



Eckert Seamans Cherin & Mellott, LLC
213 Market Street
8th Floor
Harrisburg, PA 17101

TEL: 717 237 6000
FAX: 717 237 6019

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

November 25, 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 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 kkennedy@paoca.org)
Office of Small Business Advocate w/enc. (via email only c/o sgray@pa.gov)



November 25, 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 – November 25, 2025 Compliance Report – Docket No. C-2023-3037574

L. Customer Support.

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