



PUBLIC UTILITIES COMMISSION  
STATE OF CALIFORNIA  
505 VAN NESS AVENUE | SAN FRANCISCO, CALIFORNIA 94102



**FILED**

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August 1, 2025

Rex Knowles  
Director, External Affairs  
Cellco Partnership dba Verizon Wireless

Re: Advice Letters 412

Dear Rex,

I'm writing to inform you that the California Public Utilities Commission's (CPUC) Communications Division (CD) staff have suspended the following Advice Letter (AL) #412 and Cellco Partnership dba Verizon Wireless (Verizon) to amend the referenced advice letters to comply with CPUC Decision (D.) 21-10-020 Ordering Paragraph 5 Advice Letter requirement.

The CPUC in D.21-10-020 ordering paragraph 5 requires facilities-based wireline providers such as Verizon to, "[w]ithin 30 days of being permitted back into a disaster area discussed in Ordering Paragraph 4, the facilities-based wireless or wireline provider shall meet in person with the impacted community to allow an opportunity to discuss any rebuilding plans and consider incorporating any comments made by the affected community while working on their restoration."<sup>1</sup>

Verizon's AL 412 included language that is inconsistent with D.21-10-020. In its AL, Verizon states: "Per D.21-10-020, community engagement efforts are not required as this is a service restoration and replacement of like-for-like facilities, and not a rebuild."

The CPUC emphasized in D.21-10-020 the importance of meeting with "the appropriate local government contained within the disaster area, including the chief executive or leader of the city, township or Tribal government, or their designee. In the case of an unincorporated area, the communication must be

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<sup>1</sup> D.21-10-020. Ordering Paragraph 5

established with the appropriate County. In the case of Tribal governments, the meeting(s) must be with any tribe(s) that have Tribal lands or ancestral territory overlapping with any portion of the disaster area.”<sup>2</sup>

Furthermore, in Ordering Paragraph 6, the CPUC requires Verizon to “within 60 days after service is restored and all restoration or rebuilding work is complete following a disaster discussed in Ordering Paragraphs 4 and 5, the facilities-based wireline or wireless provider shall file a Tier 2 Advice Letter. The Tier 2 Advice Letter shall be filed with the Commission’s Communications Division at TD.\_PAL@cpuc.ca.gov, and also provided to the same individuals and entities as required by the initial Tier 1 Advice Letter. This Tier 2 Advice Letter shall include: a. a summary of restoration and/or rebuild activities; b. a summary of the meetings and other communications that took place; c. a summary of any changes made after the meet and confer meeting(s); d. a summary of any energy/communication infrastructure added or changed, as well as the location, including a map; and e. other issues that caused delays, such as land rights, permits, or discussions with certain entities.”<sup>3</sup>

To comply with D.21-10-020, please amend AL #412 by no later than August 15, 2025.

I welcome a follow up call with you and your team at the next opportunity should you have any questions. In the meantime, please submit an amendment to the above referenced advice letters and begin meeting with the impacted community as required in D.21-10-020.

Thank you for your understanding.

Sincerely,



Ana Maria Johnson  
Deputy Executive Director – Broadband and Communications  
California Public Utilities Commission

Cc: Rachel Peterson, Executive Director  
Robert Osborn, Director, Broadband Consumer Programs and Carrier Oversight  
Jonathan Koltz, Assistant General Counsel

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<sup>2</sup> D.21-10-020. Ordering Paragraph 5

<sup>3</sup> D.21-10-020. Ordering Paragraph 6