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January 24, 2025

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 4Q24 reports pursuant to the requirements of Paragraphs A, C, H, I, J, L, and Q of the May 9, 2024 Approved Settlement.

Please note the **CONFIDENTIAL** Attachments A, 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/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)



January 24, 2025

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, 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 Q4 2024 reports pursuant to the requirements of Paragraphs A, 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 – January 24, 2025 Compliance Report – Docket No. C-2023-3037574

A. Customer Remedies and Credits

See **CONFIDENTIAL** Attachment A – Customer Remedies and Credit for Q4 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.

C. Chapter 30 Credits

See **CONFIDENTIAL** Attachment C – Chapter 30 Credits for Q4 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 Q4 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 Q4 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 Q4 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 December 2024. As shown in the **CONFIDENTIAL** report, Frontier has provided a breakdown of all hotline calls received by category.