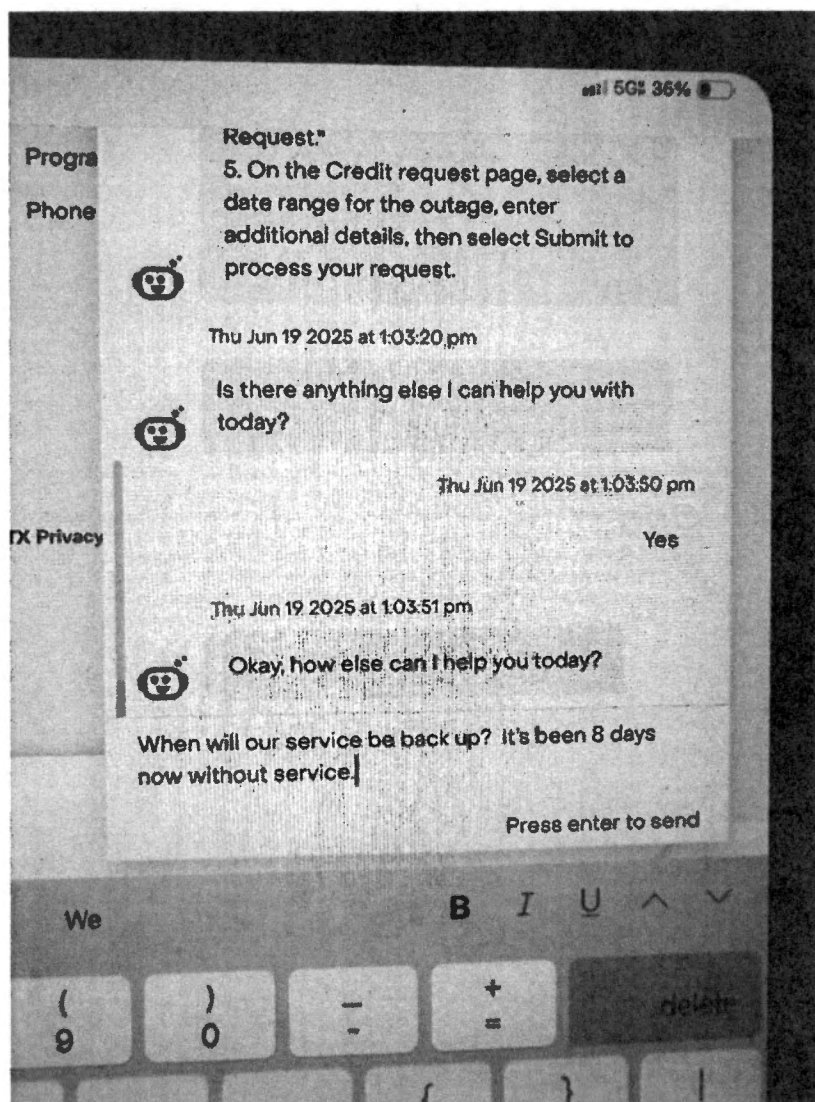
Message frequency varies. Message & data rates may apply. Text STOP if you don't want updates about your appointment. Text

+ Text Message + \$142

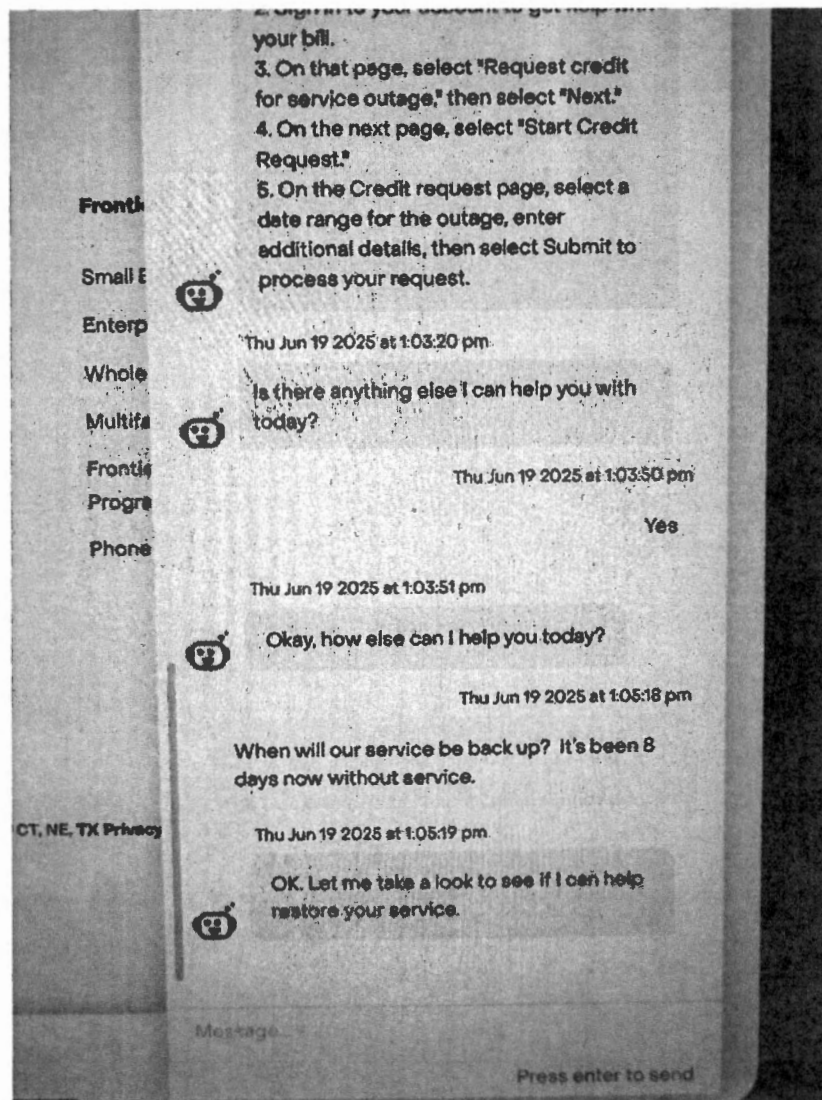
*After this fix The Internet
was down again on 7/31/2025*

*Before this we had No Internet
or phone for months, we were told
it was a Homeless problem, "The cables
were cut by the Homeless".* (22)

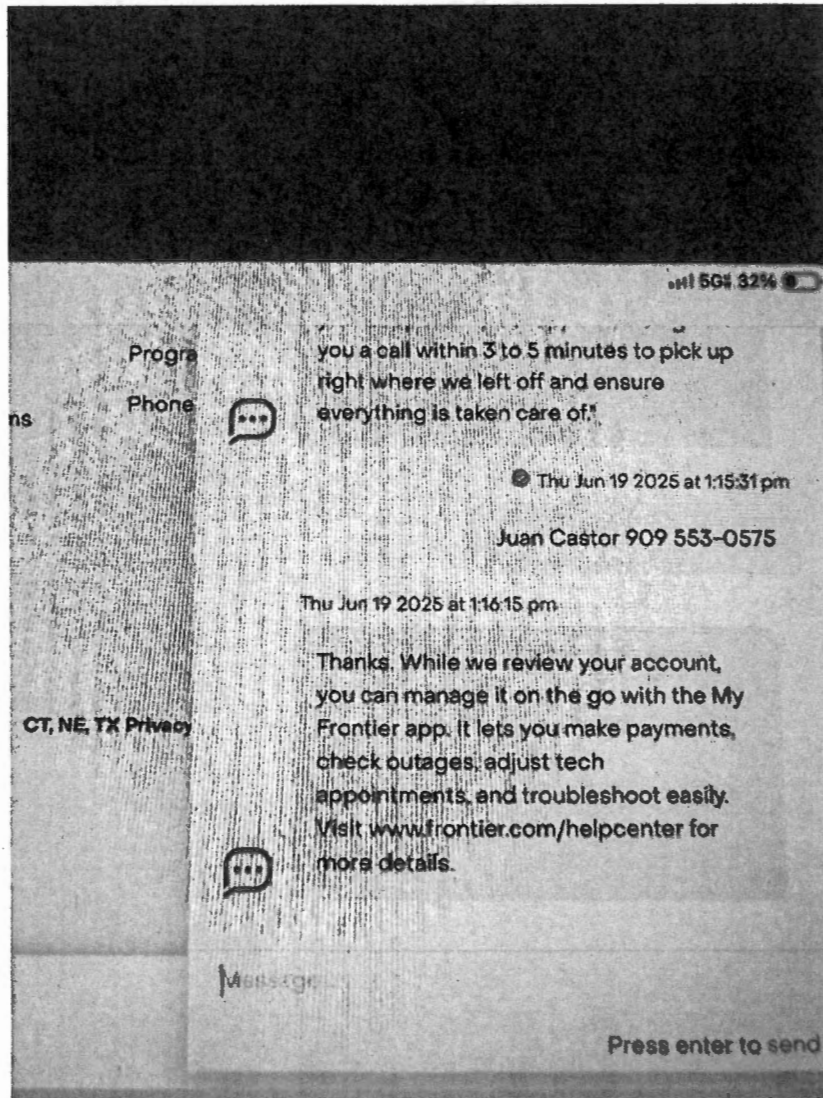




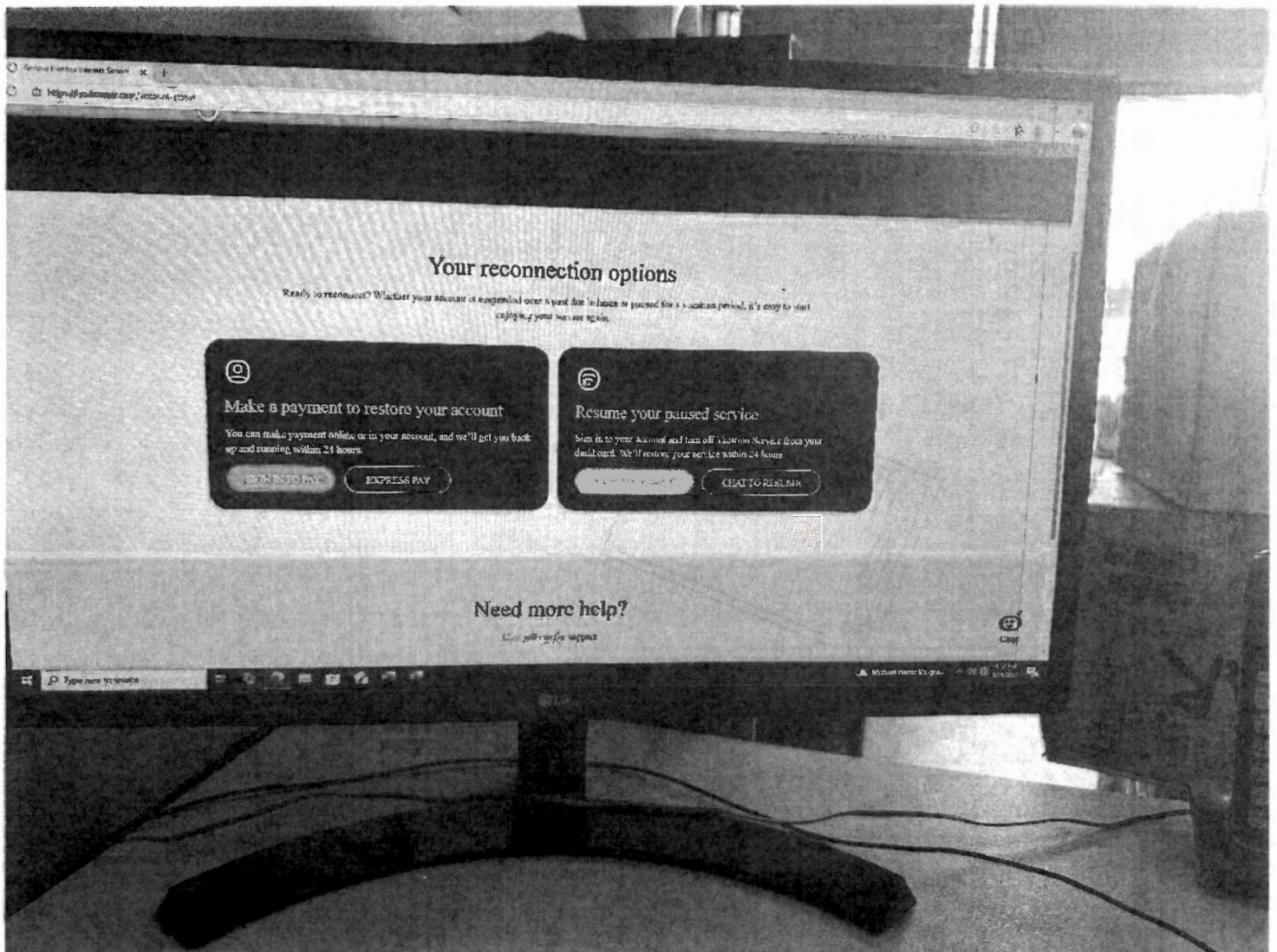
(24)



(25)



(26)



* for 15 days of Service we haven't paid, they
Disconnected Our Services on 8/15/25

plus (1)