



June 30, 2014

*Connect America Fund*, WC Docket No. 10-90

**REDACTED – FOR PUBLIC INSPECTION**

Columbus Grove Telephone Company



<b>FCC Form 481 - Carrier Annual Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0588/OMB Control No. 3060-0819 July 2017
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<010> Study Area Code	300601
<015> Study Area Name	COLUMBUS GROVE 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

<b>ANNUAL REPORTING FOR ALL CARRIERS</b>	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) [REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice) [REDACTED] <i>(attach descriptive document)</i>	<input 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 [REDACTED]	<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 [REDACTED]	<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>	300604oh510.pdf <i>(attach 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>	300604oh610.pdf <i>(attach 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>	1010 Voice Service Rate Comparability.pdf <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 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**  
*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

<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 300104  
 <015> Study Area Name 00609079 00092 TEL  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Eszbeka Gelardo  
 <035> Contact Telephone Number - Number of person identified in data line <030> 2033354176 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> bgelardo@statepoint.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 <110> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

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



Name of Attached Document

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.









<b>(900) Tribal Lands Reporting Data Collection Form</b>	<b>FEC Form 481</b> OMB Control No. 3060-0946 / OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	20004
<015> Study Area Name	COLUMBIAN GROVE TRS
<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>	2033358124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@statepoint.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 § 54.311(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)

<input type="checkbox"/>

**(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	300004
<015> Study Area Name	OSWEGO QUOTE TEL
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Garland
<035> Contact Telephone Number - Number of person identified in data line <030>	207526126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgarland@fispoint.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)

<b>(1200) Terms and Condition for Lifeline Customers</b>		FCC Form 481
Lifeline Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010> Study Area Code	340554
<015> Study Area Name	<REDACTED> ABOVE 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>	2073254124 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

300010b1210.pdf
Name of Attached Document

<1220> Link to Public Website

HTTP://www.bariffa.net/fairpoint/tier.asp?cid=1444

\*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.

<b>(2000) Price Cap Carrier Additional Documentation</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0046/OMB Control No. 3060-0010
Including Role of Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013

<010>	Study Area Code	300004
<015>	Study Area Name	00000000000000000000
<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>	2079234226 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalard@fincpoint.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),(1),(d),(e) the information reported on this form and in the documents attached below is accurate.

<b>Incremental Connect America Phase I reporting</b>		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
<b>Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))</b>		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
<b>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</b>		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<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, name, and address of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	<div style="border: 1px solid black; width: 200px; height: 40px; margin: 5px auto;"></div>

Name of Attached Document Using Required Information

<b>10000 Rate Of Return Center Additional Documentations</b>		FCC Form 411 OMB Control No. 3000-0004 Form No. 3000-0010 May 2013
Data Collection Form 10000 10000		

0010	Study Area Code	302104
0011	Study Area Name	0029999 02/28 22A
0012	Reporting Year	2013
0013	Contact Name - Person with contact regarding this data	Walsack, Galardo
0014	Contact Telephone Number - Number of person identified in data line 0013	2022331126 ext.
0015	Contact E-mail Address - E-mail address of person identified in data line 0013	walgar@atlasreps.com

PLEASE PRINT OR TYPE CLEARLY IN ALL CAPS. Do not use abbreviations. Do not use symbols or special characters. Do not use the word "and" for private label centers, ensuring compliance with the Federal reporting requirements set forth in 47 CFR § 54.313(f)(1). Further certify that the information reported on this form and in the documents attached below is accurate.

1010) Progress Report on 5 Year Plan  
 Attachment Certification (47 CFR § 54.313(f)(2)(i))

Name of Attached Document(s) Being Required Information

1011) Please check this box to confirm that the attached document(s), on line 1010, contains the required information pursuant to § 54.313(f)(1)(i). The name shall provide the number, name, and address of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

1012) Community Anchor Institutions (47 CFR § 54.313(f)(2)(ii))

Name of Attached Document(s) Being Required Information

1013) If your company is a publicly traded entity (47 CFR § 54.313(f)(2)(iii))

1014) If yes, does your company file the 10K annual report?  (Yes/No)

Please check these boxes to confirm that the attached document(s), on line 1012, contains the required information pursuant to § 54.313(f)(2) compliance requires:

1015) Electronic copy of all annual 10K reports (Operating Report for Telecommunications Reporting)

1016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

1017) If the response is yes on line 1014, attach your company's 10K annual report and all required documentation

Name of Attached Document(s) Being Required Information

1018) If the response is no on line 1014, is your company audited?  (Yes/No)

If the response is yes on line 1018, please check the boxes below to confirm your submission, on line 1016, pursuant to § 54.313(f)(2), contains:

1019) Either a copy of their audited financial statements, or (2) a financial report, in a format comparable to RUS Operating Report for Telecommunications

1020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

1021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

If the response is no on line 1018, please check the boxes below to confirm your submission, on line 1016, pursuant to § 54.313(f)(2), contains:

1022) 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

1023) Underlying information subjected to a review by an independent certified public accountant

1024) Underlying information subjected to an officer certification

1025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

1026) Attach the work sheet being required information

Name of Attached Document(s) Being 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	300604
<015> Study Area Name	COLUMBUS GROVE 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:	COLUMBUS GROVE TEL
Signature of Authorized Officer:	CERTIFIED ONLINE <span style="float: right;">Date 06/24/2014</span>
Printed name of Authorized Officer:	Mika Skrivan
Title or position of Authorized Officer:	VP Regulatory
Telephone number of Authorized Officer:	2075354150 ext.
Study Area Code of Reporting Carrier:	300604 <span style="float: right;">Filing Due Date for this form: 07/01/2014</span>
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. 55 502, 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.<sup>1</sup>

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<sup>1</sup> 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.

**Columbus Grove Telephone Company**

**Ohio**

**300604**

**Line 510: Service Quality Reporting/Consumer Protection Rules Compliance**

Columbus Grove 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 Public Utilities Commission of Ohio which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in Chapter 4901 of the Telephone Company Procedures and Standards, compliance with provisions for Quality of Service as identified in Chapter 4901 of the Telephone Company Procedures and Standards, compliance with customer inquiry procedure as identified in Chapter 4901 of the Telephone Company Procedures and Standards, compliance with Dispute standards as identified in Chapter 4901 of the Telephone Company Procedures and Standards; (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*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> 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."<sup>3</sup>

<sup>1</sup> *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*").

<sup>2</sup> *Id.* at para. 28.

Columbus Grove Telephone Company, is not currently subject to service quality reporting. The Public Utilities Commission of Ohio Rules Chapter 4901:1-6 "Telephone Company Procedures and Standards" section 4901:1-6-12 "Service Requirements for BLES" states "A local exchange carrier (LEC) providing basic local exchange service (BLES) shall conduct its operations so as to ensure that the service is available, adequate, and reliable consistent with applicable industry standards." FairPoint Communications currently is not required to report any service quality results unless requested by the Public Utilities Commission of Ohio. For the service quality standards FairPoint Communications does track (a) Installation within 5 business days and (b) Out of Service Repair within 24 hours, its results are available, adequate, and reliable consistent with applicable industry standards.

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](mailto: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

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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

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Bamey 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.



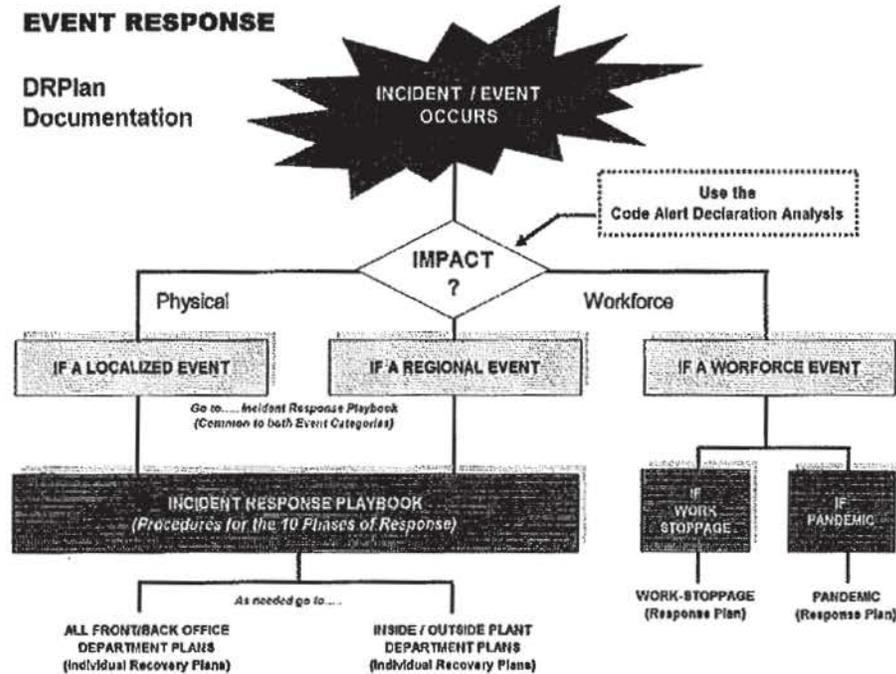
FairPoint Communications

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

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Barnes 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.



(7)(f) Broadband Price Offerings  
Data Collection Form

FCC Form 417  
OMB Control No. 3040-0086/OMB Control No. 3040-0019  
July 2013

<010> Study Area Code 300406  
<015> Study Area Name COLLEGE BROWNS TNS  
<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> 297334326 ext.  
<039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com

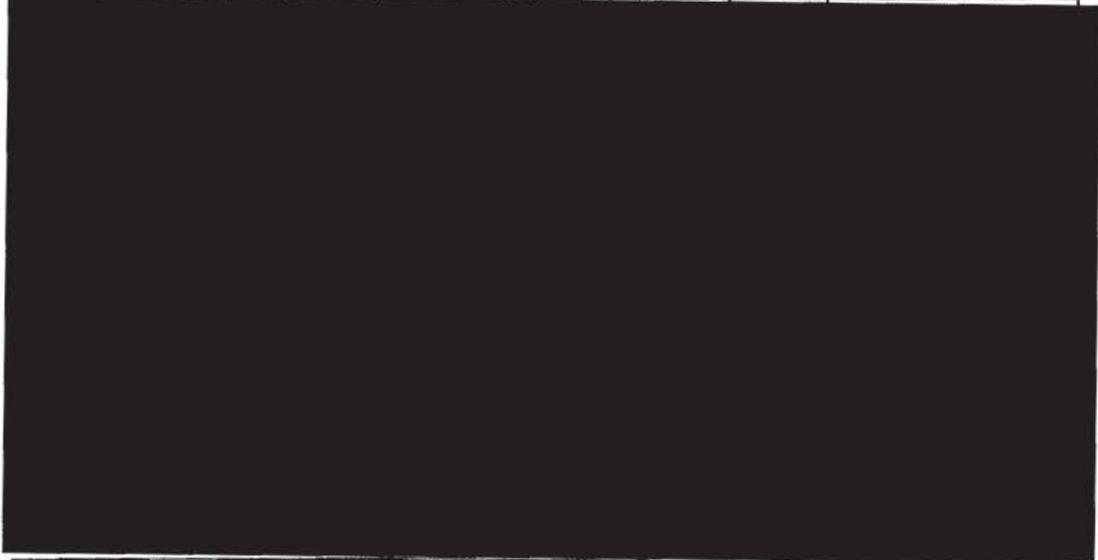
<010>	<015>	<020>	<025>	<030>	<035>	<040>	<045>
State	Exchange (NEX)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB) Usage Allowance Action Taken When Limit Reached (select)



(710) Broadband Price Offerings Data Collection Form FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2012

<010> Study Area Code 31004  
 <015> Study Area Name 00000000 01078 TEL  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Berbera Galardo  
 <035> Contact Telephone (Number - Number of person identified in data line <030>) 3103151126 ext.  
 <040> Contact Email Address - Email Address of person identified in data line <030> bgalardo@airpoint.com

<710>	<010>	<015>	<020>	<030>	<035>	<040>	<045>	<050>	<055>
State	Exchange (LECC)	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)	



(900) Operating Companies Data Collection Form ICC Form 481  
OMB Control No. 3060-0095/OMB Control No. 3060-0819  
July 2011

<010> Study Area Code 30104  
 <015> Study Area Name COLUMBUS GROVE TEL.  
 <020> Program Year 2011  
 <030> Contact Name - Person USAC should contact regarding this data Barbara Stuardo  
 <035> Contact Telephone Number - Number of person identified in data line <030> 303514126 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> bstuardo@fairpoint.com  
 <010> Reporting Carrier Columbus Grove Tel.  
 <011> Holding Company Fairpoint Communications, Inc.  
 <012> Operating Company Columbus Grove Tel.

<013>	<015>	<020>	<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.	483193	dba FairPoint Communications / Big Sandy Telecom, Inc.	
Bluestem Telephone Company	411822	dba FairPoint Communications	
C & E Communications, Ltd.			
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance	
Chautauqua and Erie Telephone Corporation	350078	dba FairPoint Communications	
China Telephone Company	300003	dba FairPoint Communications ? China Telephone Company	
Chouteau Telephone Company	433441	dba FairPoint Communications	
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company	
Columbus Grove Telephone Company	301024	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	922412	dba FairPoint Communications	

<b>(800) Operating Companies</b>		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	302408
<015>	Study Area Name	COLUMBUS GROVE 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>	2075354176 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Columbus Grove Tel.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Columbus Grove Tel.

<813>	<a1>	<a2>	<a3>
	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.	431472	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		dba FairPoint Communications
	Germantown Independent Telephone Company	200614	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
	GTC, Inc.	210291	(Floral) dba FairPoint Communications
	GTC, Inc.	210229	(Perry) dba FairPoint Communications
	Maine Telephone Company	107025	dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170145	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.	103111	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
	Odin Telephone Exchange, Inc.	241043	dba FairPoint Communications / Odin Telephone Exchange, Inc.

<b>(800) Operating Companies</b>		FCC Form 481
Data Collection Form		OMB Control No. 3060-0055/10188 Control No. 3060-0019
		July 2013

<010>	Study Area Code	300408
<015>	Study Area Name	COLUMBIA GROVE TEL
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Harben Galardo
<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>	hgalardo@fairpoint.com
<810>	Reporting Carrier	Columbia Grove Tel.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Columbia Grove Tel.

<813>	<813>	<813>	<813>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.		dba FairPoint Long Distance
	Orwell Telephone Company	709619	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	150944	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103511	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.	210310	dba FairPoint Communications
	Standish Telephone Company	100015	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	661815	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	150001	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)



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

Columbus Grove 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 page outlining the terms of the Lifeline Program in Columbus Grove Telephone Company is attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/lier.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Columbus Grove Telephone Company  
d/b/a FairPoint Communications

SECTION NO. 5  
First Revised Sheet No. 1  
Replaces Original Sheet No. 1

P.U.C.O. NO. 8

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LIFELINE REQUIREMENTS

(T)

The Company shall provide Lifeline service as defined in 47 C.F.R. § 54.401(a) on a non-discriminatory basis to all qualifying low-income customers. The Company's Lifeline service offering shall comply with all applicable federal and state laws, including, but not limited to, 47 C.F.R. Part 54, Subpart E; the FCC's Lifeline reform order (Report and Order released February 6, 2012, WC Docket No. 11-42, et.al) and any subsequent clarifying orders; Section 4927.13, Revised Code; Rule 4901:1-6-19, Ohio Administrative Code; and the Commission's nontraditional Lifeline service order (Finding and Order adopted May 23, 2012, Case No. 10-2377-TP-COI) and any subsequent entries and/or orders.

(N)

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Issued: June 11, 2012

Effective: June 11, 2012

In Accordance with Case No. 90-5014-TP-TRF  
Issued by the Public Utilities Commission of Ohio  
Patrick L. Morse, Senior Vice President  
Columbus Grove, Ohio





June 30, 2014

*Connect America Fund, WC Docket No. 10-90*

**REDACTED – FOR PUBLIC INSPECTION**

Community Service Telephone Company

