



21 West Ave., Spencerport, NY 14559
frontier.com

September 18, 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 for electronic filing please find Commonwealth Telephone Company, LLC d/b/a Frontier Communications Telephone Company's **PUBLIC** executive summaries for its September 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 delivered 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.

Kind regards

Cassandra Knight
Frontier Communications
Ph# 585-802-7200

cc: Office of Consumer Advocate w/enc. (via email only c/o kkennedy@paoca.gov)
Office of Small Business Advocate w/enc. (via email only c/o sgray@pa.gov)

Frontier – September 2026 Compliance Report – Docket No. C-2023-3037574

L. Customer Support.

See **CONFIDENTIAL** Attachment L – Frontier’s Customer Support Hotline Report for September 2026. As shown in the **CONFIDENTIAL** report, Frontier has provided a breakdown of all hotline calls received by category.