FCC Form 481 - Carrier Annual Reporting Data Collection Form

REDACTED – FOR PUBLIC INSPECTION

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	411835
<015>	Study Area Name	BLUESTEM TELEPHONE COMPANY
<020>	Program Year	2016
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS		54.313 Completion Required	54.422 Completion Required
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	☒	
<200> Outage Reporting (voice)	(complete attached worksheet)	☒	☒
<210> [redacted] <-- check box if no outages to report		✓	
<300> Unfulfilled Service Requests (voice) [redacted]			
<310> Detail on Attempts (voice) [redacted]	(attach descriptive document)		
<320> Unfulfilled Service Requests (broadband) [redacted]		☒	
<330> Detail on Attempts (broadband) [redacted]	(attach descriptive document)		
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed [redacted]		☒	☒
<420> Mobile 0.0			
<430> Number of Complaints per 1,000 customers (broadband)		☒	
<440> Fixed [redacted]			
<450> Mobile 0.0			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	☒	☒
<510> 411835KS510.pdf	(attached descriptive document)	☒	☒
<600> Functionality in Emergency Situations	(check to indicate certification)	☒	☒
<610> 411835KS610.pdf	(attached descriptive document)	☒	☒
<700> Company Price Offerings (voice)	(complete attached worksheet)	☒	
<710> Company Price Offerings (broadband)	(complete attached worksheet)	☒	
<800> Operating Companies and Affiliates	(complete attached worksheet)	☒	☒
<900> Tribal Land Offerings (Y/N)? ○ ●	(if yes, complete attached worksheet)	☒	
<1000> Voice Services Rate Comparability Certification	Yes		
<1010> 1010 Voice Service Rate Comparability.pdf	(attach descriptive document)	☒	
<1100> ● ○	(if not, check to indicate certification)	☒	
<1110>	(complete attached worksheet)		
<1200> Terms and Condition for Lifeline Customers	(complete attached worksheet)		☒

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	(check to indicate certification)	☒	
<2005>	(complete attached worksheet)	☒	

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	(check to indicate certification)		
<3005>	(complete attached worksheet)		

(100) Service Quality Improvement Reporting
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) ○ ●
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) ○ ○
	If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.	
<112>	Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.	112 Service Quality Improvement Reporting 2015.pdf
<113>	Maps detailing progress towards meeting plan targets	Not Applicable
<114>	Report how much universal service (USF) support was received	Not Applicable
<115>		Not Applicable
<116>		Not Applicable
<117>		Not Applicable
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.	Not Applicable

(200) Service Outage Reporting (Voice)
Data Collection Form

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<220>

<a> NORS Reference Number	<b1> Outage Start Date	<b2> Outage Start Time	<b3> Outage End Date	<b4> Outage End Time	<c1> Number of Customers Affected	<c2> Total Number of Customers	<d> 911 Facilities Affected (Yes / No)	<e> Service Outage Description (Check all that apply)	<f> Did This Outage Affect Multiple Study Areas (Yes / No)	<g> Service Outage Resolution	<h> Preventative Procedures

(700) Price Offerings including Voice Rate Data
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<701>	Residential Local Service Charge Effective Date	1/1/2015
<702>	Single State-wide Residential Local Service Charge	[redacted]

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	**Exchange (ILEC)**	**SAC (CETC)**	**Rate Type**	**Residential Local Service Rate**	**State Subscriber Line Charge**	**State Universal Service Fee**	**Mandatory Extended Area Service Charge**	**Total per line Rates and Fees**

-- See attached worksheet

(710) Broadband Price Offerings
Data Collection Form

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<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	**Exchange (ILEC)**	**Residential Rate**	**State Regulated Fees**	**Total Rate and Fees**	**Broadband Service - Download Speed (Mbps)**	**Broadband Service - Upload Speed (Mbps)**	**Usage Allowance (GB)**	**Usage Allowance Action Taken When Limit Reached {*select*}**

See attached worksheet

(800) Operating Companies
Data Collection Form

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<810>	Reporting Carrier	Bluestem Telephone Co
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Bluestem Telephone Co

<813>

<a1>	<a2>	<a3>
Affiliates	**SAC**	**Doing Business As Company or Brand Designation**

-- See attached worksheet --

(900) Tribal Lands Reporting
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

<921>	
<922> Feasibility and sustainability planning;	
<923> Marketing services in a culturally sensitive manner;	
<924> Compliance with Rights of way processes	
<925> Compliance with Land Use permitting requirements	
<926> Compliance with Facilities Siting rules	
<927> Compliance with Environmental Review processes	
<928> Compliance with Cultural Preservation review processes	
<929> Compliance with Tribal Business and Licensing requirements.	

(1100) No Terrestrial Backhaul Reporting Data Collection Form

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<1130>

(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

411835KS1210.pdf

<1220> Link to Public Website

HTTP www.tariffs.net/fairpoint/tier.asp?cid+1644

<1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒

<1222> Details on the number of minutes provided as part of the plan, ☒

<1223> Additional charges for toll calls, and rates for each such plan. ☒

(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010>	2nd Year Certification {47 CFR § 54.313(b)(1)i}	Not Applicable
<2011a>	3rd Year Certification {47 CFR § 54.313(b)(1)ii}	

Price Cap Carrier Receiving Frozen Support Certification {47 CFR § 54.312(a)}

<2012>	2013 Frozen Support Calculation {47 CFR § 54.313(c)(1)}	Yes
<2013>	2014 Frozen Support Calculation {47 CFR § 54.313(c)(2)}	Yes
<2014>	2015 Frozen Support Calculation {47 CFR § 54.313(c)(3)}	Yes
<2015>	2016 and future Frozen Support Calculation {47 CFR § 54.313(c)(4)}	411835KS2024_Bluestem.xlsm

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016>	Certification Support Used to Build Broadband	Not Applicable

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017>	3rd year Broadband Service Certification	
<2018>	5th year Broadband Service Certification	
<2019>	Interim Progress Certification	
<2020>		
<2021>	Interim Progress Community Anchor Institutions	

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(3000) Rate Of Return Carrier Additional Documentation
Data Collection Form

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CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) **Progress Report on 5 Year Plan**
Milestone Certification {47 CFR § 54.313(f)(1)(i)}

Name of Attached Document Listing Required Information

(3011) ☐

(3012) Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)} (Yes/No) ☐ ☐
(3014) If yes, does your company file the RUS annual report (Yes/No) ☐ ☐

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) ☐
(3016) ☐

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, Is your company audited? (Yes/No) ☐ ☐

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications ☐
(3020) ☐
(3021) ☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, ☐
(3023) Underlying information subjected to a review by an independent certified public accountant ☐
(3024) Underlying information subjected to an officer certification. ☐
(3025)

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information

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(3000) Rate Of Return Carrier Additional Documentation (Continued)

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Financial Data Summary

(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: BLUESTEM TELEPHONE COMPANY

Signature of Authorized Officer: CERTIFIED ONLINE Date 11/06/2015

Printed name of Authorized Officer: Mike Skrivan

Title or position of Authorized Officer: VP Regulatory

Telephone number of Authorized Officer: 2075354150 ext.

Study Area Code of Reporting Carrier: 411835 Filing Due Date for this form: 07/01/2015

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

Attachments

(700) Price Offerings including Voice Rate Data
Data Collection Form

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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<701>	Residential Local Service Charge Effective Date	1/1/2015
<702>	Single State-wide Residential Local Service Charge	[redacted]

<703>

<a1>	<a2>	<a3>	<b1>	<b2>	<b3>	<b4>	<b5>	<c>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fees
KS	Americus		FR	16.74	[redacted]			
KS	Cedar Point		FR	16.74				
KS	Jetmore		FR	13.27				
KS	Leoti		FR	13.27				
KS	Marienthal		FR	13.27				
KS	Saffordville		FR	16.74				
KS	Sharon Springs		FR	13.27				
KS	Tribune		FR	13.27				
KS	Wallace		FR	13.27				
KS	Weskan		FR	13.27				

(710) Broadband Price Offerings
Data Collection Form

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<711>

<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
State	**Exchange (ILEC)**	**Residential Rate**	**State Regulated Fees**		**Broadband Service - Download Speed (Mbps)**			
[redacted]								

(800) Operating Companies
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<810>	Reporting Carrier	Bluestem Telephone Co
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Bluestem Telephone Co

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Bentleyville Communications Corporation	170145	dba FairPoint Communications Inc.
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications Inc.
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications Inc.
Chautauqua & Erie Communications, Ltd		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications Inc.
China Telephone Company	100004	dba FairPoint Communications Inc.
Chouteau Telephone Company	431981	dba FairPoint Communications Inc.
Columbine Telecom Company	462204	dba FairPoint Communications Inc.
Columbus Grove Telephone Co.	300604	dba FairPoint Communications Inc.
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co	100015	dba FairPoint Communications Inc.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance
C-R Telephone Company	341009	dba FairPoint Communications Inc.
El Paso Long Distance Company		dba FairPoint Long Distance
El Paso Telephone Company	341004	dba FairPoint Communications Inc.
Ellensburg Telephone Company	522412	dba FairPoint Communications Inc.

(800) Operating Companies
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<810>	Reporting Carrier	Bluestem Telephone Co
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<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Elltel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri Inc.		
FairPoint Broadband, Inc.		
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications Inc.
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc. (TG)	143331	dba FairPoint Communications Inc.
Germantown Independent Telephone Company	300618	dba FairPoint Communications Inc.
Germantown Long Distance Company		dba FairPoint Long Distance
GTC, Inc.	210291	(Florala) dba FairPoint Communications Inc.
GTC, Inc.	210329	(Perry) dba FairPoint Communications Inc.
Maine Telephone Company, INC	100025	dba FairPoint Communications Inc.
Marianna Scenery Hill Telephone Company	170185	dba FairPoint Communications Inc.
Marianna Tel., Inc.		
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC (NNE)	125113	dba FairPoint Communications Inc.
Northern New England Telephone Operations LLC (NNE)	105111	dba FairPoint Communications Inc.
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications Inc.
Odin Telephone Exchange, Inc	341065	dba FairPoint Communications Inc.
Orwell Communications, Inc.		dba FairPoint Long Distance

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<812>	Operating Company	Bluestem Telephone Co

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
Orwell Telephone Company	300649	dba FairPoint Communications Inc.
Peoples Mutual Long Distance		
Peoples Mutual Telephone Co	190244	dba FairPoint Communications Inc.
Quality One Technologies, Inc.		dba FairPoint Long Distance
Ravenswood Communications, Inc.		
Sidney Telephone Company	103313	dba FairPoint Communications Inc.
ST Enterprises, Ltd.		
ST Long Distance, Inc.		dba FairPoint Long Distance (Kansas, Colorado, Oklahoma)
St. Joe Communications, Inc.	210339	dba FairPoint Communications Inc.
Standish Telephone Company, INC	100025	dba FairPoint Communications Inc.
Sunflower Telephone Co	461835	dba FairPoint Communications Inc.
Taconic Technology Corp.		
Taconic TelCom Corp.		dba FairPoint Long Distance
Taconic Telephone Corp.	150084	dba FairPoint Communications Inc.
Telephone Operating Company of Vermont LLC (NNE)	145115	dba FairPoint Communications Inc.
UI Long Distance, Inc.		dba FairPoint Long Distance
Utilities, Inc.		dba FairPoint Communications Inc.
YCOM Networks, Inc.	522453	dba FairPoint Communications Inc.

FCC Form 481

Line 112- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

1. In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan. The bureau stated that "until the [Connect America Phase II forward-looking] cost model is adopted and incumbents have the opportunity to accept a state-level commitment, it does not serve the public interest" to require price cap ETCs to file five-year plans.[1]

[1] *Connect America Fund et al.* WC Docket No. 10-90 et al., Order, 28 FCC Rcd 2051, 2054, para. 8 (Wireline Comp. Bur. 2013) (*ETC Reporting Requirements Order*).

Sunflower/Bluestem Telephone Company
Kansas
411835

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Sunflower/Bluestem Telephone Co. hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Kansas Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,1 the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." 2 The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."3

Sunflower Bluestem Telephone Company is not subject to any Service Quality Reporting requirements with the Kansas Public Service Commission.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, thru information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

1 *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").
2 *Id.* at para. 28.

FairPoint Communications
1 Davis Farm Road
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Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan ("BCP") is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope
- BCP Components
- Plan Maintenance

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an *external-interfacing* element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back / front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff and equipment, service utilities, telecommunications and data network, IT network, and related infrastructure based items.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- Information Technology ("IT")
- Administrative and Support Operations
- Inside and Outside Plant Operations
- Network Operations Center ("NOC")
- Enhanced 9-1-1 ("E-911")
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents. All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.

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BCP Components

The BCP consists of several components:

- Operational Preparedness for Expected Events (i.e. weather related events)
- Event / Crisis Communication Plan
- Redundancy Mapping
- Department Recovery Plans
- Information Technology Continuity Plan

The following is a brief summary of the plan components.

Operational Preparedness for Expected Events

Weather events such snow, ice and wind can negatively impact power and communications infrastructure. While this threat cannot be eliminated, FairPoint takes steps to mitigate a storm's impact through preparedness and response. Steps include:

- Pre-event planning based on information provided by National Oceanic and Atmospheric Administration **("**NOAA"**)**
- Coordinate planning and recovery efforts through state emergency management groups
- Engage supply chain vendors to delivery additional stock prior to the expected event
- Inspect, test and fuel emergency generators in anticipation of a power outage
- Reallocate / relocate staff in order to respond to the pending event

Event / Crisis Communication Plan

Communications is a key element to respond and recover business operations. Event / Crisis Communications are facilitated by FairPoint's Risk Management Team who assume the role of incident command from the onset of the event until normal operations are resumed.

FairPoint uses a dual level communication strategy as part the Event Communication Plan. The primary level is the workgroup comprised of both employees and vendors that are directly involved in the recovery work. The secondary level consists of internal interested parties made up of our Strategic Leadership Team. The role of the secondary level is to facilitate communications both internally and externally regarding the event and our path to response and recovery. For 2014, FairPoint has partnered with SunGard and will be deploying a hosted event communication platform in order increase our speed and reach of communications during an event.

Redundancy Mapping

The process of redundancy mapping reviews operations within the FairPoint organization to identify alternate facilities and work locations that can be used in the event a primary location is not accessible. Given the geographic spread of FairPoint's Northern New England footprint, capabilities exist to relocate operations from event impacted areas. Through the mapping process, FairPoint is able to identify single points of failure and develop alternative work processes.

Department Recovery Plans

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements, along with E-911 needs, have a high level of consideration in addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations. The recovery plans are built around a 24hour to 72hours response plan. This methodology

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Portland, ME 04103

focuses on the immediate steps that need to be taken to recover functional operations within short duration events (less than 24 hours) and well as long term plans to maintain functionality during an extended event (up to, or greater than 72 hours).

IT Recovery Plan
L ke most operations, FairPoint is dependent on an IT infrastructure to conduct business and serve customers. Because of its importance, FairPoint has a continuity plan established specifically for IT operations. The IT continuity plan addresses security and access control of data sites, onsite / offsite data backup methods, processes for sequencing of system(s) recoveries and ultimately the use and execution of our established Disaster Recovery Site located outside the FairPoint footprint.

Plan Maintenance and Exercising

The BCP is a so called "living" document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are reviewed with oversight from FairPoint's Risk Management Team. In 2013, FairPoint began the process of migrating the BCP onto a cloud based solution which will allow access to the plan components from any computer, smartphone and tablet.

FCC FORM 481

Line 1010 – Voice Service Rate Comparability

The pricing of the company's voice service rate is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA15-470 released on April 16, 2015.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Bluestem Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in Bluestem Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

3. LOCAL SERVICES

3.1 Local Exchange Telephone Service - Basic Service Rates

These monthly rates apply to all customers of the Company. This rate covers the provision of network access to a local customer location and entitles the customer to local calls (without toll charge) to all local stations connected to a central office of the exchange, or to all local extended local service area where comprised of more than one exchange.

The following rates apply to all customers for basic local exchange service:

		Cedar Point & Saffordville Monthly Rate	Americus Monthly Rate
(CR)(I)	Business Access Line	$21.04*	$22.67*
(CR)(I)	Residence Access Line	$16.74	$16.74

*See Section 3, Sheet 21 for available term and volume discounts

3.11 Kansas Universal Service Fund

Beginning March 1, 1997, the Company will assess a fee for funding of the Kansas Universal Service Fund (KUSF), including Kansas Lifeline Service Program (KLSP), and the Kansas Telecommunications Access Program (TAP). These funds were enacted by the Kansas Legislature in 1996, and authorized by the Kansas Corporation Commission on December 27, 1996 in Docket No. 190,492-U. The Amount of the fee may vary as determined by the Fund Administrator.

3.12 Lifeline Service

The Lifeline Service (Lifeline) program, sponsored by the FCC, is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential local exchange service to qualifying low-income customers.

a. General

1. Lifeline is a federally funded reduction of local service charges.
Eligible applicants will receive a reduction of $9.25 on their local telephone bill.

(T)

(D)

Patrick L. Morse
Senior Vice President - Government Affairs
PO Box 199
Dodge City, Kansas 67801-0199

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

(T) (a) Lifeline customers will also receive additional Lifeline Service reductions in Intrastate local service of $7.77.

2. Local service for Lifeline customers may not be disconnected for non-payment of toll charges.

(a) Toll Restriction Service will be provided to Lifeline customers at no charge.

(b) Lifeline customers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of toll.

(c) Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of Toll Restriction Service.

3. Partial payments from Lifeline customers will be applied first to local service charges and then to toll charges.

4. Lifeline customers will not be denied re-establishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.

5. Lifeline will not be furnished on a Foreign Exchange service arrangement.

b. Eligibility Requirements

1. Lifeline will be provided for one (1) telephone line per household, at the customer's principal place of residence who have only one local exchange access line to his/her residential premises or dwelling place. [1] Verification of this requirement will be through self-certification.

[1] A residential premises or dwelling place is that location where a customer resides, even if such residential premises or dwelling place is only a single room. Lifeline will not be provided if the customer has access to other local exchange telephone service within the residential premises or dwelling place, provided/owned by himself/herself or owned/provided by others. If, however, it can be determined by the Company that access to other existing local exchange telephone service owned/provided by others is virtually denied, or is inaccessible to the customer, then Lifeline Service will be provided.

Patrick L. Morse
Senior Vice President - Government Affairs
PO Box 199
Dodge City, Kansas 67801-0199

2. Show that he/she is currently a recipient of benefits from one of the following public assistance programs:

(T)
(N)

1. Bureau of Indian Affairs General Assistance
2. Food Distribution Program
3. Food Distribution Program on Indian Reservations
4. Free School Lunch Program
5. General Assistance
6. Low Income Energy Assistance Program (LIEAP)
7. Medicaid
8. Section 8 Federal Public Housing Program
9. Supplemental Nutrition Assistance Program
10. Supplemental Security Income (SSI)
11. Temporary Assistance for Needy Families
12 Tribally Administered Free School Lunch Program
13. Tribally Administered Head Start (only those meeting its income qualifying standard)
14. Tribally Administered Temporary Assistance for Needy Families

(T)

Individuals choosing this option must obtain and provide to the Company a copy of a valid identification card or the appropriate documents that are issued to them by the agency administering the program.

c. Income Eligibility

A customer shall be eligible for the Lifeline Service program if that customer's household annual income level is at or below 150% of the federal poverty level. Such customers may obtain a form from the Company suitable for self-certification of income level, and provide the completed form to the Company to begin service under the program. Proof of income is required. Acceptable documentation may include the prior year's federal, state, or tribal tax return, or other forms of income certification. Customers should contact the Company for specific details.

d. Certification

1. The customer will certify eligibility for Lifeline Service. Recertification is required annually or at anytime the qualifying criteria for the customer changes.

Recipients of Lifeline Service must notify the Company when they no longer qualify for Lifeline Service. Upon receipt of the notification, the Company will discontinue Lifeline Service.

If the Company discovers that conditions exist that disqualify the recipient of Lifeline Service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline Service commenced or the date the recipient no longer qualified for the service not to exceed 12 months.

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Dodge City, Kansas 67801-0199

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Sunflower Telephone Company in Kansas provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in Sunflower Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

3. LOCAL SERVICES

3.1 Local Exchange Telephone Service - Basic Service Rates

These monthly rates apply to all customers of the Company. This rate covers the provision of network access to a local customer location, including tone dialing capability, and entitles the customer to local calls (without toll charge) to all local stations connected to a central office of the exchange, or to all local extended local service area where comprised of more than one exchange.

The following rates apply to all customers for basic local exchange service within the exchanges of:

		Monthly Rate
(CR)(I)	Business Access Line	$16.93*
(CR)(I)	Residence Access Line	$13.27

*See Section 3, Sheet 20 for available term and volume discounts

3.11 Kansas Universal Service Fund

Beginning March 1, 1997, the Company will assess a fee for funding of the Kansas Universal Service Fund (KUSF), including Kansas Lifeline Service Program (KLSP), and the Kansas Telecommunications Access Program (TAP). These funds were enacted by the Kansas Legislature in 1996, and authorized by the Kansas Corporation Commission on December 27, 1996 in Docket No. 190,492-U. The Amount of the fee may vary as determined by the Fund Administrator.

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The Lifeline Service (Lifeline) program, sponsored by the FCC, is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential local exchange service to qualifying low-income customers.

a. General

1. Lifeline is a federally funded reduction of local service charges. Eligible applicants will receive a reduction of $9.25 on their local telephone bill. (T)

(D)

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PO Box 199
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(a) Lifeline customers will also receive additional Lifeline Service reductions in Intrastate local service of $7.09 for customers in the Jetmore exchange and $6.77 for all other customers. (T) | (T)

2. Local service for Lifeline customers may not be disconnected for non-payment of toll charges.

   (a) Toll Restriction Service will be provided to Lifeline customers at no charge.

   (b) Lifeline customers are not required to accept Toll Restriction Service as a condition to avoid disconnection of local service for non-payment of toll.

   (c) Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of Toll Restriction Service.

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[1] A residential premises or dwelling place is that location where a customer resides, even if such residential premises or dwelling place is only a single room. Lifeline will not be provided if the customer has access to other local exchange telephone service within the residential premises or dwelling place, provided/owned by himself/herself or owned/provided by others. If, however, it can be determined by the Company that access to other existing local exchange telephone service owned/provided by others is virtually denied, or is inaccessible to the customer, then Lifeline Service will be provided.

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2. Show that he/she is currently a recipient of benefits from one of the following public assistance programs:

(T)
(N)

1. Bureau of Indian Affairs General Assistance
2. Food Distribution Program
3. Food Distribution Program on Indian Reservations
4. Free School Lunch Program
5. General Assistance
6. Low Income Energy Assistance Program (LIEAP)
7. Medicaid
8. Section 8 Federal Public Housing Program
9. Supplemental Nutrition Assistance Program
10. Supplemental Security Income (SSI)
11. Temporary Assistance for Needy Families
12. Tribally Administered Free School Lunch Program
13. Tribally Administered Head Start (only those meeting its income qualifying standard)
14. Tribally Administered Temporary Assistance for Needy Families (T)

Individuals choosing this option must obtain and provide to the Company a copy of a valid identification card or the appropriate documents that are issued to them by the agency administering the program.

c. Income Eligibility

A customer shall be eligible for the Lifeline Service program if that customer's household annual Income level is at or below 150% of the federal poverty level. Such customers may obtain a form from the Company suitable for self-certification of income level, and provide the completed form to the Company to begin service under the program. Proof of income is required. Acceptable documentation may include the prior year's federal, state, or tribal tax return, or other forms of income certification. Customers should contact the Company for specific details.

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Please complete the statement below:

		Year 1	Year 2	Year 3
The total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations is:	$	[redacted]		

Please use this tab to report census block information indicating where funding was spent.

Census block information (Federal Information Processing Standard (FIPS) code)	**Funding spent per census block**	**NECA assigned operating company code (OCN)**	**Study Area Code (SAC)**	**Indicate whether you're reporting Year 1, Year 2, or Year 3** (please report each year separately)
[redacted]				