

Bryce R. Beard, Esq
717.237.6041
bbeard@eckertseamans.com

November 26, 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 remedial plan for 3Q24 metrics and monthly customer support hotline report pursuant to the requirements of Paragraphs J, L, and Q of the May 9, 2024 Approved Settlement.

Please note the **CONFIDENTIAL** Attachment J and L are being delivered via overnight mail to the Commission. The **CONFIDENTIAL** report is being provided electronically in PDF 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 sgray@pa.gov)



November 26, 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 Summary pursuant to Paragraphs J, L 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 remedial plan for 3Q24 metrics and monthly customer support hotline report pursuant to the requirements of Paragraphs J, L, and Q of the Approved Settlement.

Respectfully,

Cassandra Knight
VP, Regulatory Reporting
Frontier Communications

Frontier – November 26, 2024 Compliance Report – Docket No. C-2023-3037574

J. Metrics/Benchmarks – Remedial Plan for 3Q24 metrics.

See **CONFIDENTIAL** Attachment J – Frontier’s Remedial Plan for 3Q24 to address missed metrics. As shown in the **CONFIDENTIAL** Remedial Plan, Frontier has provided a course of corrective actions to address missed metrics in future quarters.

L. Customer Support.

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