

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	190244
<015> Study Area Name	PEOPLES MUTUAL TEL.
<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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			(check box when complete)	
<100>	Service Quality Improvement Reporting (complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice) (complete attached worksheet)		<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] (attach descriptive document)		<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] (attach descriptive document)		<input checked="" 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 (check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	190244va510.pdf (attached descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations (check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	190244va610.pdf (attached descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice) (complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband) (complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates (complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/> (if yes, complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability (check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	1010 Voice Service Rate Comparability.pdf (attach descriptive document)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/> (if no, check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers (complete attached worksheet)		<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>	(check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet				
<3000>	(check to indicate certification)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>	(complete attached worksheet)		<input checked="" 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 190244

<015> Study Area Name PEOPLES MUTUAL TEL

<020> Program Year 2013

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

<035> Contact Telephone Number - Number of person identified in data line <030> 2073554126 ext.

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

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

Name of Attached Document

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.

(900) Tribal Lands Reporting
Data Collection Form

FCC Form 431
OMB Control No. 3050-0986/OMB Control No. 3050-0819
July 2013

<010> Study Area Code 190244
<015> Study Area Name PEOPLES MUTUAL TEL
<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> 207354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@talpo.net.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 § 54.323(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

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

<010> Study Area Code 130244

<015> Study Area Name PROBLEMS NATIONAL TEL

<020> Program Year 2015

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

<035> Contact Telephone Number - Number of person identified in data line <030> 2075334126 ext.

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

190214

<015> Study Area Name

PROCES MORTAL TB2

<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>

barlardo@alpole.net

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

190244v01210.pdf

<1220> Link to Public Website

HTTP ://www.fccifa.net/falpolenet/client.asp?cid+1644

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 ETGs 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 Rates-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481
 OMB Control No. 3060-0986/OMB Control No. 3050-0819
 July 2013

<010> Study Area Code 190244
 <015> Study Area Name PROGRESS MUNDL TEL
 <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> 20735354126 ext.
 <039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@fallpoint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification (47 CFR § 54.313(b)(1))

<2011> 3rd Year Certification (47 CFR § 54.313(b)(2))

<2012> Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(b))

<2013> 2013 Frozen Support Certification

<2014> 2014 Frozen Support Certification

<2015> 2015 and future Frozen Support Certification

Price Cap Carrier Connect America (CA) 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 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.

<2021> Interim Progress Community Anchor Institutions

Name of Attached Document Listing Required Information

<010> Study Area Code 1 90244
 <015> Study Area Name BEOPUS APPELL TEL
 <020> Program Year 2015
 <030> Contact Name - Person USAC should contact regarding this data Barbara Gallego
 <035> Contact Telephone Number - Number of person identified in data line <030> 2015354326 AZX
 <039> Contact Email Address - Email Address of person identified in data line <030> bgallego@fca.fcc.gov

CHECK the boxes below to note compliance on this year service quality plan (pursuant to 47 CFR § 54.402(a) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

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

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3017 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
 (Yes/No)

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

Name of Attached Document Listing Required Information
 (Yes/No)

(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

Name of Attached Document Listing Required Information
 (Yes/No)

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:
 (3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)
 (3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

Name of Attached Document Listing Required Information
 (Yes/No)

(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
 (Yes/No)

(3018) If the response is no on line 3014, is your company audited?
 If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3025 pursuant to § 54.313(f)(2), contains

Name of Attached Document Listing Required Information
 (Yes/No)

(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) Document(s) for 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 3025 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) Document(s) for 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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<010> Study Area Code	190244
<015> Study Area Name	PEOPLES MUTUAL TEL
<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:	PEOPLES MUTUAL TEL
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/24/14
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:	190244 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.

Peoples Mutual Telephone
190244
Line 310

For the period January 1, 2013 through December 31, 2013, Peoples Mutual Telephone (SAC #190244)



Peoples Mutual Telephone
190244
Line 330

For the period January 1, 2013 through December 31, 2013, Peoples Mutual Telephone (SAC #190244)



People's Mutual Telephone Company
Virginia
190244

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

People's Mutual Telephone Company d/b/a FairPoint communications, 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 and rule. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Virginia State Corporation 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 Virginia Administrative Code, compliance with provisions for Quality of Service as identified in the Virginia Administrative Code, , compliance with customer Inquiry procedure as identified in the Virginia Administrative Code, compliance with Dispute standards as identified in the Virginia Administrative Code; (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

People's Mutual Telephone Company is not currently subject to service quality reporting. The Virginia Administrative Code 20VAC5-428-90: "Network and customer care service quality and reporting" states that "A LEC subject to a docketed commission investigation of its service quality relating to this section shall file reports as directed by the commission. The reports shall be subject to commission audit."

A LEC subject to a docketed commission investigation shall comply with the following standards: (a) Restore Out of Service Troubles within 24 hours; (b) Restore Out of Service Troubles within 48 hours; (c) Restore Out of Service Troubles within 72 hours; (d) Repair Office Answer Time; (e) Business Office Answer Time; (f) Installation of Service within 5 days; (g) Installation Commitments Met; (h) Repair Commitments Met; (i) Trouble Reports (Outside Plant); (j) Trouble Reports (Central Office); and (k) Repeat Trouble Reports. People's Mutual Telephone Company has consistently met or exceeded the established standards it tracks (a, d, e, f, g, and k) as defined in 20VAC5-428-90.

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 billing 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.



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.



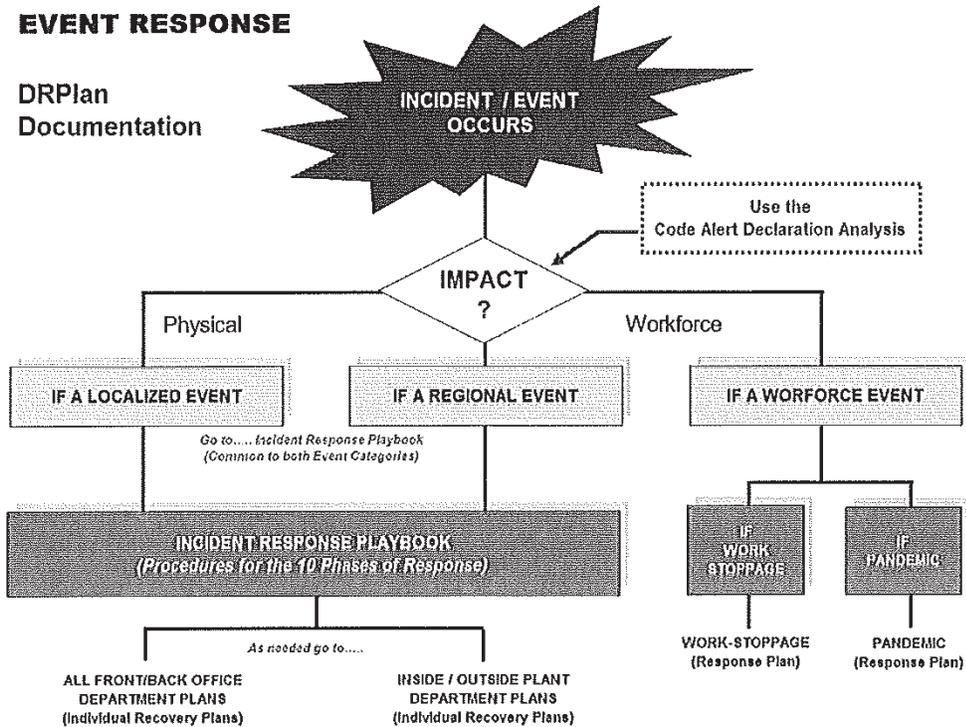
FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Bamey 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.

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3050-0819
July 2013

<010>	Study Area Code	190244		
<015>	Study Area Name	PEOPLES MUTUAL TEL		
<020>	Program Year	2015		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarzo		
<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>	bgalarzo@fairpoint.com		
<810>	Reporting Carrier	Peoples Mutual Tel.		
<811>	Holding Company	FairPoint Communications, Inc.		
<812>	Operating Company	Peoples Mutual Tel.		
<813>				
<813>				
	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.	452292		dba FairPoint Communications / Big Sandy Telecom, Inc.
	Bluestem Telephone Company	411835		dba FairPoint Communications
	C & E Communications, Ltd.			dba FairPoint Long Distance
	Chautauqua & Erie Communications, Inc.			dba FairPoint Communications
	Chautauqua and Erie Telephone Corporation	150078		dba FairPoint Communications ? China Telephone Company
	China Telephone Company	150004		dba FairPoint Communications
	Chouteau Telephone Company	431981		dba FairPoint Communications / Columbine Telecom Company
	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	452204		dba FairPoint Communications
	Columbus Grove Telephone Company	300604		
	COM Networks, Inc.			dba FairPoint Long Distance
	Comerco, Inc.			dba FairPoint Communications ? Community Service Telephone Co.
	Community Service Telephone Co.	100015		
	C-R Communications, Inc.			dba FairPoint Long Distance / C-R Long Distance, Inc.
	C-R Long Distance, Inc.			dba FairPoint Communications / C-R Telephone Company
	C-R Telephone Company	341009		dba FairPoint Long Distance / El Paso Long Distance Company
	El Paso Long Distance Company			dba FairPoint Long Distance
	Elleensburg Telephone Company	552412		dba FairPoint Communications

(800) Operating Companies
Data Collection Form

FCC Form 481
OMB Control No. 3060-0586 / OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	190244		
<015>	Study Area Name	PEOPLES MUTUAL TEL		
<020>	Program Year	2013		
<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		
<810>	Reporting Carrier	Peoples Mutual Tel.		
<811>	Holding Company	FairPoint Communications, Inc.		
<812>	Operating Company	Peoples Mutual Tel.		
<813>	Affiliates			
	Elitel Long Distance Corp.			dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.			dba FairPoint Communications
	EXOP of Missouri, Inc.			dba FairPoint Communications
	FairPoint Broadband, Inc.			dba FairPoint Communications
	FairPoint Business Services LLC			dba FairPoint Communications
	FairPoint Carrier Services, Inc.			dba FairPoint Communications
	FairPoint Communications Missouri, Inc.			dba FairPoint Communications
	FairPoint Logistics, Inc. (F/K/a MJD Capital Corp.)			dba FairPoint Communications
	FairPoint Vermont, Inc.			dba FairPoint Communications
	Geramtown Independent Telephone Company			dba FairPoint Communications
	Geramtown Long Distance Company			dba FairPoint Long Distance
	GTC Communications, Inc. (F/K/a Tpe Communications, Inc.)			(Floral) dba FairPoint Communications
	GTC, Inc.			(Perry) dba FairPoint Communications
	Maine Telephone Company			dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company			dba FairPoint Long Distance
	Marianna Tel, Inc.			
	MJD Services Corp.			
	MJD Ventures, Inc.			
	Northern New England Telephone Operations LLC - Maine			dba FairPoint Communications
	Northern New England Telephone Operations LLC - Maine			dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.			dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
	Odin Telephone Exchange, Inc.			dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies
Data Collection Form

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

<010>	Study Area Code	190244		
<015>	Study Area Name	PEOPLES MUTUAL TEL		
<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		
<810>	Reporting Carrier	Peoples Mutual Tel.		
<811>	Holding Company	FairPoint Communications, Inc.		
<812>	Operating Company	Peoples Mutual Tel.		
<813>				
	Affiliates		SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.			dba FairPoint Long Distance
	Orwell Telephone Company	300649		dba FairPoint Communications
	Peoples Mutual Long Distance Company			dba FairPoint Long Distance
	Peoples Mutual Telephone Company	300244		dba FairPoint Communications
	Quality One Technologies, Inc.			dba FairPoint Long Distance
	Ravenswood Communications, Inc.			
	Sidney Telephone Company	303213		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 / sr Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.			FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210339		dba FairPoint Communications
	Standish Telephone Company	300025		dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	453835		dba FairPoint Communications/Sunflower telephone company, Inc. (Colorado)
	Taconic Technology Corp.			
	Taconic TelCom Corp.			dba FairPoint Long Distance
	Taconic Telephone Corp.	350084		dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145115		dba FairPoint Communications
	The El Paso Telephone Company	243004		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

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

The tariff pages outlining the terms of the Lifeline offering in Peoples Mutual Telephone Company are attached.. The terms and conditions of residential local service can be found at <http://www.tariffs.net/fairpoint/tler.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GENERAL EXCHANGE TARIFF

Peoples Mutual Telephone Company
d/b/a FairPoint Communications

Section 30
Second Revised Page 1 (T)
Cancels First Revised Page 1

VIRGINIA UNIVERSAL SERVICE PLAN

The Virginia Universal Service Plan (VUSP) is a program which was developed to help low income customers have local service. The Company participates in the Lifeline assistance program to increase the availability of telecommunications services to all consumers in its serving areas. The structure of the program is outlined in the following paragraphs below. (C)

1. General Eligibility Requirements (C)
Lifeline Assistance is available to all residential customers who meet the following eligibility requirements:

- A. Customers must not be a dependent for federal income tax purposes, unless they are more than 60 years of age.
- B. Customers must be certified by the appropriate state agency. Such certification must be provided to the Company. Certification will be based on criteria established by the Virginia State Corporation Commission.
- C. Lifeline Assistance will continue to be provided to a customer only as long as a customer meets the qualification criteria outlined above. The continuation of qualification for Lifeline Assistance must be re-certified by the appropriate state agency every 12 months for customers, following the establishment of the Lifeline Assistance. Without such recertification, the customer's assistance will be discontinued.
- D. When the Company receives notice from the appropriate state agency, or the customer, that the customer is no longer meeting the qualification criteria outlined above, the Company will then notify the customer that the assistance will be discontinued or changed to another class of residential service.

2. Lifeline Assistance

- A. General
Lifeline Assistance provides a credit against an eligible customer's monthly rates for local service. An eligible customer receives credit against the Federal Subscriber Line Charge as well as a credit towards the residential access line rate.
- B. Regulations
 - 1. The customer must meet the eligibility requirements outlined in Paragraph 1. above.
 - 2. As a participant in Lifeline Assistance, customers are eligible to receive Toll Restriction at no charge. This service will only be provided at the customer's request.
 - 3. Customers eligible for Lifeline Assistance are not required to pay a deposit if the customer does not owe the Company for previous service and the customer voluntarily receives Toll Restriction Service. Lifeline Assistance will not be connected if an outstanding balance is owed by the customer for local service.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GENERAL EXCHANGE TARIFF

Peoples Mutual Telephone Company
d/b/a FairPoint Communications

Section 30
Second Revised Page 2 (T)
Cancels First Revised Page 2

- 2. Lifeline Assistance (cont'd) (T)
- B. Regulations (cont'd) (T)

- 4. Participants in Lifeline Assistance shall not be, disconnected from Local Service, for non-payment of toll charges, but may be required to use toll restriction. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance, and have previously been disconnected for nonpayment of toll charges, provided they apply for toll restriction.
- 5. Partial payments that are received from Lifeline customers will first be applied to local service and then to any outstanding toll charges.
- 6. If a customer on Lifeline Assistance is no longer qualified for assistance, no service charges apply for changing to a Residence Local Exchange Access Line normally provided to the customer's premise.

- C. Credits
See Section 4 below for credits which apply.

- 3. Reserved for Future Use (T)

(D)

(D)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

GENERAL EXCHANGE TARIFF

Peoples Mutual Telephone Company
d/b/a FairPoint Communications

Section 30
Third Revised Sheet 3
Cancels Second Revised Page 3

4. Credits

A. Lifeline Assistance

The credit allowed for Lifeline Assistance will be the minimum credit required for small rural telephone companies in Virginia.

The following credits will apply initially for each customer eligible for Lifeline Assistance:

1.	Federal Subscriber Line Charge Credit	\$6.50	(R)(C)
2.	Credit to Residential Access Line	\$4.50	(R)(C)
			(D)
			(D)

B. Reserved for Future Use

C. Adjustments

Adjustments to these credits will be made as required by the proper regulatory bodies and the recovery mechanisms.