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July 31, 2024

Via Electronic Filing

Rosemary Chiavetta, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Office of Consumer Advocate, Office of Small Business Advocate v. Commonwealth
Telephone Company, LLC d/b/a Frontier Communications Telephone Company
Docket No. C-2023-3037574

Dear Secretary Chiavetta:

Enclosed for electronic filing please find Commonwealth Telephone Company, LLC d/b/a Frontier Communications Telephone Company's PUBLIC executive summaries for its Q2 2024 reports and PUBLIC Attachment H-1 pursuant to the requirements of Paragraphs A, C, H, I, J, and Q of the May 9, 2024 Approved Settlement.

Please note the **CONFIDENTIAL** Attachments A, C, H-2, H-3, I, and J are being delivered via overnight mail to the Commission. The **CONFIDENTIAL** reports are being provided electronically in both PDF and Excel Format to the Office of Consumer Advocate and the Office of Small Business Advocate consistent with the terms of Settlement and under the terms of the Protective Order entered in the above docket.

Sincerely,

Bryce R. Beard

Bryce R. Beard

BRB/lww

Enclosure

cc: Office of Consumer Advocate w/enc. (via email only c/o BSheridan@paoca.org)
Office of Small Business Advocate w/enc. (via email only c/o swebb@pa.gov)



July 31, 2024

Rosemary Chiavetta, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: Frontier Compliance Report: Notice of Compliance and Executive Summaries pursuant to Paragraphs A, C, H, I, J, and Q of the Approved Settlement, PAPUC Docket Nos. C-2023-3037574

In compliance with the Commission's Opinion and Order approving Settlement issued May 9, 2024 ("Approved Settlement"), Commonwealth Telephone Company, LLC d/b/a Frontier Communications Telephone Company's ("Frontier") submits the enclosed PUBLIC executive summaries for its Q2 2024 reports and PUBLIC Attachment H-1 pursuant to the requirements of Paragraphs A, C, I, J, H, and Q of the Approved Settlement.

Respectfully,

Cassandra Knight
VP, Regulatory Reporting
Frontier Communications

Frontier – July 31, 2024 Compliance Report – Docket No. C-2023-3037574

A. Customer Remedies and Credits

See **CONFIDENTIAL** Attachment A – Customer Remedies and Credit summary. As shown in the **CONFIDENTIAL** report, Frontier has provided the breakdown of both credit counts and credit totals in accordance with Paragraph A(a-g) by wire center and on a company-wide basis. The credits are/will be applied automatically within two billing cycles to the customer.

C. Chapter 30 Credits

See **CONFIDENTIAL** Attachment C – Chapter 30 Credits. As shown in the **CONFIDENTIAL** report, Frontier has provided the breakdown of both credit counts and credit totals in accordance with Paragraph C(a-b) by wire center and on a company-wide basis. The credits are/will be applied automatically within two billing cycles to the customer.

H. Maintenance Plan

Maintenance Plan

See PUBLIC Attachment H-1 – Maintenance Plan.

See **CONFIDENTIAL** Attachment H-2 - Proactive Preventative Maintenance Program.

Identified Plant Issues Report - Q2 2024

See **CONFIDENTIAL** Attachment H-3 – Identified Plant Issues for Q2 2024. The report provides a list of Identified Plant Issues identified or addressed in that quarter.

I. Quarterly Wire Center Reporting

See **CONFIDENTIAL** Attachment I – Quarterly Wire Center Reporting, beginning with calendar year 2023. As shown in the **CONFIDENTIAL** report, Frontier has provided the breakdown of terms 34(a)-34(k) in accordance with Paragraph I by wire center and on a company-wide basis.

J. Metrics/Benchmarks

See **CONFIDENTIAL** Attachment J – Metrics - Benchmarks, beginning with Q2 2024. As shown in the **CONFIDENTIAL** report, Frontier has provided the benchmarks for telephone services measured at a company-wide level for each metric identified in Paragraph J(a)-(e).

PUBLIC ATTACHMENT H-1

MAINTENANCE PLAN

H. Maintenance Plan

Frontier maintains a documented Proactive Preventative Maintenance Program (PPM) designed to preserve the copper network and provide high levels of reliability for customers. The program aims to identify and remedy issues before a customer experiences disruption or degradation of services. The goal of following this process is that terminals, splices, pedestals, or cross boxes that are faulty can be identified through field and other inspection reports. The process also ensures the necessary materials are available for repairs and that technician schedules are coordinated for completing repairs. Specifically, if technicians notice damaged or compromised network infrastructure while in the field, they take pictures and submit them along with additional details to a shared database. This triggers an email to the National Support Group (NSG). NSG then coordinates with the local manager to designate a technician and timeframe for task completion. A work order ticket will then be generated and allocated on the requested date.

Additionally, Frontier utilizes advanced analytical tools to collect trouble data on lead cables, secondary cables, and where applicable, network equipment associated with frequent issues. The reporting functionality generates a PPM package that is provided to the field for further review. Given cables may extend for many miles, this additional analytical layer of locational detail assists the field technicians in more precisely pinpointing a point of weakness in the network.

Frontier management is reinforcing the need to follow Proactive Preventative Maintenance processes and will follow that with web-based training in the third quarter.

Cable damage is often the result of weather, mice, insects and other wildlife. Frontier is reinforcing its standards regarding sealing the plant from weather and wildlife to minimize service events. In addition, Frontier has purchased and distributed rodent deterrent products for field technicians to leave within pedestals and other types of buried enclosures where they may be found.

Customers may report public safety concerns by calling 866-257-9080. These calls create tasks to be dispatched to the local field resources. If these tasks can be completed on site, they will. Some tasks could take longer and require assistance and coordination, examples include tree trimming, any locates that are required to dig, traffic control, etc. Reporting has been requested to track this work to include the date the issue was reported, the trouble description and the date the work was completed.