

The Rev. Dr. and Mrs. David P. and Louise S. Ransom

221 Shipman Road - Waterville, Vermont 05492-9637

OPTIONAL FORM NO. 10  
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Telephone: (802) 644-8144

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2009 JAN 28 P 1:11

December 24, 2008

Received & Inspected

Peter Wilson, President, Fair Point Communications

JAN 27 2009

1 Davis Farm Road, Portland, Maine 04103

FCC Mail Room

Dear Peter, ad Federal Communications Commission (20554),

We have been very pleased with the telephone line, land-line, that Verizon / Fairpoint has partnered with us to provide. It means that we can be in voice communication with our family in Maine, New Hampshire, New York, North Carolina, Oregon, Virginia, California, Rhode Island, Georgia Florida, and dear friends in Wisconsin, Massachusetts, Missouri, Florida, Vermont, Oregon, Washington, Ohio, Minnesota, New Jersey, D.C., Tennessee, New Jersey, Connecticut, Alabama, Maryland, — and with colleagues in ministry and pastoral counseling in all "50" as well as across Canada.

Now comes "Fair Point" after fulfilling a desire to succeed Verizon, to tell us that from Fair Point's view, our service will be discontinued.

Let me make a point of being fair. (over)

2. To Dept. of Fairport Communications.

In your letter, you suggest writing to our Federal Communications Commission. I will do as you suggest, though with some reluctance, as my view of fairness is not shared by many FCC decisions, so I hold little value in that reference.

Second, we appreciate a land line for its clarity, and we are suspicious that not enough effort has been made to determine the effects of radio waves on life, as is being revealed in bird and bee populations.

We have a history of trusting our supplier. From Southern New England Bell System forward, company policy changes were given in concert with clear & relevant advice as to "what to do about it."

Thank you for allowing me to be critical of your decisions to discontinue services in Northern New England, perhaps of your business training & process and government affiliations. Now, please tell us how we might best continue the service you have been providing for us. We have no idea what the references in your letter mean. Our love for you joins,  
Dante Robinson



FairPoint Communications  
 1 Davis Farm Rd.  
 Portland, ME 04103



December 11, 2008

*Our service is entitled  
 "Verizon Freedom"*

*Family land line?*

8211 5576391 15405 297 1  
 DAVID P RANSOM  
 LOUISE S RANSOM  
 221 SHIPMAN RD  
 WATERVILLE, VT 05492

Dear Customer,

We are writing to inform you of an upcoming change to your Personal Toll Free Service\*. Effective on or about January 30, 2009, FairPoint will discontinue the Personal Toll Free Service (sometimes referred to as Residential Toll Free Service or Residential Personal Toll Free Number) in its service territory in the States of Maine, New Hampshire and Vermont. On or after this date, customers in these states that receive the Personal Toll Free Service as part of a rate plan (such as the Away From Home Basic Plan and the Away From Home Plus Plan) will continue to receive the other services within those packages. We apologize for any inconvenience this may cause. As an alternative, we offer the Call Home Calling Card, which provides a means of toll-free calling just as the Personal Toll Free Service does, at the same rate.

*we do not need a more plastic card*

The Federal Communications Commission will normally authorize this proposed discontinuance of service (or reduction or impairment) unless it is shown that customers would be unable to receive service or a reasonable substitute from another carrier or that the public convenience and necessity is otherwise adversely affected. If you wish to object, you should file your comments as soon as possible, but no later than 15 days after the Commission releases public notice of the proposed discontinuance. Address them to the Federal Communications Commission, Wireline Competition Bureau, Competition Policy Division, Washington, DC 20554, and include in your comments a reference to the section 63.71 Application of FairPoint. Comments should include specific information about the impact of this proposed discontinuance (or reduction or impairment) upon you or your company, including any inability to acquire reasonable substitute service.

We certainly appreciate and value you as a customer, and look forward to providing you the best communication experience possible with our expanding products and services. To best serve you, all inquiries and requests should be directed to your Customer Service Center Representative at 866.984.2001.

*This may not be so.*

Thank you,

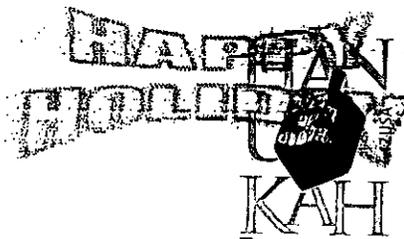
Peter Nixon  
 President  
 FairPoint Communications

\* Personal Toll Free Service is offered in Maine, New Hampshire and Vermont by Enhanced Communications of Northern New England Inc., d/b/a FairPoint Long Distance NNE (in Maine and New Hampshire) and FairPoint Long Distance (in Vermont) (collectively, FairPoint). FairPoint reserves the right to modify the above information prior to the effective date. Any such modifications will be reflected in a subsequent notification to you. Not all services available in all areas. © 2008 FairPoint Communications, Inc.

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BURLINGTON VT 054

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Federal Communications Commission  
Wireless Competition Bureau  
Competition Policy Division  
Washington,  
District of Columbia

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