

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

February 28, 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 reports pursuant to the requirements of Paragraphs G, J, L, and Q of the May 9, 2024 Approved Settlement.

Please note the **CONFIDENTIAL** Attachments G, 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)
Office of Small Business Advocate w/enc. (via email only c/o sgray@pa.gov)



February 28, 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 G, 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 reports pursuant to the requirements of Paragraphs G, J, and Q and the monthly customer support hotline report pursuant to the requirements of Paragraphs L and Q of the Approved Settlement.

Respectfully,

Cassandra Knight
VP, Regulatory Reporting
Frontier Communications

Frontier – February 28, 2025 Compliance Report – Docket No. C-2023-3037574

G. Capital Investment and Copper Repair

See **CONFIDENTIAL** Attachment G – Commonwealth CAPEX 2024 report and **CONFIDENTIAL** Attachment G – Frontier 2025 Pennsylvania CAPEX Budget.

J. Metrics/Benchmarks – Remedial Plan for 4Q24 metrics and Annual Report Lines in Service

See **CONFIDENTIAL** Attachment J – Frontier’s Remedial Plan for 4Q24 to address missed metrics. As shown in the **CONFIDENTIAL** Remedial Plan, Frontier has provided a course of corrective action to address missed metrics in future quarters.

See also **CONFIDENTIAL** Attachment J – Annual report lines in service.

L. Customer Support.

See **CONFIDENTIAL** Attachment L – Frontier’s Customer Support Hotline Report for January 2025. As shown in the **CONFIDENTIAL** report, Frontier has provided a breakdown of all hotline calls received by category.