

April 30, 2026

VIA Overnight USPS

Mathew 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 please find Commonwealth Telephone Company, LLC d/b/a Frontier Communications Telephone Company's PUBLIC executive summaries for its reports for its 1Q26 reports pursuant to the requirements of Paragraphs A, C, H, I, J, and L 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 the Settlement and under the terms of the Protective Order entered in the above docket.

Kind regards



Cassandra Knight
Frontier Communications
Ph# 525-802-7200

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)

Frontier – April 30, 2026 Compliance Report – Docket No. C-2023-3037574

A. Customer Remedies and Credits

See **CONFIDENTIAL** Attachment A – Customer Remedies and Credit for Q1 2026. 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 Q1 2026. 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 Q1 2026. 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 Q1 2026. 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 Q1 2026. 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 April 2026. As shown in the **CONFIDENTIAL** report, Frontier has provided a breakdown of all hotline calls received by category.