1. Tariff Information

1.2	Referencing
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1.2.1	Reference to Tariffs	
А.	Whenever reference is made in this tariff to other tariffs of the Telephone Company, the reference is to the tariffs in force as of the effective date of this tariff, and to amendments thereto and successive issues thereof. The regulations, rates and charges contained herein are in addition to the applicable regulations, rates and charges specified in tariffs of the Telephone Company or the regulations, rates and charges published by the Telephone Company which may be referenced.	(C) (C) (C)
1.2.2	Trademarks and Service Marks	
Α.	Many of the designations used by the Telephone Company to distinguish its products and services are claimed as trademarks or service marks. Rather than printing a trademark symbol with every occurrence of a trademarked or service marked product name as it is used throughout this Catalog, let it be stated that when using the names of the Telephone Company products and services herein, such use is in an editorial fashion. Following are the proper use names of the Telephone Company trademarks and service marks that are referred to herein in terms of product and service offerings.	(C)
1.	Service Marks	
a.	FairPoint Alarm Connect SM	
b.	FairPoint Bizpack SM	
C.	FairPoint Business Package SM	
d.	FairPoint Business Extra SM	
e.	FairPoint Centrex SM	
f.	FairPoint Custom Number SM	
g.	FairPoint DataFlash SM	
h.	FairPoint Dial-Up Unlimited SM	
i.	FairPoint DigiRoute SM	
j.	FairPoint DovRoute SM	
k.	FairPoint DoublePoint SM	
I.	FairPoint Exchange SM	
m.	FairPoint Exchange Basic For Business SM	
n.	FairPoint Exchange Essentials SM	(c)

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Resale Services Section 1 Page 2.1 Original

Northern New England Telephone Operations LLC d/b/a FairPoint Communications – NNE

- 1. Tariff Information
- 1.2 Referencing

1.2.2	Trademarks and Service Marks	
1.	Service Marks	(C)
О.	FairPoint Exchange Premium SM	
р.	FairPoint Exchange Select SM	
q.	FairPoint Exchange Value sM	
r.	FairPoint FAST SM	
s.	FairPoint FastData SM	
t.	FairPoint FlexData SM	
u.	FairPoint FlexLink SM	
v.	FairPoint Forward SM	
w.	FairPoint Internet Services SM	
x .	FairPoint Intrastate NH SM	
у.	FairPoint IntelliBeam SM	
z.	FairPoint IntelliTalk SM	
aa.	FairPoint Local Voice Plan SM	
ab.	FairPoint Local Premier SM	
ac.	FairPoint NineLink SM	
ad.	FairPoint Number Redirect sM	
ae.	FairPoint Nickel Plan SM	
af.	FairPoint Nickel Regional Plan sM	
ag.	FairPoint Optical Network sm	
ah.	FairPoint Nickel Plan SM	
ai.	FairPoint Nickel Regional Plan sM	
aj.	FairPoint Preference Pack SM	
ak.	FairPoint Reach Plan SM	
al.	FairPoint Reach Plan Essentials SM	(Ċ)

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1.2 Referencing

1.2.2	Trademarks and Service Marks	(Ç)
1.	Service Marks	
am.	FairPoint Reach Plan Premium SM	
an.	FairPoint Reach Plan Deluxe SM	
ao.	FairPoint Reach Plan Value sM	
ap.	FairPoint Remote Forwarding SM	
aq.	FairPoint Smart Minute SM	
ar.	FairPoint Standalone SM	
as.	FairPoint TransConnect LAN Service SM	
at.	FairPoint TriplePoint Service SM	
au.	FairPoint Voice Mail Central SM	
av.	FairPoint Ways sM	
aw.	FairPoint WebPath SM	
ax.	FairPoint Wholesale Package SM	
ay.	FairPoint WireGuard SM	(Ċ)

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1. Tariff Information

1.3 Tariff Terminology

Unless otherwise defined herein, terminology contained within this tariff are as defined in terms and conditions published by the Telephone Company.

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1.3.1 Definitions

End User - Any person-purchasing service for their own use rather than for sale to another person, party or entity etc. End Users may not purchase from this tariff.

Premises - A dwelling unit, other building or a legal unit of real property such as a lot on which the customer's dwelling unit is located, as determined by the Telephone Company. This term is a reference to the premises at which the service is provided, and not a reference to the reseller's premises.

Resale - The sale to another person of telecommunications services purchased from the Telephone Company. A person purchases for resale when such person purchases a service for the purpose of reselling it to another (rather than the purpose of using the service itself).

Reseller/Customer - Any individual, partnership, association, joint stock company, trust, corporation, governmental entity or other entity, authorized by law to resell telecommunications services in the state of New Hampshire, which subscribes to the telecommunications services offered under these tariff.

Telephone Company - Northern New England Telephone Operations LLC doing business under the name FairPoint Communications - NNE.

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2. General Regulations

2.1 Application of Tariff

In addition to the general regulations contained herein, the general regulations published by the Telephone Company also apply. (C)

2.1.1	General and Scope	(T)
A.	Telephone Company shall provide to Customer, in accordance with this tariff and the requirements of Applicable Law, Telephone Company's Telecommunications Service for resale, provided, that notwithstanding any other provision of this tariff, Telephone Company shall only be obligated to provide Telecommunications Service to Customer only to the extent required by Applicable Law and may decline to provide a Telecommunications Service to Customer to the extent that provision of such Telecommunications Service is not required by Applicable Law.	(C) (C) (C)
В.	Regulations, rates and charges in this tariff apply to the offering of Telephone Company telecommunications services for resale.	(T)
C.	Only a reseller authorized by law to resell telecommunications services in the State of New Hampshire may purchase under this tariff. This tariff is not intended to enlarge, restrict, or otherwise affect any provision of law relating to the authority to resell telecommunications services.	(T)
1.	Resellers do not surrender any right to purchase from any of the Telephone Company's other intrastate tariffs by purchasing from this tariff. However, the discounts contained herein will apply only to purchases from this tariff. Resellers purchasing retail services from the Telephone Company's intrastate tariffs will do so through traditional retail channels, and will be billed accordingly.	
D.	In addition to the responsibilities and obligations of the Telephone Company, the reseller must conform to any applicable rules and regulations set forth by the Public Utilities Commission.) (т)(С
E.	The resale of telecommunications services and the provision thereof by the Telephone Company as set forth in this tariff do not constitute a joint undertaking nor does it constitute an agency, contractual or any other type of relationship between the reseller and the Telephone Company (other than that of purchaser and seller) or between the Telephone Company and the reseller's end user.	(T)
F.	A reseller ordering a resold service under this tariff has all of the obligations that would be imposed by the Telephone Company upon an end user who orders the service directly from the Telephone Company. Such obligations include, without limitation, the obligation to pay for the service, whether or not the reseller is being paid by its own customers. The rate charged for such service, when sold to a reseller under this tariff, is to be determined in accordance with rates and charges specified in this tariff.	(T) (C)
G.	Services that are sold to Telephone Company end users only in conjunction with the purchase of basic dial tone service will be available for resale only in conjunction with the resale of basic dial	(T)

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3. Ordering of Service

3.1 Orders for Resold Services

3.1.2	Automated Order Interface
Α.	Orders for resold services and modifications to or cancellation of an existing order must be placed by the reseller with the Telephone Company through the appropriate automated interface established by the Telephone Company. Such interface will facilitate the following order processes.
1.	Establishment of end user accounts
2.	Assignment of telephone numbers
3.	Entry of service orders into Telephone Company systems
4.	Installation scheduling and negotiation with end users
5.	Reservation of installation appointments
6.	Entry of end user service and repair inquiries
7.	Verification of the network status of an associated telephone line in conjunction with Telephone Company systems
8.	Other processes that would facilitate the processing of the reseller's order.
В.	The Telephone Company will establish automated interface specifications (e.g. formats) for data, delivery (transport) and network descriptions, etc.
1.	Resellers must comply with methods, procedures and operational guidelines in utilizing the interface specifications established by the Telephone Company.
2.	Any use of the interface(s) by the reseller or any other party for unauthorized purposes (e.g., access to data or to enter false information) will be considered abuse or fraudulent use of the interface and is prohibited. Such action may result in the Telephone Company terminating the reseller's use of the interface.
3.	If the Telephone Company determines or suspects that abuse or fraudulent use of the interface has occurred, the Telephone Company will, as required by law, refer the matter to the appropriate law enforcement agency.
3.1.3	Additional Engineering and Special Construction

- **A.** Additional charges will be applied to an order for service when the Telephone Company determines additional engineering or special construction is necessary to accommodate a reseller request.
- 1. When it is required, the reseller will be so notified and will be furnished with a written statement setting forth the justification for the additional engineering and/or special construction as well as an estimate of the charges.

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3. Ordering of Service

3.3 Responsibility of the Reseller

3.3.1 Point of Contact for End Users

A. The reseller shall serve as the single point of contact for its end users on such matters as billing, requests for new service, requests for the modification or discontinuance of existing services, service trouble reports, repair requests, complaints, etc. The reseller shall be obligated to transmit such requests or reports to the Telephone Company through the automated order interface to the extent reasonably necessary to enable the Telephone Company to fulfill its obligations this tariff.

3.3.2 Forecasting of Service Requirements

A. To the extent reasonably necessary for the planning of Telephone Company facilities, the reseller shall provide, upon request of the Telephone Company, forecasts of the approximate number of units of exchange and other services that the reseller expects to require in specific geographic areas. Such forecasts are considered by the Telephone Company as confidential information of the reseller and will be treated in accordance with the provisions specified in this tariff for confidential reseller information.

3.3.3 Refusal, Discontinuance or Transfer of Service

- A. Where a reseller discontinues its provision of service to all or substantially all of its end users, whether by its own decision, as a result of involuntary bankruptcy, or for any other reason, the reseller must send advance written notice of such discontinuance to the Telephone Company, the NHPUC, and to each of the reseller's end users. If service to the reseller is discontinued by the Telephone Company the reseller must send written notice to each of its end users.
- 1. Such notice must advise the end users that unless they take action to switch to a different carrier within 60 days, provision of their service will be discontinued. Where the end user elects a specific carrier within the 60 day period, the relevant charge associated with the change shall be paid by that carrier.
- a. Should the end user elect to transfer service to the Telephone Company, the Telephone Company will provide service to the end user at the regulations, rates and charges, of the Telephone Company and not the rates specified in this tariff.
- **B.** The reseller must provide the Telephone Company with any information necessary to enable the Telephone Company to assume the end user's accounts, including the end users' service configurations and billed names and addresses.

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4. Issuance, Payment and Crediting of Reseller Bills

4.3 **Credit Allowance Conditions**

4.3.1	Service Interruption]
	Allowances for interruption of service are available to resellers to the extent and under the same	
	circumstances as they would be available to Telephone Company end users.	(C)

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5. **Resale and Sharing**

5.1 Description

5.1.1	General
A.	Resale is the sale to another person of telecommunications services purchased from the Telephone Company. A customer purchases for resale when such customer purchases a service for the purpose of reselling it to another (rather than the purpose of using the service itself).
1.	A purchasing agent who orders services for its principal, and who does not itself agree to assume the obligations of a reseller under this tariff, is not purchasing for resale within the meaning of this tariff.
2.	The purchase of telecommunications services or unbundled network elements for the purpose of provisioning a different service (such as the purchase of the Telephone Company's switched carrier access service for the purpose of provisioning an interexchange carrier's toll service) is not resale within the meaning of this tariff.
3.	A person purchasing a service for shared use by that person and others is purchasing for resale within the meaning of this tariff if such person agrees to assume all the obligations of a reseller under this tariff.
В.	Where a reseller purchases Telephone Company exchange service from the Telephone Company and resells it to an end user, such reseller's end user will be able to access any and all services that a Telephone Company end user would be able to access on a Telephone Company exchange service line. Such services to the extent provided by the Telephone Company will be deemed to have been sold to the reseller by the Telephone Company as they are utilized by the reseller's end user, and the reseller will be responsible to the Telephone Company for payment of such services.

5.1.2 Services Offered for Resale

- Α. The services offered under this tariff are those that are offered by the Telephone Company to end users under the regulations, terms and conditions of the Telephone Company, except for public (C) telephone service, and in accordance with the following limitations.
- 1. Services that the Telephone Company has designated as no longer available for new installations (C) or no longer offered are not offered for resale except that such services are only available for resale to the embedded base of end users who were permitted to retain such service(s) in accordance with the regulations of the Telephone Company.
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- 2. Promotional programs offerings (e.g., discounts, waivers, credits, certificates, premiums, discounted product trials or other inducements that would apply to a particular end user for a period of 90 days or less, and that are offered in order to promote the sale of a service) are offered for resale, however they are not subject to the resale discount specified in Section 5.3.
- Services that are sold to Telephone Company end users only in conjunction with the purchase of Β. basic dial tone service will be available for resale only in conjunction with the resale of basic dial tone service and not on a stand alone basis.

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5. Resale and Sharing

5.2 Regulations

5.2.1	Restrictions	
А.	Class of Customer - This is a restriction of the Telephone Company that limits the availability of a service to a particular type of customer, such as a business customer, a residence customer, carrier, end user, etc.	(C
1.	Where a resold service is subject to such restriction the reseller may not resell such service to any customer not in the relevant class. The reseller may purchase the service for resale to a customer in the relevant class whether or not the reseller itself is within the class.	
a.	Business services may be resold to residence end users as long as the end user is served by a business exchange line and as long as all other services provided on that line are also under the business class and charged for at the appropriate business service rates and charges.	
2.	Where a reseller resells a service to another person, and such other person is itself a reseller rather than an end user, the reseller purchasing from the Telephone Company must require its end users (by tariff or by contract), to conform to any applicable class of service restrictions for end users and all other requirements of resellers under this tariff.	
3.	This class of service restriction does not pertain to resale of a Centrex line where a residential end user is not restricted to business service for that Centrex line. This service is subject to additional Individual Case Basis (ICB) developmental costs and will be developed under a mutually agreed-upon time schedule, not to exceed six months from the time service is ordered.	
В.	The reseller is not allowed to offer resold service to its customers under any of the Telephone Company trademarks, service marks, registered trademark, registered service mark or brand- names, nor use the logos of the Telephone Company or the Telephone Company's affiliates without the expressed written authorization of the Telephone Company.	
C.	Aggregation of Usage – Regulations on limitations on aggregation of traffic are applicable.	(C)

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5. Resale and Sharing

5.3 Application of Rates and Charges

5.3.1 Underlying Services

A. Discount - The rates and charges that apply for the underlying services that are sold to a reseller in accordance with the terms and conditions described herein are published on the Telephone Company's website. The Telephone Company will discount the rates and charges by applying the resale discounts specified in Section 10.5.1 of this tariff to the applicable published rates and charges for resold services offered under this tariff in accordance with Section 5.1.2. The discount applicable to residential and business services and the Exchange Line portion of Services varies, depending upon whether the Telephone Company provides Operator Services and Directory Assistance (OSDA).

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- **B.** The Telephone Company reserves the right to apply a different avoided cost discount, for services provided pursuant to Special Contract Arrangements, as approved by the Commission.

5.3.2	Other Charges
Α.	Charges to recover the ongoing costs to maintain the service center for resellers and the electronic interface systems will be assessed against all resellers
1.	Service Center Maintenance Charge - A monthly recurring charge per resold line will be assessed to recover the cost of maintaining the service center for resellers.
2.	Electronic Interface Maintenance Charge - A Non-Recurring charge per OSS transaction will be assessed for the recovery of ongoing costs associated with maintaining the electronic interfaces.

5.3.3 Special Contract Pricing

A. Services that the Telephone Company provides to its end users on a customer-specific basis will be made available for resale, and upon request of the reseller, the Telephone Company shall determine (for the customer-specific service configuration that is the subject of the request), wholesale rates that reflect the Telephone Company's avoided costs associated with the customer specific arrangement. The Telephone Company reserves the right to apply an avoided cost discount different from that set forth in Section 10.5.1 for service provided under special contract arrangement as approved by the Commission.

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6. Alternately Billed Calls

6.1 Recording, Processing and Rating

6.1.1	Description	
Α.	An alternately billed call is any call which is billed to a number other than the number originating the call, and includes credit card, collect and third party calls. The following procedure shall apply for alternately billed calls originating or terminating over a Telephone Company line which has been resold.	1
В.	In the case of a local call or an intraLATA toll call on the Telephone Company's network originating from a reseller's end user's line that is served in a Telephone Company exchange within the Telephone Company's serving area in the state of New Hampshire, the Telephone Company shall record, process and rate such a call at the Telephone Company's published rates and bill and collect payment from its customer.) (0
C.	In the case of a local call or an intraLATA toll call on the Telephone Company's network originating from a Telephone Company end user within the Telephone Company's serving area in the state of New Hampshire, and charged to a reseller's end user line that is served in a Telephone Company's exchange within the Telephone Company's serving area in the state of New Hampshire, the Telephone Company shall separately record and process each such call and send an unrated record of all such calls to the reseller on a daily basis for the reseller's billing and collections purposes.	
1.	The reseller shall pay the Telephone Company for such calls at the wholesale discount rates.	
2.	The reseller shall pay any additional costs.	
3.	The Telephone Company shall bill such calls and any additional costs on a monthly basis.	
4.	The reseller shall rate the calls, bill their retail customers for such calls and keep the revenues collected.	
D.	In the case of a local call or an intraLATA toll call originating from a reseller's end user line that is served in a Telephone Company exchange within the Telephone Company's serving area in the state of New Hampshire and charged to an out-of-region customer of a reseller, the Telephone Company shall record, process and rate such a call and forward such information to the reseller through Centralized Message Distribution ("CMDS"). Such reseller, in turn, shall bill and collect payment from its customers and remit to the Telephone Company, an amount equal to the amount billed after the deduction of billing and collection costs incurred by such out-of-region carrier at rates utilized by the industry CATS settlement process.	

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8. **Other Services**

8.3 **Operator and Directory Services**

8.3.3 Directory Assistance (DA) and Directory Listing Services

Α. The Telephone Company will include in its published white pages directories and in its directory assistance records, the name, address and telephone number of the reseller's telephone exchange service customers (one listing per end user line), in accordance with the Telephone Company's requirements relating to alphabetical listings and to directory assistance . Such listings will not be provided for any lines for which the reseller purchases nonpublished and nonlisted number service. Additional listings will be provided under the terms and conditions published by the Telephone Company.

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- The Telephone Company will include in the "Information Pages", or comparable section of its white 1. page directories, for areas served by the reseller, the reseller's customer service telephone number which has been provided by the reseller.
- B. Yellow Page Listing - Upon request of the reseller the Telephone Company will include in its published yellow page directories a single line, light-face (non-bold) listing for the reseller's telephone exchange service business end user.

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10. Rates and Charges

10.5 Resale and Sharing

10.5.1	Discounts to Unde	erlying Services		
ID	Service Category	Rate Element	Rate	USOC
Α.	Discounts for all services except those in Section 10.5.1.B	Business Services Residence Services	18.78% 17.30%	
В.	Discounts only for telecommunications services currently published in the NH Catalog, Part A,	Business Services	20.25%	
	Sections 5.1 through 5.4 and the exchange line portion of services in Part H where the reseller provides OSDA	Residence Services	19.04%	

10.5.2 Reserved for Future Use

10.5.3 Other Charges				
ID	Service Category	Rate Element	Rate	USOC
	Service Center Maintenance Charge	Monthly charge per resold line	\$0.21	
	Electronic Interface Maintenance Charge	Per OSS Transaction (includes only ongoing costs)	\$0.21	

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7.1 Municipal Property Tax Recovery Charge (C) 7.1.1 Description A Municipal Property Tax Recovery Charge applies per month to each residence and business Α. (C) telephone exchange line, including PBX trunks and Centrex lines, PASL and public access lines sold under this tariff in addition to the monthly rates for these lines. This surcharge recovers the amount of municipal property taxes billed to the Company for telephone poles, conduit and use of municipal right-of-ways. Β. The Telephone Company will bill the reseller the Municipal Property Tax Recovery Charge. The (C) Municipal Property Tax Recovery Charge is not subject to the resale discount. (C)

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