**FCC Form 481 - Carrier Annual Reporting Data Collection Form**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 145115 |
| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
| <020> | Program Year | 2014 |
| <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> | 207-535-4126 |
| <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> | ✔ <-- check box if no outages to report | | | |
| <300> | Unfulfilled Service Requests (voice) | 1 | ✔ | |
| <310> | Detail on Attempts (voice) | 145115vt310 *(attach descriptive document)* | | |
| <320> | Unfulfilled Service Requests (broadband) | | | |
| <330> | Detail on Attempts (broadband) | *(attach descriptive document)* | | |
| <400> | Number of Complaints per 1,000 customers (voice) | | ✔ | ✔ |
| <410> | Fixed | 2.1171 | | |
| <420> | Mobile | | | |
| <430> | Number of Complaints per 1,000 customers (broadband) | | | |
| <440> | Fixed | | | |
| <450> | Mobile | | | |
| <500> | Service Quality Standards & Consumer Protection Rules Compliance | *(check to indicate certification)* | ✔ | ✔ |
| <510> | 145115VT510 | *(attached descriptive document)* | ✔ | ✔ |
| <600> | Functionality in Emergency Situations | *(check to indicate certification)* | ✔ | ✔ |
| <610> | 145115vt610 | *(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 | *(check to indicate certification)* | | |
| <1010> | | *(attach descriptive document)* | | |
| <1100> | Terrestrial Backhaul (Y/N)? ● ○ | *(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 <u>Price Cap Additional Documentation Worksheet</u>**

*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 <u>ROR Additional Documentation Worksheet</u>**

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

**(100) Service Quality Improvement Reporting**
**Data Collection Form**

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

| | | |
|---|---|---|
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| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Barbara Galardo |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <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.

Name of Attached Document (.pdf)

Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

| | | |
|---|---|---|
| <113> | Maps detailing progress towards meeting plan targets | ☐ |
| <114> | Report how much universal service (USF) support was received | ☐ |
| <115> | How (USF) was used to improve service quality | ☐ |
| <116> | How (USF)was used to improve service coverage | ☐ |
| <117> | How (USF) was used to improve service capacity | ☐ |
| <118> | Provide an explanation of network improvement targets not met in the prior calendar year. | ☐ |

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

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

| | | |
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

<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 |
|---|---|---|---|---|---|---|---|---|---|---|---|
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-- See attached worksheet --

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

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

| | | |
|---|---|---|
| <010> | Study Area Code | 145115 |
| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Barbara Galardo |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

| | | |
|---|---|---|
| <701> | Residential Local Service Charge Effective Date | 1/1/2013 |
| <702> | Single State-wide Residential Local Service Charge | |

<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** |
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**(710) Broadband Price Offerings**
**Data Collection Form**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 145115 |
| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Barbara Galardo |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

<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*}** |
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| | | -- See attached worksheet -- | | | | | | |
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**(800) Operating Companies**
**Data Collection Form**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 145115 |
| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Barbara Galardo |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | Telephone Operating Company of Vermont LLC |
| <811> | Holding Company | FairPoint Communications Inc. |
| <812> | Operating Company | Telephone Operating Company of Vermont LLC |

**<813>**

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

-- See attached worksheet --

**(900) Tribal Lands Reporting**
**Data Collection Form**

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

| | | |
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| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Barbara Galardo |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <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

Name of Attached Document (.pdf)

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

| | | Select (Yes,No, NA) |
|---|---|---|
| <921> | Needs assessment and deployment planning with a focus on Tribal community anchor institutions; | |
| <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**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 145115 |
| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Barbara Galardo |
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| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐

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

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

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|---|---|---|
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| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
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| <030> | Contact Name - Person USAC should contact regarding this data | Barbara Galardo |
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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: 145115vt1210

Name of attached document (.pdf)

<1220> Link to Public Website: HTTP www.tariffs.net/fairpoint/tier.asp?cid=1644

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

<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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July 2013

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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

**CHECK the boxes below 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)} | ☐ |
| <2011> | 3rd Year Certification {47 CFR § 54.313(b)(2)} | ☐ |

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

| | | |
|---|---|---|
| <2012> | 2013 Frozen Support Certification | ☑ |
| <2013> | 2014 Frozen Support Certification | ☐ |
| <2014> | 2015 Frozen Support Certification | ☐ |
| <2015> | 2016 and future Frozen Support Certification | ☐ |

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

| | | |
|---|---|---|
| <2016> | Certification Support Used to Build Broadband | ☐ |

**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> | Please check the box to confirm that the attached PDF , on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | | ☐ |
| <2021> | Interim Progress Community Anchor Institutions | Name of Attached Document Listing Required Information | _____ |

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

**Data Collection Form**

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OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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

**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.**

**Progress Report on 5 Year Plan**

| | | | |
|---|---|---|---|
| (3010) | Milestone Certification {47 CFR § 54.313(f)(1)(i)}<br>Please check this box to confirm that the attached PDF , on line 3012, | Name of Attached Document Listing Required Information | ☐ |
| (3011) | contains the required information pursuant to § 54.313 (f)(1)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year. | | |
| (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) |
| | Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: | | |
| (3015) | Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) | | ☐ |
| (3016) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | ☐ |
| (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) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | ☐ |
| (3021) | Management letter issued by the independent certified public accountant that performed the company's financial audit. | | ☐ |
| | 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) | PDF of Balance Sheet, Income Statement and Statement of Cash Flows | | ☐ |
| (3026) | Attach the worksheet listing required information | Name of Attached Document Listing Required Information | |

| **Certification - Reporting Carrier Data Collection Form** | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

| | | |
|---|---|---|
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

**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: | TELEPHONE OPERATION COMPANY OF VERMONT LLC | | |
| Signature of Authorized Officer: | CERTIFIED ONLINE | Date | 10/10/2013 |
| Printed name of Authorized Officer: | Michael Skrivan | | |
| Title or position of Authorized Officer: | VP Regulatory | | |
| Telephone number of Authorized Officer: | 207-535-4150 | | |
| Study Area Code of Reporting Carrier: | 145115 | Filing Due Date for this form: | 10/15/2013 |

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.

| **Certification - Agent / Carrier Data Collection Form** | FCC Form 481<br>OMB Control No. 3060-0986/OMB Control No. 3060-0819<br>July 2013 |
|---|---|

| | | |
|---|---|---|
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| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

**TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:**

**Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I certify that (Name of Agent)_____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.**

Name of Authorized Agent:

Name of Reporting Carrier:

Signature of Authorized Officer: Date:

Printed name of Authorized Officer:

Title or position of Authorized Officer:

Telephone number of Authorized Officer:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

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.

**TO BE COMPLETED BY THE AUTHORIZED AGENT:**

**Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier**

**I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.**

Name of Reporting Carrier:

Name of Authorized Agent or Employee of Agent:

Signature of Authorized Agent or Employee of Agent: Date:

Printed name of Authorized Agent or Employee of Agent:

Title or position of Authorized Agent or Employee of Agent

Telephone number of Authorized Agent or Employee of Agent:

Study Area Code of Reporting Carrier: Filing Due Date for this form:

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

**(800) Operating Companies**
**Data Collection Form**

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

| | | |
|---|---|---|
| <010> | Study Area Code | 145115 |
| <015> | Study Area Name | TELEPHONE OPERATION COMPANY OF VERMONT LLC |
| <020> | Program Year | 2014 |
| <030> | Contact Name - Person USAC should contact regarding this data | Barbara Galardo |
| <035> | Contact Telephone Number - Number of person identified in data line <030> | 207-535-4126 |
| <039> | Contact Email Address - Email Address of person identified in data line <030> | bgalardo@fairpoint.com |

| | | |
|---|---|---|
| <810> | Reporting Carrier | Telephone Operating Company of Vermont LLC |
| <811> | Holding Company | FairPoint Communications Inc. |
| <812> | Operating Company | Telephone Operating Company of Vermont LLC |

| <813> | <a1> | <a2> | <a3> |
|---|---|---|---|
| | **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| | (f/k/a FairPoint Communications Solutions Corp., f/k/a FairPoint Communications Corp.) | | |
| | BE Mobile Communications, Incorporated | | Bentleyville Long Distance |
| | Bentleyville Communications Corporation | 170145 | dba FairPoint Communications |
| | Berkshire Cable Corp. | | |
| | Berkshire Cellular, Inc. | | |
| | Berkshire New York Access, Inc. | | |
| | Berkshire Telephone Corporation | 150073 | dba FairPoint Communications |
| | Big Sandy Telecom, Inc. | 462192 | dba FairPoint Communications |
| | Bluestem Telephone Company | 411835 | dba FairPoint Communications |
| | C & E Communications, Ltd. | | |
| | Chautauqua & Erie Communications, Inc. | | |
| | Chautauqua and Erie Telephone Corporation | 150078 | dba FairPoint Communications |
| | China Telephone Company | 100004 | dba FairPoint Communications |
| | Chouteau Telephone Company | 431981 | dba FairPoint Communications |
| | Columbine Telecom Company (f/k/a Columbine Acquisition Corp.) | 462204 | dba FairPoint Communications |
| | Columbus Grove Telephone Company | 300604 | dba FairPoint Communications |
| | COM Networks, Inc. | | |
| | Comerco, Inc. | | |
| | Community Service Telephone Co. | 100015 | dba FairPoint Communications |
| | C-R Communications, Inc. | | |
| | C-R Long Distance, Inc. | | |
| | C-R Telephone Company | 341009 | dba FairPoint Communications |
| | El Paso Long Distance Company | | |

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| <813> | <a1> | <a2> | <a3> |
|---|---|---|---|
| | **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| | Ellensburg Telephone Company | 522412 | dba FairPoint Communications |
| | Elltel Long Distance Corp. | | |
| | 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 |
| | FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.) | | |
| | FairPoint Vermont, Inc. | | |
| | Germantown Independent Telephone Company | 300618 | dba FairPoint Communications |
| | Germantown Long Distance Company | | |
| | GTC Communications, Inc. (f/k/a TPG Communications, Inc.) | | |
| | GTC, Inc. | 210291 | (Florala) dba FairPoint Communications |
| | GTC, Inc. | 210329 | (Perry) dba FairPoint Communications |
| | Maine Telephone Company | 100025 | dba FairPoint Communications |
| | Marianna and Scenery Hill Telephone Company | 170185 | dba FairPoint Communications |
| | Marianna Tel, Inc. | | |
| | MJD Services Corp. | | |
| | MJD Ventures, Inc. | | |
| | Northern New England Telephone Operations LLC - Maine | 105111 | dba FairPoint Communications |
| | Northern New England Telephone Operations LLC - New Hampshire | 125113 | dba FairPoint Communications |
| | Northland Telephone Company of Maine, Inc. | 103313 | dba FairPoint Communications |

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| <812> | Operating Company | Telephone Operating Company of Vermont LLC |

<813>

| <a1> | <a2> | <a3> |
|---|---|---|
| **Affiliates** | **SAC** | **Doing Business As Company or Brand Designation** |
| Odin Telephone Exchange, Inc. | 341065 | dba FairPoint Communications |
| Orwell Communications, Inc. | | |
| Orwell Telephone Company | 300649 | dba FairPoint Communications |
| Peoples Mutual Long Distance Company | | |
| Peoples Mutual Telephone Company | 190244 | dba FairPoint Communications |
| Quality One Technologies, Inc. | | |
| Ravenswood Communications, Inc. | | |
| Sidney Telephone Company | 103313 | dba FairPoint Communications |
| ST Enterprises, Ltd. | | |
| ST Long Distance, Inc. | | |
| St. Joe Communications, Inc. | 210339 | dba FairPoint Communications |
| Standish Telephone Company | 100025 | dba FairPoint Communications |
| Sunflower Telephone Company, Inc. | 461835 | dba FairPoint Communications |
| Taconic Technology Corp. | | |
| Taconic TelCom Corp. | | |
| Taconic Telephone Corp. | 150084 | dba FairPoint Communications |
| Telephone Operating Company of Vermont LLC | 145115 | dba FairPoint Communications |
| The El Paso Telephone Company | 341004 | dba FairPoint Communications |
| UI Long Distance, Inc. | | Northland Long Distance |
| Unite Communications Systems, Inc. | | |
| Utilities, Inc. | | |
| YCOM Networks Inc. | 522453 | dba FairPoint Communications |

**Telephone Operating Company of Vermont LLC**
**Vermont**
**145115**

**Service Quality Reporting/Consumer Protection Rules Compliance:**

Telephone Operating Company of Vermont LLC, 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 Vermont 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]

Telephone Operating Company of Vermont LLC and FairPoint Vermont, Inc. collectively d/b/a/FairPoint Communications report on the service quality performance areas as established in the Final Order in Docket No. 5903, dated July 2, 1999. The Performance Areas are (a) Network Trouble Report Rate; (b) Percentage of Troubles Cleared Within 24 Hours Residence and Business - Out of Service; (c) Call Answer Time - Residence; (d) Installation Appointments Met - Residence; (e) Installation Appointments Met-Business; (f) Average Delay Days for Missed Appointments - Company Reasons - Residence; (g) Average Delay Days for Missed Appointments - Company Reasons - Business; (h) Network Reliability 1) Service outage: # of events 2) Interoffice facility failure: # of events 3) Signaling system failure: # of events; and (i) Special Services 1) On-time provisioning 2) Mean time to repair.

Each Performance Area has Baseline Standards and Action Level Report triggers. If a provider triggers the Action Level Report in any quarter or in any 5 or more months in a calendar year, the provider must provide the Board with a full explanation for the failure in addition to a plan and timetable for correcting the problem giving rise to the failure. Any penalty assessed for failure to meet the Baseline Standards as described above are assessed in accordance with 30 V.S.A. § 30.

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[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.

Telephone Operating Company of Vermont LLC recently transitioned to service quality reporting from an individualized service quality plan to the Vermont ILECs' service quality plan under Docket No. 5903, referenced above. It triggered the Action Level Report for its quarterly performance in "Percentage of Troubles Cleared within 24 Hours Residence and Business - Out of Service" in its first reporting under this plan. All other baseline standards were met.

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, through 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.

The Telephone Operating Company of Vermont 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 Catalog pages outlining the terms of the Lifeline Program in the Telephone Operating Company of Vermont 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.

## 1. Catalog Information and General Requirements

### 1.6 Customer Assistance Programs

| 1.6.1 | Lifeline |
|---|---|
| A. | Lifeline provides for a reduction in the monthly rate for one residence basic exchange service line furnished at the principal place of residence to a customer designated by the Vermont Agency of Human Services as qualified for the Lifeline program, provided the service originates and terminates in the exchange normally serving the customer's premises. |
| B. | **Liability-** The Telephone Company shall not be liable for damages or adjustment for any errors or delays in the application of the rate reduction provided for in the lifeline program which are not the result of its willful misconduct. In the absence of willful misconduct, the Telephone Company shall not be liable for damages resulting from disclosure or publication to any person of any information pertaining to the customer which the Telephone Company possesses or receives as a result of its administration of the Lifeline program. |
| C. | When a reduction is applied to the rate for service for which a monthly cap applies, the cap is also reduced. |
| D. | A Lifeline service customer may voluntarily choose to block toll calls and access to interexchange carriers. Blocking is provided to a Lifeline customer without charge. |
| 1. | An eligible customer who elects toll blocking shall not be required to provide a service deposit to initiate Lifeline credit. |
| E. | Effective April 1, 2012, Lifeline customers will no longer receive federal assistance known as Link-Up toward installation of their network access line. |

# 1. Exchange and Network Services

## 1.1 Catalog Information and General Requirements

### 1.1.1 Customer Assistance Programs

| ID | Service Category | Rate Element | Rate | USOC |
|---|---|---|---|---|
| | Lifeline | Note: Basic Exchange Service - Residence - Nonoptional measured - Reduction in monthly rate of 50% of the basic exchange rate, with a minimum of $7.00 | See Note | |
| | | Note: Basic Exchange Service - Residence - Nonoptional measured - Reduction in monthly cap of 50% of the basic exchange rate, with a minimum of $7.00 | See Note | |
| | | Note: Customers subscribing to FairPoint Local Voice Plan, FairPoint Local Premier, FairPoint Reach Plan Premium, FairPoint Reach Plan will receive the equivalent credit as Basic Exchange Service Residence – Nonoptional measured customers. | See Note | |
| | | Note: Recurring Reduction - Applied to basic exchange monthly rate | See Note | |

### 1.1.2 Payment Plans

| ID | Service Category | Rate Element | Rate | USOC |
|---|---|---|---|---|
| | Two Tier Rate Plan | Transfer of Service - NRC | 140.00 | |
| | | Conversion to Two Tier Rate Plan Subsequent to Initial Installation - S&E | 12.40 | |

Telephone Operating Co. of Vermont
145115

For the period January 1, 2012 through December 31, 2012, Telephone Operating Company of Vermont, LLC (SAC #145115) had one (1) unfulfilled voice order. The order was completed in 1st quarter of 2013.

FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

# 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 & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

## 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, service utilities, telecom network, IT network, etc.

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:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.

FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

## BCP Structure

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

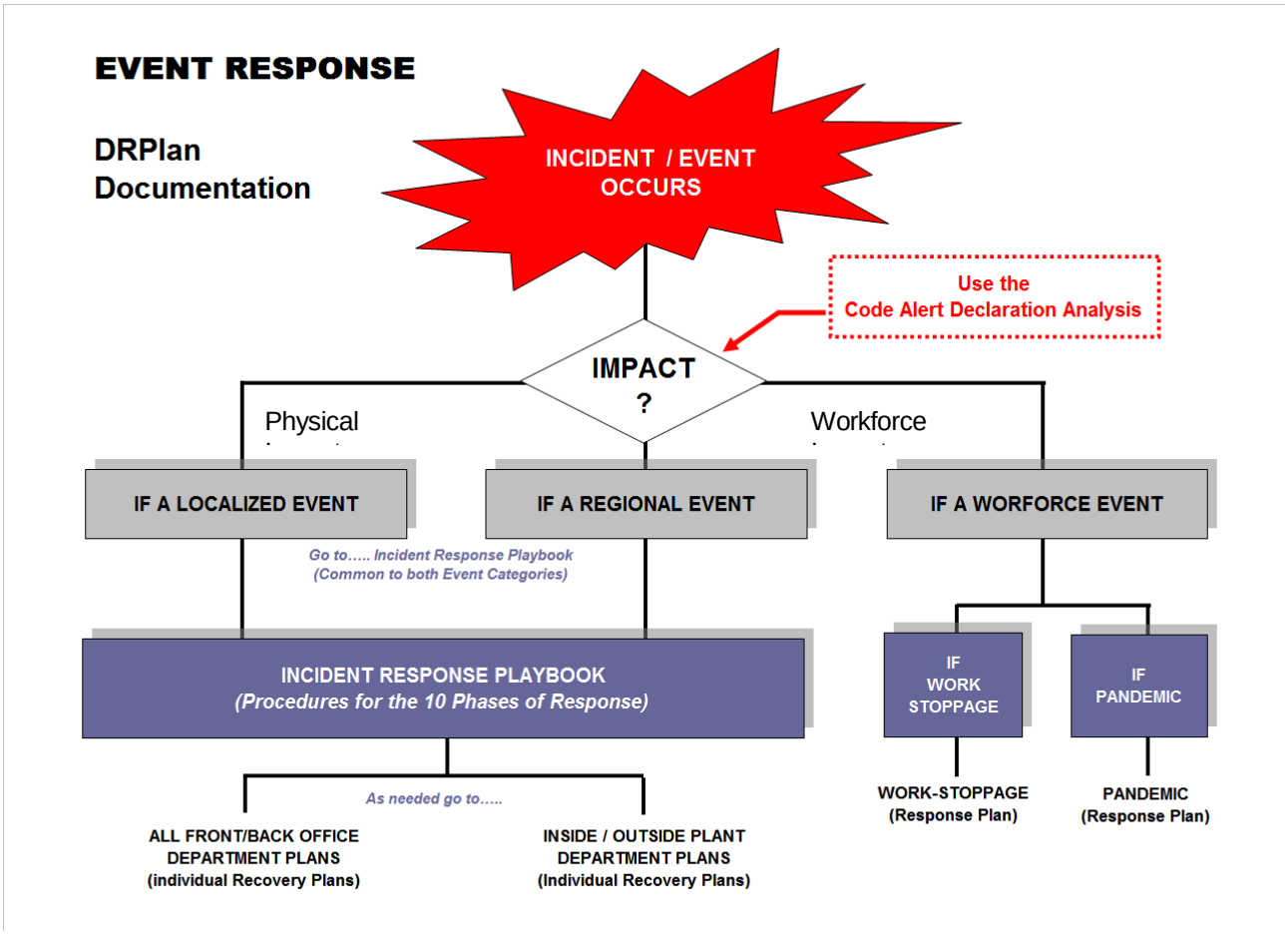
The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.

FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk




## Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

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 have a high level of consideration in

FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

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 Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

## Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.