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	421472
<015>	Study Area Name	FAIRPOINT COMMUNICATIONS MISSOURI, INC.
<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)	2	✔	
<310>	Detail on Attempts (voice)	421472mo310 (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	0.0		
<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>	421472mo510	(attached descriptive document)	✔	✔
<600>	Functionality in Emergency Situations	(check to indicate certification)	✔	✔
<610>	421472mo610	(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 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.

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

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<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

-- See attached worksheet --

(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	1/1/2013
<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**
				-- See attached worksheet				
				--				

(710) Broadband Price Offerings
Data Collection Form

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<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*}**
		-- See attached worksheet --						

(800) Operating Companies
Data Collection Form

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

<810>	Reporting Carrier	FairPoint Communications Missouri, Inc
<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	FairPoint Communications Missouri, Inc

<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

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

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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

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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: 421472mo1210

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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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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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)} 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 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

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:	FAIRPOINT COMMUNICATIONS MISSOURI, INC.		
Signature of Authorized Officer:	CERTIFIED ONLINE	Date	10/07/2013
Printed name of Authorized Officer:	Mike Skrivan		
Title or position of Authorized Officer:	VP Regulatory		
Telephone number of Authorized Officer:	207-535-4150		
Study Area Code of Reporting Carrier:	421472	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 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

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

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

<810>	Reporting Carrier	FairPoint Communications Missouri, Inc
<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	FairPoint Communications Missouri, Inc

<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		

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

<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

(800) Operating Companies
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<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	FairPoint Communications Missouri, Inc

<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

FairPoint Communications Missouri, Inc.
Missouri/Kansas
421472

For the period January 2012 through December 2012, FairPoint Communications Missouri, Inc. (SAC #421472) had two (2) unfulfilled orders. As of December 31, 2012, these orders were being engineered.

FairPoint Communications Missouri, Inc's
Missouri/Kansas

Service Quality Reporting/Consumer Protection Rules Compliance:

FairPoint Communications Missouri, Inc. 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 Missouri 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]

FairPoint Missouri is subject to quarterly Service Quality Reporting in Missouri. The quarterly report shall include aggregated service levels for each aspect of service quality for which there has been established a service objective in 4 CSR 240-32.080, together with such other information concerning service quality that the company deems applicable or the commission specifically requests. Additionally, FairPoint Missouri is required to report the number of applications for basic local telecommunications service, by exchange, and the number of applications satisfied and the number held. The listing shall categorize the number held for thirty (30), sixty (60), ninety (90) and one hundred twenty (120) days. FairPoint Missouri is not subject to any Service Quality Reporting in Kansas. Penalties and or fines may be assessed in the event of non-compliance pursuant to state regulations.

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.

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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.

FairPoint Communications

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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.

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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.

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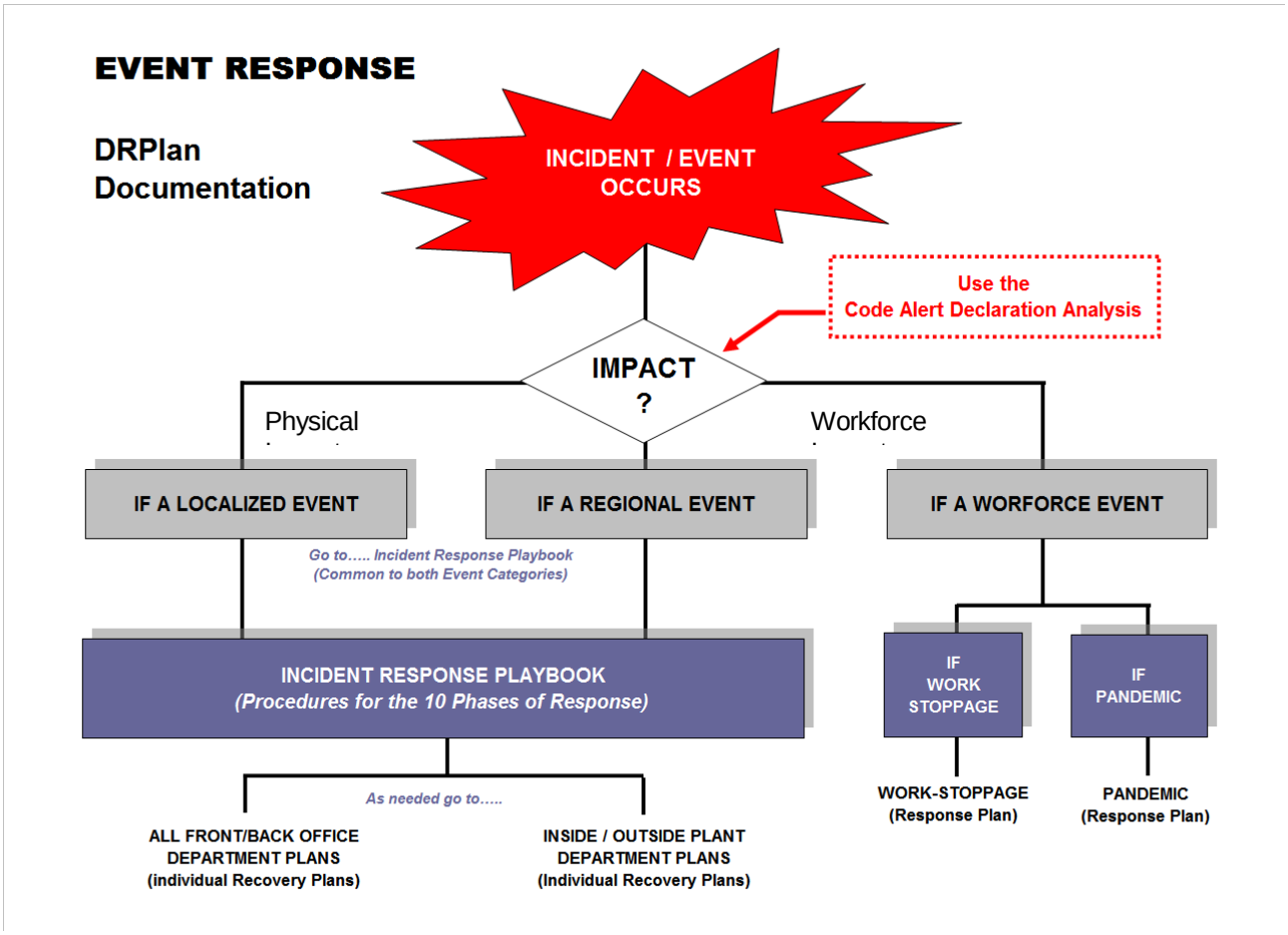

Recovery Strategies and Logistics

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

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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.

FairPoint Communications Missouri 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 FairPoint Communications Missouri 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.

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

A. General

1. Lifeline Service applies a credit to the Basic Local Exchange Service monthly recurring access line rates for qualifying residential customers.

   a. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income customers.
   b. Lifeline will not be furnished on a Foreign Exchange service.

   c. Lifeline service shall not be disconnected for non-payment of toll charges.

   d. Toll blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll blocking for the purpose of lifeline service will restrict 1+, 0+, and 0- (operator bandied) calls.

      1. If the customer chooses "toll blocking" the company will not charge a service deposit for essential local telecommunications service.

      2. Toll blocking is offered to Lifeline subscribers at no charge.

2. Eligibility Requirements

   a. An applicant must meet the following criteria in order to qualify for Lifeline Service:

      1. To qualify for Lifeline the consumer must participate in one of the following programs:

         a) Medicaid
         b) Food Stamps
         c) Supplemental Security Income (SSI)
         d) Federal public housing assistance
         e) Low Income Home Energy Assistance Program
         f) Temporary Assistance to Needy Families (TANF)
         g) National Free Lunch Program

      2. Or the customer's income, as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines. (N) (N)

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

. General (cont'd)

b. The customer must sign, under penalty of perjury, a document certifying:

1. He/She is receiving benefits from one of the programs in a.1 above.
2. Name of the program(s) from which they are receiving benefits.
3. That he/she will notify the company if he/she no longer participates in the program(s) named in a. preceding.

c. The premises at which the residence service is requested must be the applicant's principal place of residence.

d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individuals functioning as one domestic establishment.

3. Lifeline Service is limited to one line per household at the customer's primary residence.

B. Rates and Charges

1. Service charges do not apply when Lifeline Service is added to an existing service, or is continued, and it is the only service being ordered.

2. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers. Eligible Lifeline subscribers will receive a baseline credit equal to 100% of the Federal End User Subscriber Line Charge as specified in the Company's Interstate Access Tariff and a supplemental reduction in their residential access line rate in an amount ordered by the Federal Communicaitons Commission. (C)

(C)

3. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at tariffed rates.

LOCAL EXCHANGE SERVICE

LIFELINE SERVICE

C. Customer Annual Responsibility (N)

1. All Lifeline customers as of June 1, 2012 must certify with the Company that they are still eligible for Lifeline support by December 31st each year. Customers may certify in person, over the phone or in writing. Customers will not be required to provide verifying documentation.

D. Access Recovery Charge (ARC)

1. Eligible Lifeline customers are exempt from ARC (effective July 1, 2012). (N)

LOCAL EXCHANGE SERVICE

4.1 Missouri Universal Service Fund Low-Income Assistance

A. General- A low-income customer is any customer who requests or receives residential essential local telecommunications service and who has been certified by the Department of Social Services (DSS) as economically disadvantaged. Qualified individuals will receive discounted services under either the low-income assistance or the disabled assistance program.

B. Regulations - Low income assistance is available to all residential customers who demonstrate, by self certifying with the company under penalty of perjury, that they are eligible for support by participation in:

1) Medicaid
2) Food Stamps
3) Supplementary Security Income (SSI)
4) Federal Public Housing Assistance or section 8
5) Low Income Home Energy Assistance Program (LIHEAP)
6) Temporary Assistance to Needy Families (TANF)
7) National Free Lunch Program
8) Income as defined in 47 CFR Section 54.400(f), must be at or below 135% of the Federal Poverty Guidelines (N) (N)

C. Eligible Services - Essential local telecommunications service is defined as two (2) way switched voice residential service within a local calling scope as determined by the commission, comprised of the following services and their recurring charges:

1) Single line residential service, including touch-tone dialing and any applicable mileage or zone charges
2) Access to local emergency services, including, but not limited to, 911 service established by local authorities
3) Access to basic local operator services
4) Access to basic local directory assistance
5) Standard intercept service
6) Equal access to Inter-Exchange Carriers consistent with rules and regulations of the FCC
7) One (I) standard white pages directory listing
8) Toll blocking or toll control for qualifying low-income customers

D. Support Amount - Customers eligible under the established criteria can receive a discount from their bill for essential local telecommunications service equal to the amounts approved by the Missouri Public Service Commission and the Federal Communications Commission. The amount of combined federal and state lifeline support for any customer will not exceed the sum of the federal Subscriber Line Charge (SLC) and the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

4.2 Missouri Universal Service Fund Disabled Assistance

A. General - A disabled customer; or a dependent of a disabled customer, is a customer who requests or receives essential local telecommunications service, as defined in section 4.1 (C) of this tariff, and meets the eligibility requirements set forth in this tariff.

B. Regulations - Disabled assistance is available to all residential customer who demonstrate, by self certifying with the company under penalty of perjury, that they, or a dependent, are totally and permanently disabled or blind and receiving any of the following:

1) Federal Social Security Disability benefits
2) Federal Supplemental Security income benefits
3) Veterans Administration benefits
4) State blind pension pursuant to Section 209.010 to 209.160, RSMo
5) State aid to blind persons pursuant to Section 209.240 RSMO.
6) State supplemental payments pursuant to Section 208.030, RSMo Section 660.100.2 RSMo 2000.

C. Support Amount - Customers eligible under the established criteria can receive a discount equal to the amount approved by the Missouri Public Service Commission from their bill for essential local telecommunications service. The amount of state lifeline support for any customer will not exceed the recurring charges for essential local telecommunications services (including the basic service rate, Touch-Tone calling charge, extended area service additive, and mileage additives, if any).

FairPoint Communications Missouri 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 FairPoint Communications Missouri 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.

GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Lifeline Service

A. General

1. Lifeline Service applies a credit to the Basic Local exchange Service monthly recurring access line rates for qualifying residential customers.

   a. Lifeline service is a reduction in the monthly local service charges normally paid by qualifying low-income consumers.

   b. Lifeline will not be furnished on a Foreign Exchange service.

   c. Lifeline service shall not be disconnected for non-payment of toll charges.

   d. Toll Blocking provides a means of restricting access to the Long Distance Message Telecommunications Network. Toll Blocking for the purpose of lifeline service will restrict 1+, 0+ and 0- (Operator handled) calls.

      i. If the customer chooses "Toll Blocking" the Company will not charge a service deposit.

      ii. The rate for toll blocking will be charged on a monthly basis, as specified in Section 10, Call Restriction Services.

2. Eligibility Requirements

   a. An applicant must meet the following criteria in order to qualify for Lifeline Service:

      1. To qualify for lifeline the consumer must participate in one of the following programs:

(T)
(N)

a. Bureau of Indian Affairs General Assistance
b. Food Distribution Program
c. Food Distribution Program on Indian Reservations
d. Free School Lunch Program
e. General Assistance
f. Low Income Energy Assistance Program (LIEAP)
g. Medicaid
h. Section 8 Federal Public Housing Program
I. Supplemental Nutrition Assistance Program
j. Supplemental Security Income (SSI)
k. Temporary Assistance for Needy Families
l. Tribally Administered Free School Lunch Program
m. Tribally Administered Head Start (only those meeting its income qualifying standard)
n. Tribally Administered Temporary Assistance for Needy Families

(T)

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GENERAL AND LOCAL EXCHANGE TARIFF

LOCAL EXCHANGE SERVICE

Lifeline Service (continued)

A. General (continued)

2. Eligibility Requirements (continued)

b. The customer must sign, under penalty of perjury, a document certifying:

1. He/she is receiving benefits from one of the programs in a.1 above.
2. Name of the program(s) from which they are receiving benefits.
3. That he/she will notify the Company if he/she no longer participates in the program(s) named in (a.) preceding.

c. The premises at the residence service is requested must be the applicant's principal place of residence.

d. There is only one telephone line serving the residence premises. The residence premises household (dwelling unit) shall consist of that portion of an individual house or building or one flat or apartment occupied by a single family or individual's functioning as one domestic establishment.

3. Lifeline Service is limited to one per household at the customer's primary residence.

B. Rates and Charges

1. Service charges do not apply when Lifeline Service is added to an existing service, or is discounted, and it is the only service being ordered.

(T) 2. The Lifeline credit is applied as follows:

(C) (R) a. A monthly Federal credit of $9.25 [1] applies to the Lifeline customer's local bill.

b. A monthly State credit of $7.77 applies to the Lifeline customer's local bill.

3. All recurring or nonrecurring charges for any service other than Lifeline Service shall be billed at Tariff rates.

[1] Rate will be effective upon FCC implementation date of August 1, 2012 per 47 CFR; §54.403 as amended March 2, 2012. Until then, the Federal Lifeline credit is $10.00.

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