

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



FILED
02/02/26
04:59 PM
C2602010

Edgar Martinez,

Complainant,

(ECP)

vs.

Frontier California, Inc. (U1002C), Citizens Telecommunications Co. Of Ca. d/b/a Frontier Communication of California (U1024C); Frontier Communications of America, Inc d/b/a Frontier Communications (U1548C); Frontier Communications of America, Inc d/b/a Citizens Long Distance (U5429C); and Frontier Communications Online & LD (U7167C),

Defendants

Expedited Complaint
(Rule 4.6)

COMPLAINANT	DEFENDANTS
<p>Edgar Martinez 10501 Karmont Avenue South Gate CA 90280 T: 562-396-2828 E-mail: edm3337@aol.com</p>	<p>Frontier California, Inc. (U1002C), Citizens Telecommunications Co. Of Ca. d/b/a Frontier Communication of California (U1024C); Frontier Communications of America, Inc d/b/a Frontier Communications (U1548C); Frontier Communications of America, Inc d/b/a Citizens Long Distance (U5429C); and Frontier Communications Online & LD (U7167C) 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 E-mail 4: Frontier.CA.5429@ftr.com E-mail 5: Frontier.CA.7167@ftr.com</p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

(A) EDGAR MARTINEZ,

COMPLAINANT(S)

vs.

(B) FRONTIER COMMUNICATIONS, a telecommunications company,

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

Has staff responded to your complaint?

YES NO

Did you appeal to the Consumer Affairs Manager?

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
Edgar Martinez	10501 Karmont Ave., South Gate, CA 90280	(562) 396-2828

respectfully shows that:

(E)

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

Name of Defendant(s)	Address	Daytime Phone Number
Frontier Communications (DBA)	9260 E. Stockton Blvd., Elk Grove, CA 95624	(916) 686-3533

(F)

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

1. On or about 10/23/2025, I filed a complaint with Frontier Communications ("Frontier") after we discovered that our phone landline service was disconnected or in-operational for a second time. The service had been out for about two weeks after we learned of medical providers had attempted to contact us.
 2. Frontier opened a service claim (#6987522) and stated a technician would be out on the following date to fix the issue, which remained unresolved for several weeks.
 3. Complainant requested service to be restore, and credit to be issued in the amount according to the last recorded phone service activity, which can be access and review by Frontier.
 4. For the billing periods between 9/28/25 through 11/27/25, Complainant was billed and charged on his autopay, for these 2 full months, for approximately \$128.36, without any proper credit, thus an unlawful charge and unprofessional business practice.
 5. Around 12/16/2025, an informal complaint was filed with the California Public Utilities Commission ("CPUC") after following calls with Frontier did not resolve these issues. Complaint # 709933.
 6. On 1/21/2026, Complainant contacted Frontier after he received a Notice of Past Due. Frontier alleged service was restored without notice on 12/24/2025, which is inconsistent as no service has been restored. Further, they charged for the period of 11/28/25 through 12/27/25, the amount of \$64.28 and only provided credit for -\$55.12.
 7. Complainant phone line service for his disabled daughter, who is a participant of the lifeline service, is disconnected, affecting medical services and providers. Complainant request refund amount and restoration.

(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 rates pursuant to Rule 4.1(b))

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

(3) Regular Complaint Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

(Example: The utility should refund the overbilled amount of \$78.00):

Frontier should provide the refund amount of \$85.68 for the period between October through November and suspend the charges for the months of December through the present until service has been fully restore.

(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): 2/23/2026

Hearing (Example: 7/1/09): 5/26/2026

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)

Frontier should provide the refund amount of \$85.68 for the period between October through November and suspend the charges for the months of December through the present until service has been fully restore.

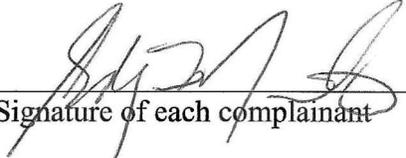
(I)

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:

edm3337@aol.com

(J)

Dated South Gate, California, this 23rd day of January, 2026
(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: EDGAR MARTINEZ

Address: 10501 Karmont Ave., South Gate, CA 90280

Telephone Number: (562) 396-2828

E-mail: edm3337@aol.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 1/23/26, at South Gate, 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 (1) defendant, then you must submit a total of eight (8) copies.

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

PRIVACY NOTICE

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 online for later public viewing.

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



Signature

1/23/2026

Date

EDGAR MARTINEZ

Print your name