FCC Form 481 - Carrier Annual Reporting Data Collection Form

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

<010>	Study Area Code	145115
<015>	Study Area Name	TELEPHONE OPERATION COMPANY OF VERMONT LLC
<020>	Program Year	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
		(check box when complete)	
<100> Service Quality Improvement Reporting	(complete attached worksheet)	✓	
<200> Outage Reporting (voice)	(complete attached worksheet)	✓	✓
<210> [redacted] <-- check box if no outages to report		✓	
<300> Unfulfilled Service Requests (voice) [redacted]			
<310> Detail on Attempts (voice) [redacted]	(attach descriptive document)	✓	
<320> Unfulfilled Service Requests (broadband) [redacted]		✓	
<330> Detail on Attempts (broadband) [redacted]	(attach descriptive document)	✓	
<400> Number of Complaints per 1,000 customers (voice)			
<410> Fixed [redacted]		✓	✓
<420> Mobile			
<430> Number of Complaints per 1,000 customers (broadband)		✓	
<440> Fixed [redacted]			
<450> Mobile 0.0			
<500> Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	✓	✓
<510> 145115VT510.pdf	(attached descriptive document)	✓	✓
<600> Functionality in Emergency Situations	(check to indicate certification)	✓	✓
<610> 145115VT610.pdf	(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> 1010 Voice Service Rate Comparability.pdf	(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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OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

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<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarda
<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>	bgalarda@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.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(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.	☐

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

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<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

<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

(700) Price Offerings Including Voice Rate Data
Data Collection Form

FCC Form 481
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July 2013

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<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

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1> State	<a2> Exchange (ILEC)	<a3> SAC (CETC)	<b1> Rate Type	<b2> Residential Local Service Rate	<b3> State Subscriber Line Charge	<b4> State Universal Service Fee	<b5> Mandatory Extended Area Service Charge	<c> Total per line Rates and Fees

-- See attached worksheet

(710) Broadband Price Offerings
Data Collection Form

FCC Form 481
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July 2013

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

<711>

<a1> State	<a2> Exchange (ILEC)	<b1> Residential Rate	<b2> State Regulated Fees	<c> Total Rate and Fees	<d1> Broadband Service - Download Speed (Mbps)	<d2> Broadband Service - Upload Speed (Mbps)	<d3> Usage Allowance (GB)	<d4> Usage Allowance Action Taken When Limit Reached (select)

~~See attached worksheet~~

(800) Operating Companies Data Collection Form

FCC Form 481
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July 2013

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<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	Telephone Operating Co of Vermont
<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	Telephone Operating Co of Vermont

<813>

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

-- See attached worksheet --

(900) Tribal Lands Reporting Data Collection Form

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

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<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

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

<920> Tribal Government Engagement Obligation

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:

		Select (Yes,No, NA)
<921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.	
<922>	Feasibility and sustainability planning;	
<923>	Marketing services in a culturally sensitive manner;	
<924>	Compliance with Rights of way processes	
<925>	Compliance with Land Use permitting requirements	
<926>	Compliance with Facilities Siting rules	
<927>	Compliance with Environmental Review processes	
<928>	Compliance with Cultural Preservation review processes	
<929>	Compliance with Tribal Business and Licensing requirements.	

(1100) No Terrestrial Backhaul Reporting Data Collection Form

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

<010>	Study Area Code	145115
<015>	Study Area Name	TELEPHONE OPERATION COMPANY OF VERMONT LLC
<020>	Program Year	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>	2075356126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

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

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

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

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

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

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

145115vt1210.pdf

Name of Attached Document

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

*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. 3060-0819
July 2013

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<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075358126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

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

Incremental Connect America Phase I reporting

<2010> 2nd Year Certification {47 CFR § 54.313(b)(1)} ☐
<2011> 3rd Year Certification {47 CFR § 54.313(b)(2)} ☐

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

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

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

<2016> Certification Support Used to Build Broadband ☐

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017> 3rd year Broadband Service Certification ☐
<2018> 5th year Broadband Service Certification ☐
<2019> Interim Progress Certification ☐
<2020> Please check the box to confirm that the attached 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

(3000) Rate Of Return Carrier Additional Documentation Data Collection Form

FCC Form 481
OMB Control No. 3060-0855/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	145115
<015>	Study Area Name	TELEPHONE OPERATION COMPANY OF VERMONT LLC
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<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<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

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.

(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 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier 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) No
(3014) If yes, does your company file the RUS annual report (Yes/No) 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 ☐

(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) 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) 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 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) 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

<010>	Study Area Code	145115
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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: TELEPHONE OPERATION COMPANY OF VERMONT LLC

Signature of Authorized Officer: CERTIFIED ONLINE Date 06/25/2014

Printed name of Authorized Officer: Michael Skrivan

Title or position of Authorized Officer: VP Regulatory

Telephone number of Authorized Officer: 2075354100 ext.

Study Area Code of Reporting Carrier: 145115 Filing Due Date for this form: 07/01/2014

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

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.

Telephone Operating Co. of Vermont
145115
Line 310

For the period January 1, 2013 through December 31, 2013, Telephone Operating Company of Vermont, LLC (SAC #145115) had [redacted]

145115vt310.pdf

Unfulfilled Requests Broadband

Pursuant to 47 C.F.R. 54.313 (a)(3)
Data Collection Form 481 Line 330

Study Area Code	145115
Study Area Name	Telephone Operating Company of Vermont
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

City/Town	Request Date	Business/ Consumer	Reason Request Unfullfilled
[redacted]			

Study Area Code	145115
Study Area Name	Telephone Operating Company of Vermont
Program Year	2013
Contact Name	Barbara Galardo
Contact Telephone Number	207-535-4126
Contact Email Address	bgalardo@fairpoint.com

City/Town	Request Date	Business/ Consumer	Reason Request Unfullfilled
[redacted]			
Johnson	[redacted]		

Study Area Code	145115
Study Area Name	Telephone Operating Company of Vermont
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Contact Email Address	bgalardo@fairpoint.com

City/Town	Request Date	Business/ Consumer	Reason Request Unfullfilled
[redacted]			

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[redacted]			

Study Area Code	145115
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City/Town	Request Date	Business/ Consumer	Reason Request Unfullfilled
[redacted]			
Randolph			

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Request Date	Business/ Consumer	Reason Request Unfullfilled
[redacted]		

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[redacted]			

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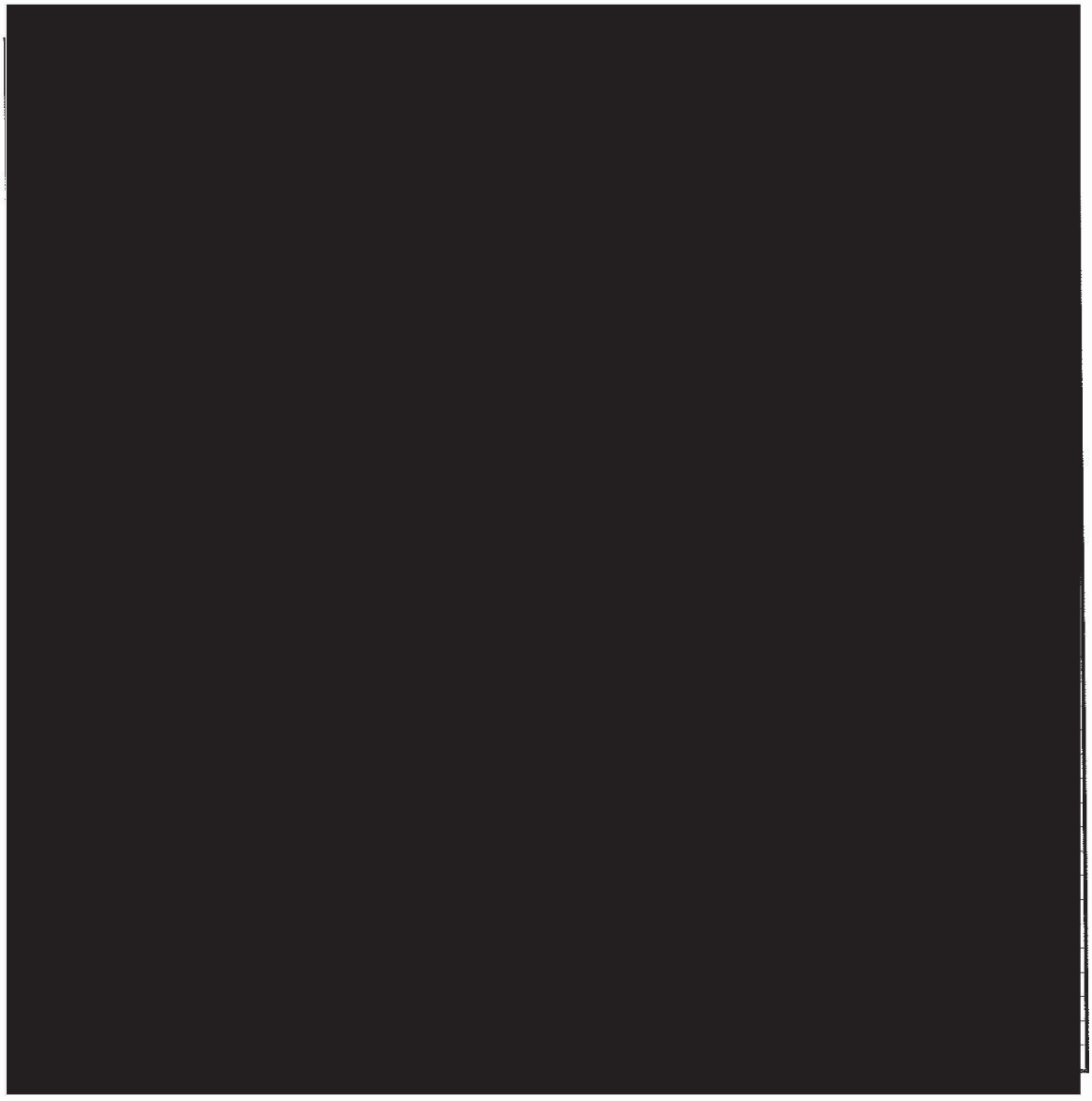

Telephone Operating Company of Vermont LLC
Vermont
145115

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Telephone Operating Company of Vermont LLC 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, rule or Board Order. These provisions include, but are not limited to, the following: (1) filing a Basic Local Exchange Service Tariff pursuant to the requirements of the Vermont Public Service Board's Final Order in Docket No. 7724 (allowing for the detariffing of Retail Services except BLES) which discloses rates, terms and conditions of BLES service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in VT PSB Rule 7.600, compliance with provisions for Quality of Service as identified in VT PSB Rule 7.600, , compliance with customer Inquiry procedure as identified in VT PSB Rule 7.600, compliance with Dispute standards as identified in VT PSB Rule 7.600 (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
1 *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) (*"2005 ETC Order"*).
2 *Id.* at para. 28.

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

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

Telephone Operating Company of Vermont LLC triggered the Action Level Report for its quarterly performance in "Percentage of Troubles Cleared within 24 Hours Residence and Business - Out of Service" in its second and third quarter 2013 reporting under this plan. All other baseline standards were met.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their 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.

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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.

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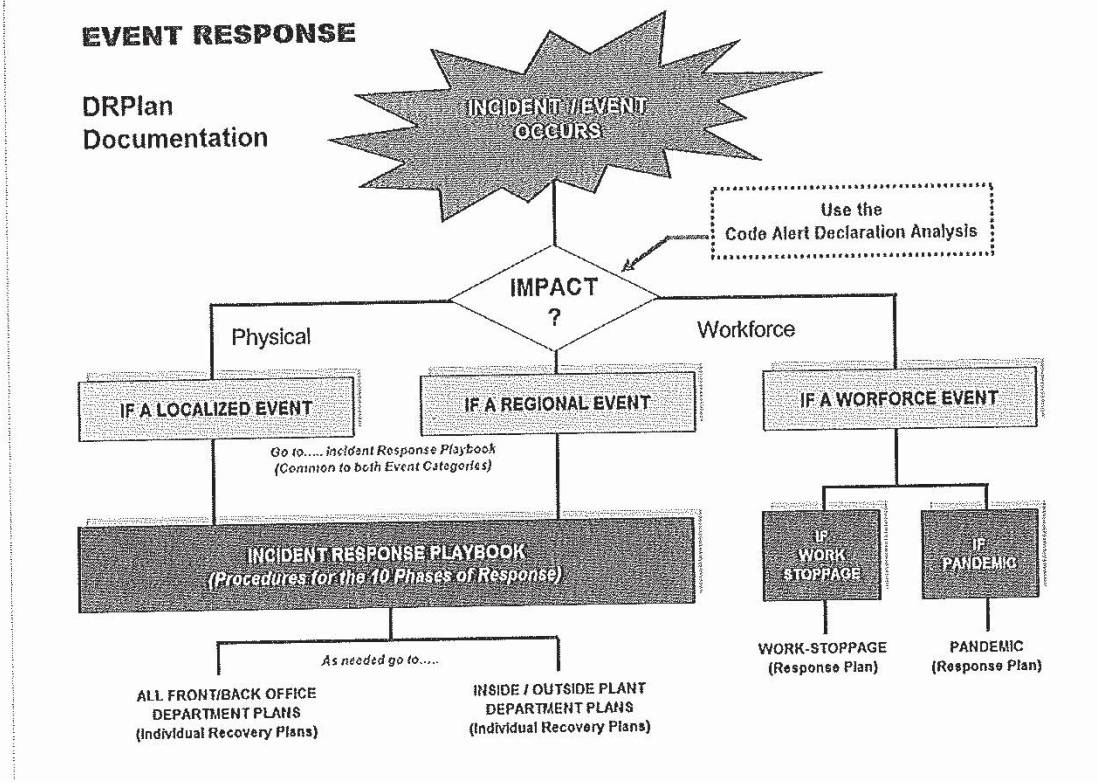
Director, Operational Risk



Recovery Strategies and Logistics

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

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in

FairPoint Communications

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

<010>	Study Area Code	145115
<015>	Study Area Name	TELEPHONE OPERATION COMPANY OF VERMONT LLC
<020>	Program Year	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

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

<703>

<a1> State	<a2> Exchange (ILEC)	<a3> SAC (CETC)	<b1> Rate Type	<b2> Residential Local Service Rate	<b3> State Subscriber Line Charge	<b4> State Universal Service Fee	<b5> Mandatory Extended Area Service Charge	<c> Total per line Rates and Fees
VT	All-Measured (Standard)		MS	19.58	0.0	0.35	0.0	19.93
VT	All-Low Usage (Low Use)		FR	15.0	0.0	0.26	0.0	15.26

(710) Broadband Price Offerings
Data Collection Form

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

<010>	Study Area Code	145115
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<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

<711>

<a1> State	<a2> Exchange (ILEC)	<b1> Residential Rate	<b2> State Regulated Fees	<c> Total Rates and Fees	<d1> Broadband Service - Download Speed (Mbps)	<d2> Broadband Service - Upload Speed (Mbps)	<d3> Usage Allowance (GB)	<d4> Usage Allowance Action Taken When Limit Reached (select)
[redacted]								

(710) Broadband Price Offerings
Data Collection Form

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

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

<711>

<a1> State	<a2> Exchange (ILEC)	<b1> Residential Rate	<b2> State Regulated Fees	<c> Total Rates and Fees	<d1> Broadband Service - Download Speed (Mbps)	<d2> Broadband Service - Upload Speed (Mbps)	<d3> Usage Allowance (GB)	<d4> Usage Allowance Action Taken When Limit Reached (select)
[redacted]								

(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	Telephone Operating Co of Vermont
<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	Telephone Operating Co of Vermont

<813>	<a1> Affiliates	<a2> SAC	<a3> 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.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
	Bluestem Telephone Company	411635	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 (f/k/a Columbine Acquisition Corp.	462264	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

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<812>	Operating Company	Telephone Operating Co of Vermont

<813>	<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
	Elltel 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.		dba FairPoint Communications
	Germantown Independent Telephone Company	300618	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
	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 ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
	Marianna Tel, Inc.		dba FairPoint Long Distance
	MJD Services Corp.		
	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.	103313	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc.(Maine)
	Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc.

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<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	Telephone Operating Co of Vermont

<813>	<a1> Affiliates	<a2> SAC	<a3> 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	190244	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103313	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.	210339	dba FairPoint Communications
	Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	461035	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	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.		dba FairPoint Long Distance
	Unite Communications Systems, Inc.		FairPoint Communications
	Utilities, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)

(800) Operating Companies
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<811>	Holding Company	FairPoint Communications Inc.
<812>	Operating Company	Telephone Operating Co of Vermont

<813>

<a1> Affiliates	<a2> SAC	<a3> Doing Business As Company or Brand Designation
YCOM Networks Inc.	522453	dba FairPoint Communications

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

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

The Catalog pages outlining the terms of the Lifeline Program in the Telephone Operating Company of Vermont are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at http://www.tariffs.net/fairpoint/tier.asp?cid=1644.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

1. Catalog Information and General Requirements

1.6 Customer Assistance Programs

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

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

1. Exchange and Network Services

1.1 Catalog Information and General Requirements

1.1.1 Customer Assistance Programs

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

1.1.2 Payment Plans

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