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April 30, 2025

Via Electronic Filing

Matthew Homsher, 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 Homsher:

Enclosed for electronic filing please find Commonwealth Telephone Company, LLC d/b/a Frontier Communications Telephone Company's **PUBLIC** executive summaries for its 1Q25 reports pursuant to the requirements of Paragraphs E, F, H, L, M, and Q of the May 9, 2024 Approved Settlement.

Please note the **CONFIDENTIAL** Attachments E, F, H, L, and M 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)



April 30, 2025

Matthew Homsher, 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 E, F, H, L, M, 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 E, F, H, L, M, and Q.

Respectfully,

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

Cassandra Knight
VP, Regulatory Reporting
Frontier Communications

Frontier – April 30, 2025 Compliance Report – Docket No. C-2023-3037574

E. Batteries

See **CONFIDENTIAL** Attachment E – Batteries. As shown in the **CONFIDENTIAL** report, Frontier has provided a list of all batteries in remote terminals by wire center with installation, inspection, and local service characteristics of the battery. Frontier has also provided an explanation for the criteria used to determine the replacement of batteries in remote terminals.

F. Most Troublesome Wire Center Annual Review

See **CONFIDENTIAL** Attachment F – Most Troublesome Wire Center Annual Review. As shown in the **CONFIDENTIAL** report, Frontier has provided its annual review of the 18 focus wire centers showing improvements to out of service restoration benchmarks, repeat rate benchmarks, and repair commitments met. The report also details the activity taken by Frontier to remediate and reduce troubles based on the August 7, 2024 field study.

H. Maintenance Plan

See **CONFIDENTIAL** Attachment H – Identified Plant Issues for Q1 2025. The Report provides a list of Identified Plant Issues identified or addressed in that quarter.

L. Customer Support

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

M. Workforce Development

See **CONFIDENTIAL** Attachment M - Workforce Development. As shown in the **CONFIDENTIAL** report, Frontier has provided information on its efforts to hire additional workforce in Northern Pennsylvania.