



DATE OF DEPOSIT

OCT 28 2021

October 28, 2021

PA PUBLIC UTILITY COMMISSION
SECRETARY'S BUREAU

Confidential Information

Ms. Rosemary Chiavetta, Secretary
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street, 2nd Floor
Harrisburg, PA 17120

In Re: Notice of Compliance with Voluntary Commitment No. 12 Related to Service Quality Metrics Reporting

PaPUC Docket Nos. A-2020-3020004; A-2020-3020005; A-2020-3020006; A-2020-3020007; A-2020-3020009; A-2020-3020010; A-2020-3020011; A-2020-3020012; A-2020-3020013; and A-2020-3020014

Joint Application of Frontier Communications Corporation; Frontier Subsidiary Telco LLC; Commonwealth Telephone Enterprises, LLC; Commonwealth Telephone Company, LLC d/b/a Frontier Communications Commonwealth Telephone Company; Frontier Communications of Breezewood, LLC; Frontier Communications of Canton, LLC; Frontier Communications of Lakewood, LLC; Frontier Communications of Oswayo River, LLC; Frontier Communications of Pennsylvania, LLC; Citizens Telecommunications Company of New York, Inc.; CTSI, LLC d/b/a Frontier Communications CTSI, LLC; CTE Telecom, LLC d/b/a Frontier Communications CTE Telecom Company; and Frontier Communications of America, Inc. for Approval of Change in Control Transaction

Dear Secretary Chiavetta,

In compliance with your letter of January 19, 2021, approving the above referenced Joint Application, Frontier Communications Parent, Inc. ("Frontier")¹ herein submits this compliance filing in accordance with Condition No. 12. Condition No. 12 states:

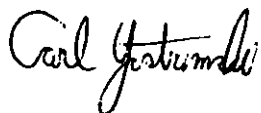
For a period of two years from the date of Frontier's emergence from Chapter 11, Frontier shall quarterly report to BCS on a confidential basis the following service quality metrics broken out by individual Pennsylvania ILEC: Business Office Answer Performance, Repair Answer Performance, Customer Trouble Report Rate per 100 access lines, Number of service outages and rate of service outages per 100 access lines, Number of service outages lasting more than 24 hours and rate of service outages lasting more than 24 hours per 100 access lines, Repair Commitments Met, Installation Commitments Met, Mean time to repair all troubles (excluding weekend hours), and Number of warm transfers to Frontier's Pennsylvania Complaint dedicated team & the types of complaints received/issues resolved by category.

¹ Frontier Communications Parent, Inc. is the new parent entity that operates and owns the business and subsidiaries previously owned and operated under Frontier Communications Corporation.

The attachment (see Attachment 1) contains Frontier's service quality metrics related to the 3rd Quarter of 2021. It should be noted that both Frontier and BCS implemented the warm transfer of complaint processing on October 18, 2021. Once Frontier has a full quarter of data related to this process, it will begin to include the associated reporting metrics with its service quality metrics that are contained on the attachment.

If you have any questions, or require any additional information, please don't hesitate to contact me at carl.yastremski@ftr.com.

Sincerely,

A handwritten signature in black ink that reads "Carl Yastremski". The signature is written in a cursive style with a large initial "C".

Carl Yastremski
Manager, Regulatory Affairs

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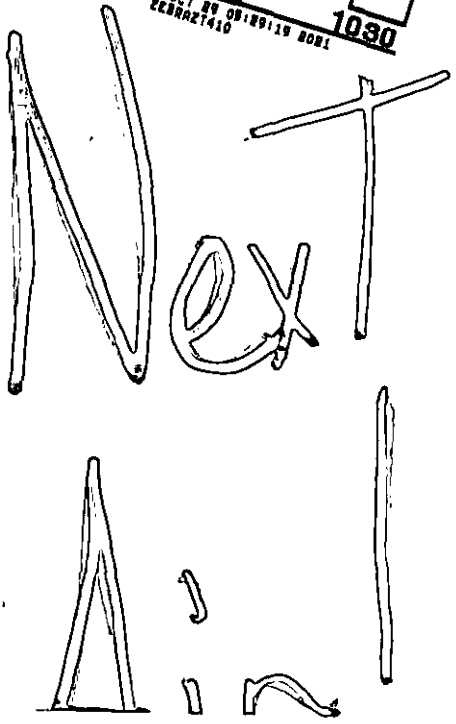
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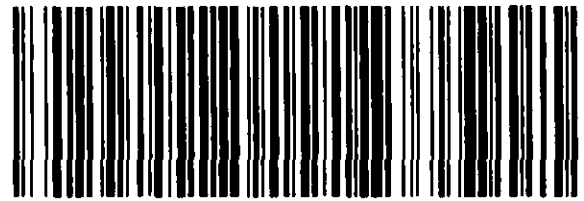
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