

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	150078
<015> Study Area Name	CHAUTAQUA & ERIF
<020> Program Year	2015
<030> Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035> Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039> Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS	54,313 Completion Required	54,422 Completion Required
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<100>	Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	[REDACTED] <- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice)	[REDACTED] <i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband)	[REDACTED] <i>(attach descriptive document)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410>	Fixed	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440>	Fixed	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	[REDACTED] <i>(attached descriptive document)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	[REDACTED] <i>(attached descriptive document)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband)	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	<input type="radio"/> <input checked="" type="radio"/> <i>(if yes, complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	[REDACTED] <i>(attach descriptive document)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	<input checked="" type="radio"/> <input type="radio"/> <i>(if not, check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>		<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet				
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>				
<2000>		<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>		<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet				
<3000>		<i>(check to indicate certification)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

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

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

<010> Study Area Code 150378

<015> Study Area Name CHARRNOUA & ERTE

<020> Program Year 2015

<030> Contact Name - Person USAC should contact regarding this data Barbara Galardo

<035> Contact Telephone Number - Number of person identified in data line <030> 2075554126 ext.

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

<110> Has your company received its ETC certification from the FCC? (yes / no)

If your answer to line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC? (yes / no)

If your answer to line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Please check these boxes below to confirm that the attached document(s), 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.

Name of Attached Document

(900) Tribal Lands Reporting Data Collection Form

FCC Form 481
OMB Control No. 3050-0986 / OMB Control No. 3050-0819
July 2013

<010> Study Area Code 150078

<015> Study Area Name GRANTWOOD & ERZE

<020> Program Year 2015

<030> Contact Name - Person USAC should contact regarding this data Barbara Galardo

<035> Contact Telephone Number - Number of person identified in data line <030> 2075354128 ext.

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

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

[Redacted area]

<920> Tribal Government Engagement Obligation

[Redacted area]

Name of Attached Document

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

- <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.

Select (Yes, No, NA)

(1100) No Terrestrial Backhaul Reporting
Data Collection Form

FCC Form 481
OMB Control No. 3050-0938/OMB Control No. 3050-0819
July 2013

<010> Study Area Code 150078

<015> Study Area Name GRANTWOOD & ERIE

<020> Program Year 2015

<035> Contact Name - Person USAC should contact regarding this data Barbara Galardo

<035> Contact Telephone Number - Number of person identified in data line <030> 2073354126 ext.

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

<010> Study Area Code 150078

<015> Study Area Name CHAUNUON & BATE

<020> Program Year 2015

<030> Contact Name - Person USAC should contact regarding this data BARBARA GILBERTO

<035> Contact Telephone Number - Number of person identified in data line <030> 2075354126 ext.

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

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

150078ny1210.pdf

<1220> Link to Public Website

HTTP ://www.tarriffa.net/fairpoint/clear.asp?cid=1544

Name of Attached Document

*Please check these boxes below to confirm that the attached document(s), 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

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3060-0839
 July 2013

<010> Study Area Code 150078
 <015> Study Area Name CHANDONA & ERIE
 <020> Program Year 2015
 <030> Contact Name - Person USAC should contact regarding this data Barbara Galardo
 <035> Contact Telephone Number - Number of person identified in data line <030> 2075354226 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@almpoint.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)(6)(d)(e) the information reported on this form and in the documents attached below is accurate.

- <2010> 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(e))
 - <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>
- <2021> Interim Progress Community Anchor Institutions

Please check the box to confirm that the attached document(s), 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.

Name of Attached Document Listing Required Information

<010> Study Area Code 150078
 <015> Study Area Name CHARRINGTON, S. BRYS
 <020> Program Year 2015
 <030> Contact Name - Person USAIC should contact regarding this data Barbara Galarraga
 <035> Contact Telephone Number - Number of person identified in data line <030> 2075354126 ext
 <039> Contact Email Address - Email Address of person identified in data line <030> bgalarraga@usairc.com

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

(3010) Progress Report on 5 Year Plan
 Milestone Certification (47 CFR § 54.313(f)(2)(i))
 Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(i), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband services in the preceding calendar year.
 Name of Attached Document Listing Required Information

(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))
 (3014) If yes, does your company file the RUS annual report
 (Yes/No) Yes No

(3015) Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:
 Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)
 (Yes/No) Yes No

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows
 (Yes/No) Yes No

(3017) If the response is Yes on line 3016, attach your company's RUS annual report and all required documentation
 Name of Attached Document Listing Required Information
 (Yes/No) Yes No

(3018) If the response is no on line 3016, is your company audited?
 (Yes/No) Yes No

(3019) 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 either a copy of their audited financial statement or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications
 (Yes/No) Yes No

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows
 (Yes/No) Yes No

(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 3028 pursuant to § 54.313(f)(2), contains:
 (Yes/No) Yes No

(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.
 (Yes/No) Yes No

(3023) Underlying information subjected to a review by an independent certified public accountant
 (Yes/No) Yes No

(3024) Underlying information subjected to an officer certification.
 (Yes/No) Yes No

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows
 (Yes/No) Yes No

(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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<010> Study Area Code	150078
<015> Study Area Name	CHAUTAUQUA & ERIE
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<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:	CHAUTAUQUA & ERIE
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/24/2014
Printed name of Authorized Officer:	Mike Skrivan
Title or position of Authorized Officer:	VP Regulatory
Telephone number of Authorized Officer:	2075354100 ext.
Study Area Code of Reporting Carrier:	150078 Filing Due Date for this form: 07/01/2014
<small>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.</small>	

Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.¹

¹ The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.

Chautauqua and Erie Telephone
150078
Line 310

For the period January 1, 2013 through December 31, 2013, Chautauqua and Erie Telephone (SAC #150078)



Chautauqua & Erie Telephone Corp**New York****150078****Line 510: Service Quality Reporting/Consumer Protection Rules Compliance**

Chautauqua & Erie Telephone Corp., 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 New York 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

Berkshire Telephone Corporation d/b/a FairPoint Communications, Chautauqua & Erie Telephone Corporation d/b/a FairPoint Communications, and Taconic Telephone Corporation d/b/a FairPoint Communications, are all under Service Quality Reporting under 603.4 (Reporting Requirements). The rule states that Service Providers with 500,000 or fewer access lines in service shall only report on Customer Trouble Report Rate. Each of the above New York companies report monthly on the Customer Trouble Report Rate (CTRR). The rule goes on to state that for Customer Trouble Report Rate, a service provider shall automatically submit to the Commission staff a Service Inquiry Report whenever an individual central office entity experiences 5.5 reports per 100 lines or greater for the current month and any two of the previous four months. The FairPoint New York Companies are below the report rate, and therefore, no Service Inquiry Reports are necessary.

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.

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

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Form 481 Line 610: Functionality in Emergency Situations

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.



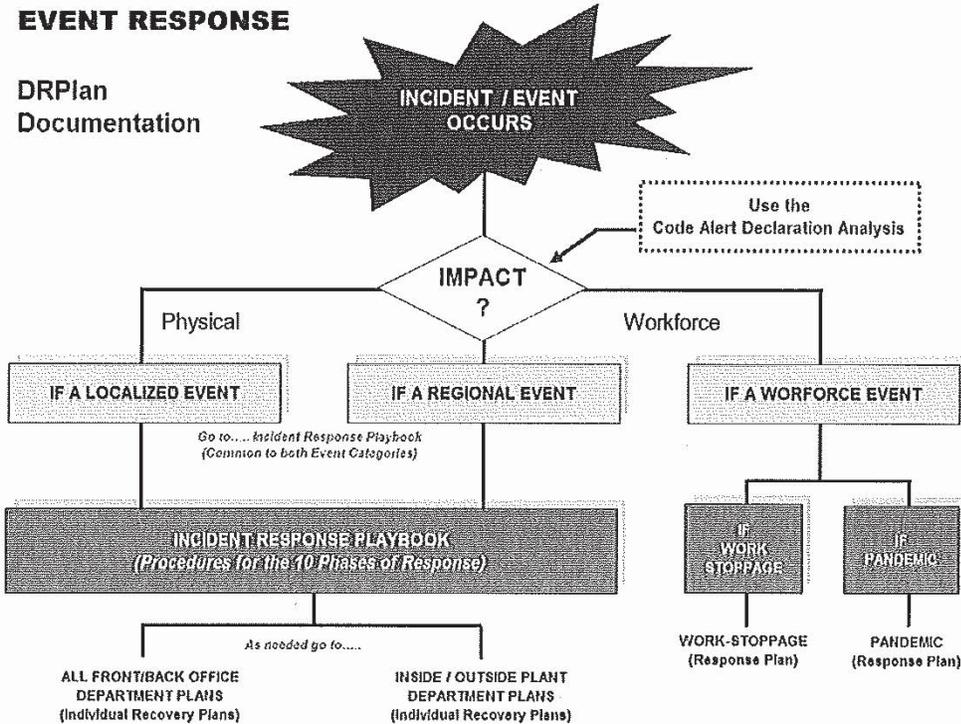
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

EVENT RESPONSE

DRPlan
Documentation



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.

(700) Price Offerings Including Voice Rate Data
 Data Collection Form
 FCC Form 491
 OMB Control No. 3060-0986 OMB Control No. 3060-0019
 July 2013

<010> Study Area Code 150078
 <015> Study Area Name GRANAYUDA & ERIC
 <020> Program Year 2015
 <030> Contact Name - Person USAC should contact regarding this data Barbara Galardo
 <035> Contact Telephone Number - Number of person identified in data line <030> 207554126 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@alppolite.com
 <701> Residential Local Service Charge Effective Date 1/1/2014
 <702> Single State-wide Residential Local Service Charge
 <703>

<01> State	<02> Exchange (ILEC)	<03> SAC (CETC)	<04> Rate Type	<05> Residential Local Service Rate	<06> State Subscriber Line Charge	<07> State Universal Service Fee	<08> Mandatory Extended Area Service Charge	<09> Total per line Rates and Fees
NY	Brocton	FR	FR	12.81	0.0	0.03	1.75	14.59
NY	Findley Lake	FR	FR	11.1	0.0	0.03	1.75	12.88
NY	Mayville	FR	FR	11.54	0.0	0.03	1.75	13.32
NY	Ripley	FR	FR	11.1	0.0	0.03	1.75	12.88
NY	Sherman	FR	FR	11.1	0.0	0.03	1.75	12.88
NY	South Ripley	FR	FR	17.83	0.0	0.03	1.75	19.61
NY	Westfield	FR	FR	11.54	0.0	0.03	1.75	13.32
NY	Brocton	FR	FR	22.81	0.0	0.03	1.75	14.59
NY	Findley Lake	FR	FR	11.1	0.0	0.03	1.75	12.88
NY	Mayville	FR	FR	11.54	0.0	0.03	1.75	13.32
NY	Ripley	FR	FR	11.1	0.0	0.03	1.75	12.88
NY	Sherman	FR	FR	11.1	0.0	0.03	1.75	12.88
NY	South Ripley	FR	FR	17.83	0.0	0.03	1.75	19.61
NY	Westfield	FR	FR	11.54	0.0	0.03	1.75	13.32
NY	Brocton	FR	FR	11.8	0.0	0.03	1.75	13.58
NY	Brocton	FR	FR	8.52	0.0	0.03	1.75	10.3
NY	Findley Lake	FR	FR	9.63	0.0	0.03	1.75	11.41
NY	Ripley	FR	FR	9.63	0.0	0.03	1.75	11.41
NY	Sherman	FR	FR	9.63	0.0	0.03	1.75	11.41
NY	Findley Lake	FR	FR	6.68	0.0	0.03	1.75	8.46
NY	Ripley	FR	FR	6.68	0.0	0.03	1.75	8.46

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

FCC Form 481
OMB Control No. 3060-0985/OMB Control No. 3060-0819
July 2013

<Q10> Study Area Code 150078
 <Q15> Study Area Name CHAUTAQUA & ERIE
 <Q20> Program Year 2015
 <Q30> Contact Name - Person USA should contact regarding this data Barbara Galardo
 <Q35> Contact Telephone Number - Number of person identified in data line <Q30> 2075354126 ext.
 <Q39> Contact Email Address - Email Address of person identified in data line <Q30> bgalardo@csirpoint.com

<Q11>	<Q12>	<Q13>	<Q14>	<Q15>	<Q16>	<Q17>	<Q18>	<Q19>	<Q20>	<Q21>	<Q22>	<Q23>	<Q24>	<Q25>	<Q26>	<Q27>	<Q28>	<Q29>
State	Exchange (LEEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)										
[REDACTED]																		



(800) Operating Companies
Data Collection Form

FCC Form 431
OMB Control No. 3050-9936 OMB Control No. 3050-0819
July 2013

<010> Study Area Code 150078
 <015> Study Area Name CHAUTAUGUA & ERIE
 <020> Program Year 2015
 <030> Contact Name - Person USAC should contact regarding this data Barbara Galardo
 <035> Contact Telephone Number - Number of person identified in data line <030> 2073354126 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com
 <810> Reporting Carrier Chautauqua & Erie Tel Corp.
 <811> Holding Company FairPoint Communications, Inc.
 <812> Operating Company Chautauqua & Erie Tel Corp.

<013>	<015>	<020>	<030>	<035>
Affiliates	SAC	Doing Business As Company or Brand Designation		
BE Mobile Communications, Incorporated		dba FairPoint Long Distance		
Bentleyville Communications Corporation	170145	dba FairPoint Communications		
Berkshire Cable Corp.		dba FairPoint Long Distance		
Berkshire Cellular, Inc.				
Berkshire New York Access, Inc.				
Berkshire Telephone Corporation	150073	dba FairPoint Communications		
Big Sandy Telecom, Inc.	462292	dba FairPoint Communications / Big Sandy Telecom, Inc.		
Bluestem Telephone Company	418935	dba FairPoint Communications		
C & E Communications, Ltd.				
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance		
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications		
China Telephone Company	100004	dba FairPoint Communications ? China Telephone Company		
Chouteau Telephone Company	431981	dba FairPoint Communications		
Columbine Telecom Company (t/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company		
Columbus Grove Telephone Company	300604	dba FairPoint Communications		
COM Networks, Inc.				
Comerco, Inc.		dba FairPoint Long Distance		
Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.		
C-R Communications, Inc.				
C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.		
C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company		
El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company		
Ellensburg Telephone Company	522412	dba FairPoint Communications		

(800) Operating Companies
 Data Collection Form
 FCC Form 481
 OMB Control No. 3060-9986/OMB Control No. 3060-9819
 July 2013

<010> Study Area Code	150078		
<015> Study Area Name	CHAUNTAQUA & EXITE		
<020> Program Year	2015		
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035> Contact Telephone Number - Number of person identified in data line <030>	2073354125 ext.		
<039> Contact Email Address - Email Address of person identified in data line <030>	brgalardo@fairpoint.com		
<810> Reporting Carrier	Chauntauqua & Exite Tel Corp.		
<811> Holding Company	FairPoint Communications, Inc.		
<812> Operating Company	Chauntauqua & Exite Tel Corp.		
<813>	<813>	<82>	<83>
Affiliates			
		SAC	Doing Business As Company or Brand Designation
	Elitel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	EXOP of Missouri, Inc.		dba FairPoint Communications
	FairPoint Broadband, Inc.		dba FairPoint Communications
	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.		
	Gerantown Independent Telephone Company	300618	dba FairPoint Communications
	Gerantown Long Distance Company		dba FairPoint Long Distance
	GTC Communications, Inc. (F/K/a Tps Communications, Inc.)		
	GTC, Inc.	210291	(Floral) dba FairPoint Communications
	Maine Telephone Company	210329	(Perry) dba FairPoint Communications
	Marianna and scenery Hill Telephone Company	180025	dba FairPoint Communications ? Maine Telephone Company
	Marianna Tel, Inc.	170185	dba FairPoint Communications
	MJD Services Corp.		dba FairPoint Long Distance
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
	Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.	103213	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
	Odin Telephone Exchange, Inc.	341055	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies
Data Collection Form

FCC Form 431
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	150078		
<015>	Study Area Name	CHAUTAQUA & ERIE		
<020>	Program Year	2015		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	brgalardo@fairpoint.com		
<810>	Reporting Carrier	Chautauqua & Erie Tel Corp.		
<811>	Holding Company	FairPoint Communications, Inc.		
<812>	Operating Company	Chautauqua & Erie Tel Corp.		
<813>				
<815>	Affiliates			
	Orwell Communications, Inc.			Doing Business As Company or Brand Designation
	Orwell Telephone Company	300649		dba FairPoint Long Distance
	Peoples Mutual Long Distance Company			dba FairPoint Communications
	Peoples Mutual Telephone Company	190244		dba FairPoint Long Distance
	Quality One Technologies, Inc.			dba FairPoint Communications
	Ravenswood Communications, Inc.			dba FairPoint Long Distance
	Sidney Telephone Company	103133		dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.			
	ST Long Distance, Inc.			FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.			FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.			FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210338		dba FairPoint Communications
	Standish Telephone Company	100025		dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	461835		dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.			
	Taconic TelCom Corp.			dba FairPoint Long Distance
	Taconic Telephone Corp.	150094		dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145115		dba FairPoint Communications
	The El Paso Telephone Company	341004		dba FairPoint Communications
	UT Long Distance, Inc.			dba FairPoint Long Distance
	Unite Communications Systems, Inc.			FairPoint Communications
	Utilities, Inc.			dba FairPoint Communications (Maine)
	Utilities, Inc.			dba FairPoint Utilities (New Hampshire)

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

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

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Chautauqua & Erie Telephone Corporation ("C&E") 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 offering in Chautauqua & Erie Telephone Corporation, including the pages of the New York Telecommunications Association, Inc. Tariff P.S.C. No. 2 with which C&E concurs, are attached. The terms and conditions of residential local service can be found at <http://www.tariffs.net/fairpoint/fer.asp?cid=1644>

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Chautauqua & Erie Telephone Corporation
 d/b/a FairPoint Communications
 PSC No. 1 - Telephone
 Effective Date: June 11, 2012

Leaf 3
 Revision 0
 Superseding Revision:

GENERAL AND LOCAL EXCHANGE SCHEDULE

SECTION 1 - CONCURRENCE & EXCEPTIONS

The Chautauqua & Erie Telephone Corporation concurs in the rules and regulations contained in the New York State Telecommunications Association, Inc., tariff P.S.C. No. 2 - Telephone. The following exceptions apply:

Section	Page Number	Description of Exception
1	N/A	No Exceptions
2	N/A	No Exceptions
3	N/A	No Exceptions
4	N/A	No Exceptions
5	N/A	No Exceptions
6	N/A	No Exceptions
7	47	One business day notice required for cancellation of reserved conference.
8	N/A	No Exceptions
9	N/A	No Exceptions
10	N/A	No Exceptions
11	1	For Alternative and Duplicate Number Listings of two or more lines the rate is \$.83 per month.
12	N/A	No Exceptions
13	N/A	No Exceptions

Issued By: Michael T. Skrivan, Vice President-Regulatory
 1 Davis Road, Portland ME 04103

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Chautauqua & Erie Telephone Corporation
d/b/a FairPoint Communications
PSC No. 1 - Telephone
Effective Date: June 7, 2013

Addendum 2
Lifeline Credits

GENERAL AND LOCAL EXCHANGE SCHEDULE

PRICE LIST
LIFELINE CREDIT

Additional Lifeline Service Credit

Amount of Additional Lifeline Credit Per Residential Basic Local Exchange Access Line	\$3.00	(C)
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Issued By: Michael T. Skrivan, Vice President-Regulatory
1 Davis Farm Road, Portland ME 04103

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
Second Revised Page 3
Superseding First Revised Page 3

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

1. Lifeline Telephone Service Options

a. Description

1. Lifeline Discounted Service

This service provides a flat rate federal discount of \$9.25, consisting of a \$6.50 reduction of the Federal Subscriber Line Charge and a \$2.75 reduction in the monthly rate for local exchange telephone service for residential customers. Qualified customers may choose any type or grade of local telephone service, including bundled services that are normally offered by the Company.

+
(C)
+

1 A. Additional Lifeline Discount

This service provides the discount as outlined in A.1.a.1 above and may provide an additional discount equal to the serving company's increase in residential basic local exchange service, as authorized by the NYS Department of Public Service in Case No. 07-C-0349, released March 4, 2008, whereby the NY Commission authorized certain companies to increase basic local service rates up to \$2.00 per year for 2 years. The discount can be found on Addendum 1 of the individual Company tariff for those companies offering the Additional Lifeline Discount.

Date Issued: May 30, 2012
Issued by: Caroline Hill, Director Tariffs
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Date Effective: July 1, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 3.1
Superseding Original Page 3.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE

+

(D)

+

Date Issued: May 30, 2012
Issued by: Caroline Hill, Director Tariffs
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12210

Date Effective: July 1, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 03/29/2012

Status: EFFECTIVE
Effective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 4
Superseding Original Page 4

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

1. Lifeline Telephone Service Options (cont'd)

b. General

Qualified customers may choose to apply the federal Lifeline credit to any of the company's local service offerings, including any local bundled service offering, basic local service, or message rate service. Message rate Lifeline service is available only where central office facilities permit. For connection of new service, service connection charges apply unless the customer qualifies for connection assistance under the Tribal Lands Link Up program.

+

Service connection charges do not apply to change existing service from:

(C)

- 1. Message or flat rate services to Lifeline service.
- 2. Lifeline service to non-Lifeline services.

+

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: March 29, 2012
Issued by: Robert R. Puckett, President
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

Date Effective: April 29, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 05/30/2012

Status: EFFECTIVE
Effective Date: 07/01/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 4.1
Superseding Original Page 4.1

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations

a. These services are restricted to low income residential customers. To qualify for Lifeline service a customer must certify and provide documentation as income eligible. For a consumer to be eligible under the income requirements, the consumer's household income as defined in § 54.400(f) of the FCC Rules must be at or below 135% of the Federal Poverty Guidelines for a household of that size or a recipient of benefits from any one of the following Entitlement Programs:

- 1. Medicaid;
- 2. Supplemental Nutrition Assistance Program (SNAP) F/K/A Food stamps;
- 3. Supplemental Security Income;
- 4. Federal Public Housing Assistance (Section 8);
- 5. Low-Income Home Energy Assistance Program (LIHEAP);
- 6. National School Lunch Program's free lunch program;
- 7. Temporary Assistance for Needy Families/SafetyNet;
- 8. Veterans Disability Pension
- 9. Veterans Surviving Spouse Pension

(C)
(C)

(C)

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date issued: May 30, 2012
Issued by: Robert R. Puckett, President
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany 12211

Date Effective: July 1, 2012

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Received: 03/29/2012

Status: EFFECTIVE
Effective Date: 04/29/2012

P.S.C. No. 2 - Telephone

New York State Telecommunications Association, Inc.

Section 9
First Revised Page 5
Superseding Original Page 5

SPECIAL EQUIPMENT, SERVICES, AND PROGRAMS

A. LIFELINE TELEPHONE SERVICE (cont'd)

2. Regulations (cont'd)

b. The Lifeline discount is effective upon receipt of a completed form of eligibility. If the form is not returned, no further action is taken by the Company to establish eligibility. +

c. The Company, in coordination with appropriate agencies and the Lifeline Customer, will require Lifeline customers to be re-certified, on an annual basis. Lifeline customers will need to certify that they continue to be eligible to receive these Lifeline benefits and that they are not receiving benefits from another company. If a customer is identified as being ineligible, the customer will be notified that unless the information is shown to be in error, the Lifeline discount will be discontinued. The customer will be billed for discounts received for the time that they were proven to be ineligible for the service. (C)

3. Locality Charge Waiver +
Customers receiving Lifeline Telephone Service will have applicable locality charges waived each month while they are receiving the Lifeline Assistance.

4. Voluntary Toll Blocking (Restriction)
Customers receiving Lifeline service can voluntarily request and receive toll blocking (call restriction), third number billing/collect call restriction without a monthly charge. There will be no record order charge to add these types of restrictions (blocking).

Issued in Compliance with FCC Order in Dockets: WC Docket No. 11-42, WC Docket No. 03-109, CC Docket No. 96-45, WC Docket No. 12-23

Date Issued: March 29, 2012
Issued by: Robert R. Puckett, President
NYSTA, Inc., 20 Corporate Woods Boulevard, Albany, NY 12211

Date Effective: April 29, 2012