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October 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

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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 3Q24 reports pursuant to the requirements of Paragraphs A, B, C, H, I, J, L, and Q of the May 9, 2024 Approved Settlement.

Please note the **CONFIDENTIAL** Attachments A, B, C, H, I, J, and L 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/red  
Enclosure

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



October 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, B, C, H, I, J, L, and Q of the Approved Settlement, PAPUC Docket No. 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 Q3 2024 reports pursuant to the requirements of Paragraphs A, B, C, H, I, J, and Q and the monthly customer support hotline report pursuant to the requirements of Paragraphs L and Q of the Approved Settlement.

Respectfully,

A handwritten signature in blue ink that reads "Cassandra Knight".

Cassandra Knight  
VP, Regulatory Reporting  
Frontier Communications

## **Frontier – October 31, 2024 Compliance Report – Docket No. C-2023-3037574**

### **A. Customer Remedies and Credits**

See **CONFIDENTIAL** Attachment A – Customer Remedies and Credit for Q3 2024. 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.

### **B. Customer Retroactive Credits**

See **CONFIDENTIAL** Attachment B – Customer Retroactive Credits from July 2022 until April 2024. As shown in the **CONFIDENTIAL** report, Frontier has provided the breakdown of both retroactive credit counts and retroactive credit totals in accordance with Paragraph A(a-g) by wire center and on a company-wide basis. The retroactive credits have been applied automatically within 180 days of the Approved Settlement to customers.

### **C. Chapter 30 Credits**

See **CONFIDENTIAL** Attachment C – Chapter 30 Credits for Q3 2024. 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**

See **CONFIDENTIAL** Attachment H – Identified Plant Issues for Q3 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 through Q3 2024. 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 through Q3 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).

**L. Customer Support.**

See **CONFIDENTIAL** Attachment L – Frontier’s Customer Support Hotline Report for September 2024. As shown in the **CONFIDENTIAL** report, Frontier has provided a breakdown of all hotline calls received by category.