# THE STATE OF NEW HAMPSHIRE



PUBLIC UTILITIES COMMISSION 21 S. Fruit Street, Suite 10 Concord, N.H. 03301-2429

April 4, 2012

Michael F. Reed Stebbins Commercial Properties 730 Pine Street Manchester, NH 03014-3108

Re: DT 12-069, Stebbins Commercial Properties Complaint Against FairPoint Communications – Billing Dispute

Dear Mr. Reed:

This letter is to advise you as to how the Commission intends to proceed with respect to resolving the complaint which is the subject of the above-referenced docket. As you know, the case concerns the allegations of complainant Stebbins Commercial Properties (Stebbins) regarding charges for a telephone line which was placed on the Stebbins bill on June 12, 2002, by FairPoint's predecessor in interest, Verizon New Hampshire.

On September 27, 2011, Stebbins requested a hearing before the Commission on its billing dispute with FairPoint. After unsuccessful attempts to mediate this billing issue, the Director of the Commission's Consumer Affairs Division filed a recommendation on March 5, 2012 that the Commission grant Stebbins' request for a hearing and that such hearing be conducted by a Hearings Examiner.

Accordingly, an evidentiary hearing will be held on April 18, 2012 at 10:00 a.m. before the Commission's General Counsel, F. Anne Ross, Esq. Further, the Commission has adopted the following procedures and determinations with respect to the hearing:

1. Stebbins and FairPoint shall provide the Commission with identification of witnesses and a short written summary of their position, no later than April 16, 2012. At a minimum, identification of the witness shall include the name and business address of the witness. The summary should provide an account of the facts of the dispute and the position of the witness regarding the desired resolution of the dispute.

CHAIRMAN Amy L. Ignatius

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COMMISSIONERS Michael D. Harrington Robert R. Scott

EXECUTIVE DIRECTOR Debra A. Howland TDD Access: Relay NH 1-800-735-2964

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Tel. (603) 271-2431

FAX (603) 271-3878

Website: www.puc.nh.gov 2. Stebbins and FairPoint shall provide to the Commission all exhibits they intend to introduce at hearing no later than April 16, 2012. Exhibits may include copies of correspondence, bills, agreements, etc.

3. Stebbins and FairPoint will each have a chance to ask questions of the witnesses on both sides. However, only witnesses who have filed summaries with the Commission prior to the hearing will be allowed to provide information at the hearing. Witnesses for Stebbins shall appear first, followed by witnesses for FairPoint.

4. Unless a good reason can be given, no exhibits will be allowed to be brought forth at hearing that have not been submitted to the Commission prior to the hearing.

5. At the end of the hearing, each side will be allowed to make a final statement to the Hearings Examiner. Stebbins will go first, followed by FairPoint.

6. The hearing shall be tape recorded. If a transcript is necessary, FairPoint shall bear the cost of the transcription.

7. If FairPoint and Stebbins believe resolution of this issue without resorting to a hearing is possible, the Commission encourages the parties to pursue these discussions. If resolution between the parties is reached, FairPoint shall notify the Commission of the resolution no later than April 13, 2012.

To the extent that any of the foregoing procedural rulings are inconsistent with the Commission's procedural rules, the Commission has determined that a waiver of the applicable rule serves the public interest and will be conducive to, rather than disruptive of, the orderly proceeding of the Commission. *See* Puc 201.05(a).

Finally, the Commission places Stebbins on notice that, as the petitioning party, they will have the burden of proof at hearing. As we recognize that Stebbins is most likely unfamiliar with the Commission's procedures, the Commission encourages Stebbins to contact Staff with questions or for assistance.

Sincerely,

Deli A. dentert

Debra A. Howland Executive Director

cc: Consumer Affairs Docket File



Billing Date: Nov 09, 2011 Account No: 603 622 0463 370 How to Reach Us: See page 2

Page 1 of 3

STBBINS COMMRICAL INC

#### Account Summary

| Previous Charges                   | \$0.00 |
|------------------------------------|--------|
| Past Due Charge*                   | \$0.00 |
| New Charges                        |        |
| Total New Charges Due Dec 07, 2011 | \$0.00 |
| Total Due (Past Due and New)       | \$0.00 |

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.



Account: 603 622 0463 370 New Charges Due: Dec 07, 2011

Total Due: \$0.00

Do not send payment.

STBBINS COMMRICAL INC 730 PINE ST MANCHESTER, NH 09104-3108



| Billing Da | te: Nov | 09, 2011 |     |
|------------|---------|----------|-----|
| Account N  | lo: 603 | 622 0463 | 370 |

Page 2 of 3

How to Reach Us

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| Pay By Phone Service*   | Hours: 24hrs a day, 7 days a week                                 | Phone: 1-866-658-904                         |
|---|---|--|
| Payment Questions / Payment Arrangements  | Hours: M-F 8:00am-6:00pm EST                                      | Phone: 1-866-529-130                         |
|   |   |  |
| Bills, Orders, Repairs, Special Services  |   |  |
|   | Hours: M-F 8:30am-5:00pm EST                                      | Phone: 1-866-984-300                         |
| Bills, Orders, Repairs, Special Services<br>Business Sales & Service Center<br>Telephone Repair | Hours: M-F 8:30am-5:00pm EST<br>Hours: 24hrs a day, 7 days a week | Phone: 1-866-984-300<br>Phone: 1-888-984-151 |

#### For Your Information

\*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments if you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment if your payment is returned for non-sufficient funds, FairPoint will resubrit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line.

Federal Universal Service Fee helps keep telaphone service affordable for high cost areas, rural health-care providers and library internet access.

Online Billing & Payment Create your user account at www.FairPoint.com

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory. Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

If after speaking with a Service Representative or a supervisor at FairPoint, you sl/l have questions, the New Hampshire Public Utilities Commissionis Consumer Assistance department can be reached at 1-600-552-3793.

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#### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the by sajing besty, i guindred Far func Commandautist mits tybe and goodsaary to aduct tableary craspet in y & count for one amount(i) due Select one of the Aulo Pay options and complete the information Please hold/or your check for this month payment. L Bank Draft (Automatic debit from your account) Bank Draft (Automatic charge to your Credit Card) Credit Card (Automatic charge to YUSA □ Discover Card Number: Expiration Date:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1. Check this box 2: Enler your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

City, State, Zip:



 Billing Date: Nov 09, 2011
 Page 3 of 3

 Account No: 603 622 0463 370
 How to Reach Us: See page 2

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Billing Date: Oct 09, 2011 Account No: 603 622 0463 370 How to Reach Us: See page 2

2011 Page 1 of 3 20463 370

STBBINS COMMRICAL INC

#### Account Summary

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|--|-----------|
| Previous Charges                         | \$38.50   |
| Payment Received as of Sep 27 Thank You. | (\$38.50) |
| Past Due Charge*                         | \$0.00    |
| New Charges                              |           |
| Total New Charges Due Nov 07, 2011       | \$0.00    |
| Total Due (Past Due and New)             | \$0.00    |

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.



Account: 603 622 0463 370

New Charges Due: Nov 07, 2011

Total Due: \$0.00

Do not send payment.

STBBINS COMMFICAL INC 730 PINE ST MANCHESTER, NH 03104-3108



Billing Date: Oct 09, 2011 Account No: 603 622 0463 370 Page 2 of 3

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How to Reach Us

| Payment Questions / Payment Arrangements         Hours: M-F 8:00am-6:00pm EST         Phone: 1-866-529-1302           Bills, Orders, Repairs, Special Services         Business Sales & Service Center         Hours: M-F 8:30am-5:00pm EST         Phone: 1-866-984-3001           Telephone Repair         Hours: 24hrs a day, 7 days a week         Phone: 1-866-984-3001           Telephone Repair         Hours: 24hrs a day, 7 days a week         Phone: 1-866-984-3001           Telephone Repair         Hours: 24hrs a day, 7 days a week         Phone: 1-800-240-5019           For Your Information         Tax & Fees.         Federal Succestor providing Info           Pay By Phone         Tax & Fees.         Federal Succestor providing Info           Previous Payment, To Check Whether         Federal Succestor providing Info         When Reviewing Your Bill           To ur payment, To Check Whether         Federal Universal Service affordable for Info         Ballise a call placed Info           The Payment Restermed for model that amount before service affordable for Total Word, Fair/Point and payment returned.         Federal Universal Service (Fee helps for motiversal service affordable week wither and a Long providers and Bloragi Internet access.         Usaliment Arrangement Your Bill is a call placed ouside of the 603 calling area.           The Payment Service Communications Payment Repaires and Bloragi Internet Acces Providers and Bloragi Internet access.         Customer Information Poremotindue to pour doite Call Por Call Pour and Consumer A   | Pay By Phone Service*   | Hours: 24hrs a day, 7 days a wee  | ek Phone: 1-866-658-9040   |
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| Business Sales & Service Center         Hours: M-F 8:30am-5:00pm EST         Phone: 1-866-984-3001           Telephone Repair         Hours: 24hrs a day, 7 days a week         Phone: 1-866-984-3001           Internet & Email Technical Support         Hours: 24hrs a day, 7 days a week         Phone: 1-886-984-1515           Internet & Email Technical Support         Hours: 24hrs a day, 7 days a week         Phone: 1-800-240-5019           For Your Information         Tax & Fees         Regional Toil Call is a call placed part of the cost of providing 0hb part of the part of the cost of providing 0hb part of the cost of providing 0hb part of the par   | Payment Questions / Payment Arrangem  | Hours: M-F 8:00am-6:00pm EST  | Phone: 1-866-529-1302  |
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| Automatic Payment Enrollment for Account: 603 622 0463 370         By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amount(s) due. Select one of the Auto Pay optications and complete the information. Please include your check for this month payment.         Bank Draft (Automatic debit from your account)       Credit Card (Automatic charge to your Credit Card (Automatic charge to your Credit Card)         Credit Card (Automatic charge to your Credit Card)       Credit Card (Automatic charge to your Credit Card)         Signature:       Card Number.  |   |   |  |
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Billing Date: Oct 09, 2011<br/>Account No: 603 622 0463 370Page 3 of 3How to Reach Us: See page 2

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Billing Date: Sep 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

#### Account Summary

| Previous Charges                   | \$31.05 |
|------------------------------------|---------|
| Past Due Charge*                   | \$31.05 |
| New Charges                        |         |
| FairPoint Communications           | \$7.45  |
| Total New Charges Due Oct 07, 2011 | \$7.45  |
| Total Due (Past Due and New)       | \$38.50 |

This bill reflects the changes you made to your service. See page 3 for details.

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

STBBINS COMMRICAL INC 730 PINE ST MANCHESTER, NH 03104-3108

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: Oct 07, 2011

Total Due: \$38.50



FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Sep 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

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How to Reach Us

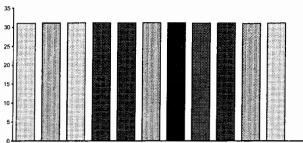
| Payments   |  |  |
|--|--|--|
| Pay By Phone Service*  | Hours: 24hrs a day, 7 day  | s a week Phone: 1-866-658-9040   |
| Payment Questions / Payment Arrangen   | nents Hours: M-F 8:00am-6:00p  | m EST Phone: 1-866-529-1302  |
| Bills, Orders, Repairs, Special Services   | ·  |  |
| Business Sales & Service Center  | Hours: M-F 8:30am-5:00p  | n EST Phone: 1-866-984-3001  |
| Telephone Repair   | Hours: 24hrs a day, 7 day  | a week Phone: 1-888-984-1515   |
| Internet & Email Technical Support   | Hours: 24hrs a day, 7 day  | a week Phone: 1-800-240-5019   |
| For Your Information   |  |  |
| Pay By Phone<br>This service is optional and provided by<br>an independent vendor for a fee<br>Previous Payments<br>If you sent a payment that we did not<br>receive in time to be reflected on this | Tax & Fees<br>Federal Subscriber Line Charge funds<br>part of the cost of providing long<br>distance companies access to local<br>telephone networks. It is applied per<br>line. | When Reviewing Your Bill<br>A Regional Toll Call is a call placed<br>within New Hampshire but outside of<br>your local calling area and a Long<br>Distance Toll Call is a call placed<br>outside of the 603 calling area.                  |
| bill, please deduct that amount before<br>sending payment. To check whether<br>your payment has been received, call<br>the Payment Questions number above.   | Federal Universal Service Fee helps<br>keep telephone service affordable for<br>high cost areas, rural health-care<br>providers and library internet access.                     | Instalfment Arrangement<br>You may make an affordable weekly o<br>monthly installment arrangement on<br>your bill by calling 1-866-529-1302.   |
| Returned Payment<br>If your payment is returned for<br>non-sufficient funds, FairPoint will<br>resubmit it electronically. A charge<br>may apply for each payment returned.                          | E911 Charge funds your communitys<br>911 system. This fee is sent to your<br>state treasury.<br>The Federal Communications<br>Commission (FCC) authorizes the                    | Customer Information<br>For important consumer information<br>see the Customer Guide in your<br>FairPoint white pages directory.   |
| Late Payment Charges<br>To avoid a 1.388% late payment<br>charge, payment must be received by<br>the due date for Total New Charges on<br>near 1   | The Federal Communications<br>Commission (FCC) authorizes the<br>Subscriber line Charge and Universal<br>Service Fee.<br>Online Billing & Payment<br>Create your user account at | Important Credit Reporting Notice<br>We furnish our customers bill paymen<br>information to the major credit reportin<br>agencies.   |
| page 1.<br>Mail Payments to:<br>FairPoint Communications<br>PO Box 11021<br>Lewiston, ME 04243-9472  | www.FairPoint.com  | TTY Customers<br>Please call Relay Service (711) and<br>ask them to relay your call to FairPoin<br>Center of your choice.  |
| Automatic Payment Enrollment<br>Complete and submit coupon printed<br>on your bill   |  | If after speaking with a Service<br>Representative or a supervisor at<br>FairPoint, you still have questions, the<br>New Hampshire Public Utilities<br>Commissionks Consumer Assistance<br>department use he reached at<br>1-800-852-3793. |
|  |  | 276185004  |
| Automatic Payment Enrollment for   | or Account: 603 622 0463 370   |  |
| By signing below, I authorize FairPoint Commu<br>amount(s) due. Select one of the Auto Pay optic<br>Bank Draft (Automatic debit from your acco   | ons and complete the information. Please inclu<br>ount) DCredit Card (Automatic charge to  | te your check for this month paymen t.   |
| Signature:<br>Billing Address Changes or Corre   |  |  |
| ff your billing address has changed, or if your ad<br>1: Check this box 2: Enter your correct biling   | Idress is incorrect as it appears on this bill, plea<br>3 address 3: Return this silp with your payment.   | se provide corrections her e.  |
| Name:  |  |  |
| Street Address:  |  |  |
| City, State, Zip:  |  |  |



Billing Date: Sep 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



AUG-11 JUL-11 JUN-11 MAY-11 APR-11 MAR-11 FEB-11 JAN-11 DEC-10 NOV-10 OCT-10 SEP-10

### Account Information, Charges and Credits

# Recurring Charges

| Charge                           |  | Amount            |
|----------------------------------|--|-------------------|
| 1. FairPoint Business Extra Plan | Aug 09 to Aug 15                           | \$0.00            |
| Total Recurring Charges          |  | \$0.00            |
| New Charges: Aug 00 to Sep 09    |  |                   |
| New Charges: Aug 09 to Sep 08    |  |                   |
| Service: Business Voice          | Telephone Number: 6036                     | 6220463           |
|                                  | Telephone Number: 6036<br>Aug 09 to Aug 15 | 5220463<br>\$4.71 |
| Service: Business Voice          |  |                   |

Fairpoint communications

Billing Date: Sep 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   |  | Tax & Fees  |
|--|--|---|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | \$1.39<br>\$0.20<br>\$0.44<br>\$0.57<br>\$0.14 | All tax and fees<br>are authorized by<br>Federaf, State or<br>Local Governments.<br>Fees are explained<br>on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | \$2.74   | per line with a 25 line cap.  |
| Tablel Marcologica   |  |   |

Total New Charges

\$7.45

Page 4 of 4

1.11

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Billing Date: Aug 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2 Page 1 of 4

STBBINS COMMRICAL INC

#### Account Summary

| \$31.09   |
|-----------|
| (\$31.09) |
| \$0.00    |
|           |
| \$31.05   |
| \$31.05   |
| \$31.05   |
|           |

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: Sep 06, 2011

Total Due: \$31.05



FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472





Page 2 of 4

How to Reach Us

| Pay By Phone Service*   | Hours: 24hrs a day, 7 days a  | week Phone: 1-866-658-9040  |
|---|---|---|
| Payment Questions / Payment Arrangen  | Hours: M-F 8:00am-6:00pm E  | ST Phone: 1-866-529-1302  |
| Bills, Orders, Repairs, Special Services  |   |   |
| Business Sales & Service Center   | Hours: M-F 8:30am-5:00pm E  | ST Phone: 1-866-984-3001  |
| Telephone Repair  | Hours: 24hrs a day, 7 days a  | week Phone: 1-888-984-1515  |
| Internet & Email Technical Support  | Hours: 24hrs a day, 7 days a  | week Phone: 1-800-240-5019  |
| For Your Information  | <u> </u>  |   |
| Pay By Phone<br>This service is optional and provided by<br>an independent vendor for a fee<br>Previous Payment that we did not<br>active an time to be reflected on this<br>service an time to be reflected on this<br>sending payment. To check whether<br>your payment, has been received, call<br>he Payment Questions number above | Tax & Frees<br>Federal Subscriber Line Charge funds<br>part of the cost of providing ion<br>distance companies access to local<br>dephone networks. It is applied per<br>line.<br>Faderal Universal Service Fee helps<br>keep telephone service affordable for<br>high cost areas, rural health-care<br>providers and Ibrary internet access. | When Reviewing Your Bill<br>A Regional Toil Calilli E cali placed<br>within New Hampshire but outside of<br>your local caling area and a Long<br>Distance Toil Calil is a cali placed<br>outside of the 603 calilling area.<br>Installment Arrangement<br>You may make an altordable weekly<br>monthy installment arrangement on<br>your bill by caling 1-866 529-1302. |
| Returned Payment<br>f your payment is returned for<br>non-sufficient funds, FairPoint will<br>resubmit it electronicaily. A charge<br>may apply for each payment returned.  | E911 Charge funds your communitys<br>911 system. This fee is sent to your<br>state treasury.  | Customer Information<br>For important consumer information<br>see the Customer Guide in your<br>FairPoint white pages directory.  |
| ate Payment Charges<br>fo avoid a 1.38% faite payment<br>charge, payment must be received by<br>he due date for Total New Charges on<br>page 1.<br>"An in the payments to:<br>all Point Communications<br>20 Box 11021<br>ewiston, ME 04243-9472  | The Federal Communications<br>Commission (FCC) authorizes the<br>Subscriber line Charge and Universal<br>Service Fee.<br>Service Fee.<br>Online Billing & Payment<br>Create your user account at<br>www.FairPoint.com   | Important Credit Reporting Notice<br>We furnish our customers bill paymen<br>information to the major credit reportin<br>agencies.<br>TTY Customers<br>Please call Relay Service (711) and<br>ask them to relay your call to FairPoin<br>Center of your choice.   |
| Automatic Payment Enrollment<br>Jompiete and submit coupon printed<br>on your bill  |   | If after speaking with a Service<br>Representative or a supervisor at<br>FairPont, you still have questions, the<br>New Hampshire Public Ultilities<br>Commissionks Consumer Assistance<br>department can be reached at<br>1-800-852-3793.  |
| Automatic Payment Enrollment fr<br>By signing below, I authorize FairPoint Commu<br>amount(s) due. Select one of the Auto Pay opti<br>Bank Oraf (Automatic debit from your acc)   | nications or its operating subsidiary to automatica   | our check for this month paymen t.  |
| Signature:  | Amex Amex MasterCard Card Number:   | VISA DiscoverExpiration Date:   |
| f your billing address has changed, or if your ad   | Idress is incorrect as it appears on this bill, please j<br>address 3: Return this slip with your payment.  | كالمستنب البراق الشنتية بالبراية منكالات متداره بالم  |
| 1: Check this box 2: Enter your correct billing<br>Name:  | y exaress to requiring any wan your payment.  |   |
|   | *** === = *** *   |   |

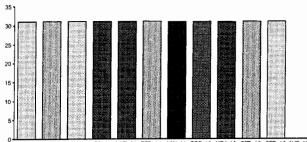
STBBINS COMMRICAL INC 730 PINE ST MANCHESTER, NH 03104-3109



Billing Date: Aug 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



JUL-11 JUN-11 MAY-11 APR-11 MAR-11 FEB-11 JAN-11 DEC-10 NOV-10 OCT-10 SEP-10 AUG-10

# Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                                  |
|--|---|
| 1, FairPoint Business Extra Plan                                     | \$0.00                                  |
| Total Recurring Charges  | \$0.00                                  |
| New Charges: Jul 09 to Aug 08  |   |
|  |   |
|  | Telephone Number: 6036220463            |
| Service: Business Voice  | Telephone Number: 6036220463<br>\$20.88 |
| Service: Business Voice<br>2. Main Line/s<br>Subtotal for 6036220463 |   |



Billing Date: Aug 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

| Tax & Fees on Local Services<br>1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | \$6.14<br>\$0.88<br>\$1.95<br>\$0.57<br>\$0.63 | Tax & Fees<br>All tax and fees<br>are authorized by<br>Federal, State or<br>Local Governments.<br>Fees are explained<br>on page 2.<br>Enhanced 9-1-1 funding is |
|--|--|---|
| Total Tax & Fees on Local Services   | \$10.17  | per line with a 25 line cap.  |
| Total New Charges  | \$31.05  |   |



Billing Date: Jul 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

#### STBBINS COMMRICAL INC

#### Account Summary

| Previous Charges                         | \$31.11   |
|--|-----------|
| Payment Received as of Jun 28 Thank You. | (\$31.11) |
| Past Due Charge*                         | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.09   |
| Total New Charges Due Aug 08, 2011       | \$31.09   |
| Total Due (Past Due and New)             | \$31.09   |

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

#### New Charges Due: Aug 08, 2011

Total Due: \$31.09



FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Jul 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Payments                                 |                                   |                       |
|--|-----------------------------------|-----------------------|
| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |
| Bills, Orders, Repairs, Special Services |                                   |                       |
| Business Sales & Service Center          | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
| Telephone Repair                         | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |
| Internet & Email Technical Support       | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

#### For Your Information

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line. \*Pay By Phone This servce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access. E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint wilt resubmit it plectronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due dale for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area. Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

If after speaking with a Service Representative or a supervisor at FairFoint, you still nave questions, the New Hampshire Public Utilities Commissionsk Consumer Assistance department can be reached at 1-800-852-3793.

272797481 21213

#### Automatic Payment Enroliment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the by spining balow, Lautoritate rear-bain Communications on as bytenantig southoutly to autoretariate young balow southout for me amount(s) due selection of the Auto Pay option and compile the information. Plases include your check for this month symment. Bank Draft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card) Annex MasterCard VISA Discover Expiration Date: \_\_\_\_\_

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee,

Online Billing & Payment Create your user account at www.FairPoint.com

|   | _ |
|---|---|
| _ | _ |

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

City, State, Zip:

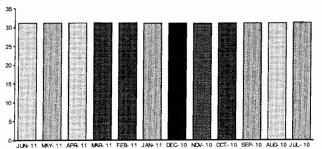
STEBINS COMMISCAL INC 730 PINE ST MANCHESTER, NH 03104-3108



Billing Date: Jul 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



# Account Information, Charges and Credits

Recurring Charges

| Charge                                    | Amount                              |
|---|-------------------------------------|
| 1. FairPoint Business Extra Plan          | \$0.00                              |
| Total Recurring Charges                   | \$0.00                              |
| New Charges: Jun 09 to Jul 08             |                                     |
|   |                                     |
| Service: Business Voice                   | Telephone Number: 6036220463        |
| Service: Business Voice<br>2. Main Line/s | Telephone Number: 6036220463\$20.88 |
|   |                                     |



Billing Date: Jul 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

| Tax & Fees on Local Services   |  | Tax & Fees  |
|--|--|---|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | \$6.16<br>\$0.90<br>\$1.95<br>\$0.57<br>\$0.63 | All tax and fees<br>are authorized by<br>Federal, State or<br>Local Governments.<br>Fees are explained<br>on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | \$10.21  | per line with a 25 line cap.  |
| Total New Charges  | \$31.09  |   |



Billing Date: Jun 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

#### Account Summary

| Previous Charges                         | \$31.12   |
|--|-----------|
| Payment Received as of May 27 Thank You. | (\$31.12) |
| Past Due Charge*                         | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.11   |
| Total New Charges Due Jul 07, 2011       | \$31.11   |
| Total Due (Past Due and New)             | \$31.11   |

\*Please disregard the Past Due Charge if payment has been submitted.

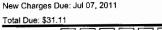
Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370





FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472 communications

Billing Date: Jun 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Payments  |                                   |                       |
|---|-----------------------------------|-----------------------|
| Pay By Phone Service*   | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-904  |
| Payment Questions / Payment Arrangements                                    | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |
|   |                                   |                       |
| Bills, Orders, Repairs, Special Services                                    |                                   |                       |
|   |                                   |                       |
| Bills, Orders, Repairs, Special Services<br>Business Sales & Service Center | Hours; M-F 8:30am-5:00pm EST      | Phone: 1-866-984-300  |

Internet & Email Technical Support Hours: 24hrs a day, 7 days a week Phone: 1-800-240-5019

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line. \*Pay By Phone This serivce is optional and provided by an independent vendor for a fee

Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access. E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint wilt resubmit it electronically. A charge may appty for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Totai New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your focal calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

If after speaking with a Service Representative or a supervisor at FairPoint, you still have questions, the New Hampshire Public Utilities Commissionks Consumer Assistance department can be reached at 1-800-852-3793.

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#### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the by sering detorit, fautomate hart-bin Commitmeanings that by basing stockard yo automaticary brange in your source from the stockard provided for the mean amount (s) due. Select one of the Auto Pary other and complete the information. Places include your check for this month payment 1. ☐ Bank Draft (Automatic debit from your account) ☐ Credit Card (Automatic charge to your Credit Card) ☐ Mane: ☐ Mane Card Number: Expiration Date:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

lf your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. □ 1: Check this box 2: Enter your correct billing arkines, 3: Return the dimension of the dimen 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

City, State, Zip:

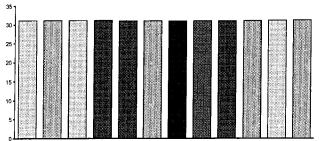
STEBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108



Billing Date: Jun 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



MAY-11 APR-11 MAR-11 FEB-11 JAN-11 DEC-10 NOV-10 OCT-10 SEP-10 AUG-10 JUL-10 JUN-10

# Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                                  |
|----------------------------------|---|
| 1. FairPoint Business Extra Plan | \$0.00                                  |
| Total Recurring Charges          | \$0.00                                  |
|                                  |   |
| New Charges: May 09 to Jun 08    |   |
| New Charges: May 09 to Jun 08    | Telephone Number: 6036220463            |
| Service: Business Voice          | Telephone Number: 6036220463<br>\$20.88 |
|                                  |   |



Billing Date: Jun 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

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| Tax & Fees on Local Services  |  | Tax & Fees  |
|---|--|---|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3 State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | \$6.16<br>\$0.92<br>\$1.95<br>\$0.57<br>\$0.63 | All tax and fees<br>are authorized by<br>Federal, State or<br>Local Governments.<br>Fees are explained<br>on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services  | \$10.23  | per line with a 25 line cap.  |
| Total New Charges   | \$31.11  |   |



#### STBBINS COMMRICAL INC

| Account Summary                          |                |
|--|----------------|
| Previous Charges                         | <u>\$31.15</u> |
| Payment Received as of Apr 25 Thank You. | (\$31.15)      |
| Past Due Charge*                         | \$0.00         |
| New Charges                              |                |
| FairPoint Communications                 | \$31.12        |
| Total New Charges Due Jun 06, 2011       | \$31.12        |
| Total Due (Past Due and New)             | \$31.12        |

\*Please disregard the Past Due Charge if payment has been submitted.

Billing Date: May 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

> **Bundle Your Business Lines** and Save

Expansion Pak bundles phone lines with local service and your choice of calling features (voicemail is included) with unlimited statewide and nationwide long distance for as little as \$34/mo. per line!

Page 1 of 4

Customize your bundle with highspeed Internet and pay as little as \$75.99/mo. with a one-year term for speeds up to 7 Mbps!

Call 1.866.984.3001 now for full details.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

#### New Charges Due: Jun 06, 2011





STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3109 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: May 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-904 |
|--|-----------------------------------|----------------------|
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-130 |

#### Bills, Orders, Repairs, Special Services

| Business Sales & Service Center    | Hours: | M-F 8:30am-5:00p   | m EST F          | hone: 1-866-984-3001  |
|------------------------------------|--------|--------------------|------------------|-----------------------|
| Telephone Repair                   | Hours: | 24hrs a day, 7 day | <u>/saweek</u> F | Phone: 1-888-984-1515 |
| Internet & Email Technical Support | Hours: | 24hrs a day, 7 day | saweek F         | Phone: 1-800-240-5019 |

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per \*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above. Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubnit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed

on your bill

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an alfordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

If after speaking with a Service Representative or a supervisor at FairPoint, you still have questions, the New Hampshire Public Utilities Commissionks Consumer Assistance department can be reached at 1-800-852-3793.

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#### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the by signing usery, isourcater as roun communication on a definiting strong table in a strong strong table in the strong st Card Number. Expiration Date:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as k appears on this bill, please provide corrections here. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

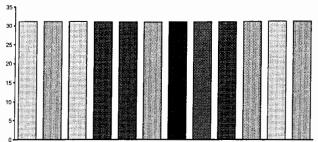
City, State, Zip:



Billing Date: May 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



APR-11 MAR-11 FEB-11 JAN-11 DEC-10 NOV-10 OCT-10 SEP-10 AUG-10 JUL-10 JUN-10 MAY-10

# Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                       |
|----------------------------------|------------------------------|
| 1. FairPoint Business Extra Plan | \$0.00                       |
| Total Recurring Charges          | \$0.00                       |
| New Charges: Apr 09 to May 08    |                              |
| Service: Business Voice          | Telephone Number: 6036220463 |
| 2. Main Line/s                   | \$20.88                      |
| Subtotal for 6036220463          | \$20.88                      |
| Total:                           |                              |



Billing Date: May 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

| Tax & Fees on Local Services<br>1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Tax & Fees<br>All tax and fees<br>\$6.16 are authorized by<br>\$0.92 Federai, State or<br>\$1.95 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
|--|--|
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.24  |
| Total New Charges  | \$31.12  |



#### Important Information About Payment Agents

Many utility customers pay their utility bills directly to their utility or use a payment agent that has been authorized by the utility to collect customer payments and forward them to the utility. However, some customers have begun using bill payment services that do not have any arrangements with their utility. FairPoint cannot provide assurance that payments made through one of these unauthorized bill payment services will be forwarded to FairPoint in a timely manner or even that they will be forwarded at all.

To protect yourself and your utility service, please use caution when making your payment through a third-party bill payment service that is not authorized by FairPoint. Most important of all, always keep your receipt.

In New Hampshire, FairPoint has only one authorized payment agent, CheckFreePay.



### STBBINS COMMRICAL INC

| Account Summary                          |           |
|--|-----------|
| Previous Charges                         | \$31.16   |
| Payment Received as of Mar 23 Thank You. | (\$31.16) |
| Past Due Charge*                         | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.15   |
| Total New Charges Due May 09, 2011       | \$31.15   |
| Total Due (Past Due and New)             | \$31.15   |

\*Please disregard the Past Due Charge if payment has been submitted.

Billing Date: Apr 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 Page 1 of 4 How to Reach Us: See page 2

# **Bundle Your Business Lines** and Save

Expansion Pak bundles phone lines with local service and your choice of calling features (voicemail is included) with unlimited statewide and nationwide long distance for as little as \$34/mo. per line!

Customize your bundle with highspeed Internet and pay as little as \$75.99/mo. with a one-year term for speeds up to 7 Mbps!

Call 1.866.984.3001 now for full details.

# Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

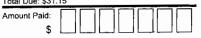
Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: May 09, 2011

Total Due: \$31.15



STBBINS COMMITICAL INC 730 PINE ST MANCHESTER NH 03104-3108

FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Apr 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Payments                                 |                                   |                       |
|--|-----------------------------------|-----------------------|
| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |

#### Bills, Orders, Repairs, Special Services

| Business Sales & Service Center    | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
|------------------------------------|-----------------------------------|-----------------------|
| Telephone Repair                   | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |
| Internet & Email Technical Support | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local lelephone networks. It is applied per \*Pay By Phone This serivce is optional and provided by an independent vendor for a fee line.

Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubnit is electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

If after speaking with a Service Representative or a supervisor at FairFont, you still have questions, the New Hampshire Public Utilities Commissionks Consumer Assistance department can be reached at 1-800-852-3793.

267188242

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint while pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the units) due, Select one of the Aulo Pay options and compilete the information. Rease include your check for this month paymen L ank Draft (Automatic charge to your Credit Card) Amex MasterCard VISA Discover amount(s) due. Select one of the Auto Pay options a Bank Draft (Automatic debit from your account)

.....

Card Number: Expiration Date:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bit, please provide corrections here.

Name:

Street Address:

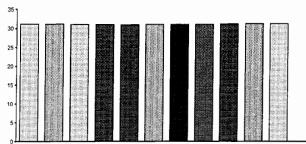
City, State, Zip:



Billing Date: Apr 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



MAR-11 FEB-11 JAN-11 DEC-10 NOV-10 OCT-10 SEP-10 AUG-10 JUL-10 JUN-10 MAY-10 APR-10

### Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                                  |
|--|---|
| 1. FairPoint Business Extra Plan                         | \$0.00                                  |
| Total Recurring Charges<br>New Charges: Mar 09 to Apr 08 | \$0.00                                  |
| Service: Business Voice<br>2. Main Line/s                | Telephone Number: 6036220463<br>\$20.88 |
| Subtotal for 6036220463                                  |   |
|  | \$20.88                                 |



Tax & Fees on Local Services

Billing Date: Apr 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 4 of 4

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| How to Reach Us: See page 2 |            |
|-----------------------------|------------|
|                             | Tax & Fees |

|   | All tax and fees  |
|---|---|
| 1. Federal Subscriber Line Charge                           | \$6.16 are authorized by                                  |
| 2. Federal Universal Service Fund Surcharge<br>3. State Tax | \$0.94 Federal, State or<br>\$1.96 Local Governments.     |
| 4. E911 Surcharge   | \$0.57 Fees are explained                                 |
| 5. Federal Excise Tax                                       | \$0.64 on page 2.   |
|   | Enhanced 9-1-1 funding is<br>per line with a 25 line cap. |
| Total Tax & Fees on Local Services                          | \$10.27   |
| Total New Charges   | \$31.15   |



#### **Consumer Information About Pay-Per-Call Services**

Calls to interstate 900 numbers, accessed through a long distance company, are billed in a section of the phone bill called Pay-Per-Call Services. The rates for these calls are determined by the information provider. Irresponsible calling to these numbers can result in unexpectedly high bills.

The Telephone Disclosure and Dispute Resolution Act assures that your basic and long distance service will not be disconnected for failure to pay disputed 900-call charges.

If you think you've been incorrectly billed for calls to 900 numbers, call the number listed on the page of your phone bill where the charges in question appear. Charges must be disputed within the 60 days of receiving your bill. The billing company must follow the billing regulations or forfeit any disputed amount (up to \$50 per call).

You may withhold payment of the disputed amount and collection of that amount will be suspended during the investigation. If you fail to pay the legitimate charges, access to 900 numbers may be denied. Further collection action may be taken by the information provider.

Selective Blocking Service prevents calls to pay-per-call numbers from your telephone line and is available at no charge.

If you would like to order this service:

Residential customers please cali toli free 1.866.984.2001, Monday through Friday, 8am to 6pm. Business customers please call toll free 1.866.984.3001, Monday through Friday 8:30am to 5pm.

#### Dial Dig Safe® Before You Dig

It takes only one call to the Dig Safe® Center to notify all participating member utility companies of your excavation work. If there are underground facilities in your area, the utility company will send out a crew to mark its underground lines - for free. This will eliminate the possibility of damage and save you the expense of costly repairs.

To prevent harm to underground telephone, gas, electric or cable facilities, you need to call ahead of time. Maine and New Hampshire require three business days prior notice. Vermont requires at least two business days prior notice.

For information, call toll free 1.888.DIG.SAFE (1.888.344.7233), or visit the Dig Safe<sup>®</sup> web site at www.digsafe.com

Remember to call ahead, and to pre-mark with white lines.



Con what's below. Call before you dig.



Billing Date: Mar 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4 3 370 0463



Billing Date: Mar 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 Page 2 of 4

| Payments   |  |  |
|--|--|--|
| Pay By Phone Service   | Hours: 24hrs a day, 7 days a   | week Phone: 1-866-658-   |
| Payment Questions / Payment Arrangem   | Hours: M-F 8:00am-6:00pm E   | EST Phone: 1-866-529-  |
| Bills, Orders, Repairs, Special Services   |  |  |
| Business Sales & Service Center  | Hours: M-F 8:30am-5:00pm E   | ST Phone: 1-866-984-   |
| Telephone Repair   | Hours: 24hrs a day, 7 days a   | week Phone: 1-888-984-   |
| Internet & Email Technical Support   | Hours: 24hrs a day, 7 days a   | week Phone: 1-800-240-   |
| For Your Information   |  |  |
| *Pay By Phone<br>This serivce is optional and provided by<br>an independent vendor for a fee   | Tax & Fees<br>Federal Subscriber Line Charge funds<br>part of the cost of providing long<br>distance companies access to local<br>telephone networks. It is applied per  | When Reviewing Your Bill<br>A Regional Toli Call is a cal<br>within New Hampshire but<br>your local calling area and a<br>Distance Toli Call is a call p<br>oulside of the 603 calling ar              |
| Previous Payments<br>If you sent a payment that we did not<br>receive in time to be reflected on this<br>bill please deduct that amount before<br>sending payment. To check whether<br>your payment has been received, cali<br>the Payment Questions number above. | telephone networks. It is applied per<br>line.<br>Federat Universal Service Fee helps<br>keep telephone service affordable for<br>high cost areas, rural health-care<br>providers and library intermet access. | Distance Toll Căli is a calı p<br>outside of the 603 calling ar<br>Installment Arrangement<br>You may make an affordabi<br>monthiy instaliment arrange<br>your bil by caling 1-866-52                  |
| Returned Payment<br>fi your payment is number above.<br>non-sufficient funds, FairPoint will<br>resubmit it electronically. A charge<br>may apply for each payment returned.   | E911 Charge funds your communitys<br>911 system. This fee is sent to your<br>state treasury.   | Customer Information<br>For important consumer info<br>see the Customer Guide in<br>FairPoint white pages direct   |
| Lale Payment Charges<br>To avoid a 1.388% late payment<br>charge, payment must be received by<br>the que date for Total New Charges on   | The Federal Communications<br>Commission (FCC) authorizes the<br>Subscriber line Charge and Universal<br>Service Fee.  | Important Credit Reporting<br>We furnish our customers b<br>information to the major cre<br>agencies.  |
| Mail Payments to:<br>FairPoint Communications<br>PO Box 11021<br>Lewiston, ME 04243-9472   | Online Billing & Payment<br>Create your user account at<br>www.FairPoint.com   | TTY Customers<br>Please call Relay Service (7<br>ask them to relay your call t<br>Center of your choice.   |
| Lewiston, ME 04243-9472<br>Automatic Payment Enrollment<br>Complete and submit coupon printed<br>on your bill  |  | If after speaking with a Serv<br>Representative or a supervi<br>FairPoint, you still have que<br>New Hampshire Public Ullil<br>Commissionks Consumer A<br>department can be reached<br>1-800-852-3793. |
|  |  | 26   |
| Automatic Payment Enrollment fo  | or Account: 603 622 0463 370   |  |
| By signing below, I authorize FairPoint Commu  | nications or its operating subsidiary to automatica<br>ons and complete the information. Please include<br>unt) Credit Card (Automatic charge to yo  | your check for this month paymer   |
|  | ections for Account: 603 622 0463  | 370  |
|  | ddress is incorrect as it appears on this bill, pleas<br>illing address 3; Return this slip with your payme  |  |
| Name:  | ·  |  |
| Street Address:  |  |  |

STBBINS COMMRICAL INC

#### Account Summary

| Previous Charges                         | \$31.16   |
|--|-----------|
| Payment Received as of Feb 23 Thank You. | (\$31.16) |
| Past Due Charge*                         | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.16   |
| Total New Charges Due Apr 06, 2011       | \$31.16   |
| Total Due (Past Due and New)             | \$31.16   |

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

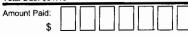
Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: Apr 06, 2011

Total Due: \$31.16



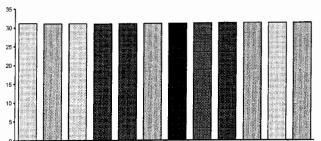
STBBINS COMMFICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Mar 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



FEB-11 JAN-11 DEC-10 NOV-10 OCT-10 SEP-10 AUG-10 JUL-10 JUN-10 MAY-10 APR-10 MAR-10

# Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                       |
|----------------------------------|------------------------------|
| 1. FairPoint Business Extra Plan | \$0.00                       |
| Total Recurring Charges          | \$0.00                       |
| New Charges: Feb 09 to Mar 08    |                              |
| Service: Business Voice          | Telephone Number: 6036220463 |
| 2. Main Line/s                   | \$20.88                      |
|                                  |                              |
| Subtotal for 6036220463          | \$20.88                      |



Billing Date: Mar 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$6.16 are authorized by<br>\$0.95 Faderal, State or<br>\$1.96 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | \$10.28 per line with a 25 line cap.   |
| Total New Charges  | \$31.16  |



### Federal Subscriber Line Charge

Effective on or about April 1, 2011, your Federal Subscriber Line Charge may change. This charge is required on residential main and additional telephone lines and on single and multi-line business lines. Centrex lines and ISDN BRI or PRI lines. This charge is determined by the Federal Communications Commission (FCC). In addition, your Federal Universal Service Fund (FUSF) surcharge may change effective on or about April 1, 2011. The FUSF surcharge, which is determined and reviewed quarterly by the FCC, provides funding for programs to keep local telephone rates affordable for all customers and to provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline, except for the FUSF surcharge on incidentals.

#### FairPoint Caller ID Service Blocking Options

#### Concerned about privacy?

Customers who subscribe to FairPoint Caller ID Service have a special display device on which they see the name and telephone number of incoming calls before answering them. You may be concerned about your privacy and may not want your name and telephone number to be seen by the person you are calling. In response to this concern, FairPoint offers you two ways to prevent the display of your name and telephone number: Per-Call Blocking and Line Blocking.

**Per-Call Blocking** is available at no charge and will prevent the display of your name and telephone number on the Caller ID Service display device. Your line is already equipped for Per-Call Blocking. All you have to do is press \*67 (dial 1167 on a rotary phone) before dialing the number.

Line Blocking is also available at no charge to non published service customers and any other customers who declare they have a health or safety concern about displaying their name and telephone number. Once added to your line, Line Blocking automatically prevents the display of your name and telephone number on all calls to Caller ID Service subscribers. Line Blocking can be deactivated on a call-by-call basis by simply pressing \*82 (dial 1182 on a rotary or dial-pulse phone) before making a call.

#### To Order Line Blocking:

To order Line Blocking, residential customers should call 1.866,984.2001. Business customers should call 1.866,984.3001, Monday through Friday between 8:30 a.m. and 5:00 p.m. If you have more than one telephone number, please be sure to inform us of all of the numbers you wish to have the Line Blocking option.

To verify that the Line Blocking option has been activated and is working on your number(s), call the automated Line Blocking test number at 1.888.599.2927 (toll free), 24 hours a day, 7 days a week. This call must be made from the number you want verified.

**Note:** Caller ID Service is available in most areas. Line Blocking and Per-Call Blocking do not prevent the delivery of your number when you place a call to 800, 855, 866, 877, 888 and 900 numbers, or on calls made to Enhanced 911. In these instances, your number and billing information may not be reused or sold in any circumstances except those permitted under 47 C.R.R § 64, 1602.



#### Important News For Our Residential Customers:

The National Do Not Call Registry maintains a list of telephone numbers that cannot receive unsolicited calls. Companies are required by law to check the National Do Not Call Registry before conducting any telemarketing activities. By adding your number to the National Do Not Call list, you should not receive unsolicited calls from most telemarketers. You may continue to receive calls from groups such as charities and companies with which you have an existing business relationship. If, after placing your telephone number on the list, you wish to once again begin to receive calls from telemarketers, you can request to remove your number from the list.

For more information about the National Do Not Call Registry, to add your telephone number(s) to the list, or to remove your telephone number(s) from the list, refer to www.donotall.gov or call (888) 382-1222. Please note that when using the toll-free number, you must be calling from the number you want to add or remove from the National Do Not Call Registry.

In addition, if you are a residential customer and do not want to receive sales calls from FairPoint Communications, Inc. you may ask us to place your name on our Do Not Call list by calling or writing the company's customer service department and providing us with the telephone number(s) you want placed on FairPoint's Do Not Call list. We will note the request immediately, but you should allow up to 3C days for your telephone number to be removed from any active lists or sales programs that are currently underway.

You will remain on our Do Not Call list for five years unless you ask to be removed. If you would like us to remove you from our Do Not Call list so you may receive our telephone solicitations, you may notify us by contacting our customer service department. If your phone number ever changes, you must give us your new information for your "do not call" status to remain in effect.

Being on our Do Not Call list only restricts marketing contacts from us. We may still contact you about surveys, billing, and other service-related matters. Being on our Do Not Call list also does not prevent other unaffiliated companies from calling you.

#### To our business customers:

The National Do Not Call Registry maintains a list of telephone numbers that cannot receive unsolicited calls. Most companies are required by law to check the National Do Not Call Registry before conducting any telemarketing activities. There are exceptions for calls made by groups such as charities, and for calls made to consumers with which your company has an existing business relationship.

The federal laws concerning the use of the Do Not Call Registry are implemented by the Federal Communications Commission, pursuant to 47 C.F.R § 64.1200, and the Federal Trade Commission, pursuant to 16 C.F.R Part 310. Additional information concerning the National Do Not Call Registry is available on the Internet at: www.telemarketing.donotcall.gov.



### STBBINS COMMRICAL INC

| Account Summary                          |           |
|--|-----------|
| Previous Charges                         | \$31.04   |
| Payment Received as of Jan 21 Thank You. | (\$31.04) |
| Past Due Charge*                         | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.16   |
| Total New Charges Due Mar 09, 2011       | \$31.16   |
| Total Due (Past Due and New)             | \$31.16   |

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.

Billing Date: Feb 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

changed.

Please note that your monthly

If you pay your FairPoint bill using online banking, you may have to change your remittance date. If you are signed up for FairPoint auto bill

pay, no change is required. Thank you for your cooperation and for being a valued FairPoint customer. Questions? Call the phone number

listed on your bill.

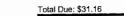
payment due date may have

Page 1 of 4



Account: 603 622 0463 370

#### New Charges Due: Mar 09, 2011





STEBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Feb 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service* | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-904 |
|-----------------------|-----------------------------------|----------------------|

# Bills, Orders, Repairs, Special Services

| Business Sales & Service Center    | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
|------------------------------------|-----------------------------------|-----------------------|
| Telephone Repair                   | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |
| Internet & Email Technical Support | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line. \*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

Previous Payments If you sent a payment that we did not receive in time to be released on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmil it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

If after speaking with a Service Representative or a supervisor at FairPoint, you still have questions, the New Hampshire Public Utilities Commissionks Consumer Assistance department can be reached at 1-800-852-3793.

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#### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amounit(s) due. Select one of the Auto Pay options and complete the Information. Please Include your check for this month paymen t. Bank Draft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card) Amax MasterCard VISA Discover Expiration Date:

Card Number:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

City, State, Zip:

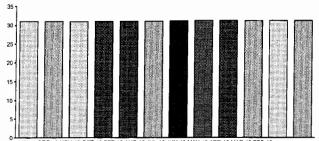


Billing Date: Feb 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



JAN-11 DEC-10 NOV-10 OCT-10 SEP-10 AUG-10 JUL-10 JUN-10 MAY-10 APR-10 MAR-10 FEB-10

# Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                                  |
|--|---|
| 1. FairPoint Business Extra Plan                         | \$0.00                                  |
| Total Recurring Charges<br>New Charges: Jan 09 to Feb 08 | \$0.00                                  |
|  |   |
| Service: Business Voice<br>2. Main Line/s                | Telephone Number: 6036220463<br>\$20.88 |
|  |   |



Billing Date: Feb 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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| Tax & Fees on Local Services  | Tax & Fees   |
|---|--|
| Federal Subscriber Line Charge     Federal Universal Service Fund Surcharge     State Tax     E911 Surcharge     Federal Excise Tax | All tax and fees<br>\$6.16 are authorized by<br>\$0.95 Federal, State or<br>\$1.96 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services  | \$10.28 per line with a 25 line cap.   |
| Total New Charges   | \$31.16  |



#### Special Notice for New Hampshire Residents

New Hampshire residents can receive help in paying for their telephone service under two assistance programs offered by FairPoint to low-income households: FairPoint Lifeline service and the Link-Up program. FairPoint Lifeline service offers customers a monthly discount on their telephone bill. Lifeline savings could amount to as much as \$8/month and almost \$100/year. Through the Link-Up program, qualified customers receive a discount of 50% (up to \$30) off the cost of installing new service. Additionally, New Hampshire Lifeline customers receive a credit toward the federal subscriber line charge each month.

These assistance programs are available to low income customers. Your household would be eligible for the Lifeline and Link-up programs if your household income is at or below 135% of the federal poverty income guidelines, or if you or a household member are enrolled in any one of the following assistance programs:

#### Medicaid

- Supplemental Security Income
- Low Income Home Energy Assistance
- Section 8 Housing
- Supplemental Nutrition Assistance Program (SNAP)
- National School Lunch/Free Lunch Program
- Temporary Aid to Needy Families program

Lifeline customers can also request toll-blocking, a service that prevents toll calls (such as long distance) from being made. Customers using this service can still use pre-paid calling cards or dial-around services to place long-distance calls from their homes.

For more information about the Lifeline and Link-Up programs, please contact your FairPoint service representative at **1-866-984-2001**.



#### Important Information about Telecommunications Relay Service

Think for a moment how valuable the telephone is in your everyday life. The telephone lets you talk to others immediately and conveniently. But what about people who can't hear, can't speak or those whose hearing has diminished with age? How do you communicate with them?

Telecommunications Relay Service, also known as TRS, is your convenient link to telephone system users who are deaf, hard-of-hearing or speech-disabled and use text telephones or TTYs.

When you want to call a TTY user, simply call the TRS. A Communications Assistant (CA) will place your call and type your spoken words for the text telephone user to read. The Communications Assistant will also read messages that the TTY user sends back to you. All conversations are private and confidential, and everything the CA hears will be relayed to the TTY user. There is no censorship.

There is no charge to TRS users for this service; however, regular phone charges do apply. Callers can use TRS as often as they want—24 hours a day, seven days a week—and conversations have no time limits.

You can reach the TRS by dialing 711 in any state. TRS providers also have direct-dial numbers that are listed in the telephone directories or on their websites.

#### TRS provides for other services to be used as well:

Speech-to-Speech is the relaying of calls for those who have a speech disability and may not be readily understood when using the telephone. This service is also available by calling 711 or the direct number provided by the TRS provider. The CA is able to assume an active or passive role in repeating the conversation and follows the same guidelines as with a TTY call—all conversations are private, confidential and relayed in their entirety, 24 hours a day.

TRS calls from payphones—On October 25, 2002, the Federal Communications Commission (FCC) ruled that TRS calls from payphones will remain free of charge for local calls, and that TRS toll calls from payphones can only be made using the following payment options: Calling Cards, Prepaid Cards, Collect or Third Party Billing. More information on prepaid phone cards is available on the FCC's Consumer and Governmental Affairs Bureau (CGB) website at fcc.gov/cgb/consumerfacts/prepaidcards.html.

Video Relay Service (VRS) is a video link using TRS that allows a CA to view and interpret the caller's sign language and relay the conversation to a voice caller. This type of relay service is not required by the FCC, but is offered on an optional basis by certain TRS providers. To learn more about VRS in your area, call your local TRS provider, or go to the following FCC website: fcc.gov/cgb/dro/trsphonebk.html.

IP Relay Service: On April 22, 2002, the FCC ruled that IP Relay Services fall within the definition of TRS. IP Relay enables two-way communication between an individual who uses a non-voice terminal device (a computer, PDA, Web-capable telephone, or pager device) and an individual using a standard voice telephone. IP Relay Service works as follows:

- A user establishes a local connection to an Internet Service Provider (ISP) using a computer, web phone, personal digital assistant, or any other IP-capable device.
- The user types in an IP Relay provider's Internet address, such as IP-Relay.com, and clicks on the relay operator's icon. When the call reaches the Internet platform, it automatically establishes a connection via an 800 number to that TRS provider's relay center.
- The call is immediately routed to a Communications Assistant, and a regular relay session is initiated.



# STBBINS COMMRICAL INC

| Accoun | t Summary |
|--------|-----------|
|        |           |

| Previous Charges                         | \$30.99   |
|--|-----------|
| Payment Received as of Dec 24 Thank You. | (\$30.99) |
| Past Due Charge*                         | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.04   |
| Total New Charges Due Feb 11, 2011       | \$31.04   |
| Total Due (Past Due and New)             | \$31.04   |

\*Please disregard the Past Due Charge if payment has been submitted.

Billing Date: Jan 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

> Save with our Small Business Bundle Boost your bottom line in 2011 with a customized voice and high-speed Internet bundle. Choose the features that fit your business best for a great low price - just \$81.99 a month.

Page 1 of 4

- Internet speeds up to 7 Mbps\*
- Unlimited statewide calling
- Unlimited nationwide calling
- Caller ID with name
- 3-way calling
- Call forwarding
- Voicemail

#### Call your FairPoint representative and start saving today!

\*Higher speeds available.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370 New Charges Due: Feb 11, 2011



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

| FairPoint      |
|----------------|
| communications |

Billing Date: Jan 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service  | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-904 |
|---|-----------------------------------|----------------------|
| Payment Questions / Payment Arrangements                                    | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-130 |
|   |                                   |                      |
|   |                                   |                      |
| Bills Orders Repairs Special Services                                       |                                   |                      |
| Bills, Orders, Repairs, Special Services                                    |                                   |                      |
| Bills, Orders, Repairs, Special Services<br>Business Sales & Service Canter | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-300 |

Internet & Email Technical Support Hours: 24hrs a day, 7 days a week Phone: 1-800-240-5019

#### For Your Information

\*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubnit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access. E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

line

If after speaking with a Service Representative or a supervisor at FairPoint, you still have questions, the New Hampshire Public Utilities Commissions Consumer Assistance department can be reached at 1-800-852-3793.

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bil by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

262446834 

#### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the Expiration Date: Card Number

Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e.
1: Check this box 2: Enter your correct billing address 3: Return this stip with your payment.

Name:

Street Address:

City, State, Zip:

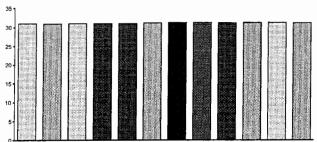




Billing Date: Jan 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



0 DEC-10 NOV-10 OCT-10 SEP-10 AUG-10 JUL-10 JUN-10 MAY-10 APR-10 MAR-10 FEB-10 JAN-10

Account Information, Charges and Credits

Recurring Charges

| Charge                                    | Amount                                  |
|---|---|
| 1. FairPoint Business Extra Plan          | \$0.00                                  |
| Total Recurring Charges                   | \$0.00                                  |
| New Charges: Dec 09 to Jan 08             |   |
|   |   |
| Service: Business Voice                   | Telephone Number: 6036220463            |
| Service: Business Voice<br>2. Main Line/s | Telephone Number: 6036220463<br>\$20.88 |
|   |   |



Billing Date: Jan 09, 2011 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Ali tax and fees<br>\$6.16 are authorized by<br>\$0.84 Federal, State or<br>\$1.95 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.16  |
| Total New Charges  | \$31.04  |



# **Consumer Information About Pay-Per-Call Services**

Calls to interstate 900 numbers, accessed through a long distance company, are billed in a section of the phone bill called Pay-Per-Call Services. The rates for these calls are determined by the information provider. Irresponsible calling to these numbers can result in unexpectedly high bills.

The Telephone Disclosure and Dispute Resolution Act assures that your basic and long distance service will not be disconnected for failure to pay disputed 900-call charges.

If you think you've been incorrectly billed for calls to 900 numbers, call the number listed on the page of your phone bill where the charges in question appear. Charges must be disputed within the 60 days of receiving your bill. The billing company must follow the billing regulations or forfeit any disputed amount (up to \$50 per call).

You may withhold payment fo the disputed amount and collection of that amount will be suspended during the investigation. If you fail to pay the legitimate charges, access to 900 numbers may be denied. Further collection action may be taken by the information provider.

Selective Blocking Service prevents calls to pay-per-call numbers from your telephone line and is available at no charge.

If you would like to order this service:

Residential customers please call toll free 1.866.984.2001, Monday through Friday, 8am to 6pm. Business customers please call toll free 1.866.984.3001, Monday through Friday 8:30am to 5pm.



### Important Privacy Notice about Your Customer Information

Federal law allows you, the consumer, to choose how we at FairPoint use your Customer Proprietary Network Information (CPNI). CPNI is data that is not publicly available, including the types of services you subscribe to, the number of telephone lines you have, how much you use your services, and calling and billing records. This federal law is designed to protect your privacy rights while allowing FairPoint to meet your future telecommunications needs.

We at FairPoint value our customers. Meeting your communications requirements, while protecting your privacy, is our main concern. Indeed, federal law requires us to protect the confidentiality of your CPNI. In order to meet the future needs of our customers, we may share CPNI information with our other FairPoint companies, including our long distance. Internet or other communications affiliate companies.

We will disclose your CPNI records to these companies only for the specific intent of analyzing and/or providing products or services. This allows us greater ability to tailor the services we provide to you. If you do not want us to share your CPNI records with our other FairPoint companies, contact us by calling this toll free number: 1-866-740-2764, and let us know of your decision by leaving us a message. This method is available to you 24 hours a day, 7 days a week.

This restriction of the use of your CPNI records will remain valid until you contact us at the above number to give us permission to disclose your CPNI. You may contact us to change your decision about the disclosure of your CPNI within FairPoint's affiliated communications companies at any time. If you previously restricted this type of use of your CPNI records and want to keep that restriction, no action is needed. If you have not previously restricted this type of use of your CPNI records and if we do not hear from you within 33 days after this notice was mailed, we will assume that we have your permission to disclose your CPNI within FairPoint's affiliated communications companies. If you ask us not to disclose your CPNI to our other companies, we will be hampered in our ability to offer you products and services, such as cost-saving bundled services that are tailored to your needs.



Billing Date: Dec 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

#### Account Summary

| Previous Charges                         | \$30.96   |
|--|-----------|
| Payment Received as of Nov 23 Thank You. | (\$30.96) |
| Past Due Charge*                         | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$30.99   |
| Total New Charges Due Jan 11, 2011       | \$30.99   |
| Total Due (Past Due and New)             | \$30.99   |
|  |           |

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

New Charges Due: Jan 11, 2011



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108

FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Dec 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

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How to Reach Us

City, State, Zip:

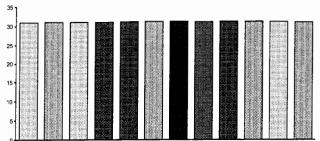
| Payment Questions / Payment Arrangements<br>Sals, Orders, Repairs, Special Services<br>Business Sales & Service Center<br>Telephone Repair<br>Internet & Email Technical Support   | Hours: M-F 8:00am-6:00pm E<br>Hours: M-F 8:30am-5:00pm E<br>Hours: 24hrs a day, 7 days a  |   |
|--|---|---|
| Business Sales & Service Center  |   | ST Phone: 1-866-984-3001  |
| Felephone Repair   |   | ST Phone: 1-866-984-3001  |
|  | Hours: 24hrs a day, 7 days a  |   |
| nternet & Email Technical Support  |   | week Phone: 1-888-984-1515  |
|  | Hours: 24hrs a day, 7 days a  | week Phone: 1-800-240-5019  |
| For Your Information   |   |   |
| Pay By Phone Tax &<br>his servce is optional and provided by Feder<br>n independent vendor for a fee part of<br>trevious Payments that we did not line.  | Fees<br>al Subscriber Line Charge funds<br>the cost of providing long<br>ce companies access to local<br>one networks. It is applied per          | When Reviewing Your Bill<br>A Regional Toll Call is a call placed<br>within New Hampshire but outside of<br>your local calling area and a Long<br>Distance Toll Call is a call placed<br>outside of the 603 calling area.               |
| revious Payments<br>you sent a payment that we did not<br>eceive in time to be reflected on this<br>ill, please deduct that amount before<br>ending payment. To check whether<br>our payment has been received, call<br>he Payment Questions number above. | al Universal Service Fee helps<br>elephone service affordable for<br>ost areas, rural health-care<br>ers and library internet access.             | Instaliment Arrangement<br>You may make an affordable weekly<br>monthly instaliment arrangement on<br>your bill by calling 1-866-529-1302.  |
| on-sufficient funds, FairPoint will state t  | Charge funds your communitys<br>/stem. This fee is sent to your<br>reasury.<br>ederal Communications  | Customer Information<br>For important consumer information<br>see the Customer Guide in your<br>FairPoint white pages directory.  |
| ate Payment Charges Subsc<br>o avoid a 1.388% late payment Servic  | ederal Communications<br>histon (FCC) authorizes the<br>nber line Charge and Universal<br>e Fee.<br>: Billing & Payment<br>2 your user account at | Important Credit Reporting Notice<br>We furnish our customers bill payme<br>information to the major credit report<br>agencies.   |
| are 1. Create  | your user account at<br>airPoint.com  | TTY Customers<br>Please call Relay Service (711) and<br>ask them to relay your call to FairPo<br>Center of your choice.   |
| utomatic Payment Enrollment<br>complete and submit coupon printed<br>n your bill   |   | If after speaking with a Service<br>Representative or a supervisor at<br>FairPoint, you stil have guestions, th<br>New Hampshire Public Utilities<br>Commissionks Consumer Assistanc<br>department can be reached at<br>1-800-852-3793. |
|  |   | 260749676   |
| Automatic Payment Enrollment for Acco  | ount: 603 622 0463 370  |   |
| ly signing below, I authorize FairPoint Communications<br>mount(s) due. Select one of the Auto Pay options and (<br>Bank Draft (Automatic debit from your account)   | complete the information. Please include<br>Credit Card (Automatic charge to yo   | your check for this month paymen t.   |
| Ignature:<br>Billing Address Changes or Corrections  |   |   |
| your billing address has changed, or if your address is<br>1: Check this box 2: Enter your correct billing add   |   |   |



Billing Date: Dec 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



NOV-10 OCT-10 SEP-10 AUG-10 JUL-10 JUN-10 MAY-10 APR-10 MAR-10 FEB-10 JAN-10 DEC-09

# Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                                  |  |
|--|---|--|
| 1. FairPoint Business Extra Plan                         | \$0.00                                  |  |
| Total Recurring Charges                                  | \$0.00                                  |  |
|  |   |  |
| New Charges: Nov 09 to Dec 08                            |   |  |
| New Charges: Nov 09 to Dec 08<br>Service: Business Voice | Telephone Number: 6036220463            |  |
|  | Telephone Number: 6036220463<br>\$20.88 |  |
| Service: Business Voice                                  |   |  |



Billing Date: Dec 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

| Tax & Fees on Local Services   | Tax & Fees  |
|--|---|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | 56.16 are authorized by<br>\$0.79 Federal, State or<br>\$1.95 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.11   |
| Total New Charges  | \$30.99   |



# Federal Subscriber Line Charge

Effective on or about January 1, 2011, your Federal Subscriber Line Charge may change. This charge is required on residential main and additional telephone lines and on single and multi-line business lines, Centrex lines and ISDN BRI or PRI lines. This charge is determined by the Federal Communications Commission (FCC). In addition, your Federal Universal Service Fund (FUSF) surcharge may change effective on or about January 1, 2011. The FUSF surcharge, which is determined and reviewed quarterly by the FCC, provides funding for programs to keep local telephone rates affordable for all customers and to provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline, except for the FUSF surcharge on incidentals.



Billing Date: Nov 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

# Page 1 of 4

#### STBBINS COMMRICAL INC

#### Account Summary

| Previous Charges                        | \$31.02   |
|---|-----------|
| Payment Received as of Oct 21 Thank You | (\$31.02) |
| Past Due Charge*                        | \$0.00    |
| New Charges                             |           |
| FairPoint Communications                | \$30.96   |
| Total New Charges Due Dec 13, 2010      | \$30.96   |
| Total Due (Past Due and New)            | \$30.96   |

\*Please disregard the Past Due Charge if payment has been submitted.

Questions about your Bill? See page 2 for FairPoint contact information.

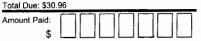
Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

New Charges Due: Dec 13, 2010



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

| FairPoint      |
|----------------|
| communications |

Billing Date: Nov 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

Doursealo

| Payments   |  |   |
|--|--|---|
| Pay By Phone Service*  | Hours: 24hrs a day, 7 days a w   |   |
| Payment Questions / Payment Arrangen   | Hours: M-F 8:00am-6:00pm ES  | ST Phone: 1-866-529-1302  |
| Bills, Orders, Repairs, Special Services   |  |   |
| Business Sales & Service Center  | Hours: M-F 8:30am-5:00pm ES  | ST Phone: 1-866-984-3001  |
| Telephone Repair   | Hours: 24hrs a day, 7 days a w   | veek Phone: 1-888-984-1515  |
| Internet & Email Technical Support   | Hours: 24hrs a day, 7 days a w   | veek Phone: 1-800-240-5019  |
| For Your Information   |  |   |
| *Pay By Phone<br>This serivce is optional and provided by<br>an independent vendor for a fee | Tax & Fees<br>Federal Subscriber Line Charge funds<br>part of the cost of providing long | When Reviewing Your Bill<br>A Regional Toll Call is a call placed<br>within New Hampshire but outside         |
| Previous Payments<br>If you sent a payment that we did not                                   | distance companies access to local<br>telephone networks. It is applied per<br>line.     | your local calling area and a Long<br>Distance Toli Call is a call placed<br>outside of the 603 calling area. |

\*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment if your payment is returned for non-sufficient (unds, FairPoint will resubnit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory. E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

Automatic Payment Enrollment Complete and submit coupon printed on your bill

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toli Call is a call placed outside of the 603 calling area.

If after speaking with a Service Representative or a supervisor at FairPoint, you still have questions, the New Hampshire Public Utilities Commissions Consumer Assistance department can be reached at 1-600-652-3793.

258957746

#### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amounit(s) due, Select one of the Auto Pay options and complete the information. Please include your check for this month paymen 1.
Credit Card (Automatic charge to your Credit Card)
Credit Card (Automatic charge to your Credit Card) Card Number: Expiration Date:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

\_\_\_\_\_

Name:

Street Address:

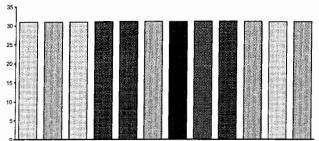
City, State, Zip:



Billing Date: Nov 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

09, 2010 Page 3 of 4 522 0463 370 03-622-0463

Comparative analysis of FairPoint calling services



OCT-10 SEP-10 AUG-10 JUL-10 JUN-10 MAY-10 APR-10 MAR-10 FEB-10 JAN-10 DEC-09 NOV-09

## Account Information, Charges and Credits

Recurring Charges

| Amount                       |
|------------------------------|
| \$0.00                       |
| \$0.00                       |
|                              |
| Telephone Number: 6036220463 |
| \$20.85                      |
| \$20.85                      |
|                              |
|                              |



Billing Date: Nov 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services 1. Federal Subscriber Line Charge 2. Federal Universal Service Fund Surcharge | Tax & Fees<br>All tax and fees<br>\$6.16 are authorized by<br>\$0.79 Federal, State or                   |
|--|--|
| 3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax   | \$1.95 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.11  |
| Total New Charges  | \$30.96  |



The New Hampshire Public Utilities Commission has ordered a local service rate change to increase contributions to the Telecommunications Relay Service program, which was established to comply with The Americans with Disabilities Act of 1990. On bills issued on or after November 1, 2010, your telephone line rate will increase by 4 cents. If your telephone line is suspended for the off-season, your line rate will increase by 2 cents during that period.

### **Rate Information**

FairPoint Communications posts rates for regulated services for business and consumer customers on its website at www.FairPoint.com in the Regulatory Terms and Conditions section. In addition, the rates for basic monthly telephone service are published in the front pages of the FairPoint Communications directory. This notice is published in compliance with NH Public Utilities Commission 1203.02. The Consumer Affairs Division of the NH PUC can be reached at 1-800-852-3793.



STBBINS COMMRICAL INC

| Account Summary                          |           |
|--|-----------|
| Previous Charges                         | \$31.04   |
| Payment Received as of Oct 05 Thank You. | (\$31.04) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.02   |
| Total New Charges Due Nov 12, 2010       | \$31.02   |
| Total Due (Past Due and New)             | \$31.02   |

Billing Date: Oct 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

> High-Speed Internet just \$9.99 a month!

Page 1 of 4

FairPoint High-Speed Internet has all the speed and reliability your business needs for all the online tasks you do. Get your first six months of Standard service at these great low rates:

| Monthly rate first 6 months  | Required term                |
|------------------------------|------------------------------|
| \$9.99<br>\$14.99<br>\$19.99 | 3 years<br>2 years<br>1 year |
| To sign up or learn          | more, call                   |

1.877.700.0540 today.

Questions about your Bill? See page 2 for FairPoint contact information

Change of Address? Go to www.fairpoint.com or see page 2.

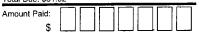
Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

#### New Charges Due: Nov 12, 2010

Total Due: \$31.02



STBBINS COMMELCAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

| FairPoint      |
|----------------|
| communications |

Billing Date: Oct 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service*   | Hours: 24hrs a day, 7 days a week                                 | Phone: 1-866-658-904                         |
|---|---|--|
| Payment Questions / Payment Arrangements                                    | Hours: M-F 8:00am-6:00pm EST                                      | Phone: 1-866-529-130                         |
|   |   |  |
| Bills, Orders, Repairs, Special Services                                    |   | -  |
| Bills, Orders, Repairs, Special Services<br>Business Sales & Service Center | Hours: M-F 8:30am-5:00pm EST                                      | Phone: 1-866-984-300                         |
|   | Hours: M-F 8:30am-5:00pm EST<br>Hours: 24hrs a day, 7 days a week | Phone: 1-866-984-300<br>Phone: 1-888-984-151 |

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line. \*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubnit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

When Reviewing Your Bill A Regional Toli Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toli Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We fumish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

257251908 

### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amount(s) due. Select one of the Auto Pay options and complete the information. Please include your check for this month payment. Bank Draft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card) MasterCard VISA Discover

Expiration Date: \_\_\_\_\_ Card Number:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

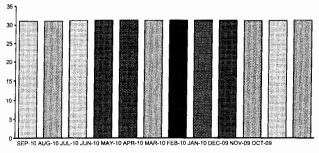
Street Address:



Billing Date: Oct 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



### Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                                  |
|--|---|
| 1. FairPoint Business Extra Plan                         | \$0.00                                  |
| Total Recurring Charges                                  | \$0.00                                  |
|  |   |
| New Charges: Sep 09 to Oct 08                            |   |
| New Charges: Sep 09 to Oct 08<br>Service: Business Voice | Telephone Number: 6036220463            |
|  | Telephone Number: 6036220463<br>\$20.84 |
| Service: Business Voice                                  |   |

Fairpoint communications

Billing Date: Oct 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$6.19 are authorized by<br>\$0.83 Federal, State or<br>\$1.95 Local Governments.<br>\$0.57 Fees are explained<br>\$0.54 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.18  |
| Total New Charges  | \$31.02  |



#### **Consumer Information About Pay-Per-Call Services**

Calls to interstate 900 numbers, accessed through a long distance company, are billed in a section of the phone bill called Pay-Per-Call Services. The rates for these calls are determined by the information provider. Irresponsible calling to these numbers can result in unexpectedly high bills.

The Telephone Disclosure and Dispute Resolution Act assures that your basic and long distance service will not be disconnected for failure to pay disputed 900-call charges.

If you think you've been incorrectly billed for calls to 900 numbers, call the number listed on the page of your phone bill where the charges in question appear. Charges must be disputed within the 60 days of receiving your bill. The billing company must follow the billing regulations or forfeit any disputed amount (up to 550 per call).

You may withhold payment fo the disputed amount and collection of that amount will be suspended during the investigation. If you fail to pay the legitmate charges, access to 900 numbers may be denied. Further collection action may be taken by the information provider.

Selective Blocking Service prevents calls to pay-per-call numbers from your telephone line and is available at no charge.

## If you would like to order this service:

Residential customers please call toll free 1.866.984.2001, Monday through Friday, 8am to 6pm. Business customers please call toll free 1.866.984.3001, Monday through Friday 8:30am to 5pm.



| \$31.04   |
|-----------|
| (\$31.04) |
| \$0.00    |
|           |
| \$31.04   |
| \$31.04   |
| \$31.04   |
|           |
|           |

Billing Date: Sep 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2 Page 1 of 4

> **High-Speed Internet** just \$9.99 a month! FairPoint High-Speed Internet has all the speed and reliability your business

needs for all the online tasks you do. Get your first six months of Standard service at these great low rates:

| Monthly rate<br>first 6 months | Required term      |
|--------------------------------|--------------------|
| \$9.99<br>\$14.99              | 3 years<br>2 years |
| \$19.99                        | 1 year             |

To sign up or learn more, call

1.877.700.0540 today.

\*This bill reflects the changes you made to your service. See page 3 for details.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

## New Charges Due: Oct 12, 2010

Total Due: \$31.04



FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

| FairPoint      |
|----------------|
| communications |



Page 2 of 4

How to Reach Us

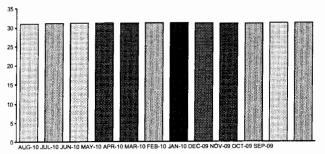
| Pay By Phone Service   | Hours: 24hrs a day, 7 days a w  | reek Phone: 1-866-658-9040   |
|--|---|--|
| Payment Questions / Payment Arrangem   | ents Hours: M-F 8:00am-6:00pm ES  | ST Phone: 1-866-529-1302   |
| Bills, Orders, Repairs, Special Services   |   |  |
| Business Sales & Service Center  | Hours: M-F 8:30am-5:00pm ES   | T Phone: 1-866-984-3001  |
| Telephone Repair   | Hours: 24hrs a day, 7 days a w  | reek Phone: 1-888-984-1515   |
| Internet & Email Technical Support   | Hours: 24hrs a day, 7 days a w  | reek Phone: 1-800-240-5019   |
| For Your Information   |   |  |
| Pay By Phone<br>Pay By Phone<br>This service is optional and provided by<br>an independent vendor for a fee<br>Previous Payments<br>by out sent a payment that we did not<br>by out sent a payment that we did not<br>by out payment has been received, call<br>the Payment Questions number above.<br>Returned Payment<br>I your payment is returned for<br>non-sufficient funds, Fair/Point will<br>reach payment Charges<br>as apply for each payment returned.<br>Late Payment Charges<br>To avoid a 1.388% late becreaived by<br>the due date to Total New Charges on<br>page 1.<br>Lewiston, ME 04243-9472<br>Lewiston, ME 04243-9472<br>Automatic Payment Couloment<br>Complete and submit coupon printed<br>on your bill | Tax & Fees<br>Federal Subscriber Line Charge funds<br>federal Subscriber Line Charge funds<br>listance companies access to local<br>telephone networks. It is applied per<br>line.<br>Federal Universal Service Fee helps<br>keep telephone service affordable for<br>high cost areas, rural health-care<br>providers and library internet access.<br>E911 charge funds your communitys<br>911 system. This fee is sent to your<br>state freasury.<br>The Federal Communications<br>Commission (FCC) authorizes the<br>Subscriber line Charge and Universal<br>Service Fee.<br>Online Billing & Payment<br>Create your user account at<br>www.FairPoint.com | When Reviewing Your Bill<br>A Replomat Tollhapilles of Uplaced<br>A Replomat Tollhapilles of Uplaced<br>A Replomat Tollhapilles of Uplaced<br>Voor Yoozi Caling area and a Long<br>Distance Toll Cáli is a cali placed<br>outside of the 603 caling area.<br>Installment Arrangement<br>You may make an affordable weekly,<br>monthly installment arrangement on<br>your bill by caling 1-865-229-1302.<br>Customer Information<br>prover the Customer Gude in Your<br>ParPoniu Multing Pages arrectory.<br>Important Credit Reporting Notice<br>Wa furmis nour customers bill paymer<br>Information to the major credit report<br>agencies.<br>TTY Customers<br>Please call Relay Service (711) and<br>ad Nem to relaty source all of ParPoir<br>Center of your choice. |
|  | nications or its operating subsidiary to automatically<br>ons and complete the information. Please include y  | our check for this month paymen t.<br>r Credit Card)   |
| Signature:<br>Billing Address Changes or Corre   | ections for Account: 603 622 0463 3   |  |
|  | ddrass is incorrect as it appears on this biil, please<br>illing address 3: Return this slip with your paymen   | provide corrections here.  |
| 1: Check this box 2: Enter your correct b  |   |  |
| 1: Check this box 2: Enter your correct b Name:  |   |  |
|  |   |  |



Billing Date: Sep 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



## Account Information, Charges and Credits

## Recurring Charges

| Charge   |                       | Amount             |
|--|-----------------------|--------------------|
| 1. FairPoint Business Extra Plan<br>2. FairPoint Business Extra Plan | Jul 09 to Aug 08      | \$0.00<br>\$0.00   |
| Total Recurring Charges  |                       | \$0.00             |
|  |                       |                    |
| New Charges: Aug 09 to Sep 08  |                       |                    |
| New Charges: Aug 09 to Sep 08<br>Service: Business Voice             | Telephone Number: 603 | 6220463            |
|  | Telephone Number: 603 | 6220463<br>\$20,84 |
| Service: Business Voice  | Telephone Number: 603 |                    |



Billing Date: Sep 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services<br>1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Tax & Fees<br>All tax and fees<br>\$6.20 are authorized by<br>\$0.84 Federal, State or<br>\$1.95 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
|--|--|
| Total Tax & Fees on Local Services   | \$10.20  |
| Total New Charges  | \$31.04  |



# Federal Subscriber Line Charge

Effective on or about September 1, 2010, your Federal Subscriber Line Charge may change. This charge is required on residential main and additional telephone lines and on single and multi-line business lines, Centrex lines and ISDN BRI or PRI lines. This charge is determined by the Federal Communications Commission (FCC). In addition, your Federal Universal Service Fund (FUSF) surcharge may change effective on or about July 1, 2010. The FUSF surcharge, which is determined and reviewed quarterly by the FCC, provides funding for programs to keep local telephone rates affordable for all customers and to provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline, except for the FUSF surcharge on incidentals.



#### STBBINS COMMRICAL INC

| Account Su | mmary |
|------------|-------|
|------------|-------|

| Previous Charges                         | \$31.15   |
|--|-----------|
| Payment Received as of Jul 23 Thank You. | (\$31.15) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.04   |
| Total New Charges Due Sep 13, 2010       | \$31.04   |
| Total Due (Past Due and New)             | \$31.04   |

Billing Date: Aug 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

> Call a meeting – no travel required FairPoint now offers convenient, economical audio conferencing – automated or operator assisted.

Page 1 of 4

Need some show and tell? We also offer web conferencing, so you can make presentations or share your desktop.

Save money on Centrex lines Sign up through August 30th to lock in rates as low as \$22.99 per month per line. Call to learn how to waive non-recurring charges on your Centrex lines!

Contact your local account executive or call 1.866.984.3001 to learn more.

Terms and conditions apply.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

### New Charges Due: Sep 13, 2010

Total Due: \$31.04



STBBINS COMMFICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Aug 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Payments                                 |                                   |                       |
|--|-----------------------------------|-----------------------|
| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |

#### Bills, Orders, Repairs, Special Services

| Business Sales & Service Center    | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
|------------------------------------|-----------------------------------|-----------------------|
| Telephone Repair                   | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |
| Internet & Email Technical Support | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

Pay By Phone This service is optional and provided by an independent vendor for a fee Previous Payments frou sent a payment that we did not ince. Tax & Fees Tax & Fees

Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill When Reviewing Your Bill A Regional Toll Cali is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

253193455

### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amount(s) due. Select one of the Auto Pay options and complete the Information. Please include your check to this month payment. Bank Draft (Automatic debit from your account) Credit Card (Automatic check from your account) Amer MasterCard OVSA Discover

|              |      | <br>_ |            |       |  |
|--------------|------|-------|------------|-------|--|
| Card Number: | <br> | <br>  | Expiration | Date: |  |
|              |      |       |            |       |  |

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

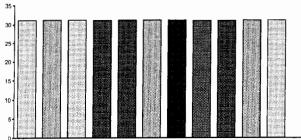
Street Address:



Billing Date: Aug 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



JUL-10 JUN-10 MAY-10 APR-10 MAR-10 FEB-10 JAN-10 DEC-09 NOV-09 OCT-09 SEP-09 AUG-09

# Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                                  |
|--|---|
| 1. FairPoint Business Extra Plan                         | \$0.00                                  |
| Total Recurring Charges<br>New Charges: Jul 09 to Aug 08 | \$0.00                                  |
|  |   |
| Service: Business Voice<br>2. Main Line/s                | Telephone Number: 6036220463<br>\$20.84 |
|  |   |



Billing Date: Aug 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$6.20 are authorized by<br>\$0.84 Federal, State or<br>\$1.95 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.20  |
| Total New Charges  | \$31.04  |



## Prevent injury, expense and penalties

Whether you're a professional excavator or a do-it-yourselfer, digging jobs – including the simple planting of trees and shrubs – can damage utility lines and disrupt vital services to an entire neighborhood. They can also result in injury to

you, the digger, along with expensive fines and repair costs.

The depth of utility lines may vary and multiple utility lines may exist in one area, so it is vitally important to know where these lines are.

## Call 811 or visit www.call811.com

The local One Call Center, who takes your call, will alert affected utility companies. They will then send out a crew to locate and mark underground lines – for FREE – within the next few days.



1.888.DIG.SAFE (1.888.344.7233)

Know what's below. Call before you dig.





Billing Date: Jul 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

## Account Summary

| / Coodin Carline                         |           |
|--|-----------|
| Previous Charges                         | \$31.20   |
| Payment Received as of Jun 22 Thank You. | (\$31.20) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.15   |
| Total New Charges Due Aug 11, 2010       | \$31.15   |
| Total Due (Past Due and New)             | \$31.15   |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

### New Charges Due: Aug 11, 2010

tions Tot



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Jul 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 Page 2 of 4

How to Reach Us

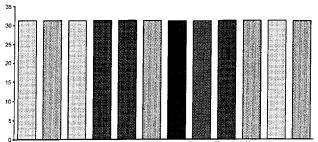
| Pay By Phone Service*   | Hours: 24hrs a day, 7 days a   | week Phone: 1-866-658-9040   |
|---|--|--|
| Payment Questions / Payment Arrangem  | Hours: M-F 8:00am-6:00pm E   | ST Phone: 1-866-529-1302   |
| Bills, Orders, Repairs, Special Services  | ······································   |  |
| Business Sales & Service Center   | Hours: M-F 8:30am-5:00pm E   | ST Phone: 1-866-984-3001   |
| Telephone Repair  | Hours: 24hrs a day, 7 days a   | week Phone: 1-888-984-1515   |
| Internet & Email Technical Support  | Hours: 24hrs a day, 7 days a v   | week Phone: 1-800-240-5019   |
| For Your Information  |  |  |
| Pay By Phone<br>This service is optional and provided by<br>in independent vendor for a fee<br>Previous Payments<br>independent vendor for a fee<br>Previous Payments<br>ending payments he reflected on this<br>will, please deduct that amount before<br>ending payments he or enceived, call<br>he Payment Questions number above.<br>Returned Payment<br>your payment is is unmed for<br>your payment is further of the<br>Payment Charges<br>esubmit if electronically. A charge<br>nay apply for each payment returned,<br>ale Payment Charges<br>of a 138% his payment<br>harge, payment must be received by<br>he due date for Total New Charges on<br>age 1.<br>Asil Payments to:<br>asiPoint Communications<br>To Box 11021<br>weiston, ME 04243-9472<br>uutomatic Payment Enrollment<br>complete and submit coupon printed<br>in your bill | Tax & Fees<br>Federal Subscriber Line Charge funds<br>poton the constant providing long<br>and the constant es access<br>the poton of the constant of the constant<br>leephone networks. It is applied per<br>line.<br>Federal Universal Service Actionable for<br>high cost areas, nural health-care<br>providers and Ibrary internet access.<br>E911 Charge funds your communitys<br>S11 system. This fee is sent to your<br>state (reasury).<br>The Federal Communications<br>Commission (FCC) authorizes the<br>Subscriber line Charge and Universal<br>Service Fee.<br>Online Billing & Payment<br>Create your user account at<br>www.FairPoint.com | When Reviewing Your Bill<br>A Regional Toll Call is a call placed<br>within Rev Hampshite bud of Linde o<br>Distance Toll Call is a call placed<br>outside of the 603 calling area.<br>Installment Arangement<br>You may make an affortable weekly<br>monthy installment arrangement on<br>your bill by calling 1-866-520-1302.<br>Customer Information<br>For important consumide in your<br>FairPoint white pages directory.<br>Important Credit Reporting Notce<br>We Lumish our customers bill paym<br>agencies.<br>Thry Customers<br>Please call Relay Service (711) and<br>Sex Item Io relay your call to FairPo<br>Center of your choice. |
| Automatic Payment Enrollment for  | or Account: 603 622 0463 370   | 251396990  |
|   | nications or its operating subsidiary to automatical<br>ons and complete the information. Please include<br>unt) Credit Card (Automatic charge to you<br>Card Number:  | your check for this month paymen t.  |
|   | ections for Account: 603 622 0463  | 370  |
|   | ddress is incorrect as it appears on this bill, please<br>illing address 3: Return this slip with your payme   |  |
| Name:   |  |  |
| Street Address:   |  |  |
|   |  |  |



Billing Date: Jul 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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JUN-10 MAY-10 APR-10 MAR-10 FEB-10 JAN-10 DEC-09 NOV-09 OCT-09 SEP-09 AUG-09 JUL-09

## Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                        |
|----------------------------------|-------------------------------|
| 1. FairPoint Business Extra Plan | \$0.00                        |
| Total Recurring Charges          | \$0.00                        |
| New Charges: Jun 09 to Jul 08    |                               |
| Service: Business Voice          | Telephone Number: 6036220463_ |
| 2. Main Line/s                   | \$20.84                       |
| Subtotal for 6036220463          | \$20.84                       |
| Total:                           | \$20.84                       |



Billing Date: Jul 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$6.22 are authorized by<br>\$0.92 Federal, State or<br>\$1.96 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.31  |
| Total New Charges  | \$31.15  |



Billing Date: Jun 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

### Account Summary

| Previous Charges                         | \$31.20   |
|--|-----------|
| Payment Received as of May 18 Thank You. | (\$31.20) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.20   |
| Total New Charges Due Jul 12, 2010       | \$31.20   |
| Total Due (Past Due and New)             | \$31.20   |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

## New Charges Due: Jul 12, 2010

Total Due: \$31.20



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Jun 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

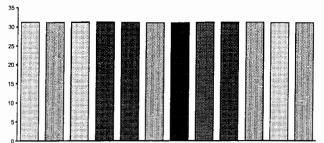
| Pay By Phone Service  | Hours: 24hrs a day, 7 days a week  | Phone: 1-866-658-9040   |
|---|--|---|
| Payment Questions / Payment Arrangen  | Hours: M-F 8:00am-6:00pm EST   | Phone: 1-866-529-1302   |
| Bills, Orders, Repairs, Special Services  |  |   |
| Business Sales & Service Center   | Hours: M-F 8:30am-5:00pm EST   | Phone: 1-866-984-3001   |
| Telephone Repair  | Hours: 24hrs a day, 7 days a week  | Phone: 1-888-984-1515   |
| Internet & Email Technical Support  | Hours: 24hrs a day, 7 days a week  | Phone: 1-800-240-5019   |
| For Your Information  |  |   |
| "Pay By Phone<br>"Pay By Phone<br>This service is optional and provided by<br>an independent vendor for a les<br>Previous Payments<br>If you sent a payment that we did not<br>receive in this for be reflected on this<br>sending payment. To check whatter<br>your payment, has been received, cau-<br>the Payment duestions number above.<br>Returned Payment<br>If your payment is returned for<br>non-sufficient funds, Fair/Pont will<br>may apply for each payment returned.<br>Late Payment Charges<br>To avoid a 1.384 multible received by<br>the due calce to Total New Charges on<br>page 1.<br>Pol Box 1021<br>Lewiston, ME 04243-9472<br>Automatic Payment Enrollment<br>Complete and submit coupon printed<br>on your bill | distance companies access to local<br>telephone networks. It is applied per<br>line.<br>Federal Universal Service Fee helps<br>keep telephone service affordable for<br>high cost areas, rural heath-care<br>providers and library internet access.<br>5011 Charge funds your communitys<br>511 system. This fee is sent to your<br>state treasury.<br>The Federal Communications<br>Commission (FCC) authorizes the<br>Service Fee. | an Reviewing Your Bill<br>epional Toll Call is a call placed<br>in New Hampshire but outside<br>in New Hampshire but outside<br>in Call calling area and a Long<br>area and Long<br>area and Long area.<br>alliment Arrangement<br>may make an aflordable week<br>may make an aflordable week<br>hilly installing 1566 529–1502.<br>Iomer Information<br>impostant consumer information<br>the stationer Guess directory.<br>Joint while pages directory.<br>origin to the major credit repo<br>toils.<br>Customers<br>are call kelay Sarvice (711) app<br>ther or billy your call to FairPi<br>for of your choice. |
| Automatic Payment Enrollment f  | or Account: 603 622 0463 370   | 249684938   |
| By signing below, I authorize FairPoint Comme<br>amount(s) due. Select one of the Auto Pay opt<br>Bank Draft (Automatic debit from your acco<br>Signature:  | nications or its operating subsidiary to automatically char<br>ons and complete the information, Please include your d   | heck for this month paymen t.   |
| If your billing address has changed, or if your a   | ddress is incorrect as it appears on this bill, please provid  | le corrections her e.   |
| 1: Check this box 2: Enter your correct t   | illing address 3: Return this slip with your payment.  |   |
| Name:   |  |   |



Billing Date: Jun 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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MAY-10 APR-10 MAR-10 FEB-10 JAN-10 DEC-09 NOV-09 OCT-09 SEP-09 AUG-09 JUL-09 JUN-09

## Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                       |
|--|------------------------------|
| 1. FairPoint Business Extra Plan                         | \$0.00                       |
| Total Recurring Charges<br>New Charges: May 09 to Jun 08 | \$0.00                       |
| Service: Business Voice                                  | Telephone Number: 6036220463 |
| 2. Main Line/s   | \$20.84                      |
| Subtotal for 6036220463                                  | \$20.84                      |
|  |                              |



Billing Date: Jun 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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1

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$6.23 are authorized by<br>\$0.95 Federal, State or<br>\$1.97 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.35  |
| Total New Charges  | \$31.20  |



Billing Date: May 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

### Account Summary

| Previous Charges                         | \$31.14   |
|--|-----------|
| Payment Received as of Apr 19 Thank You. | (\$31.14) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.20   |
| Total New Charges Due Jun 11, 2010       | \$31.20   |
| Total Due (Past Due and New)             | \$31.20   |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

## New Charges Due: Jun 11, 2010



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108

FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: May 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

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How to Reach Us

| Pay By Phone Service*   | Hours: 24hrs a day, 7 days a  | week Ph   | one: 1-866-658-9040  |
|---|---|---|--|
| Payment Questions / Payment Arrangen  | Hours: M-F 8:00am-6:00pm E  | STPh  | one: 1-866-529-1302  |
| Bills, Orders, Repairs, Special Services  |   |   |  |
| Business Sales & Service Center   | Hours: M-F 8:30am-5:00pm E  | ST Phe  | one: 1-866-984-3001  |
| Telephone Repair  | Hours: 24hrs a day, 7 days a  | week Pho  | one: 1-888-984-1515  |
| Internet & Email Technical Support  | Hours: 24hrs a day, 7 days a  | week Pho  | pne: 1-800-240-5019  |
| For Your Information  |   |   |  |
| Page By Phone<br>That service is optional and provided by<br>an independent vendor for a fee<br>Previous Payments<br>and the payment field of the<br>previous Payment has we did not<br>if you sent a payment field of the<br>sending payment. To check whether<br>your payment. To check whether<br>your payment is returned for<br>your payment is returned for<br>your payment is returned for<br>your payment charges<br>for avoid a state of the payment of<br>any apply for each payment returned.<br>at Payment Charges<br>of avoid a 1.30mm mat be received by<br>he due date for Total New Charges on<br>yage 1.<br>ewiston, ME 04243-9472<br>Juomatic Payment column<br>compete and submit coupon printed<br>on your bill | Tax 4 Feas<br>Feddrai Subscriber Line Charge funds<br>part of the cost of providing long<br>distance companies access to local<br>telephone networks. It is applied per<br>line.<br>Federai Universal Service Fee helps<br>keep telephone service affordable for<br>high cost areas, rural health-care<br>providers and Ibrary internet access.<br>E911 charge funds your communitys<br>911 system. This fee is sen to your<br>state freasury.<br>The Federai Communications<br>Commission (FCC) authorizes the<br>Subscriber line Charge and Universal<br>Service Fee.<br>Online Billing & Payment<br>Create your user account at<br>www.FairPoint.com | your local ca<br>Distance To<br>outside of th<br>Instaliment i<br>Your may mi<br>monthly inst<br>your bill by o<br>Customer In<br>For important C<br>We furnish o<br>information<br>agencies. | aving Yur Bill<br>Toll Call in Bill<br>Toll Call in Bill<br>Toll Call in Bill<br>Bill Call is a call placed<br>the mpanire but outside of<br>all call is a call placed<br>to B03 call ing area.<br>Arrangement<br>ake an affordable weekly<br>taliment arrangement on<br>calling 1:866-529-1302.<br>Information<br>in consumer information<br>tomer Guide in your<br>the pages directory.<br>redit Reporting Notice<br>Dur customers bill payme<br>to the major credit report<br>ners<br>Relay Service (711) and<br>relay our call to FairPoir<br>ur choice. |
| Automatic Payment Enrollment fo   | ar Account: 603 622 0463 370  |   | 247965703  |

Bank Oraft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card) Card Number: Expiration Date:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

City, State, Zip:

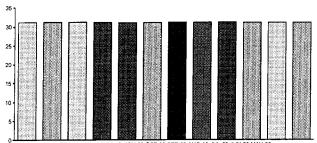
Total Due: \$31.20



Billing Date: May 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



APR-10 MAR-10 FEB-10 JAN-10 DEC-09 NOV-09 OCT-09 SEP-09 AUG-09 JUL-09 JUN-09 MAY-09

## Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                       |
|--|------------------------------|
| 1. FairPoint Business Extra Plan                         | \$0.00                       |
| Total Recurring Charges<br>New Charges: Apr 09 to May 08 | \$0.00                       |
| Service: Business Voice<br>2. Main Line/s                | Telephone Number: 6036220463 |
| Subtotal for 6036220463                                  | \$20.84                      |
| Total:   | \$20.84                      |



Billing Date: May 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All lax and fees<br>\$6.23 are authorized by<br>\$0.95 Federat, State or<br>\$1.97 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.36  |
| Total New Charges  | \$31.20  |



### FairPoint Caller ID Service Blocking Options

You may not want your name and telephone number to be seen by the people you call who subscribe to Caller ID Service. FairPoint offers you two ways to prevent this, Per-Call Blocking and Line Blocking.

Per-Call Blocking, available at no charge, prevents the display of your name and telephone number. To use it, press \*67 (dial 1167 on a rotary phone) before dialing the number.

Line Blocking is also available at no charge to non-published service customers and others who state they have a health or safety concern about displaying their name and telephone number. Once added to your line, Line Blocking automatically prevents the display of your name and telephone number on all calls to Caller ID Service subscribers. Line Blocking can be deactivated on a call-by-call basis by pressing \*82 (dial 1182 on a rotary phone) before making a call.

#### For Residential Customers:

To order Line Blocking, call 1.866.984.2001, weekdays between 8:00 am and 6:00 pm.

#### For Business Customers:

To order Line Blocking, call 1.866.984.3001 between 8:30 am and 5:00 pm, Monday throughFriday.

#### For Residential and Business Customers:

If you have more than one telephone number, please be sure to list all numbers you wish to have the Line Blocking option. To verify that the Line Blocking option has been activated and is working on your number(s), call the automated Line Blocking test number at 1.888.599.2927 (toll free), 24 hours a day, seven days a week. This call must be made from the number you want verified.

Note: Caller ID Service is available in most areas. Line Blocking and Per-Call Blocking do not prevent the delivery of your number when you place a call to 800, 855, 866, 877, 888 and 900 numbers, or on calls made to Enhanced 911, where available



Billing Date: Apr 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

9, 2010 Page 1 of 4 522 0463 370 03-622-0463 : See page 2

## STBBINS COMMRICAL INC

#### Account Summary

| / locourie outrinius y                   |           |
|--|-----------|
| Previous Charges                         | \$31,19   |
| Payment Received as of Mar 22 Thank You. | (\$31.19) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.14   |
| Total New Charges Due May 12, 2010       | \$31.14   |
| Total Due (Past Due and New)             | \$31.14   |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

#### New Charges Due: May 12, 2010

Total Due: \$31.14



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

| FairPoint      |
|----------------|
| communications |
|                |

Billing Date: Apr 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

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How to Reach Us

| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
|--|-----------------------------------|-----------------------|
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |

 Business Sales & Service Center
 Hours: M-F 8:30am-5:00pm EST
 Phone: 1-866-984-3001

 Telephone Repair
 Hours: 24hrs a day, 7 days a week
 Phone: 1-888-984-1515

 Internet & Email Technical Support
 Hours: 24hrs a day, 7 days a week
 Phone: 1-800-240-5019

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line.

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

\*Pay By Phone This service is optional and provided by an independent vendor for a fee Previous Payments

Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment if your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments Io: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enroliment Complete and submit coupon printed on your bill When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

| 2 | 4 | 62 | 5 | 30 | 8 | 3 |
|---|---|----|---|----|---|---|
| - | - | -  | - |    | - |   |

Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amount(s) due. Select one of the Auto Pay options and complete the information. Please include your check for this month payment L. Bank Draft (Automatic debit from your account) Amer MasterCard VISA Discour Check Card Card Number: Expration Date: Expration Date:

Signature.\_\_\_\_\_ Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1. Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

-----

Name:

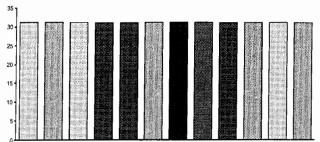
Street Address:



Billing Date: Apr 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



MAR-10 FEB-10 JAN-10 DEC-09 NOV-09 OCT-09 SEP-09 AUG-09 JUL-09 JUN-09 MAY-09 APR-09

## Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                       |
|--|------------------------------|
| 1. FairPoint Business Extra Plan                         | \$0.00                       |
| Total Recurring Charges<br>New Charges: Mar 09 to Apr 08 | \$0.00                       |
| Service: Business Voice                                  | Telephone Number: 6036220463 |
| Subtotal for 6036220463                                  | \$20.84                      |
| Total:   | \$20.84                      |



Billing Date: Apr 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$6.23 are authonized by<br>\$0.90 Federal, State or<br>\$1.96 Local Governments.<br>\$0.57 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | \$10.30 per line with a 25 line cap.   |
| Total New Charges  | \$31.14  |



#### Consumer Information About Pay-Per-Call Services

Calls to interstate 900 numbers, accessed through a long distance company, are billed in a section of the phone bill called Pay-Per-Call Services. The rates for these calls are determined by the information provider. Irresponsible calling to these numbers can result in unexpectedly high bills.

The Telephone Disclosure and Dispute Resolution Act assures that your basic and long distance service will not be disconnected for failure to pay disputed 900-call charges.

If you think you've been incorrectly billed for calls to 900 numbers, call the number listed on the page of your phone bill where the charges in question appear. Charges must be disputed within 60 days of receiving your bill. The billing company must follow the billing regulations or forfeit any disputed amount (up to \$50.00 per call).

You may withhold payment of the disputed amount and collection of that amount will be suspended during the investigation. If you fail to pay legitimate charges, access to 900 numbers may be denied. Further collection action may be taken by the information provider.

Selective Blocking Service prevents calls to pay-per-call numbers from your telephone line and is available at no charge.

#### If you would like to order this service:

Residential customers please call toll free 1-866-984-2001, Monday through Friday 8am to 6pm Business customers please call toll free 1-866-984-3001, Monday through Friday 8:30am to 5pm



Billing Date: Mar 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

#### Account Summary

| Previous Charges                         | \$31.19   |
|--|-----------|
| Payment Received as of Mar 02 Thank You. | (\$31.19) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31,19   |
| Total New Charges Due Apr 12, 2010       | \$31.19   |
| Total Due (Past Due and New)             | \$31.19   |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

## New Charges Due: Apr 12, 2010

Total Due: \$31.19



STBBINS COMMFICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Mar 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

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How to Reach Us

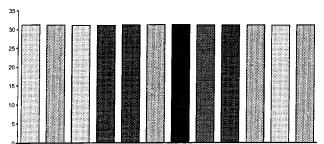
## Payments Phone: 1-866-658-9040 Pay By Phone Service\* Hours: 24hrs a day, 7 days a week Payment Questions / Payment Arrangements Hours: M-F 8:00am-6:00pm EST Phone: 1-866-529-1302 Bills, Orders, Repairs, Special Services Business Sales & Service Center Hours: M-F 8:30am-5:00pm EST Phone: 1-866-984-3001 Telephone Repair Hours: 24hrs a day, 7 days a week Phone: 1-888-984-1515 Phone: 1-800-240-5019 Internet & Email Technical Support Hours: 24hrs a day, 7 days a week For Your Information When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area. Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line. \*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above. Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access. Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302. E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory. Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee. Important Credit Reporting Nolice We furnish our customers bill payment information to the major credit reporting agencies. Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1. Online Billing & Payment Create your user account at www.FairPoint.com TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice. Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472 Automatic Payment Enrollment Complete and submit coupon printed on your bill 244469942 Automatic Payment Enrollment for Account: 603 622 0463 370 By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the of seging dears, listed one of the Auto Pay options and complete the information. Please include your check for this month payment. Bank Draft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card) Credit Card (Automatic charge to your Credit Card) Discover Card Number: Expiration Date: Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370 If your billing eddress has changed, or if your address is incorrect as it appears on this bill, please provide corractions her e Name: Street Address:



Billing Date: Mar 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



0 FEB-10 JAN-10 DEC-09 NOV-09 OCT-09 SEP-09 AUG-09 JUL-09 JUN-09 MAY-09 APR-09 MAR-09

## Account Information, Charges and Credits

Recurring Charges

| Charge   | Amount                                  |
|--|---|
| 1. FairPoint Business Extra Plan                         | \$0.00                                  |
| Total Recurring Charges<br>New Charges: Feb 09 to Mar 08 | \$0.00                                  |
|  |   |
| Service: Business Voice<br>2. Main Line/s                | Telephone Number: 6036220463<br>\$20.84 |
|  | •                                       |



Billing Date: Mar 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services<br>1. Faderal Subscriber Line Charge<br>2. Faderal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Tax & Fees<br>A I lax and fees<br>\$6.23 are authorized by<br>\$0.88 Federal, State or<br>\$1.96 Local Governments,<br>\$0.64 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
|--|--|
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.35  |
| Total New Charges  | \$31.19  |



## Federal Subscriber Line Charge

Effective on or about April 1, 2010, your Federal Subscriber Line Charge may change. This charge is required on residential main and additional telephone lines and on single and multi-line business lines, Centrex lines and ISDN BRI or PRI lines. This charge is determined by the Federal Communications Commission (FCC). In addition, your Federal Universal Service Fund (FUSF) surcharge may change effective on or about April 1, 2010. The FUSF surcharge, which is determined and reviewed quarterly by the FCC, provides funding for programs to keep local telephone rates affordable for all customers and to provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline, except for the FUSF surcharge on incidentals.

# Prevent injury, expense and penalties

Whether you're a professional excavator or a do-it-yourselfer, digging jobs – including the simple planting of trees and shrubs – can damage utility lines and disrupt vital services to an entire neighborhood. They can also result in injury to you, the digger, along with expensive fines and repair costs.

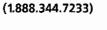
The depth of utility lines may vary and multiple utility lines may exist in one area, so it is vitally important to know where these lines are.

# Call 811 or visit www.call811.com

The local One Call Center, who takes your call, will alert affected utility companies. They will then send out a crew to locate and mark underground lines – for FREE – within the next few days.



Know what's below. Call before you dig.



1.888.DIG.SAFE





Billing Date: Feb 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

## Account Summary

| Previous Charges                         | \$31.11   |
|--|-----------|
| Payment Received as of Jan 22 Thank You. | (\$31.11) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.19   |
| Total New Charges Due Mar 15, 2010       | \$31.19   |
| Total Due (Past Due and New)             | \$31.19   |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

## New Charges Due: Mar 15, 2010

Total Due: \$31.19



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Feb 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 Page 2 of 4

How to Reach Us

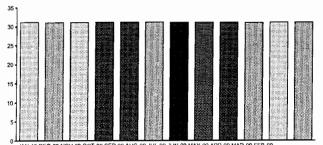
| Pay By Phone Service*  | Hours: 24hrs a day, 7 days a w   | eek Phone: 1-866-658-9040  |
|--|--|--|
| Payment Questions / Payment Arrangen   | Hours: M-F 8:00am-6:00pm ES  | T Phone: 1-866-529-1302  |
| Bills, Orders, Repairs, Special Services   | · · · · · · · · · · · · · · · · · · ·  |  |
| Business Sales & Service Center  | Hours: M-F 8:30am-5:00pm ES  | T Phone: 1-866-984-3001  |
| Telephone Repair   | Hours: 24hrs a day, 7 days a we  | eek Phone: 1-888-984-1515  |
| Internet & Email Technical Support   | Hours: 24hrs a day, 7 days a we  | eek Phone: 1-800-240-5019  |
| For Your Information   |  |  |
| Pay By Phone<br>Pay By Phone<br>This service is optional and provided by<br>an independent vendor for a fee<br>Previous Payments<br>tyou sent a payment hat we did not<br>eceive in time to be reflected on this<br>objects and the amount befor-<br>tion payment has been received, call<br>he Payment Questions number above.<br>Seturned Payment<br>Usesions number above.<br>Seturned Payment Cuestions number above.<br>Seturned Payment Cuestions number above.<br>Seturned Payment Cuestions number above.<br>Seturned Payment Cuestions<br>and Payment Charges<br>To avoid a 1.388% late payment<br>harge, payment must be received by<br>he due date for Total New Charges on<br>say 1.02<br>(Jappoint Communications<br>O' Box 1.02<br>(Jappoint Communications<br>(Jappoint Communica | Federal Universal Service Fee helps<br>keep telephone service atfordable for<br>high cost areas, rural health-care<br>providers and library internet access.<br>E911 Charge funds your communitys<br>911 system. This fee is sent to your<br>state treasury.<br>The Federal Communications<br>Commission (FCC) autorizes the<br>Subscriber line Charge and Universal<br>Service Fee. | When Reviewing Your Bill<br>A Regional Toll Call is a call placed<br>within New Hampshire but outside of<br>Your social call regimes and a Long<br>outside of the 603 calling area.<br>Instalment Arangement<br>You may make an affordable weekly<br>monthy installment grangement on<br>your bill by calling 1-368-259-1302.<br>Customer Information<br>See the Customer Guide in your<br>Fair/chin while pages directory.<br>Important Credit Reporting Notice<br>We furnsh our customers bill payme<br>information to the major credit report<br>agencies.<br>TTY Customers<br>Please call Relay Service (711) and<br>ask them to relay your call to FairPoil |
| n yòur bill  |  |  |
| Automatic Payment Enrollment fo  | r Account: 603 622 0463 370  | 242846963  |
| By signing below, I authorize FairPoint Commu  | nications or its operating subsidiary to automatically<br>ons and complete the information. Please include yo  | our check for this month payment.<br>Credit Card)  |
| Signature.<br>Billing Address Changes or Corre   | ections for Account: 603 622 0463 37   |  |
|  | ddress is incorrect as it appears on this bill, please p<br>willing address 3: Return this slip with your payment  |  |
| Name:  | anny address of rendrift the end when your payment   |  |
| Street Address:  |  |  |
|  |  |  |



Billing Date: Feb 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



JAN-10 DEC-09 NOV-09 OCT-09 SEP-09 AUG-09 JUL-09 JUN-09 MAY-09 APR-09 MAR-09 FEB-09

# Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                            |
|----------------------------------|-----------------------------------|
| 1. FairPoint Business Extra Plan | \$0.00                            |
| Total Recurring Charges          | \$0.00                            |
|                                  |                                   |
| New Charges: Jan 09 to Feb 08    |                                   |
|                                  | one Number: 6036220463            |
| Service: Business Voice Telepho  | one Number: 6036220463<br>\$20.84 |
|                                  |                                   |



Billing Date: Feb 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services<br>1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Tax & Fees<br>\$6.23 are authorized by<br>\$0.88 Federal, State or<br>\$1.98 Local Governments,<br>\$0.64 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
|--|--|
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.35  |
| Total New Charges  | \$31.19  |



### STBBINS COMMRICAL INC

| Account Summary                         |           |
|---|-----------|
| Previous Charges                        | \$31.07   |
| Payment Received as of Dec 22 Thank You | (\$31.07) |
| Past Due Charge                         | \$0.00    |
| New Charges                             |           |
| FairPoint Communications                | \$31.11   |
| Total New Charges Due Feb 11, 2010      | \$31.11   |
| Total Due (Past Due and New)            | \$31.11   |

Billing Date: Jan 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

> Do Not Call The Federal Communications Commission and Federal Trade Commission have adopted regulations that establish a national do-not-call registry and require that persons or entitles that make telephone solicitations comply with those regulations. Telephone collicitations generally include telephone collicitations genersent general of the phone collicitations genersent general of the phone collicitations general of the phone sent general of the phone collicitations general of the

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Page 1 of 4



Billing Date: Jan 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-904 |
|--|-----------------------------------|----------------------|
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-130 |
|  |                                   |                      |
|  |                                   |                      |
| Bills, Orders, Repairs, Special Services |                                   |                      |

 Business Sales & Service Center
 Hours: M-F 8:30am-5:00pm EST
 Phone: 1-866-984-3001

 Telephone Repair
 Hours: 24hrs a day, 7 days a week
 Phone: 1-888-984-1515

 Internet & Email Technical Support
 Hours: 24hrs a day, 7 days a week
 Phone: 1-800-240-5019

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Bitling & Payment Create your user account at www.FairPoint.com

#### For Your Information

Pag by Phone This services optional and provided by an independent vendor for a fee Previous Payments Previous Payments if you sent a payment that we did not bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment duestions number aboves

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupor printed on your bill When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

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Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

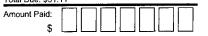
Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

#### New Charges Due: Feb 11, 2010

Total Due: \$31.11



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

# Automatic Payment Enrollment for Account: 603 622 0463 370 By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amount(s) due. Select one of the Auto Pay collions and complete the information.

around(s) due selection of the Auto Pay options and complete information. Peausmant of contractary change in group context for this month payment t. Bank Draft (Automatic debit from your account)
Credit Card (Automatic charge to your Credit Card)
Amex
Amex
Amex
Amex
AsserCard
VISA
VisCA

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e.
1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

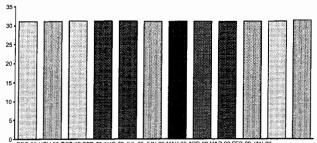
Street Address:



Billing Date: Jan 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



DEC-09 NOV-09 OCT-09 SEP-09 AUG-09 JUL-09 JUN-09 MAY-09 APR-09 MAR-09 FEB-09 JAN-09

## Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                                  |
|----------------------------------|---|
| 1. FairPoint Business Extra Plan | \$0.00                                  |
| Total Recurring Charges          | \$0.00                                  |
| Des Charles Des CO ta las CO     |   |
| New Charges: Dec 09 to Jan 08    |   |
|                                  | Telephone Number: 6036220463            |
| Service: Business Voice          | Telephone Number: 6036220463<br>\$20.84 |
|                                  |   |



Billing Date: Jan 09, 2010 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

| Tax & Fees on Local Services<br>1. Federal Subscriber Line Charge<br>2. Federal Valversal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Tax & Fees<br>All lax and fees<br>\$6.23 are authorized by<br>\$0.80 Fedral, State or<br>\$1.96 Local Governments.<br>\$0.64 Fees are explained<br>\$0.64 on page 2. |
|--|--|
| Total Tax & Fees on Local Services   | Enhanced 9-1-1 funding<br>per line with a 25 line ca<br>\$10.27  |

Total New Charges

\$31.11





Think for a moment how valuable the telephone is in your everyday life. The telephone lets you talk to others immediately and conveniently. But what about people who can't hear, can't speak or those whose hearing has diminished with age? How do you communicate with them?

Telecommunications Relay Service, also known as TRS, is your convenient link to telephone system users who are deaf, hard-of-hearing or speech-disabled and use text telephones or TTYs.

When you want to call a TTY user, simply call the TRS. A Communications Assistant (CA) will place your call and type your spoken words for the text telephone user to read. The Communications Assistant will also read messages that the TTY user sends back to you. All conversations are private and confidential, and everything the CA hears will be relayed to the TTY user. There is no censorship.

There is no charge to TRS users for this service, however, regular phone charges do apply. Callers can use TRS as often as they want – 24 hours a day, seven days a week – and conversations have no time limits.

You can reach the TRS by dialing **711** in any state. TRS providers also have direct-dial numbers that are listed in the telephone directories or on their websites.

#### TRS also provides for other services to be used as well:

**Speech-to-Speech** is the relaying of calls for those who have a speech disability and may not be readily understood when using the telephone. This service is also available by calling 711 or the direct number provided by the TRS provider. The CA is able to assume an active or passive role in repeating the conversation and follows the same guidelines as with a TTY call—all conversations are private, confidential and relayed in their entirety, 24 hours a day.

TRS calls from payphones – On October 25, 2002, the Federal Communications Commission (FCC) ruled that TRS calls from payphones will remain free of charge for local calls, and that TRS toll calls from payphones can only be made using the following payment options: Calling Cards, Prepaid Cards, Collect or Third Party Billing. More information on prepaid phone cards is available on the FCC's Consumer and Governmental Affairs Bureau (CGB) website at fcc.gov/cgb/consumerfacts/prepaidcards.html.

Video Relay Service (VRS) is a video link using TRS that allows a CA to view and interpret the caller's sign language and relay the conversation to a voice caller. This type of relay service is not required by the FCC, but is offered on an optional basis by certain TRS providers. To learn more about VRS in your area, call your local TRS provider, or go to the following FCC website: fcc.gov/cgb/dro/trsphonebk.html.

IP Relay Service: On April 22, 2002, the FCC ruled that IP Relay Services fall within the definition of TPS. IP Relay enables two-way communication between an individual who uses a non-voice terminal device (a computer, PDA, Web-capable telephone, or pager device) and an individual using a standard voice telephone. IP Relay Service works as follows:

 A user establishes a local connection to an Internet Service Provider (ISP) using a computer, web phone, personal digital assistant, or any other IP-capable device.

- The user types in an IP Relay provider's Internet address, such as IP-Relay.com, and clicks on the relay operator's icon. When the call reaches the Internet platform, it automatically establishes a connection via an 800 number to that TRS provider's relay center.
- The call is immediately routed to a Communications Assistant, and a regular relay session initiated.



#### Special Notice for New Hampshire Residents

New Hampshire residents can receive help in paying for their telephone service under two assistance programs offered by FairPoint to low-income households: FairPoint Lifeline service and the Link-Up program.

These programs are available to income eligible customers with household incomes no more than 135 percent of the federal poverty income guidelines or if you have been found eligible for Medicaid, Supplemental Security Income, Low Income Home Energy Assistance, Section 8 Housing, Food Stamps, the National School Lunch/Free Lunch Program or the Temporary Aid to Needy Families program.

FairPoint Lifeline service offers customers a monthly discount on their telephone bill. Additionally. New Hampshire Lifeline customers receive a credit toward the federal subscriber line charge each month. Through the Link-Up program, qualified customers receive a discount of 50% (up to \$30) off the cost of installing new service. Lifeline customers can also request toll-blocking, a service that prevents toll calls (such as long distance) from being made. Customers using this service can still use pre-paid calling cards or dial-around services to place long-distance calls from their homes.

For more information about the Lifeline and Link-Up programs, please contact your FairPoint service representative at **1-866-984-2001**.

## **Consumer Information About Pay-Per-Call Services**

Calls to interstate 900 numbers, accessed through a long distance company, are billed in a section of the phone bill called Pay-Per-Call Services. The rates for these calls are determined by the information provider. Irresponsible calling to these numbers can result in unexpectedly high bills.

The Telephone Disclosure and Dispute Resolution Act assures that your basic and long distance service will not be disconnected for failure to pay disputed 900-call charges.

If you think you've been incorrectly billed for calls to 900 numbers, call the number listed on the page of your phone bill where the charges in question appear. Charges must be disputed within 60 days of receiving your bill. The billing company must follow the billing regulations or forfeit any disputed amount (up to \$50.00 per call).

You may withhold payment of the disputed amount and collection of that amount will be suspended during the investigation. If you fail to pay legitimate charges, access to 900 numbers may be denied. Further collection action may be taken by the information provider.

Selective Blocking Service prevents calls to pay-per-call numbers from your telephone line and is available at no charge.

If you would like to order this service: Residential customers please call toll free 1-866-984-2001, Monday through Friday 8 a.m. to 6 p.m. Business customers please call toll free 1-866-984-3001, Monday through Friday 8:30 a.m. to 5 p.m.



Billing Date: Dec 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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STBBINS COMMRICAL INC

#### Account Summary

| Account outlinely                        |           |
|--|-----------|
| Previous Charges                         | \$31.07   |
| Payment Received as of Nov 20 Thank You. | (\$31.07) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.07   |
| Total New Charges Due Jan 11, 2010       | \$31.07   |
| Total Due (Past Due and New)             | \$31.07   |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

## New Charges Due: Jan 11, 2010

Total Due: \$31.07



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Dec 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

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How to Reach Us

| Payments                                 |                                   |                       |
|--|-----------------------------------|-----------------------|
| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |
| Bills, Orders, Repairs, Special Services |                                   |                       |
| Business Sales & Service Center          | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
| Telephone Repair                         | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |
| Internet & Email Technical Support       | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line.

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This lee is sent to your state treasury.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

### For Your Information

\*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Instaliment Arrangement You may make an affordable weekly or monthly instaliment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We lumish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please cail Relay Service (711) and ask them to relay your cail to FairPoint Center of your choice.

239615406

## Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the amount(s) due. Select one of the Auto Pay options and complete the information. Please include your check for This monit paymen L. Bank Draft (Automatic debit from your account) Amox MaterCard VISA Discover Card Number: Explantion Date: \_\_\_\_\_\_ Explantion Date: \_\_\_\_\_\_ Expiration Date:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here.

Name

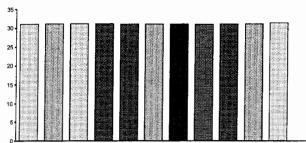
Street Address.



Billing Date: Dec 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



NOV-09 OCT-09 SEP-09 AUG-09 JUL-09 JUN-09 MAY-09 APR-09 MAR-09 FEB-09 JAN-09 DEC-08

## Account Information, Charges and Credits

Recurring Charges

| Charge                                    | Amount                          |
|---|---------------------------------|
| 1. FairPoint Business Extra Plan          | \$0.00                          |
| Total Recurring Charges                   | \$0.00                          |
| New Charges: Nov 09 to Dec 08             |                                 |
| Service: Business Voice                   | Telephone Number: 6036220463    |
|   | relephone rediniber. 0000220400 |
| 2. Main Line/s                            | \$20.84                         |
| 2. Main Line/s<br>Subtotal for 6036220463 |                                 |



Billing Date: Dec 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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1.

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$5.23 are authorized by<br>\$0,77 Federal, State or<br>\$1.95 Local Governments.<br>\$0.84 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap<br>\$10.23   |
| Total New Charges  | \$31.07  |



Billing Date: Nov 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

## STBBINS COMMRICAL INC

#### Account Summary

| ,  |           |
|--|-----------|
| Previous Charges                         | \$31.11   |
| Payment Received as of Oct 23 Thank You. | (\$31.11) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.07   |
| Total New Charges Due Dec 14, 2009       | \$31.07   |
| Total Due (Past Due and New)             | \$31.07   |
|  |           |

Questions about your Bill? See page 2 for FairPoint contact information.

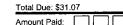
Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

#### New Charges Due: Dec 14, 2009





STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108

FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Nov 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Payments                                 |                                   |                       |
|--|-----------------------------------|-----------------------|
| Pay By Phone Servica*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |
|  |                                   |                       |
| Bills, Orders, Repairs, Special Services |                                   | ·                     |
| Business Sales & Service Center          | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
| Telephone Repair                         | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |
| Internet & Email Technical Support       | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line.

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in lime to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enrollment Complete and submit coupon printed on your bill

When Reviewing Your Bill A Regional Toil Call is a call placed within New Hampshire bul outside of your local calling area and a Long Distance Toil Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please cail Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

238111198

Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the Expiration Date:

Card Number: Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

\_\_\_\_\_

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

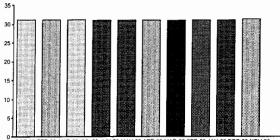
Street Address:



Billing Date: Nov 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



OCT-09 SEP-09 AUG-09 JUL-09 JUN-09 MAY-09 APR-09 MAR-09 FEB-09 JAN-09 DEC-08 NOV-08

## Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                                  |
|----------------------------------|---|
| 1. FairPoint Business Extra Plan | \$0.00                                  |
| Total Recurring Charges          | \$0.00                                  |
|                                  |   |
| New Charges: Oct 09 to Nov 08    | ······································  |
| Service: Business Voice          | Telephone Number: 6036220463            |
|                                  | Telephone Number: 6036220463<br>\$20.84 |
| Service: Business Voice          |   |



Billing Date: Nov 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$6.23 are authorized by<br>\$0.77 Federal, State or<br>\$1.95 Local Governments.<br>\$0.64 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap<br>\$10.23   |
| Total New Charges  | \$31.07  |



Billing Date: Oct 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2 Page 1 of 4

STBBINS COMMRICAL INC

#### Account Summary

| \$31.11   |
|-----------|
| (\$31.11) |
| \$0.00    |
|           |
| \$31.11   |
| \$31.11   |
| \$31.11   |
|           |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

### New Charges Due: Nov 12, 2009



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472 Fair Point

Billing Date: Oct 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 Page 2 of 4

How to Reach Us

#### Payments Pay By Phone Service\* Hours: 24hrs a day, 7 days a week Phone: 1-866-658-9040 Payment Questions / Payment Arrangements Hours: M-F 8:00am-6:00pm EST Phone: 1-866-529-1302 Bills, Orders, Repairs, Special Services Business Sales & Service Center Hours: M-F 8:30am-5:00pm EST Phone: 1-866-984-3001 Telephone Repair Hours: 24hrs a day, 7 days a week Phone: 1-888-984-1515 Internet & Email Technical Support Hours: 24hrs a day, 7 days a week Phone: 1-800-240-5019 For Your Information When Reviewing Your Bill A Regional Toli Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toli Call is a call placed outside of the 603 calling area. Pay By Phone This serivce is optional and provided by an independent vendor for a fee Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per tine. Previous Payments rrevious reaments if you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above. Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access. Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302. Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory. Returned Payment if your payment is returned for non-sufficient funds, FairPoint will resubnit it electronically. A charge may apply for each payment returned. E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee. Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies. Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on Online Billing & Payment Create your user account at www.FairPoint.com TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice. page 1. Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472 Automatic Payment Enrollment Complete and submit coupon printed on your bill

236476596

#### Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authoritze FaiPoint Communications or its operating subsidiary to automatically change my account for the amount(s) due. Select one of the Auto Pay options and complete the information. Please include your check for this month paymen L Bank Draft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card) Amex desterCard debit VISA Discover Card Number: \_\_\_\_\_\_Explain Date: \_\_\_\_\_\_

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

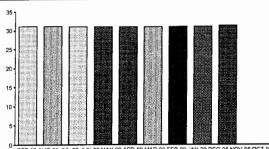
Street Address:



Billing Date: Oct 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



SEP-09 AUG-09 JUL-09 JUN-09 MAY-09 APR-09 MAR-09 FEB-09 JAN-09 DEC-08 NOV-08 OCT-08

## Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                               |
|----------------------------------|--------------------------------------|
| 1. FairPoint Business Extra Plan | \$0.00                               |
| Total Recurring Charges          | \$0.00                               |
| New Charges: Sep 09 to Oct 08    |                                      |
|                                  |                                      |
| Service: Business Voice          | Telephone Number: 6036220463         |
| Service: Business Voice          | Telephone Number: 6036220463 \$20.84 |
|                                  |                                      |



Billing Date: Oct 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   | Tax & Fees  |
|--|---|
| 1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Al tax and fees<br>\$6.23 are authorized by<br>\$0.80 Federal, State or<br>\$1.96 Local Governments.<br>\$0.64 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.27   |
| Total New Charges  | \$31.11   |



#### Consumer Information About Pay-Per-Call Services

Calls to interstate 900 numbers, accessed through a long distance company, are billed in a section of the phone bill called Pay-Per-Call Services. The rates for these calls are determined by the information provider. Irresponsible calling to these numbers can result in unexpectedly high bills.

The Telephone Disclosure and Dispute Resolution Act assures that your basic and long distance service will not be disconnected for failure to pay disputed 900-call charges.

If you think you've been incorrectly billed for calls to 900 numbers, call the number listed on the page of your phone bill where the charges in question appear. Charges must be disputed within 60 days of receiving your bill. The billing company must follow the billing regulations or forfeit any disputed amount (up to \$50.00 per call).

You may withhold payment of the disputed amount and collection of that amount will be suspended during the investigation. If you fail to pay legitimate charges, access to 900 numbers may be denied. Further collection action may be taken by the information provider.

Selective Blocking Service prevents calls to pay-per-call numbers from your telephone line and is available at no charge.

#### If you would like to order this service:

Residential customers please call toll free 1-866-984-2001, Monday through Friday 8am to 6pm Business customers please call toll free 1-866-984-3001, Monday through Friday 8:30am to 5pm

#### **Rate Information**

FairPoint Communications posts rates for regulated services for business and consumer customers on its website at www.FairPoint.com in the Regulatory Terms and Conditions section. In addition, the rates for basic monthly service are published in the front pages of the FairPoint Communications directory. This notice is published in compliance with NH Public Utilities Commission 1203.02. The Consumer Affairs Division of the NH PUC can be reached at 1-800-852-3793.



Billing Date: Sep 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4 3 370 0463



Billing Date: Sep 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

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How to Reach Us

| Pay By Phone Service*  | Hours: 24hrs a day, 7 days a w  | veek Phone: 1-866-658-9040  |
|--|---|---|
| Payment Questions / Payment Arrangeme  | nts Hours: M-F 8:00am-6:00pm ES   | ST Phone: 1-866-529-1302  |
| Bills, Orders, Repairs, Special Services   |   |   |
| Business Sales & Service Center  | Hours: M-F 8:30am-5:00pm ES   | ST Phone: 1-866-984-3001  |
| Telephone Repair   | Hours: 24hrs a day, 7 days a w  | veek Phone: 1-888-984-1515  |
| Internet & Email Technical Support   | Hours: 24hrs a day, 7 days a w  | veek Phone: 1-800-240-5019  |
| For Your Information   |   |   |
| Previous Payments<br>if you sent a payment that we did not<br>receive in time to be reflected on this<br>bill, please deduct that amount before<br>sending payment. To check whether<br>you payment that been recoved, call<br>the Payment Questions number above.<br>Returned Payment<br>If your payment is returned for<br>indi-sufficient links, Fair Act or<br>may apply for each payment returned.<br>Late Payment 138% fate pagenent<br>to avoid a 1388% fate pagenent | Tax & Fees<br>Federal Subscriber Line Charge funds<br>part of the cost of providing forg<br>distance companies access to local<br>line.<br>The cost of providing forg<br>line of the cost of the cost of the cost<br>keep telephones envice affordable for<br>high cost areas, rurai health-care<br>providers and library internet access.<br>E91 Charge funds your communitys<br>911 system - the is sent to your<br>state treasury. The federal Communications<br>Commission (FCC) authorizes the<br>Subscriber line Charge and Universal<br>Service Fee.<br>Online Billing & Payment<br>Create your user account at<br>www.FairPoint.com | When Reviewing Your Bill<br>A Regional Toll Call is a call placed<br>within New Hampshire bud outside of<br>your and the second outside of<br>your and the too second outside of<br>your and the too second outside of the<br>outside of the 603 calling area.<br>Installment Arrangement<br>You may make an attronable weekly<br>monthy installment arrangement on<br>your bill by calling 1-366-259-1302.<br>Customer Information<br>real the Customer Guide in your<br>FairPoint while pages directory.<br>Important Credit Reporting Notice<br>Met fumits our customers on Disper,<br>Met fumits our customers on Disper,<br>Place call Rey Service (711) and<br>Center of your choice. |
|  |   | 234822018   |
| Automatic Payment Enrollment for   | Account: 603 622 0463 370   |   |
| By signing below, I authorize FairPoint Communi<br>amount(s) due. Select one of the Auto Pay option<br>Bank Draft (Automatic debit from your accour<br>Signature:<br>Billing Address Changes or Correct  | Is and complete the information. Please include y  I) Credit Card (Automatic charge to you Amex Amex MasterCard \ Card Number:  | your check for this month paymen L<br>Ir Credit Card)<br>VISA Discover<br>Expiration Date:  |
| If your billing address has changed, or if your add  |   | provide corrections her e.  |
| Name:  |   |   |
|  |   |   |

STBBINS COMMRICAL INC

# Account Summary

| Previous Charges                         | \$31.11   |
|--|-----------|
| Payment Received as of Aug 25 Thank You. | (\$31.11) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.11   |
| Total New Charges Due Oct 13, 2009       | \$31.11   |
| Total Due (Past Due and New)             | \$31.11   |

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: Oct 13, 2009

Total Due: \$31.11



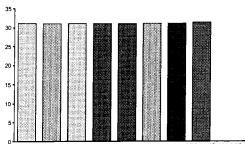
STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Sep 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Comparative analysis of FairPoint calling services



AUG-09 JUL-09 JUN-09 MAY-09 APR-09 MAR-09 FEB-09 JAN-09 DEC-08 NOV-08 OCT-08 SEP-08

# Account Information, Charges and Credits

Recurring Charges

| Charge                           | Amount                                  |
|----------------------------------|---|
| 1. FairPoint Business Extra Plan | \$0.00                                  |
| Total Recurring Charges          | \$0.00                                  |
| New Charges: Aug 09 to Sep 08    | ···                                     |
|                                  |   |
| Service: Business Voice          | Telephone Number: 6036220463            |
| Service: Business Voice          | Telephone Number: 6036220463<br>\$20.84 |
|                                  |   |



Billing Date: Sep 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

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| Tax & Fees on Local Services<br>1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Tax & Fees<br>A.1 Iax and fees<br>\$6.23 are authorized by<br>\$0.80 Federal, State or<br>\$1.96 Local Governments<br>\$0.64 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
|--|---|
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.27   |
| Total New Charges  | \$31.11   |



Billing Date: Aug 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

## STBBINS COMMRICAL INC

| Account | Summary |
|---------|---------|
|         |         |

| Previous Charges                         | \$31.04   |
|--|-----------|
| Payment Received as of Aug 04 Thank You. | (\$31.04) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.11   |
| Total New Charges Due Sep 11, 2009       | \$31.11   |
| Total Due (Past Due and New)             | \$31.11   |

Effective 6/29/09 the price of Business Extra was decreased from

Page 1 of 4

\$.13 per minute to \$.065 per minute.



Billing Date: Aug 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service*   | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-904 |
|---|-----------------------------------|----------------------|
| Payment Questions / Payment Arrangements                                    | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-130 |
|   |                                   |                      |
|   |                                   |                      |
| Bills, Orders, Repairs, Special Services                                    |                                   |                      |
| Bills, Orders, Repairs, Special Services<br>Business Sales & Service Center | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-300 |

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line.

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

# For Your Information

\*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment mas been received, call the Payment Questions number above.

Internet & Email Technical Support

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Automatic Payment Enroliment Complete and submit coupon printed on your bill

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Hours: 24hrs a day, 7 days a week Phone: 1-800-240-5019

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting grannies. agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

New Charges Due: Sep 11, 2009

Total Due: \$31.11



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER, NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

| 23326869  |
|---|
|   |
| Automatic Payment Enrollment for Account: 603 622 0463 370  |
| By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the<br>amount(s) due, Select one of the Auto Pay options and complete the information. Please include your check for this month paymen t. |
| Bank Draft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card)   |
| Armex Americand VISA Discover   |

Card Number: \_\_\_ Expiration Date: \_\_\_\_\_ Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

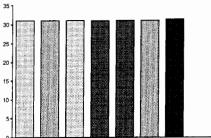
Street Address:



Billing Date: Aug 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

9, 2009 Page 3 of 4 22 0463 370 33-622-0463 See page 2





0 JUL-09 JUN-09 MAY-09 APR-09 MAR-09 FEB-09 JAN-09 DEC-08 NOV-08 OCT-08 SEP-08 AUG-08

| Account Information, Charges and Credi                   | ts                           |
|--|------------------------------|
| Recurring Charges  | Amount                       |
| 1. FairPoint Business Extra Plan                         | \$0.00                       |
| Total Recurring Charges<br>New Charges: Jul 09 to Aug 08 | \$0.00                       |
| Service: Business Voice                                  | Telephone Number: 6036220463 |
| Subtotal for 6036220463                                  | \$20.84                      |
| Total:   | \$20.84                      |

Fair Point communications

Billing Date: Aug 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services<br>1. Federal Subscriber Line Charge<br>2. Federal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | Tark & Fees<br>All tax and fees<br>\$6.23 are authorized by<br>\$0.60 Federal, State or<br>\$1.96 Local Governments.<br>\$0.64 Fees are explained<br>\$0.64 on page 2. |
|--|--|
| Total Tax & Fees on Local Services   | Enhanced 9-1-1 funding<br>per line with a 25 line ca<br>\$10.27  |
| Total New Charges  | \$31.11  |



Billing Date: Jul 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

# STBBINS COMMRICAL INC

| Account Summary                          |           |
|--|-----------|
| Previous Charges                         | \$31.03   |
| Payment Received as of Jun 18 Thank You. | (\$31.03) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.04   |
| Total New Charges Due Aug 11, 2009       | \$31.04   |
| Total Due (Past Due and New)             | \$31.04   |

Effective 6/29/09 the price of Business Extra was decreased from \$.13 per minute to \$.065 per minute.

Page 1 of 4



Billing Date: Jul 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
|--|-----------------------------------|-----------------------|
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |

### Bills, Orders, Repairs, Special Services

| Business Sales & Service Center    | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
|------------------------------------|-----------------------------------|-----------------------|
| Telephone Repair                   | Hours: 24hrs a day, 7 days a week | Phone: 1-866-984-1515 |
| Internet & Email Technical Support | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line.

Federat Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

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Automatic Payment Enrollment Complete and submit coupon printed on your bill

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TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Questions about your Bill?

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: Aug 11, 2009

Total Due: \$31.04



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

| 231726285   |
|---|
| Automatic Payment Enrollment for Account: 603 622 0463 370  |
| By signing below, I authorize FairPoint Communications or its operating subsidiary to autometically charge my account for the<br>anounit(s) due. Select one of the Auto Pay options and complete the information. Prease include your check for this month paymen t.<br>Bank Draft (Automatic debit from your account) Card (Automatic charge to your Crédit Card)<br>Arraek MasterCard VISA Discover<br>Card Number Experiaton Date: |
| Signature:  |

1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

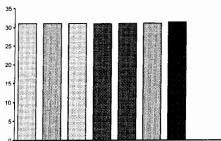
Street Address:



Billing Date: Jul 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



0 JUL-09 JUN-09 MAY-09 APR-09 MAR-09 FEB-09 JAN-09 DEC-08 NOV-08 OCT-08 SEP-08 AUG-08

|  | Account | Information, | Charges | and | Credits |
|--|---------|--------------|---------|-----|---------|
|--|---------|--------------|---------|-----|---------|

Recurring Charges

| Charge                           | Amount                                  |
|----------------------------------|---|
| 1. FairPoint Business Extra Plan | \$0.00                                  |
| Total Recurring Charges          | \$0.00                                  |
| New Charges: Jun 09 to Jul 08    |   |
| ten enargeer ear ee te eer ee    |   |
| Service: Business Voice          | Telephone Number: 6036220463            |
|                                  | Telephone Number: 6036220463<br>\$20.84 |
| Service: Business Voice          |   |



Billing Date: Jul 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services   | Tax & Fees   |
|--|--|
| 1. Faderal Subscriber Line Charge<br>2. Faderal Universal Service Fund Surcharge<br>3. State Tax<br>4. E911 Surcharge<br>5. Federal Excise Tax | All tax and fees<br>\$6 24 are authonized by<br>\$0,73 Federal, State or<br>\$1.95 Local Governments.<br>\$0 64 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10,20  |
| Total New Charges  | \$31.04  |



# STBBINS COMMRICAL INC

| Account S | summary |
|-----------|---------|
|-----------|---------|

| Previous Charges                         | \$31.03   |
|--|-----------|
| Payment Received as of May 22 Thank You. | (\$31.03) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.03   |
| Total New Charges Due Jul 13, 2009       | \$31.03   |
| Total Due (Past Due and New)             | \$31.03   |

Billing Date: Jun 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

IMPORTANT NOTICE REGARDING YOUR INVOICE Due to our recent system changes you may have received your monthly invoice later than your regularly scheduled date. Your invoice may not reflect some of your recent payments or credits. You can obtain basic payment information, including your account balance by calling your Customer Service Representative and selecting option #2.

Page 1 of 4



Billing Date: Jun 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
|--|-----------------------------------|-----------------------|
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |

## Bills, Orders, Repairs, Special Services

| Business Sales & Service Center    | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
|------------------------------------|-----------------------------------|-----------------------|
| Telephone Repair                   | Hours: 24hrs a day, 7 days a week | Phone: 1-866-984-1515 |
| Internet & Email Technical Support | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Online Billing & Payment Create your user account at www.FairPoint.com

#### For Your Information

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line. \*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, piease deduct that amount before sending payment. To check whether your payment has been received, call the Payment Quesilons number above. Federal Universal Service Fee helps keep lelephone service affordable for high cost areas, rural health-care providers and library internet access.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

- - -

Automatic Payment Enrollment Complete and submit coupon printed on your bill

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthiy installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

\_\_ Expiration Date: \_\_\_

230126959

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: Jul 13, 2009



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108

FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

| Automatic Payment Enrollment for Acc                  | ount: 603 622 0463 370  |
|---|---|
| amount(s) due. Select one of the Auto Pay options and | s or its operating subsidiary to automatically charge my account for the<br>complete the information. Please include your check for this month paymen I<br>Credit Card (Automatic charge to your Credit Card)<br>Amer. MasterCard JUSA Discover |

Card Number:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e.

Name:

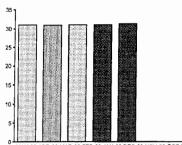
Street Address:



Billing Date: Jun 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



MAY-09 APR-09 MAR-09 FEB-09 JAN-09 DEC-08 NOV-08 OCT-08 SEP-08 AUG-08 JUL-08 JUN-08

| Recurring Charges                |                              |
|----------------------------------|------------------------------|
| Charge                           | Amount                       |
| 1. FairPoint Business Extra Plan | \$0.00                       |
| Total Recurring Charges          | \$0.00                       |
| New Charges: May 09 to Jun 08    |                              |
| Service: Business Voice          | Telephone Number: 6036220463 |
| 2. Main Line/s                   | \$20.84                      |
| Subtotal for 6036220463          | \$20.84                      |
| Total:                           | \$20.84                      |

Fair Point

Billing Date: Jun 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 4 of 4

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| Tax & Fees on Local Services         1       Federal Subscriber Line Charge         2. Federal Universal Service Fund Surcharge         3. State Tax         4. E911 Surcharge         5. Federal Excise Tax | Tax & Fees<br>Al tax and fees<br>\$6.25 are authorized by<br>\$0.71 Federal, State or<br>\$1.95 Local Governments.<br>\$0.64 Fees are explained<br>\$0.64 on page 2<br>Enhanced 9-1-1 funding is |
|--|--|
| Total Tax & Fees on Local Services   | per line with a 25 line cap.<br>\$10.19  |
| Total New Charges  | \$31.03  |



Billing Date: May 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

STBBINS COMMRICAL INC

#### Account Summary

| Account cannuary                         |           |
|--|-----------|
| Previous Charges                         | \$30.93   |
| Payment Received as of Apr 27 Thank You. | (\$30.93) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.03   |
| Total New Charges Due Jun 11, 2009       | \$31.03   |
| Total Due (Past Due and New)             | \$31.03   |
|  |           |

Questions about your Bill? See page 2 for FairPoint contact information

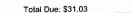
Change of Address? Go to www.fairpoint.com or see page 2.

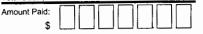
Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: Jun 11, 2009





STBBINS COMMFICAL INC 730 PINE ST MANCHESTER NH 03104-3108 FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: May 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

P

| Payments  |   |  |
|---|---|--|
| Pay By Phone Service*   | Hours: 24hrs a day, 7 days a  | week Phone: 1-866-658-9040   |
| Payment Questions / Payment Arrangen  | nents Hours: M-F 8:00am-6:00pm E  | ST Phone: 1-866-529-1302   |
| Bills, Orders, Repairs, Special Services  |   |  |
| Business Sales & Service Center   | Hours: M-F 8:30am-5:00pm E  | ST Phone: 1-866-984-3001   |
| Telephone Repair  | Hours: 24hrs a day, 7 days a  | week Phone: 1-888-984-1515   |
| Internet & Email Technical Support  | Hours: 24hrs a day, 7 days a  | week Phone: 1-800-240-5019   |
| For Your Information  |   |  |
| *Pay By Phone<br>This serivce is optional and provided by<br>an independent vendor for a fee  | Tax & Fees<br>Federal Subscriber Line Charge funds<br>part of the cost of providing long<br>distance companies access to local<br>telephone networks. It is applied per | When Reviewing Your Bill<br>A Regional Toll Call is a call placed<br>within New Hampshire but outside<br>your local calling area and a Long<br>Distance Toll Call is a call placed |
| Previous Payments<br>If you sent a payment that we did not<br>receive in time to be reflected on this   | telephone networks. It is applied per<br>line.  | Distance Toli Call is a call placed<br>outside of the 603 calling area.  |
| receive in time to be reliected on this<br>bill, please deduct that amount before<br>sending payment. To check whether<br>your payment has been received, call<br>the Payment Questions number above. | Federal Universal Service Fee helps<br>keep telephone service affordable for<br>high cost areas, rural health-care<br>providers and library internet access.            | Installment Arrangement<br>You may make an affordable week<br>monthy installment arrangement o<br>your bill by calling 1-866-529-1302.   |

Returned Payment if your payment is returned for non-sufficient funds, FairPoint will resubrit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Online Billing & Payment Create your user account at www.FairPoint.com

monthly installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory. Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Automatic Payment Enrollment Complete and submit coupon printed on your bill

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

228487386

Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the by signing basis, i autorate Farreian Communications or as operand substanty to nucleatable your deak for this month payment. amount(s) due, Select one of the Aulo Pay options and complete the information. Please include your deak for this month payment. Bank Draft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card) Credit Card (Automatic charge to your Credit Card) Discover Card Number: Expiration Date:

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enler your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

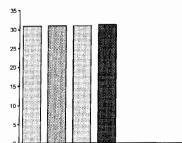




Billing Date: May 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



APR-09 MAR-09 FEB-09 JAN-09 DEC-06 NOV-08 OCT-08 SEP-08 AUG-08 JUL-08 JUN-08 MAY-08

| Account Information, Charges and Cre | dits                         |
|--------------------------------------|------------------------------|
| Recurring Charges                    |                              |
| Charge                               | Amount                       |
| 1 FairPoint Business Extra Plan      | \$0.00                       |
| Total Recurring Charges              | \$0.00                       |
| New Charges: Apr 09 to May 08        |                              |
| Service: Business Voice              | Telephone Number: 6036220463 |
| 2 Main Line/s                        | \$20.84                      |
| Subtotal for 6036220463              | \$20.84                      |
| Total:                               | \$20.84                      |



Billing Date: May 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services  | Tax & Fees   |
|---|--|
| 1 Federal Subscriber Line Charge<br>2 Federal Universal Service Fund Surcharge<br>3 State Tax<br>4 E911 Surcharge<br>5 Federal Excise Tax | All tax and fees<br>\$6.25 are authorized by<br>\$0.71 Federal, State or<br>\$1.95 Local Governments,<br>\$0.64 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services  | per line with a 25 line cap.<br>\$10.19  |
| Total New Charges   | \$31.03  |



STBBINS COMMRICAL INC

| Account Summary                          |           |
|--|-----------|
| Previous Charges                         | \$31.07   |
| Payment Received as of Mar 30 Thank You, | (\$31.07) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$30.93   |
| Total New Charges Due May 12, 2009       | \$30.93   |
| Total Due (Past Due and New)             | \$30.93   |

Billing Date: Apr 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 4

IMPORTANT NOTE REGARDING PAST DUE BALANCES: Starting mid-March, monthly billing statements were issued on regular cycles so your statement was sent to you on your regularly scheduled date. However, due to our recent system changes, prior to March, you may have received your monthly invoice later than your regularly schedule date. For this reason, if your payment for the invoice that we delivered to you late was not processed by the time your next billing statement was sent to you, your new invoice may reflect a past due amount. Remember, you will always have 30 days to pay your bill from the date indicated on

the bill. The Past Due status indicator on the bill may not be accurate.



Billing Date: Apr 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 4

How to Reach Us

| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
|--|-----------------------------------|-----------------------|
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |

# Bills, Orders, Repairs, Special Services

| Business Sales & Service Center    | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
|------------------------------------|-----------------------------------|-----------------------|
| Telephone Repair                   | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |
| Internet & Email Technical Support | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line.

Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library internet access.

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury. The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Automatic Payment Enrollment Complete and submit coupon printed on your bill

#### For Your Information

\*Pay By Phone This serivce is optional and provided by an independent vendor for a fee Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit if electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Online Billing & Payment Create your user account at www.FairPoint.com

- -

By am When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area.

Installment Arrangement You may make an affordable weekly or monthij installment arrangement on your bill by calling 1-866-529-1302.

Customer Information For important consumer information see the Customer Guide in your FairPoint white pages directory.

Important Credit Reporting Notice We lumish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

226672268

**Ouestions about your Bill?** See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2

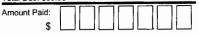
Detach & return payment slip with your check, payable to FairPoint Communications



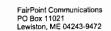
Account: 603 622 0463 370

#### New Charges Due: May 12, 2009

Total Due: \$30.93



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108



| Automatic Payment Enrollment for Acc           | ount: 603 622 0463 370   |
|--|--|
|  | s or its operating subsidiary to automatically charge my account for the<br>complete the Information. Please include your check for this month paymen t, |
| Bank Draft (Automatic debit from your account) | Credit Card (Automatic charge to your Credit Card)   |

| <br>Amex  | _   | MasterCard | <u> </u> | VISA | <b>u</b> | Discover   |      |
|-----------|-----|------------|----------|------|----------|------------|------|
| Card Numb | юг. |            |          | _    |          | Expiration | Date |

Signature Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name

Street Address:



Billing Date: Apr 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 3 of 4

Comparative analysis of FairPoint calling services



| Charge                          |                         | Amount  |
|---------------------------------|-------------------------|---------|
| 1 FairPoint Business Extra Plan |                         | \$0.00  |
| Total Recurring Charges         |                         | \$0.00  |
| New Charges: Mar 09 to Apr 08   | ····                    |         |
| Service: Business Voice         | Telephone Number: 60362 | 20463   |
| 2 Main Line/s                   | Mar 09 to Apr 08        | \$20,84 |
|                                 |                         | \$20.84 |
| Subtotal for 6036220463         |                         | \$2U.84 |



Billing Date: Apr 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

| Tax & Fees on Local Services  | Tax & Fees  |
|---|---|
| 1 Federal Subscriber Line Charge<br>2 Federal Universal Service Fund Surcharge<br>3 State Tax<br>4 E911 Surcharge<br>5 Federal Excise Tax | All tax and fees<br>\$6.25 are authorized by<br>\$0.62 Fedderal, State or<br>\$1.94 Local Governments.<br>\$0.64 Fees are explained<br>\$0.64 on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services  | per line with a 25 line cap.<br>\$10.09   |
| Total New Charges   | \$30.93   |



Billing Date: Mar 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Page 1 of 3

# STBBINS COMMRICAL INC

#### Account Summary

| Account outlinely                       |           |
|---|-----------|
| Previous Charges                        | \$31.07   |
| Payment Received as of Mar 06 Thank You | (\$31.07) |
| Past Due Charge                         | \$0.00    |
| New Charges                             |           |
| FairPoint Communications                | \$31.07   |
| Total New Charges Due Apr 13            | \$31.07   |
| Total Due (Past Due and New)            | \$31.07   |
|   |           |

Questions about your Bill? See page 2 for FairPoint contact information

Change of Address? Go to www.fairpoint.com or see page 2.

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

# New Charges Due: Apr 13, 2009



Total Due: \$31.07



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER NH 03104-3108

FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Mar 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

Page 2 of 3

How to Reach Us

| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
|--|-----------------------------------|-----------------------|
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |
| Bills, Orders, Repairs, Special Services |                                   |                       |
| Business Sales & Service Center          | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
| Telephone Repair                         | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |
| Internet & Email Technical Support       | Hours: 24hrs a day, 7 days a week | Phone: 1-800-240-5019 |

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line.

helps keep telephone service affordable for high cost areas, rural health-care providers and library

E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Automatic Payment Enrollment Complete and submit coupon

Federal Universal Service Fee

internet access.

printed on your bill

For Your Information

\*Pay By Phone This serivce is optional and provided by an independent vendor for a fee

Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill, please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Relumed Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1,388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Online Billing & Payment Create your user account at www.FairPoint.com

# Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the by saying deturt, factorisad ran bar commonsectoris depleting sectorial productions of rank resolution of trans amount(s) due. Selection of the Auto Pay options and complete Information. Please include your dreck for this month paymen t. ☐ Bank Draft (Automatic debit from your account) ☐ Craft Card (Automatic charge to your Credit Card) ☐ Amou MasterCard ☐ VISA ☐ Obscover

| / UTRA  | _       | incolor C la C | , | 104 | _ | 0130040          |  |
|---------|---------|----------------|---|-----|---|------------------|--|
| Card Nu | mber: _ |                |   |     |   | Expiration Date: |  |

Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections her e. 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

City, State, Zip:

When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 rallion area calling area.

Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302.

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Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

224845137

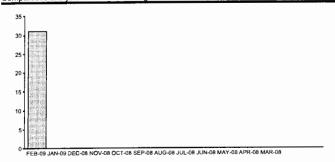


Billing Date: Mar 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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A second information Charges and Cradila



| Account Information, Charges and Cred   | lits                         |   |
|---|------------------------------|---|
| Recurring Charges   |                              |   |
| Charge  | Amount                       |   |
| 1 FairPoint Business Extra Plan   | \$0.00                       |   |
| Total Recurring Charges   | \$0.00                       |   |
| New Charges: Feb 09 to Mar 08   |                              |   |
| Service: Business Voice   | Telephone Number: 6036220463 |   |
| 2 Main Line/s   | \$20.99                      |   |
| Subtotal for 6036220463   | \$20.99                      |   |
| Total:  | \$20.99                      | )   |
| Tax & Fees on Local Services  |                              | Tax & Fees<br>All tax and fees  |
| 3 Federal Subscriber Line Charge<br>4 Federal Universal Service Fund Surcharge<br>5 State Tax<br>6 E911 Surcharge<br>7 Federal Excise Tax | \$0.59<br>\$1.95<br>\$0.64   | are authorized by<br>Federal, State or<br>Local Governments.<br>Fees are explained<br>on page 2.<br>Enhanced 9-1-1 funding is |
| Total Tax & Fees on Local Services  | \$10.08                      | per line with a 25 line cap.  |
| Total New Charges   | \$31.07                      |   |



CHANGES IN FEDERAL CHARGES BEGINNING ON OR ABOUT APRIL 1, 2009 Effective on or about April 1, 2009, the Federal Subscriber Line Charge may change on your main phone line and on any additional phone line. This charge helps pay for the costs of providing and maintaining the local network. In addition, your Federal Universal Service Fund (FUSF) surcharge may change effective on or about April 1, 2009. The FUSF surcharge, which is authorized by the FCC and reviewed quarterly, provides funding for programs to keep local telephone rates affordable for all customers and to provide discounts to schools, libraries, rural health care providers and low-income families. This charge is not applied to Lifeline, except for the FUSF surcharge on incidentals.



## STBBINS COMMRICAL INC

| immai | Гy   |
|-------|------|
|       | imma |

| Previous Charges                         | \$31.33   |
|--|-----------|
| Payment Received as of Feb 03 Thank You. | (\$31.33) |
| Past Due Charge                          | \$0.00    |
| New Charges                              |           |
| FairPoint Communications                 | \$31.07   |
| Total New Charges Due Mar 23             | \$31.07   |
| Total Due (Past Due and New)             | \$31.07   |

Billing Date: Feb 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

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Important notice regarding your upcoming statement

You may notice some changes to your monthly statement and the options you have to pay and view your bill due to the recent transition of services from Verizon Communications to FairPoint Communications. In addition to a new address to mail your monthly payment, you will be able to view and pay your bill online. Visit FairPoint.com or contact your customer service representative for more information.

Questions about your Bill? See page 2 for FairPoint contact information.

Change of Address? Go to www.fairpoint.com or see page 2

Detach & return payment slip with your check, payable to FairPoint Communications.



Account: 603 622 0463 370

#### New Charges Due: Mar 23, 2009



STBBINS COMMRICAL INC 730 PINE ST MANCHESTER, NH 09104-3108

FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472



Billing Date: Feb 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463

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How to Reach Us

| Pay By Phone Service*                    | Hours: 24hrs a day, 7 days a week | Phone: 1-866-658-9040 |
|--|-----------------------------------|-----------------------|
| Payment Questions / Payment Arrangements | Hours: M-F 8:00am-6:00pm EST      | Phone: 1-866-529-1302 |
| Bills, Orders, Repairs, Special Services |                                   |                       |
| Business Sales & Service Center          | Hours: M-F 8:30am-5:00pm EST      | Phone: 1-866-984-3001 |
| Telephone Repair                         | Hours: 24hrs a day, 7 days a week | Phone: 1-888-984-1515 |

For Your Information

\*Pay By Phone This serivce is optional and provided by an independent vendor for a fee

Previous Payments If you sent a payment that we did not receive in time to be reflected on this bill please deduct that amount before sending payment. To check whether your payment has been received, call the Payment Questions number above.

Returned Payment If your payment is returned for non-sufficient funds, FairPoint will resubmit it electronically. A charge may apply for each payment returned.

Late Payment Charges To avoid a 1.388% late payment charge, payment must be received by the due date for Total New Charges on page 1.

Mail Payments to: FairPoint Communications PO Box 11021 Lewiston, ME 04243-9472

Online Billing & Payment Create your user account at www.FairPoint.com

223342030

Automatic Payment Enrollment for Account: 603 622 0463 370

By signing below, I authorize FairPoint Communications or its operating subsidiary to automatically charge my account for the By signing below, i authoraze harhomit Communications on is operating subsidiary to euronanicany creating any account, to a une amount(s) due. Select one of the Auto Pay options and complete the information. Please include your Credck for this month payment. Bank Draft (Automatic debit from your account) Credit Card (Automatic charge to your Credit Card) Amex Amex MasterCard VISA Discover \_Expiration Date: \_\_\_

Card Number: Signature: Billing Address Changes or Corrections for Account: 603 622 0463 370

internet access.

The Federal Communications Commission (FCC) authorizes the Subscriber line Charge and Universal Service Fee.

Automatic Payment Enrollment Complete and submit coupon printed on your bill

If your billing address has changed, or if your address is incorrect as it appears on this bill, please provide corrections here, 1: Check this box 2: Enter your correct billion address 3: Potential and the set of the s 1: Check this box 2: Enter your correct billing address 3: Return this slip with your payment.

Name:

Street Address:

City, State, Zip:

Tax & Fees Federal Subscriber Line Charge funds part of the cost of providing long distance companies access to local telephone networks. It is applied per line. When Reviewing Your Bill A Regional Toll Call is a call placed within New Hampshire but outside of your local calling area and a Long Distance Toll Call is a call placed outside of the 603 calling area

calling area. Federal Universal Service Fee helps keep telephone service affordable for high cost areas, rural health-care providers and library Installment Arrangement You may make an affordable weekly or monthly installment arrangement on your bill by calling 1-866-529-1302. E911 Charge funds your communitys 911 system. This fee is sent to your state treasury.

Customer Information For important consumer information see the Customer Guide in your FairPoint while pages directory.

Important Credit Reporting Notice We furnish our customers bill payment information to the major credit reporting agencies.

TTY Customers Please call Relay Service (711) and ask them to relay your call to FairPoint Center of your choice.

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Billing Date: Feb 09, 2009 Account No: 603 622 0463 370 Phone Number: 603-622-0463 How to Reach Us: See page 2

Comparative analysis of FairPoint calling services

Note that in the Comparative Analysis chart, there are no charges indicated for the month of February. The reason for this is the information was not available due to the transition of services from Verizon Communications to FairPoint Communications.

> We apologize for any inconvenience, but the information will be available in future statements

Account Information, Charges and Credits

Recurring Charges

| Charge  | Amount                       |   |
|---|------------------------------|---|
| 1 FairPoint Business Extra Plan   | \$0.00                       |   |
| Total Recurring Charges   | \$0.00                       |   |
| New Charges: Jan 09 to Feb 08   |                              |   |
| Service: Business Voice   | Telephone Number: 6036220463 |   |
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| Subtotal for 6036220463   | \$20.99                      |   |
| Total:  | \$20.99                      | )   |
| Tax & Fees on Local Services  |                              | Tax & Fees  |
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| Total New Charges   | \$31.07                      |   |

3-622-0463 See page 2

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