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August 20, 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

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Dear Secretary Homsher:

Enclosed for electronic filing please find Commonwealth Telephone Company, LLC d/b/a Frontier Communications Telephone Company's PUBLIC executive summary for its monthly customer support hotline report pursuant to the requirements of Paragraphs L and Q of the May 9, 2024 Approved Settlement.

Please note the **CONFIDENTIAL** Attachment L is 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/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 [sgray@pa.gov](mailto:sgray@pa.gov))



August 20, 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 Summary pursuant to Paragraphs 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 summary for its 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 – August 20, 2025 Compliance Report – Docket No. C-2023-3037574**

**L. Customer Support.**

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