

FairPoint Communications, Inc.
Docket No. DT 14-102

ORIGINAL
N.H.P.U.C. Case No. <u>DT 14-102</u>
Exhibit No. <u>6 BR #1</u>
Witness _____
DO NOT REMOVE FROM FILE

Respondent: Ryan Taylor
Title: Director of Regulatory

RECORD REQUEST: 1 Do FairPoint's information systems have a default setting to support customer billing adjustments in instances where accounts are reclassified to basic service?

DATED: May 7, 2014

REPLY: Yes. Using FairPoint's basic service criteria, Siebel, which is FairPoint's Ordering system, will prompt the service representative to update the system identification, or Special Pricing Plan (SPP) value to basic due to the criteria change. Once this occurs, the non-basic rating is programmatically set to a basic rate (in the corresponding rate group) in FairPoint's then-current Product Catalog.

FairPoint Communications, Inc.
Docket No. DT 14-102

ORIGINAL	
N.H.P.U.C. Case No.	DT 14-102
Exhibit No.	#7 BR #7
Witness	
DO NOT REMOVE FROM FILE	

Respondent: Ryan Taylor
Title: Director of Regulatory

RECORD REQUEST: 2 Is FairPoint's Centrex service provided through a single line, multiple lines or a trunk line?

DATED: May 7, 2014

REPLY: FairPoint objects to Record Request Number 2 in accordance with its General and Specific Objections.

Notwithstanding the Objection, FairPoint responds as follows: Centrex Service requires a minimum purchase of two (2) lines and is not served through a trunk line.

FairPoint Communications, Inc.
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ORIGINAL	
N.H.P.U.C. Case No.	DT 14-102
Exhibit No.	8 RR # 3
Witness	
DO NOT REMOVE FROM FILE	

Respondent: Ryan Taylor
Title: Director of Regulatory

RECORD REQUEST: 3 Please provide copies of the bill inserts which the Whalen's received for their rate increases in May 2013 and March 2014.

DATED: May 7, 2014

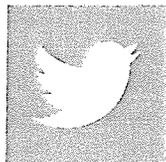
REPLY: See attached Exhibits 6 and 6A. Exhibit 6 is the bill message supporting the May 2013 rate increase. Exhibit 6A is the bill message supporting the March 2014 rate increase. As a point of clarification from the hearing of May 7, 2014, these customer communications were delivered as bill messages, not bill inserts.

Important Information About Payment Agents for our New Hampshire Customers

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.



Get Social with FairPoint

At FairPoint, we like to keep the lines of communication open to our customers. We do this by having active social media channels on Facebook, Twitter, LinkedIn and YouTube. We hope you will connect with us on one of our accounts so you can have a direct line to us when you need us. A benefit of becoming a fan, follower or subscriber is that you will receive timely important information and the chance to have a little fun and win prizes. So come on over and join in on the conversation!

Rate Increase Information DT 14-102 EXHIBIT 6

FairPoint Communications is dedicated to providing the highest quality services at competitive prices and appreciates your continued business. We will continue our significant investments to provide new technologies and services for our customers. These investments require us to occasionally increase our rates. Effective with your next bill cycle, the rates for FairPoint products below will increase:

FairPoint Communications

Services	Increase to Monthly Charge
Business Local Voice Services in Vermont*	\$1.50/Line
Residential Standard Use Local Voice Services in Vermont**	\$1.50/Line
FairPoint Smart Minute Plan in Vermont	\$1.00
FairPoint Nickel Plan in Vermont	\$1.50
FairPoint Intrastate VT Plan	\$0.40

*Excludes business local voice lines in a package

**Excludes Low Use residential local voice lines and local voice lines in a package

FairPoint Communications - NNE:

Services	Increase to Monthly Charge
Residential Local Single Party Voice Services in New Hampshire***	\$2.00/Line

***Excludes residential local voice lines in a package and Basic Service lines

FairPoint Internet:

Vermont Services	Increase to Monthly Charge
High Speed Internet -768Kbps*	\$2.00
High Speed Internet -7 Mbps*	\$2.00
Dial Up Internet	\$2.00

*The rate for customers with the "Price Lock" promotion will not receive this increase.

We are confident that FairPoint Communications continues to remain competitively priced while providing high quality products and services. We again thank you for your continued business and look forward to continuing to provide you with a superior communications experience. Please visit us at www.fairpoint.com or call 1-866-984-2001 if you have any questions regarding your service.

Important Information about the Lifeline Program

Eligible low-income FairPoint customers in New Hampshire can qualify for a discount for residential local service at their primary residence under the Lifeline Program. The Lifeline Program is a government benefit program. The discount consists of federal monthly support of \$9.25. To qualify for Lifeline Program support, residential customers must receive benefits from one of the following assistance programs: Temporary Assistance to Needy Families (TANF), Supplemental Security Income (SSI), Medicaid, Supplemental Nutrition Assistance Program (SNAP), the National School Lunch/Free Lunch Program, Federal Public Housing (Section 8) or the Low Income Home Energy Assistance Program. Alternatively, qualified customers with household income at or below 135% of the Federal Poverty Guidelines may also qualify for Lifeline Program support. Lifeline Program customers may also qualify for free toll blocking to help control long-distance usage. Customers using this offering can still use pre-paid calling cards or dial-around services to place long-distance calls from their homes.

Only one Lifeline Program discount is available per household on either a wireless or wireline telephone service. Under the Lifeline Program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. The Lifeline Program benefit is non-transferable. Consumers who willfully make false statements in order to obtain the discount can be punished by fine or imprisonment, and may be de-enrolled or barred from the Lifeline Program.

Important Information About Your Services

FairPoint Communications¹ is dedicated to providing the highest quality services at competitive prices and appreciates your business. As we continue efforts to bring you new and improved services, we must occasionally increase our rates.

Effective with your March bill, the rate for the FairPoint products below will increase²:

FairPoint Internet:

Internet Services	Increase to Monthly Charge
Month-to-Month High Speed Internet and FAST Service	\$2.00
Static IP Blocks	\$2.00
Dial-Up Service	\$4.00
911 Access Line on Standalone High Speed Internet	\$2.00

FairPoint Communications-NNE and FairPoint Long Distance:

Voice Services	Increase to Monthly Charge
Residential Local Voice Service ³	\$2.25
Domestic TalkUnite30 FairPoint Nickel Plan	\$0.50
Single Rate Plan	\$0.75
FairPoint Nickel LD LD Multi-Line USLink 300 Min LD Multi-Line USLink 60 Min Ten Cent Long Distance Plan	\$1.00
FairPoint International Flat Rate	\$1.05
FairPoint World Select Unlimited - France, Germany, Italy, Japan, South Korea, the United Kingdom	\$5.00
Directory Listing Rates for Non-Published, Non-Listed, Foreign, and Additional Listing/s	\$0.25

Please visit www.fairpoint.com to view Tariffs, Catalogs and Price Lists or call us at 1.866.984.2001 if you have questions regarding your service.

¹The name "FairPoint" or "FairPoint Communications" is used generally herein, but your services are provided by one more affiliates of FairPoint Communications, Inc. Please check your bill for the name of the FairPoint company(ies) that serves you, or visit www.fairpoint.com for further details or contact a representative at the number provided above.

²Excludes services in a term commitment and services in a promotional offering during their promotional period.

³Excludes Basic services and non-a-la-carte voice services.

FairPoint Communications, Inc.
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ORIGINAL	
N.H.P.U.C. Case No.	DT 14-102
Exhibit No.	#9 RR# 4
Witness	
DO NOT REMOVE FROM FILE	

Respondent: Ryan Taylor
Title: Director of Regulatory

RECORD REQUEST: 4 Please provide a copy of any FairPoint written document which customer service representatives use for reference when determining basic service eligibility.

DATED: May 7, 2014

REPLY: FairPoint objects to Record Request Number 4 in accordance with its General and Specific Objections.

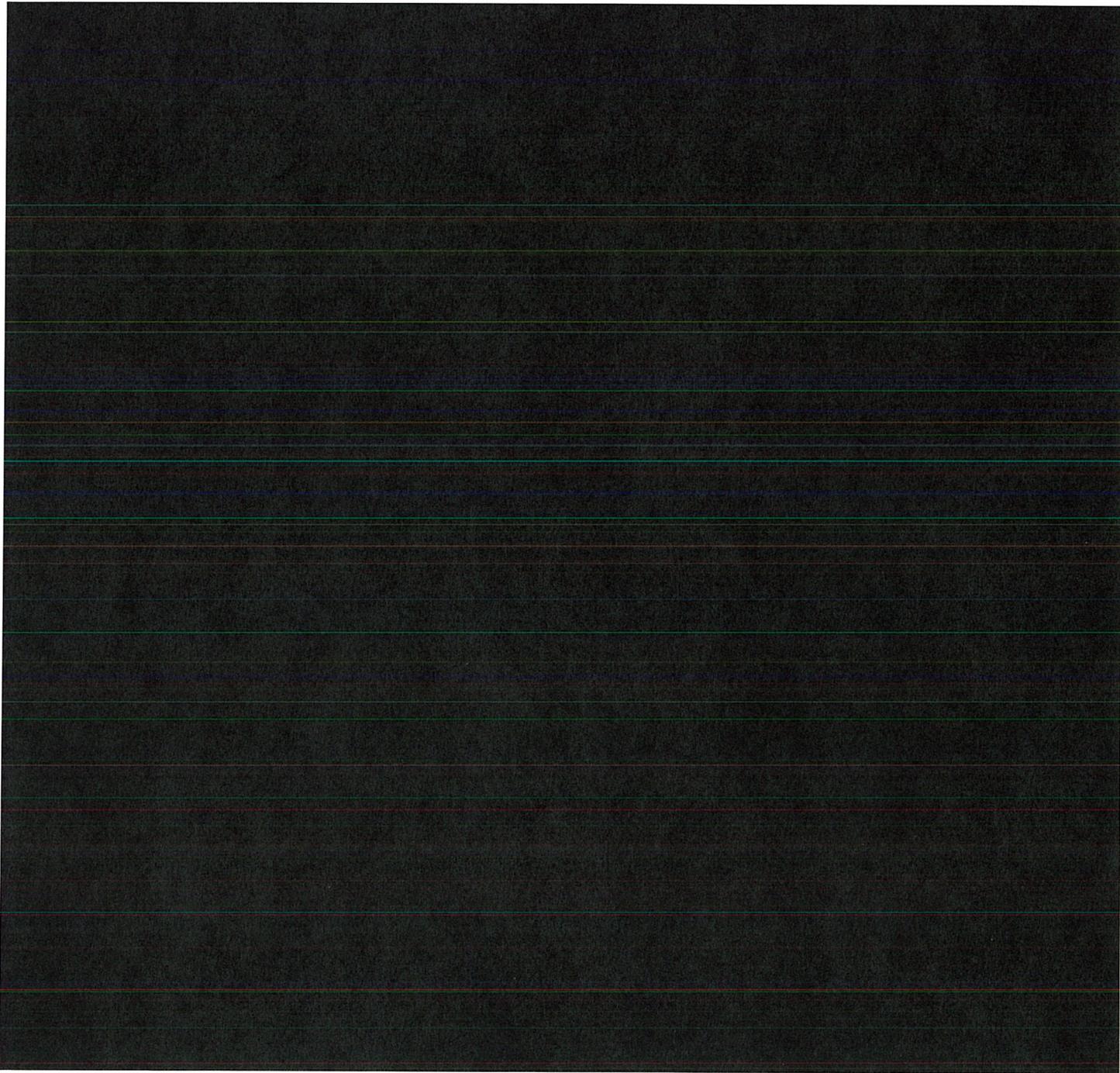
Notwithstanding the Objection, FairPoint responds as follows:
See attached Confidential Exhibit 7, and Confidential Exhibit 7A. Confidential Exhibit 7 was originally created in 2012 and underwent a revision in December 2013 and was more recently updated on May 6, 2014 to reflect the internal policy change (reflected in Confidential Exhibit 7A) which FairPoint made in March, 2014, related to the long distance and basic service classification.



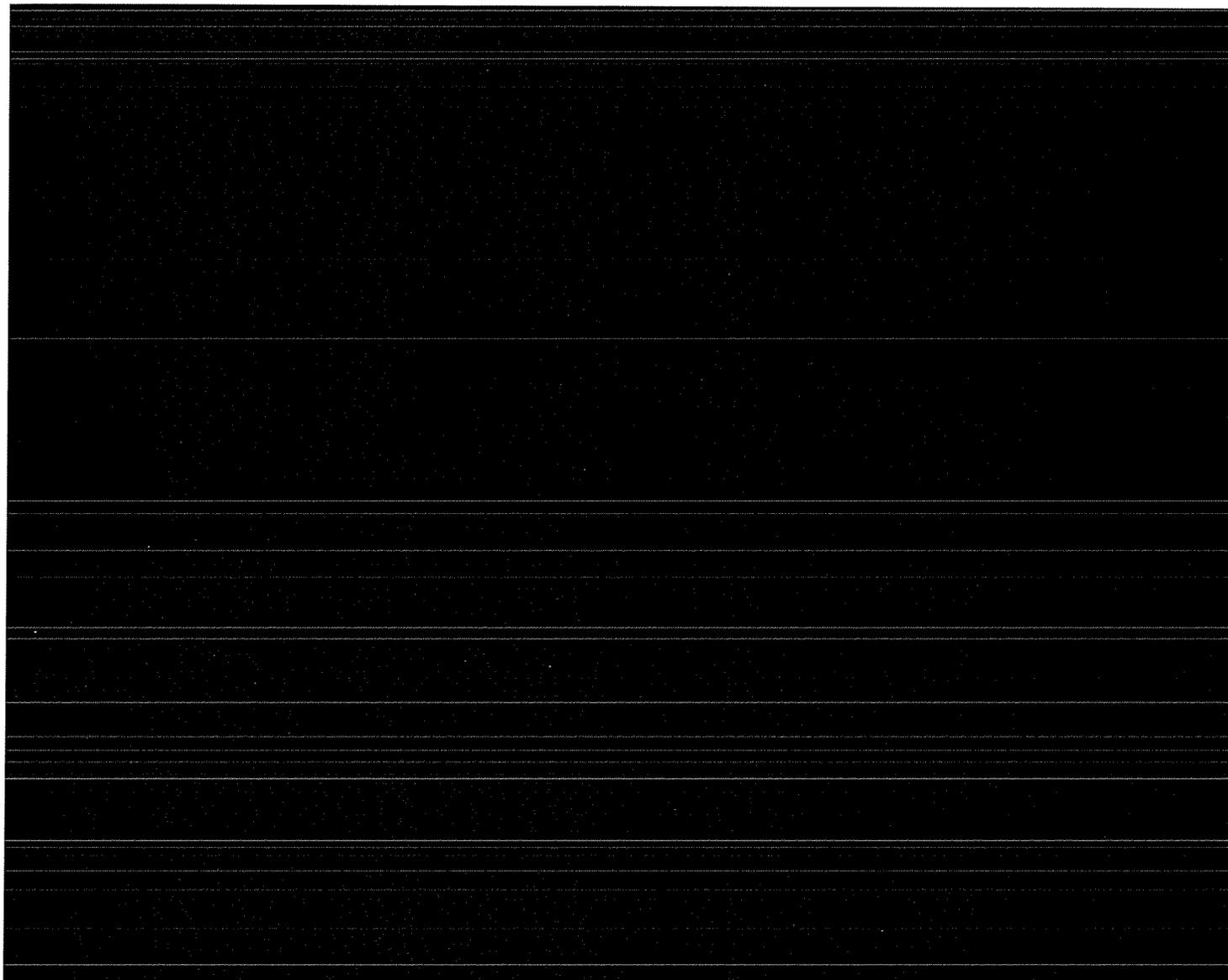
REFERENCE
Performance Management Team

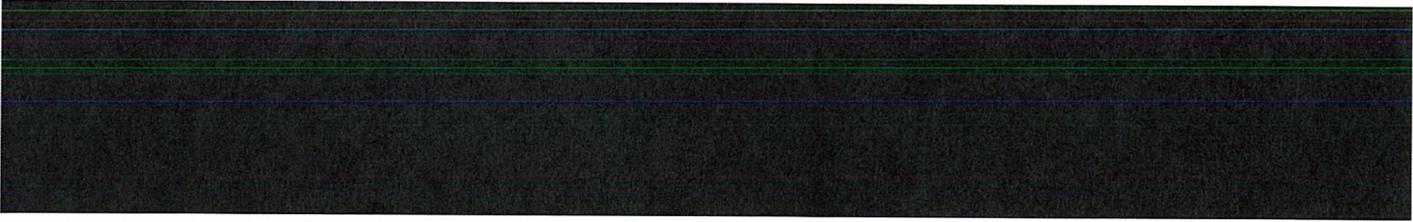
SYSTEMS • PERFORMANCE ASSURANCE
QUALITY ASSURANCE • DOCUMENTATION

Basic Service New Hampshire



Basic Service New Hampshire



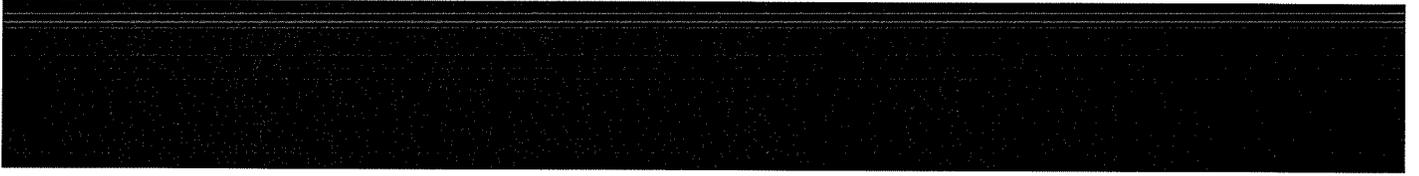


ALERT
Performance Management Team
SYSTEMS • PERFORMANCE ASSURANCE
QUALITY ASSURANCE • DOCUMENTATION

FairPoint
communications

The logo features a teal background with several yellow and blue squares of varying sizes on the left side. A dashed white line runs horizontally across the bottom of the logo area.

DT 14-102 REDACTED
EXHIBIT 7A



FairPoint Communications, Inc.
Docket No. DT 14-102

ORIGINAL	
N.H.P.U.C. Case	DT 14-102
Exhibit No. #	10 RR #5
Witness	
DO NOT REMOVE FROM FILE	

Respondent: Ryan Taylor
Title: Director of Regulatory

RECORD REQUEST: 5 Please provide FairPoint's written policy regarding Lifeline program eligibility and the Independent Economic Household Form.

DATED: May 7, 2014

REPLY: FairPoint does not have a specific written Lifeline policy and follows applicable federal and state law. See attached Exhibits 8 and 8A. Exhibit 8 is FairPoint's Lifeline Program Application. Exhibit 8A is FairPoint's Lifeline Household Worksheet. FairPoint complies with the orders and regulations of the Federal Communications Commission ("FCC") and the New Hampshire Public Utility Commission in administering the Lifeline Program. FCC Lifeline Program rules can be found at 47 CFR § 54.400-422. A general description of the requirements which must be met by a residential customer seeking to qualify for the Lifeline Program is included in FairPoint's web site at <http://www.fairpoint.com/residential/phone/lifeline.jsp>. The application which must be completed by a residential customer seeking to qualify for the Lifeline Program is included as Exhibit 8. If an applicant resides at an address at which there may be multiple households, the Individual Economic Household form, included as Exhibit 8A, must also be completed to determine eligibility. Only one Lifeline benefit may be used per household (by FairPoint or any other provider). Eligibility for the Lifeline Program must be confirmed annually through a recertification process.



Lifeline Program Application

In New Hampshire, FairPoint Communications participates in the Lifeline Program which provides federal and state government assistance to qualified residential customers to reduce monthly telephone service charges. To enroll in the Lifeline Program, you must meet all qualifications, complete all sections of this application and provide all documentation requested. FairPoint will confirm your eligibility for the Lifeline Program.

CUSTOMER INFORMATION

Name _____ Last 4 Digits of Your Social Security Number: _____
First Last

Telephone Number _____ Date of Birth (mm/dd/yyyy): _____ / _____ / _____
must be 18 or older

Service Address of Principal Residence (No Post Office Box):

Street: _____ Apt. _____

City: _____ State: _____ Zip Code _____

Billing Address, if different from service address (may include Post Office Box):

Street: _____ Apt. _____

City: _____ State: _____ Zip Code _____

Is this a temporary address? Yes

LIFELINE PROGRAM REQUIREMENTS

- You must meet the "One-per-Household" Requirement.**
 - Only one person in a household can qualify to receive Lifeline Program benefits.
 - A "household" is any individual or group of individuals who live together at the same address and share income and expenses.
 - Only one residential telephone service in a household can receive Lifeline Program support.
 - A household may not receive Lifeline benefits from multiple service providers.

_____ My initials here certify that I meet the one-per-household requirement. I understand that falsely certifying eligibility is a violation of the rules of the Federal Communications Commission and will result in my removal from the Lifeline Program and could result in criminal prosecution by the United States government.

Do you live at an address at which there are multiple households? Yes

If yes, you must complete a supplemental form from FairPoint to determine your eligibility.

- You must meet program participation requirements or meet household income requirements.**

I (or my dependent or other member of my household) receive(s) benefits from at least one of the programs listed below OR my household meets the income requirement below:

(Check the box for each category which applies.)

- | | |
|---|--|
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) |
| <input type="checkbox"/> Supplemental Security Income | <input type="checkbox"/> Federal Public Housing (Section 8) |
| <input type="checkbox"/> Low Income Home Energy Assistance Program | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) |
| <input type="checkbox"/> National School Lunch/Free Lunch Program (NSL) | <input type="checkbox"/> Household Income at or below 135% of Federal Poverty Level |
| | There are _____ people in my household. |

I **do not** receive benefits from a program listed above. The full name of my dependent or other member of my household who **does** receive benefits from a program listed above is _____.

To complete your application:

- You must send proof of participation in **one** program you checked above, OR
- If you are eligible because of your household income, you must send proof of your qualifying household income.

See attached *Questions and Answers* to determine what documentation can be accepted.

3. You must acknowledge these critical notification obligations.

You have obligations if you receive Lifeline Program benefits. You must *initial* the statements below to acknowledge you understand your obligations:

- I will notify FairPoint within 30 days if I (or my dependent or other household member) no longer participate(s) in the federal programs identified in my application or if my household income exceeds 135% of the Federal Poverty Guidelines.
- I will notify FairPoint within 30 days if I or my household begins to receive more than one Lifeline Program benefit.
- I will notify FairPoint within 30 days if I no longer qualify for Lifeline support for any reason.
- I understand these notification obligations and that I may be subject to penalties if I fail to provide this notice.

4. You must certify the following statements. (You must read and *initial* all certifications below.)

I hereby certify under penalty of perjury that:

- I (or my dependent or other member of my household) currently receive(s) benefits from the program(s) identified above or my annual household income is at or below 135% of the Federal Poverty Guidelines.
- I acknowledge that my household can only receive one Lifeline Program benefit and to the best of my knowledge my household does not now receive Lifeline Program benefits.
- My household is not receiving a Lifeline Program benefit from more than one landline or wireless service provider.
- I agree not to transfer my Lifeline Program benefits to another person.
- I acknowledge that I may be required to recertify my continued eligibility at any time and failure to recertify my eligibility for the Lifeline Program as required will result in my removal from the Lifeline Program.
- I agree that FairPoint may transmit to the Administrator of the National Lifeline Accountability Database my full name, my full residential address, my date of birth, and the last four digits of my Social Security Number, the telephone number to be associated with Lifeline Program benefits, the date on which Lifeline service is begun, the date on which Lifeline Program benefits end, the amount of support sought by FairPoint and the means through which I qualify for Lifeline Program benefits. I understand that transmission of this information is required to ensure the proper administration of the Lifeline Program. I also understand that if I refuse to have this information transmitted to the Administrator, I will be denied Lifeline Program benefits.
- FairPoint may continue to monitor my participation in the identified program(s) for continued eligibility for Lifeline Program benefits
- I agree to allow FairPoint to exchange any necessary information with the appropriate state or federal agency to verify my eligibility to participate in the Lifeline Program.
- All of my responses and acknowledgements provided on this application are true and correct to the best of my knowledge.
- I acknowledge that willingly making false statements or providing false or fraudulent information to obtain Lifeline Program benefits is punishable by law and can result in fines, imprisonment, de-enrollment or being barred from the program.

Signature _____ Date _____

Mail your completed application and supporting documentation to:

FairPoint Communications
Consumer Service Response Center
PO Box 11560
Portland, ME 04104

Questions and Answers

Q. What documents can I provide to FairPoint to prove I (or my dependent or other member of my household) receive benefits from a listed federal program?

- A. DO NOT SEND ORIGINAL DOCUMENTS.** Copies of documents which FairPoint can accept as evidence of participation in a listed federal program are:
1. A current or prior year statement of benefits from a listed program
 2. Notice letter of participation in a listed program
 3. Program participation document (for example, a copy of a SNAP electronic benefit transfer card or Medicaid participation card)
 4. Other official document demonstrating that you, your dependent or your household receives benefits under a listed federal program

Q. What documents can I provide to FairPoint to prove my household income is equal to or less than 135% of Federal Poverty Guidelines?

- A. DO NOT SEND ORIGINAL DOCUMENTS.** To establish that you qualify for the Lifeline program because your **household** income is at or below 135% less of the Federal Poverty Level, you must submit the one of the documents listed below:
1. A prior year's state or federal tax return
 2. A current income statement from employer or paycheck stub
 3. A Social Security statement of benefits
 4. A Veteran's Administration Statement of Benefits
 5. A retirement/pension statement of benefits
 6. A federal notice of participation in General Assistance
 7. A divorce decree
 8. A child support award, or
 9. Other official document containing income information.

If the documentation of your household income does not cover a full year, you must provide the same type of documentation covering three consecutive months within the previous twelve months.

You must provide proof of *all* household income (both taxable and non taxable) for you and anyone in your household that is not a dependent.

Q. What are the Federal Poverty Guidelines?

A. The applicable 2014 Federal Poverty Income Guidelines are:

Persons in Household	2014 Federal Poverty Levels	135% of Federal Poverty Levels
1	\$11,670	\$15,754.50
2	\$15,730	\$21,235.50
3	\$19,790	\$26,716.59
4	\$23,850	\$32,197.50
5	\$27,910	\$37,678.50
6	\$31,970	\$48,159.50
7	\$36,030	\$48,640.50
8	\$40,090	\$54,121.50
	\$4,060/each add'l person	\$5,481/each add'l person

This information is regularly updated by the Federal Government.

Q. How do I transfer my Lifeline Program benefit to my qualified FairPoint telephone service if the discount is now applied to telephone service I have with another telephone provider?

A. If you currently have your Lifeline Program benefit associated with telephone service provided by another landline or wireless service provider and you wish to transfer that benefit to your FairPoint telephone service, please call 1.866.984.2001 for additional information.

Q. If I have questions, what FairPoint office should I contact?

A. Please call 1.866.984.2001.



Lifeline Household Worksheet

Name _____

Street: _____

City: _____ State: _____ Zip Code _____

Telephone Number _____

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only **one** Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your **household** is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The **adults** you live with are part of your economic unit if they contribute to and share in the income and expenses of the household. An **adult** is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household **expenses** include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). **Income** includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (*check no if you do not have a spouse or partner*) _____ YES _____ NO
 - If you checked **YES**, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only **one** Lifeline discount is allowed per household.
 - If you checked **NO**, please answer question #2.
2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

A. A parent _____ YES _____ NO	B. An adult son or daughter _____ YES _____ NO
C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.) _____ YES _____ NO	
D. An adult roommate _____ YES _____ NO	E. Other _____ YES _____ NO

 - If you checked **NO** for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.
 - If you checked **YES**, please answer question #3.
3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2? _____ YES _____ NO
 - If you checked **NO**, then your address includes **more than one household**. Please initial lines A and B below, and sign and date the worksheet.
 - If you checked **YES**, then your address includes only **one household**.

Certification

Please initial the certifications below and sign and date this worksheet. Submit this worksheet to FairPoint Communications along with your Lifeline application.

A. _____ I certify that I live at an address occupied by multiple households.

B. _____ I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.

Signature _____ Date _____

ORIGINAL
N.H.P.U.C. Case No. <u>DT 14-102</u>
Exhibit No. <u>#11 BR #6</u>
Witness _____
DO NOT REMOVE FROM FILE

FairPoint Communications, Inc.
Docket No. DT 14-102

Respondent: Ryan Taylor
Title: Director of Regulatory

RECORD REQUEST: 6

Please provide FairPoint's written policy which states how having more than one (1) line per customer may have an impact on service classification (i.e., basic or non-basic).

DATED: May 7, 2014

REPLY:

See Confidential Exhibit 7. Please note: To clarify the record and the hearing of May 7, 2014, FairPoint's system parameters do not currently allow for a qualifying basic residential and qualifying basic service business customer at the same location to be treated as non-basic. Therefore, customers with this arrangement would be classified as having two (2) basic service lines and rated accordingly. FairPoint supports its stated position, however, that it is logical to treat these two (2) lines as serving separate and distinct entities and having different purposes for utilization. As such, FairPoint views these lines as qualifying basic service lines.

Although not documented in Confidential Exhibit 7, at the time of order entry, FairPoint service representatives collect certain information from the customer, including but not limited to, name, address, social security number and tax identification number. This information is cross-checked in Siebel to search and identify any accounts with matching information. In the event that a system match is identified, the service representative will verify the information with the customer. If the customer has existing residential service and requests a second residential line, then both services would be classified as non-basic.