

THE STATE OF NEW HAMPSHIRE

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October 3, 2013

Re: DRM 12-036, Rulemaking, Puc 400, Rules for Telephone Service
Draft Final Proposal and Procedural Schedule

To Interested Parties:

Enclosed is a draft final proposal of the Puc 400 Rules for Telephone Service, revised from the initial proposal adopted by the Commission on April 11, 2013. The revisions are primarily intended to address changes in law enacted by Laws of 2013, Chapter 279 (HB 542). The following procedural schedule has been established for review of the draft final proposal:

Technical Session 1	October 18, 2013 at 9:00 a.m.
Public Hearing on Draft Final Proposal	October 29, 2013 at 9:00 a.m.
Deadline for Written Comments	November 7, 2013 at 4:30 p.m.
Technical Session 2	November 18, 2013 at 9:00 a.m.
Commission Vote on Final Proposal	December 3, 2013 at 10:00 a.m.

Sincerely,

A handwritten signature in blue ink that reads "Debra A. Howland/jael".

Debra A. Howland
Executive Director

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Readopt with amendments Puc 400, effective 5-10-05 (Document # 8348), so that Puc 400 reads as follows:

CHAPTER Puc 400 RULES FOR TELECOMMUNICATIONS

PART Puc 401 PURPOSE AND APPLICATION

Puc 401.01 Purpose. The purpose of this chapter is to prescribe rules and to establish standard procedures, general business rules, and guidelines for ~~telecommunications provider~~telephone utilities in order to enable providers to comply with relevant statutes and commission orders.

Puc 401.02 Application. Parts 401 through ~~418~~409 of this chapter shall apply to all ~~ELECs and ILECs~~telephone utilities except to the extent preempted by the Telecommunications Act of 1996. ~~Parts 420 through 425~~Part 410 of this chapter shall apply to all ILECs except to the extent preempted by the Telecommunications Act of 1996. ~~In addition, the following commission rules~~Parts 411 through 412 of this chapter shall apply to all ILECs not operating as ELECs ~~and ILECs~~ except to the extent preempted by the Telecommunications Act of 1996. These rules do not apply to VoIP and IP enabled services pursuant to RSA 362:7, II. In addition, the following commission rules shall apply to all telephone utilities except to the extent preempted by the Telecommunications Act of 1996:

Puc 102, relative to definition of terms

Puc 200, procedural rules;

Puc 800, underground utility damage protection program;

Puc 1300, utility pole attachments; and

Puc 1600, tariffs.

PART Puc 402 DEFINITIONS

Puc 402.01 “Accident notification roster” means the ordered list of commission staff members to be contacted about reportable ~~or significant~~ accidents which is available on the commission web site.

Puc 402.02 “Basic service” means ~~telephone service providing all of the following capabilities:~~

- (a) Safe and reliable single-party, single-line voice service;
- (b) The ability to receive all non-collect calls, at telephone lines capable of receiving calls, without additional charge;
- (c) The ability to complete calls to any other telephone line, which is capable of receiving calls, in the state;
- (d) The opportunity to presubscribe to interLATA toll carriers;
- (e) The opportunity to presubscribe to intraLATA toll carriers;
- (f) Dialing parity;
- (g) Number portability;
- (h) Enhanced 911, pursuant to the requirements of the department of safety bureau of emergency communications or its successor agency;
- (i) Access to statewide directory assistance;
- (j) Telecommunications relay service (TRS);
- (k) A published directory listing, at the customer's election;
- (l) A caller identification blocking option, on a per-call basis;
- (m) A caller identification line blocking option that:
 - (1) Is available to all customers without a recurring charge;
 - (2) Is provided upon customer request without charge to customers who have elected non-published telephone numbers;
 - (3) Is available without a non-recurring charge to customers who certify that Caller ID threatens their health or safety; and
 - (4) Is available without a non-recurring charge when requested with installation of basic service;
- (n) A blocking option for pay-per-call calls, such as blocking all 900 or all 976 calls;
- (o) The ability to report service problems to the customer's basic service provider on a 24-hour basis, 7 days a week; and
- (p) Automatic Number Identification (ANI) to other carriers which accurately identifies the telephone number of the calling party.

Puc 402.03 “Commission” means the New Hampshire ~~Public Utilities Commission~~public utilities commission.

Puc 402.04 “Competitive Local Exchange Carrier” (CLEC)” means a telecommunications carrier, and its successors and assigns, authorized by the commission after July 23, 1995 to provide telecommunications service for the public in a particular area within New Hampshire.

Puc 402.05 “Competitive Toll Provider (CTP)” means any carrier authorized to provide intraLATA toll service, except for an ILEC that provides toll service exclusively to its local service customers in New Hampshire.

Puc 402.06 “Contact information” **means:**

(a) Name;

(b) Title;

(c) Complete postal mailing address;

(d) Telephone number; and

(e) Email address.

Puc 402.07 “Cyber attack” means a deliberate, unauthorized exploitation of computer systems, technology-dependent enterprises and networks.

Puc 402.08 “Dial tone” means an aural tone that indicates to the telephone end-user that the handset is able to place a call.

~~Puc 402.09 “Essential telephone service” means service providing all of the following capabilities:~~

~~(a) The ability to complete calls to any other telephone line, which is capable of receiving calls, in the state;~~

~~(b) Access to the universal emergency telephone number 911 pursuant to the requirements of the department of safety bureau of emergency communications or its successor agency;~~

~~(c) Access to statewide directory assistance;~~

~~(d) Access to telecommunications relay services pursuant to as defined in 402.19; and~~

~~(e) Automatic Number Identification (ANI) to other carriers which accurately identifies the telephone number of the calling party.~~

~~Puc 402.10 “Excepted Local Exchange Carrier (ELEC)” means a corporation, company, association, joint stock association, partnership and person, their lessees, trustees or receivers appointed by any court owning, operating or managing any plant or equipment or any part of the same for the conveyance of telephone messages for the public, including competitive local exchange carriers, interexchange carriers, and payphone providers, with the following exceptions:~~

~~(a) Municipal corporations and county corporations operating within their corporate limits;~~

~~(b) Providers of Cellular Mobile Radio Service;~~

Puc 402.09~~An ILEC~~ “Excepted Local Exchange Carrier (ELEC)” means:

(a) An incumbent local exchange carrier providing telephone services to 25,000 or more lines; or

(b) An incumbent local exchange carrier providing telephone service to fewer than 25,000 lines, until it notifies the commission that it has elected to be classified as excepted, upon the filing with the commission of a written notice advising of said election; or

(c) Any provider of telecommunications services that is not an Excepted Local Exchange Carrier.~~incumbent local exchange carrier.~~

Puc 402.10~~Puc 402.11~~ “Gross utility revenue” means revenue earned by the utility from New Hampshire customers for voice utility service. Gross utility revenue includes any payphone revenues. When a utility offers a combination of voice services and non-utility services such as Internet or video for a single price, gross utility revenue portion shall be calculated based on the prices at which the voice services are offered on a standalone basis. If the utility does not offer the voice services on a standalone basis, the calculation shall be based on the prices at which the largest ILEC in the state offers such services.

Puc 402.11~~Puc 402.12~~ “Incumbent local exchange carrier” (ILEC) means a telecommunications carrier, and its successors and assigns, authorized under law or by the commission before July 23, 1995, to provide telephone exchange service. “ILEC” includes Rural exemption ILECs, non-exempt ILECs, ILEC-ELECs, and ILEC-NELECs as described below.

Puc 402.12(a) “ILEC-Excepted Local Exchange Carrier” “Incumbent local exchange carrier operating as an excepted local exchange carrier (ILEC-ELEC)” means: an ILEC which also meets the definition of an ELEC.

Puc 402.13 ~~An ILEC providing~~ “Incumbent local exchange carrier not operating as an excepted local exchange carrier (ILEC–NELEC)” means an ILEC which does not meet the definition of an ELEC.

Puc 402.14 “Payphone” means any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone calls, whether the telephone is activated by depositing coins, by calling collect, or by using a credit card.

Puc 402.15 “Payphone Service Provider (PSP)” means a person or entity that offers telephone service to 25,000 or more access lines; or

~~(2) An ILEC on a fee per call basis with payment due at the time of the call, and that has notified been issued a certificate of registration by the commission that it chooses to be considered an ILEC/ELEC.~~

~~(b) “ILEC–Not an Excepted Local Exchange Carrier” (ILEC–NELEC) means an ILEC which is not an ILEC/ELEC.~~

~~(c) “Non-exempt ILEC” means an ILEC that is not exempted from the obligations of 47 USC 251(e).~~

~~(d) “Rural exemption ILEC” means an ILEC exempted from the obligations of 47 USC 251(e).~~

~~Puc 402.13 “Internet Protocol” means the network communications protocol specification adopted as a standard by the Internet Engineering Task Force (IETF) in RFC 791, inclusive of protocol specifications that the IETF identifies as obsoleting or updating RFC 791.~~

~~Puc 402.14 “IP-enabled provide payphone service” means any service, capability, functionality, or application provided using Internet Protocol, that enables an end-user to send or receive a communication in Internet Protocol format, regardless of technology. No service included in the definition of “Voice over Internet Protocol service” shall be considered an IP-enabled service.~~

Puc 402.16 ~~Puc 402.15~~ “Reportable accident” means an accident occurring in New Hampshire in connection with the utility’s property, or facilities or service in which:

~~(a) Involves telephone cable clearances;~~

~~(b) Involves aircraft, trains or boats;~~

~~(c) Results in closure of a state highway;~~

~~(d) Is likely to be, or has been, reported on television; or~~

~~(e) Involves consequences of a magnitude or severity comparable to those described in (a) through (d) above.~~

(a) Puc 402.16 ~~“Secretary of state certificate of authority”~~ A fatality has occurred;

(b) Any person has received an injury which requires in-patient hospitalization, to the extent known by the utility;

(c) Any person has received an injury which incapacitates that person from active work for a total of ~~six~~6 days or more during the 10 days immediately following the accident, to the extent known by the utility;

(d) Property damage over \$25,000 has occurred, to the extent known by the utility;

(e) An electrical contact has occurred; or

(f) A public road has been closed;

(g) Damage to the utility’s facilities interrupts service to all of the utility’s customers in an entire telephone exchange or municipality for a period of 15 minutes or longer; or

(h) Puc 402.18 “Significant service outage” Consequences of a magnitude or severity comparable to those described in (a) through (g) above are involved.

Puc 402.17 “Rural Telephone Company (RTC)” means an outage of any portion ILEC meeting the definition of essential rural telephone company under 47 USC 153(44).

Puc 402.18 “Secretary of state certificate of authority” service as defined in 402.09 means the certificate of legal existence, certificate of authority, or other certification issued by the New Hampshire secretary of state which authorizes an entity to transact business in the state.

Puc 402.19 “Significant facility disruption” means the inability of an ELEC or ILEC’s facilities to reliably carry telephone messages in New Hampshire that affects:

~~(a) An entire exchange;~~

(a) (b) All customers in a similar manner; such as interconnection failures; or

~~(c) 250 or more access lines and lasts more than 30 minutes;~~

~~(d) 5000 or more access lines; or~~

~~(e) The majority of customers in a municipality.~~

~~(b) Puc 402.19 where dial tone is interrupted for at least 900,000 user minutes.~~

Puc 402.20 “Telecommunications relay service” (TRS) means a service that enables telephone communication between hearing people and people who are deaf, hard of hearing or speech impaired.

~~Puc 402.21~~~~Puc 402.20~~ “Telephone utility” means a corporation, company, association, joint stock association, partnership and person, their lessees, trustees or receivers appointed by any court owning, operating or managing any plant or equipment or any part of the same for the conveyance of telephone messages for the public, including incumbent local exchange carriers, and excepted local exchange carriers.

Puc 402.22 “Transfer of customer base” means the ~~merger, acquisition, through a sale or transfer, lease or other change in ownership of all or a part~~ of the customer base, ~~franchise, works or system, or any part of such customer base, franchise, works or system, of a~~ of another carrier, ~~which involves a change in the carrier’s name, customer relationships, or terms and conditions of service.~~

Puc 402.23~~Puc 402.21~~ “Utility filing information” **means:**
~~(a) means:~~

(a) The utility’s legal name;

(b) The utility’s ~~VSP~~telephone utility identification number, if one has been provided by the commission;

(c) Each trade name the utility uses with its customers;

(d) The utility’s complete mailing address;

(e) The utility’s telephone number;

(f) The utility’s email address;

(g) The utility’s web site address;

(h) The utility’s federal employer identification number (FEIN);

(i) The printed name and title of the authorized representative signing the form;

(j) The current date; and

(k) Certification by signature that the information on the form is true and correct to the best of the authorized representative's knowledge and belief, subject to the penalty for making unsworn false statements under RSA 641:3.

~~Puc 402.24~~~~Puc 402.22~~ "Voice ~~over Internet Protocol~~ service" ~~means a service that:~~

~~(a) Enables real time, two-way voice communications that originate from or terminate in the user's location in Internet Protocol;~~

~~(b) Requires a broadband connection from the user's location; and~~

~~(c) Permits users generally to receive calls that originate on the public switched telephone network and to terminate calls to the public switched telephone network.~~

~~Puc 402.23~~ "Voice service" means the conveyance of telephone messages for the public; ~~regardless of technology used excluding IP-enabled service and voice over internet protocol service as defined in RSA 362:7.~~

~~Puc 402.24~~ "Voice Service Provider" (VSP) means any ELEC or any ILEC.

~~PART Puc 403~~ ~~PART~~TELEPHONE UTILITY REQUIREMENTS

~~Puc 403.01 Purpose.~~ The purpose of this part is to establish requirements for all telephone utilities.

~~Puc 403.02 Application.~~ ILECs and ELECs shall comply with Puc 403 ~~RESERVED~~

~~PART Puc 404~~ ~~RESERVED~~

~~PART Puc 405~~ ~~RESERVED~~

~~PART Puc 406~~ ~~RESERVED~~

~~PART Puc 407~~ ~~RESERVED~~

~~PART Puc 408~~ ~~RESERVED~~

~~PART Puethrough 409~~ ~~RESERVED.~~

~~PART Puc 410~~ ~~RESERVED~~

~~PART Puc 411~~ VSP

~~PART Puc 404~~ ~~TELEPHONE UTILITY~~ REGULATORY REQUIREMENTS

Puc 404.01 ~~Puc 411.01~~ Registration of ~~VSPs~~Telephone Utilities Previously Authorized as CLECs, CTPs, PSPs, or ILECs.

(a) Each entity registered on the effective date of this rule as a ~~Competitive Local Exchange Carrier as defined in Puc 402.05~~CLEC whose registered services include voice service ~~as defined in Puc 402.23~~ shall ~~become~~ registered as a ~~Voice Service Provider~~an ELEC authorized to provide voice service in the same area for which it was authorized by the CLEC registration. Each such CLEC shall be provided with a ~~VSP~~telephone utility identification number, at which time its ~~VSP~~ELEC authorization shall commence and- its CLEC authorization shall expire.

(b) Each entity registered on the effective date of this rule as a ~~Competitive Local Exchange Carrier as defined in Puc 402.05~~CLEC whose registered services do not include voice service ~~as defined in Puc 402.23~~ shall be notified that ~~VSP~~ELEC registration is not required for the provision of its services, and -its CLEC authorization shall expire.

(c) Each entity registered on the effective date of this rule as a CTP shall become registered as an ELEC authorized to provide voice service in the same area for which it was authorized by the CTP registration. Each such CTP shall be provided with a telephone utility identification number, at which time its ELEC authorization shall commence and its CTP authorization shall expire.

(d) Each entity operating on the effective date of this rule as an ~~Incumbent Local Exchange Carrier~~ILEC that is also an ELEC shall become registered as ~~defined in Puc 402.12~~ shall be registered as a ~~Voice Service Provider~~an ELEC authorized to provide voice service ~~as defined in 402.23~~ in its ILEC franchise area, and shall be provided with a ~~VSP~~telephone utility identification number.

(e) Each entity registered on the effective date of this rule as a PSP shall become registered as an ELEC authorized to provide pay telephone service in the same area for which it was authorized by the PSP registration. Each such PSP shall be provided with a telephone utility identification number, at which time its ~~VSP~~ELEC authorization shall commence. ~~Its status and its PSP authorization shall expire.~~

(f) Each entity operating on the effective date of this rule as an ILEC ~~shall be unaffected by this registration~~that is not an ELEC shall be provided with a telephone utility identification number.

Puc 404.02~~Puc 411.02~~ Authorization Required to Provide ~~Non-IP~~Voice Service.

(a) No person or entity shall provide voice services ~~as defined by Puc 402.23 other than VoIP or IP-enabled services~~ in any area of New Hampshire unless and until that person is registered as ~~a VSP~~ an ELEC authorized in that area.

(b) To apply for authorization to provide voice service ~~other than VoIP or IP-enabled services~~ a person or entity shall file a completed Form VSPT-8 Application for Registration to Provide ~~Non-IP~~ Voice Service ~~as defined in Puc 416.09~~.

(c) If the applicant seeks to provide service in the territory of ~~a rural exemption ILEC as defined in Puc 402.12, such ILEC~~ an RTC, such RTC shall be provided an opportunity to propose to the commission that the VSPELEC be required by the commission to meet the requirements of 47 USC 253(f) regarding eligible telecommunications carrier qualifications. The commission shall determine whether to impose such a requirement through an adjudicative proceeding.

(d) Unless the commission denies an application for ELEC registration pursuant to Puc 404.03, the commission shall issue a telephone utility identification number authorizing the applicant to provide voice service in the specified territory. Such authorization may include any requirement imposed pursuant to (c) above.

Puc 404.03 Denial of Registration.

~~(1) When determining whether to grant or deny an application for registration pursuant to Puc 404.02, the following provisions shall apply:~~

(a) The commission shall deny an application for registration if, and only if, it determines that the applicant or its general partners, corporate officers, ~~director or directors~~ of the company, limited liability company managers or officers:

(1) a- Have committed an act that would constitute good cause to find a violation under these rules;

(2) b- Have, within the 10 years immediately prior to registration, had any civil, criminal or regulatory sanctions or penalties imposed against them pursuant to any state or federal consumer protection law or regulation;

(3) —e- Knowingly made a material false statement of fact in the application; or

(4) d- Demonstrated on its application such flagrant or repeated violations of the requirements to operate as a utility or a competitive carrier in other state(s) that the commission determines that it is not in the public good to allow registration; and

~~(b) (2)~~—In the event that the commission denies an application for registration, the applicant may, within 30 days, file a request for reconsideration.

~~(e) Unless the commission denies an application for VSP registration pursuant to (d) above, the commission shall issue a VSP identification number authorizing the applicant to provide voice service in the specified territory. Such authorization may include requirements imposed pursuant to (c) above.~~

~~Puc 411.03 Providing VoIP and IP-Enabled Services.~~

~~(a) A VSP shall be permitted to offer any Voice over Internet Protocol service as defined in Puc 402.22 at any location within the state without commission authorization.~~

~~(b) A VSP shall be permitted to offer any IP-enabled service as defined in Puc 402.14 at any location within the state without commission authorization.~~

~~(c) A VSP not previously registered pursuant to Puc 411.01 or 411.02 which provides VoIP and/or IP-enabled services shall notify the commission not later than 60 days after the later of:~~

~~— (1) First offering any voice service as defined in Puc 402.23 in New Hampshire; or~~

~~— (2) The effective date of this rule.~~

~~(1) Such notification shall include Form VSP-1 Contact and Trade Name Information, as defined in Puc 416.02.~~

~~(2) The commission shall assign a VSP identification number in response to such notification and notify the VSP of the identification number.~~

~~Puc 404.04~~~~Puc 411.04~~ Assessment. ~~A VSP~~

~~(a) Telephone utilities~~ shall be assessed pursuant to RSA 363-A:2 based on their gross utility revenues, and shall remit such assessment to the commission, pursuant to RSA 363-A:4.

~~(b) When a telephone utility offers a combination of voice services and non-utility services such as Internet or video for a single price, the gross utility revenue portion shall be calculated based on the prices at which the voice services are offered on a standalone basis.~~

~~(c) If the utility does not offer the voice services on a standalone basis, the calculation shall be based on the prices at which the largest ILEC in the state offers such services.~~

~~Puc 404.05~~~~Puc 411.05~~ Tariff for Wholesale Services. ~~A VSP~~Telephone utilities that ~~offers telecommunicationsoffer wholesale~~ services required by 47 USC 251, including but not limited

to intrastate access service, to other telecommunications carriers shall maintain a complete tariff of such services with the commission, pursuant to Puc 1600.

Puc 404.06~~Puc 411.06~~ Web Site. ~~A VSP~~

(a) ELECs and ILECs shall maintain a web site listing the rates, fares, charges, prices, terms, and conditions of all voice services offered to end users, and shall ensure that the web site is accessible to the public.

(b) ~~Puc 411.07~~ ILECs not operating as ELECs whose tariffs are published on the commission's website shall have met the requirement of (a) above.

Puc 404.07 Accident Notifications.

(a) ~~A VSPELECs and ILECs~~ shall notify the commission of reportable accidents ~~as defined in 402.15~~ occurring within the state of New Hampshire in connection with its facilities; or ~~property or service.~~

(b) The ELEC or ILEC shall notify the commission by telephone as follows:

(1) During regular commission hours, the VSPELEC or ILEC shall contact the first representative listed for telephone accident notifications on the accident notification roster ~~as defined in Puc 402.04~~, at the commission telephone number provided, and, if that representative is unavailable, the VSPELEC or ILEC shall work sequentially through the accident notification roster until it speaks directly with one of the commission representatives listed therein.;

(2) Outside of regular commission hours, the VSPELEC or ILEC shall:

~~a. Call the commission general telephone listing, provided in the accident notification roster, and leave a voice mail message:~~

~~1. Identifying the VSP and the name and return telephone number of the individual attempting to report; and~~

~~2. Stating that an accident requiring notification has occurred and will be reported when the commission next opens; and~~

~~a. b. Attempt to contact~~ Contact a commission representative listed on the accident notification roster at the after-hours telephone number provided, starting

with the representative listed for telephone accident notifications, and working sequentially through the list until the ~~V~~SPELEC or ILEC speaks directly with one of the commission representatives listed therein; and

b. If direct contact with a commission representative pursuant to a. above is not successful, the ELEC or ILEC shall call the commission general telephone listing, provided in the accident notification roster, and leave a voice mail message:

1. Identifying the ELEC or ILEC and the name and return telephone number of the individual attempting to report; and

2. Stating that an accident requiring notification has occurred and will be reported when the commission next opens;

(3) The ~~V~~SPELEC or ILEC shall provide the commission with the following information:

a. The name of the ~~V~~SPELEC or ILEC;

b. The name of the person making the report and the telephone number at which they can be reached;

c. A brief description of the accident or event and location;

d. The time at which:

1. The accident or event occurred; and

2. The ~~V~~SPELEC or ILEC was first notified of the accident or event; ~~and~~

e. A description of any fatalities, personal injuries, and damages; and

f. Any other information relevant to the cause of the accident and the extent of the damages; and

(4) Notification of a ~~significant~~reportable accident shall not be deemed complete until a ~~VSP's~~an ELEC's or ILEC's representative:

a. Speaks to a commission representative listed on the accident notification roster; and

b. Communicates to the commission representative the information required by (3) above; and

~~(c) For all other reportable accidents, pursuant to Puc 402.15, a VSP shall notify the commission by telephone during regular business hours as outlined in (b)(1) above:~~

~~(1) On the day of the accident or event, if possible; or~~

~~(2) On the next business day.~~

~~(c) (d)~~ In addition to notifying the commission, ~~a VSP~~an ELEC or ILEC shall file Form VSPT-3 Utility Accident Report as ~~defined~~described in Puc ~~416.04409.03~~, for each reportable accident within 10 business days of the accident.

~~(e) If the VSP is unable to speak to a commission representative outside of regular commission hours, the VSP shall, as soon as possible on the next business day, contact the commission as outlined in (b)(2)a. above.~~

~~Puc 404.08~~Puc 411.08 Payphone Service.

(a) Any payphone ~~maintained by a VSP~~ shall provide, without charge to the customer:

(1) A dial tone signal;

(2) 911 emergency access; and

(3) Access to TRS ~~as defined in Puc 402.19.~~

(b) An ELEC or ILEC that maintains payphones shall allow and assist the commission when it shall, from time to time, inspect the payphones it maintains and the manner in which each such ~~VSP~~ELEC or ILEC has conformed to statutes, rules, and orders applicable to payphones.

~~Puc 411.09~~

Puc 404.09 TRS ~~Charges.~~

(a) A VSPELECs and ILECs shall provide, directly or indirectly, telecommunications relay services pursuant to 47 CFR 64.603.

~~(a)(b)~~ ELECs and ILECs shall remit the required TRS charges per customer ordered by the commission, on or before the 20th day of each month, to the TRS trustee account designated by the commission.

~~(b)(c)~~ A VSPELECs and ILECs shall provide the New Hampshire relay provider with all information necessary to ensure local calls placed through the TRS are not billed as toll calls and that toll calls placed through the TRS are not treated as local calls.

Puc 404.10~~Puc 411.10~~ E911-Surcharge.

~~(a)~~ A VSP shall collect the E911 surcharge required by RSA 106-H:9 in the amount ordered by the commission.

~~(b)~~ A VSP shall remit monthly the amount collected pursuant to (a) above to:

~~Department of Safety Bureau of Emergency Communications
33 Hazen Drive
Concord, New Hampshire, 03305.~~

Puc 404.11~~Puc 411.11~~ ELECs and ILECs ~~General Preservation and Availability of Records.~~

~~(a)~~ A VSP shall preserve all records required by Puc 200, 400, and 1600 for a period of 2 years unless otherwise designated by the commission's rules governing the preservation of records.

~~(b)~~ A VSP shall make available the records required to be preserved pursuant to (a) above to the commission, or its designated representative, for examination during the VSP's normal business hours.

PART ~~Puc 412~~ VSP RETAIL SERVICE

~~Puc 412.01~~ TRS Access. Each VSP shall provide, directly or indirectly, telecommunications relay services pursuant to ~~47 CFR 64.603.~~

~~(a)~~ Puc 412.02 ~~911 Access.~~ Each VSP shall make available the universal emergency telephone number 911 pursuant to the requirements of the department of safety bureau of emergency communications or its successor agency.

Puc 412.03 VSP Notices to Customers

~~(b)~~ ELECs and ILECs shall collect the E911 surcharge required by RSA 106-H:9 in the amount ordered by the commission.

~~(c)~~ ELECs and ILECs shall remit monthly the amount collected pursuant to (a) above to:

Department of Safety Bureau of Emergency Communications
33 Hazen Drive
Concord, New Hampshire, 03305.

Puc 404.12 General Preservation and Availability of Records.

(a) ELECs and ILECs shall preserve all records required by Puc 200, 400, and 1600 for a period of 2 years unless otherwise designated by the commission's rules governing the preservation of records.

(b) ELECs and ILECs shall make available the records required to be preserved pursuant to (a) above to the commission, or its designated representative, for examination during the telephone utility's normal business hours.

PART Puc 405 CONSUMER PROTECTION

Puc 405.01 Notices to Customers.

(a) Unless otherwise specified, any notice to customers required by these rules shall:

(1) -Include the company name and relevant contact telephone number;

(2) -Be provided:

a. In a separate mailing;

b. As a bill insert; or

c. By clear and conspicuous notice printed on the customer's bill; and

(3) Be sent separately from communications that would otherwise include only promotional materials.

(b) Notices pursuant to this section may be delivered electronically to those customers who have elected to receive bills and notices electronically.

(c) ~~(e)~~ Electronic delivery pursuant to (b) above shall not include posting a notice on a publicly available website without direct notification to the customer pursuant to this section.

Puc 405.02~~Puc 412.04~~ Slamming Prohibited.

(a) ~~A VSPELECs and ILECs~~ shall comply with RSA 374:28-a and FCC slamming regulations, 47 CFR 64.1100-1170 and 1190.

(b) If, after notice and opportunity for hearing, the commission finds that ~~a VSP~~an ELEC or ILEC has switched a ~~subscriber's~~customer's selection of carrier without authorization, the ~~VSPELEC or ILEC~~ shall be subject to an administrative fine, not to exceed \$2,000 per ~~subscriber~~customer line switched without authorization, pursuant to RSA 374:28-a, II.

(c) After notice and opportunity for hearing, the commission may withdraw any authorization granted to ~~the VSP under Puc 411.02, if applicable. The commission may also, or alternatively, institute a proceeding under RSA 374:41~~an ELEC or ILEC found to have engaged in slamming in violation of RSA 374:28-a.

Puc 405.03~~(d) Transfer~~ Transfers of Customer Base.

~~(1) When a VSP proposes a~~ In connection with any transfer of customer base as defined in Puc 402.20, the VSP shall notify the commission by filing Form VSP-4 Customer Bulk Transfers Report as defined in Puc 416.05.

~~(2) No fewer than 14 days prior to the effective date of a VSP transfer of customer base, the VSP shall provide written notice pursuant to Puc 412.03 to each affected customer in~~ which includes:

~~a. Notice that the VSP shall discontinue providing VSP services to the customer;~~

~~b. Notice of the date the VSP shall discontinue providing VSP services to the customer;~~

~~c. Notice that the customer will be assigned to the proposed transferee or lessee~~ the acquiring carrier unless the customer selects an alternate local exchange service provider;

~~a. (a) Notice that the change in is a telephone utility, the acquiring carrier shall be without charge to the customer;~~ file with the commission the following documents:

~~e. A clear statement:~~

~~1. Of any difference in the rates, terms and conditions of service of the VSP and the rates, or terms and conditions of service of the proposed transferee or lessee VSP; or~~

~~2. That the rates, terms and conditions of service of the VSP and the proposed transferee or lessee VSP are the same;~~

~~f. The name, address and telephone number of the proposed transferee or lessee VSP; and~~

~~g. Notice of the time period within which the customer shall make a selection of any alternate VSP or be assigned to the default or successor carrier, if different than the date the VSP shall cease to provide service to the affected customer.~~

~~(1) (3) A VSP shall provide a A copy of the notice described in (d)(2) above to the commission letter notification and any subsequent notices of changed information submitted to the FCC pursuant to 47 CFR 64.1120(e), to be filed at the same time notice is sent to affected customers of submission to the FCC; and~~

~~(2) (4) A VSP shall, within Form T-4 Transfer of Customer Base Report as described in Puc 409.04, to be filed 30 days of prior to the effective date occurrence of the transfer of customer base.~~

~~(b) In connection with any transfer of customer base, refund to its customers any applicable amounts owed. in which the acquiring carrier is not a telephone utility, the selling or transferring carrier shall file with the commission the following documents:~~

~~(5) The proposed transferee or lessee shall register as a VSP, pursuant to Puc 411.01, if not already so registered.~~

~~(e) Change in Ownership~~

~~(1) When a VSP undergoes a change in ownership as defined in Puc 402.03 it shall notify the commission by filing A copy of the letter notification and any subsequent notices of changed information submitted by the acquiring carrier to the FCC pursuant to 47 CFR 64.1120(e), to be filed within 3 days of submission to the FCC; and~~

~~(1)(2) Form VSPT-4 Transfer of Customer Bulk Transfers Base Report as described in Puc 416.05409.04, to be filed 30 days prior to the occurrence of the transfer of customer base.~~

~~(2) A VSP undergoing a change of ownership shall provide written notice pursuant to Puc 412.03 to each affected customer of the change in ownership, which shall include:~~

~~a. Information regarding the change in ownership;~~

~~b. Notice that the rates, terms and conditions of service of the VSP shall remain the same.~~

Puc 405.04~~Puc 412.05~~ Cramming Prohibited.

(a) “Cramming” means a submission or inclusion of unauthorized, misleading, or deceptive charges for products or services on a customer's utility bill. Cramming does not include charges required or explicitly authorized by law.

(b) ~~A VSP~~Telephone utilities shall not engage in cramming.

(c) If, after notice and opportunity for hearing, the commission finds that a ~~VSP~~telephone utility has engaged in cramming, the ~~VSP~~telephone utility shall be subject to an administrative fine not to exceed \$1,000 per offense, pursuant to RSA 378:46.

~~(d) In setting the administrative fine in any such proceeding, the commission shall consider adoption by the VSP of the full set of procedures listed below to be a mitigating factor indicative of a corporate policy to prevent cramming:~~

~~(1) Bills are rendered at regular intervals that end on the corresponding day of each month.~~

~~(2) Each bill shows all factors as are necessary, so that the charges may be readily understood from the information appearing on the bill.~~

~~(3) Each bill includes the following:~~

~~a. The date of the current bill;~~

~~b. For those utilities which charge interest and/or late charges after the due date:~~

~~1. The due date; and~~

~~2. Any applicable penalty;~~

~~e. Any applicable discount;~~

~~d. The charges;~~

~~e. On the first page, a notice for questions regarding the bill including:~~

~~1. The toll-free customer service telephone number of the utility;~~

~~2. A statement directing customers to contact the utility regarding bill questions; and~~

~~3. A statement that the customer may call the commission for further assistance after first attempting to resolve disputes with the utility, with the commission's toll-free telephone number listed.~~

~~(4) All payments made at an authorized payment agency of the utility are credited to the customer's account and posted effective the date payment is rendered to the authorized payment agency.~~

~~(5) Bills are delivered:~~

~~a. Via US postal service; or~~

~~b. Via an electronic billing system when offered by the utility and elected by the customer.~~

~~(6) The utility maintains and makes available to the commission upon request an accurate account of all utility charges for service billed to each customer and maintains records showing the information from which each bill may be readily computed.~~

Puc 405.05(7) Number Portability Notice to Customers of Changes in Rates.

~~a. Prior to the effective date of any rate increase, the VSP notifies all affected customers of the rate increase pursuant to Puc 412.03, except if and to the extent that a contract between the customer and the VSP permits increases in rates over the contract term.~~

~~b. The notice in (a) above includes:~~

~~1. The new rate;~~

~~2. The effective date of the rate increase; and~~

~~3. A statement that the customer has thirty days to discontinue the service without incurring the rate increase.~~

~~e. A customer may, at any time up to and including 30 days following the written notice in a. above, request discontinuation of the relevant service.~~

~~d. The customer discontinuing the service pursuant to (c) above automatically receives an adjustment in the amount of the increase, retroactive to the effective date of the rate increase.~~

~~Puc 412.06 Directories. A VSP shall provide reasonable access to any person or business on a non-discriminatory basis to information for the purpose of providing directory assistance or publishing telephone directories.~~

~~Puc 412.07 Confidentiality Requirements.~~

~~(a) A VSP shall treat all communications between and with customers as confidential unless, and to the extent, authorized by the commission, or state or federal law.~~

~~(b) No VSP operators, employees or agents shall, except when a technical necessity exists:~~

~~(1) Listen to any telephone conversation between customers; or~~

~~(2) Monitor the content of non-voice communication such as data.~~

~~(c) Employees, including operators and agents of a VSP, shall not repeat, divulge or use to any personal advantage or in any improper or illegal manner, any communication overheard or intercepted in any way, from or regarding, any telephone communication, including non-voice communication, to or from a customer of the VSP, unless, and to the extent, authorized by the commission or by state or federal law.~~

~~(d) A VSP shall develop and enforce written methods and procedures to establish strict compliance with customer confidentiality rules on the part of their employees and agents.~~

~~(e) A VSP shall protect Customer Proprietary Network Information (CPNI) as defined in the Communications Act of 1934, as amended, 47 U.S.C. 222(h)(1) at least to the level required by FCC regulations.~~

~~Puc 412.08 Cessation of Service. Before terminating any customer's essential telephone service as defined in Puc 402.09 for any reason other than customer request, a VSPELECs and ILECs shall provide 1410 days' notice to the customer. This notice shall include a description of the process by which the customer may transfer the telephone number to another provider.~~

~~Puc 412.09 Lifeline customers. When a VSP has customers who participate in the federal Lifeline Telephone Assistance program for its services:~~

~~(a) The VSP shall apply payments on the customer account first to essential telephone service as defined in 402.09, and then to any remaining customer balance.~~

~~(b) The VSP may not disconnect the customer's essential telephone service except at the request of the customer when payment for essential telephone service is current.~~

Puc 405.06~~Puc 412.10~~ Complaints. The commission shall accept and resolve complaints from VSP telephone utility customers regarding:

~~(a) Essential telephone service; and~~

~~(b) Alleged alleged~~ violations of the requirements of Puc ~~412.05~~405.01 through ~~412.09~~405.05.

PART Puc 406

PART Puc 413 VSP TELEPHONE UTILITY EQUIPMENT AND FACILITIES

Puc 406.01~~Puc 413.01~~ Construction, Installation and Maintenance of Physical Plant.

(a) A VSP Telephone utilities shall construct, install and maintain its plant, structures, equipment, and lines in accordance with the National Electrical Safety Code, 2012 edition.

(b) Telephone utilities shall construct, install and maintain its plant, structures, equipment, and lines to prevent interference with service furnished by other carriers and by other public service facilities, such as cable, fire alarm, electric, water, sewer, gas, or steam facilities.

~~(c) A VSP shall, at regular intervals, test, inspect, and perform preventive maintenance designed to achieve efficient, safe, adequate, and continuous operation of its system, repairing, adjusting, and replacing any equipment and facilities as needed.~~

~~(d) A VSP shall preserve records of any and all tests and inspections, required by (a) through (c) above, pursuant to Puc 411.10, regarding preservation of records.~~

~~(e) The records preserved pursuant to (d) above shall be made available to the commission, on a confidential basis, upon request, and shall contain:~~

~~(1) The equipment tested or inspected;~~

~~(2) The reason for the test or inspection;~~

~~(3) The general conditions under which the test or inspection was made;~~

~~(4) The general result of the test; and~~

~~(5) Any corrections which were made subsequent to the test or inspection.~~

~~Puc 413.02 Restoration of Service. When a customer's essential telephone service as defined in 402.09 is reported or found to be out of order or degraded, the VSP shall restore the service as promptly as possible.~~

~~Puc 406.02~~~~Puc 413.03~~ Emergency Operations.

~~(a) A VSPELECs and ILECs~~ shall make reasonable provisions to meet emergencies resulting from any of the following:

~~+1~~~~(a)~~ Failures of commercial power service;

~~(b)~~ ~~(2)~~ Sudden and prolonged increases in traffic;

~~(c)~~ ~~—(3)~~ Illness, strike, or labor unrest of employees;

~~(d)~~ ~~(4)~~ Failure of a supplier to deliver materials or supplies;

~~+5~~~~(e)~~ Civil unrest;

~~+6~~~~(f)~~ Cyber attacks; or

~~(g)~~ ~~(7)~~ Any other significant disasters, including, but not limited to, fire, storms, floods, or other "acts of God" causing loss of communication to a large population or area of the state to the extent that the magnitude or duration is foreseeable.

~~Puc 406.03(b) A VSP shall establish plans~~ Significant Facility Disruption. ELECs and procedures and issue instructions to its employees and agents to be followed in the event of an emergency in order to prevent or mitigate interruptions or impairment of essential telephone service as defined in Puc 402.09.

~~(c) The preparations required by (b) above shall include plans and procedures for operations under extreme, severe or adverse conditions, such as natural disasters, strike, labor unrest, civil unrest or supplier disruption.~~

~~(d) The plans and procedures established under (c) above shall be made available to the commission, on a confidential basis, upon request.~~

~~Puc 413.04 Service Outages.~~ A ~~VSP~~ILECs shall report significant ~~service outages as defined in 402.18, facility disruptions~~ by calling the commission within the following time frames:

(a) For ~~outages~~disruptions which occur during regular commission hours, within 60 minutes of occurrence; and

(b) Otherwise, by 9:00 a.m. on the business day following the outage~~;~~ and

(c) ELECs and ILECs shall report significant ~~service outages~~facility disruptions in writing to the commission on Form ~~VSPT~~-5 Service Outages Facility Disruption Report ~~defined as described~~ in Puc ~~416.06~~409.05, which shall be filed within 10 days of the ~~outage~~disruption.

~~Puc 413.05 Safety Instructions.~~ A ~~VSP~~ shall instruct its employees engaged in line construction, where pole facilities are used jointly with an electric utility, in the practice and use of accepted rules for resuscitation from electric shock.

~~Puc 413.06 Commission Inspections.~~ A ~~VSP~~ shall allow and assist the commission when it shall, from time to time, inspect the works and system of a ~~VSP~~ and the manner in which each such ~~VSP~~ has conformed to statutes, rules, and orders.

PART Puc 407 ~~PART Puc 414~~ VSPELEC AND ILEC INTERCARRIER OBLIGATIONS

~~Puc 407.01~~Puc 414.01 Intercompany Cooperation. ~~A VSP~~ ELECs and ILECs shall cooperate with all carriers to ensure a ubiquitous telecommunications network in New Hampshire capable of completing all calls, over which customers perceive no transition from one carrier to the next.

~~Puc 407.02~~Puc 414.02 Provision of Interconnection.
(a) ~~A VSP has the duty to~~ ELECs and ILECs shall interconnect directly or indirectly with the facilities and equipment of other telecommunications carriers.

(b) ~~A VSP interconnecting directly with another VSP shall provide citations to necessary technical references to the interconnecting VSP[s].~~

~~Puc 407.03~~Puc 414.03 Network Changes.

(a) Network changes made by ~~a VSP~~an ELEC or ILEC that affect direct interconnection shall be backward compatible for 3 years from the introduction of the change.

(b) At least 6 months prior to network changes which ~~may~~might affect existing or pending interconnections, ~~a VSPELECs and ILECs~~ shall make available ~~to affected VSPs~~

necessary information relating to network design and technical standards, and information concerning changes to the network that affect interconnection.

Puc 414.04

Puc 407.04 Switching and Signaling Obligations.

(a) (a) A VSPELECs and ILECs shall provide answer and disconnect supervision in accordance with industry standards.

(b) (b) A VSPELECs and ILECs shall deliver to ~~its~~their customers all calls unless screened or blocked at the customer's request.

(c) A VSPELECs and ILECs shall provide access to operator services pursuant to the Telecommunications Act of 1996.

(d) (d) A VSPELECs and ILECs shall provide reasonable access to all signaling information pursuant to industry protocols.

(e) (e) A VSPELECs and ILECs shall not interfere with the transmission of signaling information.

(f) (f) A VSPELECs and ILECs shall communicate, on a demand and preventative basis, information regarding maintenance necessary to ensure successful call completion.

~~Puc 414.05 Trouble Reporting and Resolution Obligations.~~

~~(a) A VSP that receives a trouble report from its customer shall coordinate the trouble response in a timely manner.~~

~~(b) A VSP providing the customer's essential telephone service as defined in Puc 402.09 is responsible for accepting, reporting and coordinating the resolution of troubles that involve interruption of such service, regardless of who makes the report.~~

~~(c) A VSP that receives a trouble report from its customer regarding the non-completion of an outgoing call shall accept, report, and coordinate the resolution of that trouble.~~

~~(d) A VSP shall rectify customer troubles reported by another VSP in a prompt and nondiscriminatory manner.~~

~~Puc 414.06 Rights of Way. A VSP shall provide access to any pole, duct, conduit or right-of-way owned or controlled by the VSP in accordance with the Telecommunications Act of 1996.~~

~~Puc 407.05~~Puc 414.07 Carrier to Carrier Migrations.

~~(a) A VSP shall not release confidential customer information, including customer usage data and customer payment information, without written authorization from the customer, unless otherwise required by law.~~

~~(a)~~ (b) A VSPELECs and ILECs shall accept and respond to requests for customer information, service and feature information, and migration and installation orders without regard to whether the service is being resold or migrated.

~~(c) When acquiring a new customer, a VSP shall schedule the events of a migration and notify the customer of the timing and impact of those events.~~

~~(b)~~ (d) When migrating end users, a VSPELECs and ILECs shall work together in good faith with other carriers to minimize or avoid any problems, including, but not limited to, service interruptions and billing problems.

~~(c)~~ (e) When porting a customer's number to another carrier, a VSPELECs and ILECs shall release the number without delay or consideration of any issue such as the customer's account balance.

~~(f) A VSPELECs and ILECs shall be responsible for updating any equipment or information systems as needed port a customer's number to direct inbound calls to the migrated customer, at least 1 another carrier within one business day prior to a cutover.~~

~~Puc 414.08 Intercompany Contact Information.~~

~~(a) A VSP shall provide and regularly maintain contact and escalation lists for network, interconnection and provisioning issues on its web page.~~

~~(d)~~ (b) Substantive changes to the location or content of the information provided in (a) above shall be updated within 5 business daysrequest.

~~Puc 414.09 Accessing, Maintaining, and Updating of Databases.~~

~~(a) To the extent that a VSP administers, directly or indirectly, the following databases, it shall provide reasonable access for the purpose of maintaining and updating the information therein:~~

~~(1) Directory assistance;~~

~~(2) The E911 database;~~

~~(3) The toll free 800 database; and~~

~~(4) Other databases necessary for the provision of ubiquitous service.~~

~~(b) A VSP shall provide information necessary to maintain and update the following information in a timely and responsible manner:~~

~~(1) Directory assistance;~~

~~(2) The E911 database;~~

~~(3) The toll free 800 database; and~~

~~(4) Other databases necessary for the provision of ubiquitous service.~~

~~Puc 414.10 Directory Obligations.~~

Puc 407.06(a) A VSP **Directories.**

~~(a) ELEC~~s and ~~ILEC~~s shall permit any carrier to list ~~its~~that carrier's customers' telephone numbers in the ~~VSP's~~ELEC or ILEC's published white and yellow pages telephone directory or directories.

~~(b) A VSP shall provide~~ELECs and ILECs shall provide publishers and any other person or business with reasonable, nondiscriminatory access to subscriber listing information to publishers for the purpose of publishing telephone directories on a nondiscriminatory basis or providing directory assistance, and all such information shall be provided at reasonable rates and subject to reasonable terms and conditions.

~~(c) A VS~~ELECs and ~~ILEC~~s shall not publish or list numbers for which other ~~VSPs~~ELECs or ILECs request non-directory listed or non-published status.

~~PART Puc 408~~ PART Puc 415 VSELEC AND ILEC COMMON REPORTS AND FILINGS

Puc 408.01~~Puc 415.01~~ Due Annually.

(a) Form VSPT-1 Contact and Trade Name Information ~~as~~ described in Puc ~~416.02,409.01~~ shall be due on or before March 31 of each year, and shall cover the most recent fiscal year.

(b) Form VSPT-2 Assessment Report ~~as~~ described in Puc ~~416.03,409.02~~ shall be due on or before March 31 of each year, and shall cover the most recent fiscal year.

(c) If the VSPELEC or ILEC operated any payphones during the previous year, it shall file Form VSPT-6 Payphone Location Report described in Puc ~~416.07~~409.06, on or before March 31 of each year, covering the most recent fiscal year.

Puc 408.02~~Puc 415.02~~ Event-Driven. ~~A VSP~~ ELECs and ILECs shall file the following reports with the commission within 30 days of the event that necessitates the filing, unless otherwise specified:

(a) A Form VSPT-1 Contact and Trade Name Information as described in Puc ~~416.02~~409.01, on the occurrence of any change in the information on the ~~VSP's~~ELEC's or ILEC's most recently filed VSPT-1;

(b) A Form VSPT-3 Utility Accident Report as described in Puc ~~416.04~~409.03, on the occurrence of a reportable accident ~~as defined in~~pursuant to Puc ~~411.06; 404.07(c);~~

(c) A Form ~~VSP-4 Customer Bulk Transfers~~T-4 Transfer of Customer Base Report as described in Puc 409.04, 30 days prior to the occurrence of a transfer of customer base;

(d) A Form T-5 Facility Disruption Report as described in Puc ~~416~~409.05, on the occurrence of a ~~Transfer of Customer Base or Change in Ownership~~significant facility disruption, pursuant to Puc ~~412.04.406.03(c);~~

(e) A Form VSPT-7 Exchange Eligibility Report as described in Puc ~~418.08~~409.07, when becoming eligible to provide service in an exchange; and

(f) A Form VSPT-8 Application for Registration to Provide ~~Non-IP~~ Voice Service as described in Puc ~~416.09,409.08~~ prior to offering such service in an area in which the VSP applicant is not yet authorized.

Puc 408.03~~Puc 415.03~~ Submitting Reports and Forms.

~~(a) A VSPELECs and ILECs~~ shall submit all reports and forms to the commission by the following methods:

~~(1)(a)~~ Mail or other delivery to:

New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429; or

~~(2)~~ Electronic report filing as the commission shall provide on the commission website.

(b) pursuant to Puc 202.05(b) — A VSP).

(c) ELECs and ILECs making an electronic filing pursuant to ~~(a)(2b)~~ above must comply with Puc 202.08 regarding filing requirements.

Puc 408.04~~Puc 415.04~~ Confidential Treatment. A VSPELECs and ILECs which ~~seeks~~seek confidential treatment of any report or any portion of a report required by this section shall ~~do so pursuant to comply with the applicable provisions of~~ Puc 201.04, Puc 201.06, Puc 201.07 and Puc 203.08.

PART Puc 409 ~~PART Puc 416~~ VSPELEC AND ILEC COMMON FORMS

Puc 416.01 ~~Availability of Forms.~~

~~(a) All commission forms shall be available on the commission's web site at <http://www.puc.nh.gov/Telecom/telecom.htm>.~~

~~(b) Forms may be submitted electronically, but a VSP must comply with Puc 200 regarding filing requirements.~~

Puc 409.01~~Puc 416.02~~ Form VSPT-1 Contact and Trade Name Information. The "Contact and Trade Name Information" form, required by Puc ~~411.01(e), 415~~408.01(a), and 415Puc 408.02(a), Puc 409.04(e), and Puc 409.08(h), shall include:

(a) Utility filing information ~~as defined in Puc 402.21~~;

(b) The ~~VSP's~~ toll-free number and email address for customer service;

(c) The ~~VSP's~~ toll-free number and email address for repair service;

(d) The hours of operation for customer service and repair service;

(e) An indication of whether the ~~V~~SPELEC or ILEC wishes to receive reports and reminders via email;

(f) The names and titles of the principal officers of the ~~V~~SPELEC or ILEC;

~~(g) An escalation list identifying individuals for network, provisioning, and interconnection issues;~~

~~(g) (h)~~ Contact information ~~as defined in Puc 402.06~~ for the person responsible for regulatory matters;

~~(h) (i)~~ Contact information ~~as defined in Puc 402.06~~ for the person that the commission's consumer affairs division shall call regarding consumer complaints from customers;

~~(i) (j)~~ Contact information ~~as defined in Puc 402.06~~ for the director of the ~~VSP's~~ customer service department;

~~(j) (k)~~ Contact information ~~as defined in Puc 402.06~~ for the officer responsible for customer service; and

~~(k) (l)~~ Contact information ~~as defined in Puc 402.06~~ for the person responsible for paying assessment bills.

~~Puc 409.02Puc 416.03~~ Form ~~V~~SPT-2 Assessment Report. The "Assessment Report" required by Puc ~~415~~408.01(b), shall include:

~~(a)~~ Utility filing information ~~as defined in Puc 402.21~~;

~~(b)~~ The gross utility revenue ~~as defined in Puc 402.11~~ received during the period; ~~and~~

~~(c)~~ The number of New Hampshire telephone numbers in use by the ~~VSP's~~ELEC's or ILEC's customers; ~~; and~~

~~(d) Puc 416.04~~ A sworn and notarized attestation that states that the report is complete, true and accurate.

~~Puc 409.03~~ Form ~~V~~SPT-3 Utility Accident Report. The "Utility Accident Report" required by Puc ~~415~~408.02(b)), shall include:

(a) Utility filing information ~~as defined in Puc 402.21~~;

(b) Date of the report; ~~and~~

(c) Information regarding each reportable accident for the period, to include:

(1) The date of the accident;

(2) The location of the accident;

~~(3) An indication of whether the accident resulted in a significant service outage;~~

~~(4) A description of the cause of the accident;~~

(3) ~~(5)~~ A description of the extent of any property damage;

(4) ~~(6)~~ A description of the extent of any injuries;

(5) The name of any injured person;

~~(7) The injured person's relationship to the utility, if any;~~

~~(8) A description of the nature of injuries;~~

(6) ~~(9)~~ An indication of whether any injury was fatal;

~~(10) The date of death of any person, if applicable;~~

(7) ~~(11)~~ An indication of whether the accident involved electric contact; and

(8) ~~(12)~~ An indication of whether Location information for any polepoles involved in the accident ~~was licensed and properly located; and.~~

~~—(13) An indication of whether any pole anchor involved in the accident was licensed and properly located.~~

~~(d) In the event the VSP answers negatively to (c)(12) or (c)(13) above, the VSP shall provide:~~

~~(1) A copy of the relevant pole license; and~~

~~(2) A diagram showing the locations of the pole or anchor(s) as they are licensed and as they are actually located.~~

~~(e) The VSP shall attach the following:~~

~~(1) A diagram of the accident; and~~

~~(2) A police report of the accident, if available~~

~~Puc 409.04Puc 416.05~~ Form ~~VSPT-4~~ Transfer of Customer Bulk TransfersBase Report. The “Transfer of Customer Bulk TransfersBase Report” form required by Puc ~~412.04(b) and Puc 412.04(e)~~ 405.03 shall include:

~~(a) Utility filing information as defined in Puc 402.21 for the transferor;~~

~~(a) (b)~~ Utility filing information ~~as defined in Puc 402.21~~ for the ~~transferees~~selling or transferring company;

~~(b) (e)~~ Utility filing information for the acquiring company;

~~(c)~~ The number of New Hampshire customers affected;

~~(d)~~ The effective date of the transfer; and

~~(e)~~ An attached Form ~~VSPT-1~~ Contact and Trade Name Information, for the ~~transferee,~~ as described in Puc 416.02acquiring company, if the acquiring company is a telephone utility, as specified in Puc 409.01.

~~(f) An indication of whether the transfer is the result of a Transfer of Customer Base, or a Change in Ownership.~~

~~Puc 409.05Puc 416.06~~ Form ~~VSPT-5~~ Service OutageFacility Disruption Report. The “Service OutageFacility Disruption Report” required by Puc ~~413.04406.03(c)~~, shall include:

~~(a)~~ Utility filing information ~~as defined in Puc 402.21~~;

~~(b)~~ The date of the report;

~~(c)~~ The date and time of the outage;

~~(d)~~ The location of the outage;

~~(e)~~ Whether an entire exchange was affected, to the best knowledge of the ~~VSPELEC or ILEC~~;

- (f) The number of affected access lines;
- (g) The cause of the outage;
- (h) The date and time service was restored;
- (i) The name of the person contacted at the commission; and
- (j) The date and time the commission was contacted.

~~Puc 409.06Puc 416.07~~ Form ~~VSPT~~-6 Payphone Location Report. The “Payphone Location Report” required by Puc ~~415408~~.01(c), shall include:

- (a) Utility filing information ~~as defined in Puc 402.21~~ for the payphone owner;
- (b) For each payphone the ~~VSPELEC or ILEC~~ has in service:
 - (1) Telephone number;
 - (2) Name of location;
 - (3) Street address;
 - (4) City or town and zip code;
 - (5) An indication of whether the payphone is located within 750 feet of another payphone; and
 - (6) An indication of whether the phone accepts coins; ~~and~~
- (c) For each payphone the ~~VSPELEC or ILEC~~ has removed from service since filing the previous ~~VSP-6 form~~report:
 - (1) Telephone number;
 - (2) Name of location;
 - (3) Street address;
 - (4) City or town and zip code;
 - (5) An indication of whether the payphone is located within 750 feet of another payphone; and
 - (6) An indication of whether the phone accepts coins.

Puc 409.07~~Puc 416.08~~ Form VSPT-7 Exchange Eligibility Report. The “Exchange Eligibility Report” required by Puc ~~415~~408.02(e)~~),~~ shall include:

(a) Utility filing information ~~as defined in Puc 402.21; and;~~

(b) A table listing each exchange in which the VSPELEC has:

(1) Ported telephone numbers assigned to its customers;

(2) Blocks of telephone numbers assigned to the VSPELEC; or

(3) Applied for blocks of telephone numbers; ~~and~~

(c) For each such exchange, the table shall include:

(1) The exchange name, as used by the ILEC serving that exchange;

(2) The relevant NXX number;

(3) The NXX thousand-block number, if applicable;

(4) Whether the VSPELEC has a collocation arrangement with the ILEC serving that exchange; and

(5) If the answer to (4) is ‘No’:

a. The number of VSPELEC customers in the exchange served by ~~a~~ VSPan ELEC-owned copper or coaxial loop;

b. The number of VSPELEC customers in the exchange served by ~~a~~ VSPan ELEC-owned fiber loop;

c. The number of VSPELEC customers in the exchange served by an enhanced extended loop (EEL); and

d. Information including name, address, and telephone number for at least one customer.

Puc 409.08~~Puc 416.09~~ Form VSP-8: VSP Application for Registration to Provide Non-IP Voice Service. The “VSPT-8 Application for Registration to Provide Non-IP Voice Service.” The “Application for Registration to Provide Voice Service” required by Puc ~~414~~408.02(b)~~f~~), shall include:

(a) Utility filing information ~~as defined in Puc 402.21; and;~~

(b) Responses to:

(1) Whether the applicant, or any of the general partners, corporate officers, ~~director~~directors of the company, limited liability company managers or officers has ever been convicted of any felony that has not been annulled by a court-;

(2) Whether the applicant, or any of the general partners, corporate officers, ~~director~~directors of the company, limited liability company managers or officers have had any civil, criminal or regulatory sanctions or penalties imposed against them pursuant to any state or federal consumer protection law or regulation- within the past 10 years;

(3) Whether the applicant, or any of the general partners, corporate officers, ~~director~~directors of the company, limited liability company managers or officers have settled any civil, criminal or regulatory investigations or complaints- within the past 10 years;

(4) Whether the applicant, or any of the general partners, corporate officers, ~~director~~directors of the company, limited liability company managers or officers is currently the subject of any pending civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation-; and

(5) Whether the applicant, or any of the general partners, corporate officers, ~~director~~directors of the company, limited liability company managers or officers has been denied registration or authorization, or had registration or authorization revoked, in any other state or jurisdiction-;

(c) ~~(e)~~ If an affirmative answer is given to any item in (b) above, the applicant shall provide an explanation of the event and the relevant states or jurisdictions-;

~~(g)~~(d) The applicant shall list one to three telecommunications services the applicant will offer in New Hampshire, at least one of which shall be a voice service-~~as defined in Puc 402.23-;~~

(e) The applicant shall identify its proposed service area-;

(f) The applicant shall attest to the following statements:

(1) The applicant agrees to comply with, and shall operate in accordance with, all provisions and requirements of all applicable statutes, rules and orders; and

(2) The applicant has the necessary managerial qualifications, technical competence, and financial resources for which it is applying-;

(g) The applicant shall attach a copy of the company's ~~Secretary~~secretary of ~~State~~ Certificatestate certificate of ~~Authority as defined in Puc 402.16~~authority;

(h) The applicant shall attach a completed Form ~~VSPT~~-1 Contact and Trade Name Information ~~as defined in Puc 418.02~~; and

(i) ~~PART~~The applicant shall include a sworn and notarized attestation that states that the application and its attachments are complete, true and accurate, and fairly represent the applicant and its qualifications.

PART Puc 410 INCUMBENT LOCAL EXCHANGE CARRIERS (ILECs)

Puc 410.01 Purpose. The purpose of this part is to establish additional requirements for all incumbent local exchange carriers.

Puc 410.02 Application. ILECs shall comply with ~~Puc 417~~ RESERVED410.

~~PART Puc 418~~ RESERVED

~~PART Puc 419~~ RESERVED

~~PART Puc 420~~ RESERVED

~~PART Puc 421~~ ILEC RETAIL SERVICE

Puc 410.03~~Puc 421.01~~ Basic Service.

(a) An ILEC ~~must~~shall offer basic service ~~as defined in Puc 402.02~~throughout its service territory.

~~(b)~~An ILEC shall not impose any additional contractual requirements as a condition for (b) purchasing basic service.

(c) An ILEC shall not impose exit fees on a customer who cancels basic service.

(d) An ILEC–ELEC shall change its rates for basic service only through the following process:

(1) After August 10, 2020, the ILEC–ELEC may increase its rates to any level without commission review or approval;

(2) Without commission review or approval, the ILEC–ELEC shall limit increases to its rates for basic service subject to the following cap in each ~~twelve~~12-month period

beginning August 10, 2012; or the effective date of an existing alternative plan of regulation approved by the commission, pursuant to RSA 374:22-p, VIII (b):

a. For customers who are enrolled in the Lifeline Telephone Assistance program, the cap is 5%; and

b. For all other customers, the cap is 10%~~-%~~; and

(3) The ILEC–ELEC shall seek commission approval for additional rate increases in the event of changes in federal, state, or local government taxes, mandates, rules, regulation, or statutes.

(e) ~~(e) Change to~~ Any ILEC proposing to change its basic service coverage area- shall comply with the following provisions:

(1) An ILEC which seeks to change geographic boundaries or other policies that would change the ~~number of end-users with whom a basic service customer~~ geographic area which can ~~connect~~be reached using a local call, shall petition the commission for review and approval of the change~~;~~;

(2) Such petition may include a proposed rate adjustment to reflect the change in coverage~~;~~ and

(3) In deciding whether to approve the proposal, the commission shall consider whether the ILEC has demonstrated that the proposed change ~~and rate help ensure~~ that~~;~~;

a. Results in service comparable to or superior to the basic service offered on August 10, 2012; and

b. Does not effectively increase the price of basic service by more than the rate cap pursuant to (d) above.

(f) An ILEC that is ~~available to consumers throughout all areas of the state- unable to~~ provide basic service to a current or prospective customer upon application therefor shall comply with the following provisions:

(1) An ILEC shall keep a record as to each instance in which it is not able to supply basic service to prospective customers within 10 days following the customer's application for service~~;~~;

(2) The record required by (af)(1) above shall be provided to the commission on request~~;~~ and

(3) The record shall include:

- a. The name, address, and telephone number of each applicant who was not provided service within 10 days;
- b. The date of application for service;
- c. The class of service applied for; and
- d. The reason the ILEC was unable to provide service within 10 days of the customer's application.

Puc 410.04~~Puc 421.02~~ ILEC Discontinuations of Basic Service.

(a) An ILEC shall not discontinue basic service to a customer without commission authorization unless:

(1) The ILEC has notified the customer that basic service will be discontinued unless prompt payment is received;

(2) Fourteen days have passed since the notice was given; and

(3) The customer's balance includes at least ~~two~~2 months of basic service charges.

(b) If an ILEC has received notification within the past 60 days from a licensed physician or mental health professional that a medical emergency exists at the location, or would result from the service discontinuation, the ILEC shall not discontinue service to the customer without commission authorization unless the customer has failed to enter into or comply with an arrangement for repayment of the outstanding balance.

(c) ~~(e)~~ Nothing in (a) or (b) above shall prevent an ILEC from discontinuing basic service to a customer without commission authorization or notice to the customer when:

(1) A customer or resident in the customer's household has undertaken an action or a situation has been created with respect to the customer's utility service which results in conditions dangerous to the health, safety, property or utility service of the customer or others and disconnection will lessen or eliminate the risk or danger;

(2) The customer has clearly abandoned the premises;

(3) The customer refuses to provide access to his premises for a necessary inspection of utility property; or

(4) A customer or resident in the customer's household has participated in or created the following:

- a. Fraudulent use or procurement of the utility service; or
- b. Tampering with the connections or other equipment of the utility.

~~Puc 410.05Puc 421.03~~ Complaints regarding basic service. The commission shall accept and resolve complaints from ILEC customers regarding basic service ~~as described in Puc 421.01.~~

~~PART Puc 422 ILEC WHOLESALE SERVICE~~

~~Puc 422.01 Resale Service.~~

~~(a) All ILEC telecommunications services shall be available for purchase for resale by other telecommunications carriers.~~

~~(b) If an ILEC desires to make a telecommunications service available only to a limited group of customers that have purchased such a service in the past, in effect grandfathering the service, the ILEC shall:~~

- ~~(1) Demonstrate to the commission that the action is not anti-competitive;~~
- ~~(2) Make the service available at existing resale rates to requesting carriers to offer on a resale basis to the same limited group of customers; and~~
- ~~(3) Continue to provide the service at existing resale rates to carriers in support of their existing customers.~~

~~(c) Pricing for resale services shall be non-discriminatory.~~

~~Puc 410.06Puc 422.02~~ Additional Conditional Interconnection Requirements for Non-Exempt. ILECs. ~~A non-~~ that are not exempt ILEC pursuant to 47 USC 251(f) shall:

(a) Maintain a tariff for available the following:

- (1) interconnection services and;
- ~~(a)~~ (2) unbundled network elements; and
- (3) (b) collocation; and

(4) resale;

(b) Identify services available for resale in such tariff; and

(c) Provide non-discriminatory interconnection at technically feasible points within the ILEC's network, including, at a minimum:

(1) The line-side of a local switch;

(2) The trunk-side of a local switch;

(3) The trunk interconnection points for a tandem switch;

(4) Central office cross-connect points;

(5) Out-of-band-signaling transfer points necessary to exchange traffic at these points and access call-related databases; and

(6) Points of access to unbundled network elements.

PART Puc 411

~~PART Puc 423~~—ADDITIONAL REQUIREMENTS APPLICABLE TO ILECS NOT OPERATING AS ELECS

Puc 411.01 Purpose. The purpose of the rules in this part is to establish additional requirements for ILEC–NELECs.

Puc 411.02~~Puc 423.01~~ Application. ILEC–NELECs shall comply with Puc 411 through 412.

Puc 411.03 Retail Tariff. An ILEC–NELEC shall maintain a tariff covering all offered retail telecommunications services.

Puc 411.04~~Puc 423.02~~ Uniform System of Accounts. Each ILEC–NELEC shall maintain and preserve its accounts and records in conformity with the “Uniform System of Accounts for Telecommunications Companies,” pursuant to RSA 374:8.

Puc 411.05~~Puc 423.03~~ Short Term Debt. No ILEC–NELEC shall issue or renew any notes, bonds or other evidence of indebtedness payable less than 12 months after the date thereof if said short term debt exceeds 10% of the net depreciated value of the utility's plant.

Puc 411.06~~Puc 423.04~~ Depreciation.

(a) An ILEC–NELEC shall file Form ILEC-4 Report of Proposed Changes in Depreciation Rates as described in Puc ~~425~~412.04, when proposing any changes in depreciation rates.

(b) An ILEC–NELEC shall not implement any change in depreciation rates until the proposed change has been approved by the commission.

Puc 411.07 Rate Case. In addition to the requirements contained in Puc 1600, an ILEC-NELEC filing a general increase in rates shall include in its filing, schedules for the two years preceding such filing, in a format comparable to that filed in the most current annual report which included the information:

(a) The following schedules of information:

(1) A list of officers;

(2) A list of directors;

(3) A list of shareholders and voting powers, including:

a. Number of shares; and

b. ~~Puc 423.05~~ Voting powers;

(4) Payment to individuals; and

(5) Management fees and expenses; and

(b) The following schedules supporting balance sheet information:

(1) An analysis of telecommunications plant accounts;

(2) An analysis of telecommunications plant-in service retired;

(3) An analysis of entries in property held for future telecommunications use;

(4) An analysis of capital leases;

(5) An analysis of telecommunications plant acquired;

(6) An analysis of telecommunications plant purchased from or sold to affiliates;

(7) An analysis of entries in accumulated depreciation by plant account;

- (8) An analysis of entries in accumulated amortization, for accounts 3410, 3420, 3500, and 3600;
 - (9) A schedule of receivables and investments with affiliated and nonaffiliated companies;
 - (10) Other prepayment balances;
 - (11) Other current asset balances;
 - (12) A schedule of sinking funds;
 - (13) Non-current assets;
 - (14) Deferred charges;
 - (15) Unamortized debt issuance expense;
 - (16) Long-term debt;
 - (17) Notes payable;
 - (18) Accounts payable;
 - (19) Other long term liabilities;
 - (20) Other deferred credits;
 - (21) Net deferred operating income taxes;
 - (22) Net deferred non-operating income taxes;
 - (23) Retained earnings;
 - (24) Dividends declared; and
 - (25) Capital stock - accounts 4510.1, 4510.2, 4520, 4530.1, 4530.2; and
- (c) The following schedules supporting income statement information:
- (1) Customer and corporate operations expenses – accounts 6610 and 6620 and Corporate Operations Expense – accounts 6710 and 6720;
 - (2) Other operating taxes - account 7240;
 - (3) Prepaid taxes and tax - accounts 1300, 4070, and 4080;
 - (4) Non-operating taxes;

(5) Extraordinary items - accounts 7610, 7620, 7630, and 7640;

(6) Non-operating income and expense – account 7300;

(7) Other operating income and expenses – account 7100;

(8) Advertising and external relations;

(9) Payments of \$10,000 or more for services received from affiliates;

(10) Membership fees and dues; and

(11) Donations or payments of \$5,000 or more to persons other than employees; and

(d) Attestations, by the company's president or chief officer and treasurer that the information contained in the schedules required in (b) and (c) above:

(1) Has been prepared under my direction;

(2) The information has been carefully examined and reviewed by me;

(3) Is accurate to the best of my knowledge; and

(4) Provides an accurate statement of the position of the company;

(5) Signatures of each individual, referred to; and

(6) Printed names and titles of the individuals.

Puc 411.08 Annual Report. An ILEC–NELEC shall file Form ILEC-1 Annual Report as described in Puc ~~424~~412.01, on or before March 31 each year, covering the most recent fiscal year.

Puc 411.09~~Puc 423.06~~ Other Reports. An ILEC–NELEC shall file the following reports with the commission within 30 days of the event that necessitates the filing:

(a) ~~(a)~~ A Form ILEC-2 Petition for Authority to Issue Securities as described in Puc ~~424~~412.02, with respect to seeking authority to issue securities;

(b) ~~(b)~~ A Form ILEC-3 Report of Proposed Fixed Capital Expenditures as described in Puc ~~424~~412.03, when:

(1) The estimated cost of any addition, extensions, or capital improvement to its utility will exceed ~~the following reportable amounts, as shown in the table below:~~\$100,000;

(2) The reportable amount, for purposes of (b)(1) above, shall be based on the gross fixed capital, as of December 31 of the calendar year immediately preceding-; and

(3) The reporting ~~limits~~limit established in ~~(b-)(1)~~ above shall apply to the total project cost, including contributions in aid of construction.

PART Puc 412 ~~PART Puc 424~~ ILEC-NELEC FORMS

Puc 412.01~~Puc 424.01~~ Form ILEC-1 Annual Report. The “Annual Report” required by Puc ~~423.05, 411.08~~ shall include:

(a) Utility filing information ~~as defined in Puc 402.21~~;

(b) Contact information ~~as defined in Puc 402.06~~ for the person responsible for the information on the form;

(c) The calendar year that is the subject of the report-;

(d) The following schedules of information:

(1) A complete history of the ILEC, on Schedule A-1, General Information;

~~(2) A list of officers on Schedule A-2, List of Officers;~~

~~(3) A list of directors on Schedule A-3, List of Directors;~~

~~(4) A list of shareholders on Schedule A-4, Shareholders and Voting Powers, including;~~

~~b.a. Number of shares; and~~

~~b. Voting powers;~~

(2) (5) —A description of service territory and exchanges on Schedule A-5, List of Exchanges Served Directly, including:

a. List of towns served; and

b. Number of customers;

~~(6) Payment to individuals on Schedule A-6, Payments to Individuals, including;~~

~~a.—Names and addresses of individuals; and~~

~~b.—Amounts paid;~~

~~(7) Management fees and expenses on Schedule A-7, Management Fees and Expenses, including:~~

~~a.—Dates of contracts;~~

~~b.—Amounts paid; and~~

~~c.—Distribution of accruals or payments;~~

~~(3) (8) —~~Important changes during the year on Schedule A-8, Important Changes During the Year, including:

a. Extensions of territory covered;

b. Purchase and sale of operating systems;

c. Details of sales, mergers and abandonments;

d. Estimated increase or decrease in annual revenues due to important rate changes;

e. Changes in articles of incorporation or amendments to charter; and

f. Reference to a previously filed map defining the territory, unless:

1. A map has not been previously filed;

2. There have been changes to the territory; or

3. The calendar year ends in “0” or “5”; and

~~(4) (9) —~~Financial disclosure on Schedule A-9, Financial Disclosure Reporting, that includes:

a. Data necessary to prevent the information from being misleading, such as:

1. Extraordinary or material, unusual, or infrequently occurring items;

2. Significant principles or practices from those used in the prior year; and

3. The acquisition or disposition of significant operation, assets, or liabilities;¹

b. Uncertainties that could affect the fairness of the information, including significant changes in the status of loss contingencies since the prior year; and

~~c. e.~~—If revenues, costs, or expenses are accrued or deferred in a manner different from that of the prior year, the method used and the amount of such accruals or deferrals;¹

(e) The following financial schedules:

(1) The balance sheet at year end on Schedule F-10, Balance Sheet, showing assets, liabilities, and stockholders' equity; and

(2) An income statement on Schedule F-11, Income Statement, showing changes over the prior year;¹

(f) The following schedules supporting balance sheet information:

~~(1) An analysis of telecommunications plant accounts on Schedule B-12A, Analysis of Telecommunications Plant Accounts, showing:~~

~~a. Balances at beginning and end of year; and~~

~~b. Current year charges and credits;~~

~~(2) An analysis of telecommunications plant in service retired on Schedule B-12B, Analysis of Telecommunications Plant In Service Retired, including:~~

~~a. Accounts charged;~~

~~b. Amounts charged or credited for plant sold with traffic; and~~

~~c. Amounts charged or credited for other plant retired;~~

~~(3) An analysis of entries in property held for future telecommunications use on Schedule B-12C, Analysis of Entries in Property Held for Future Telecommunications Use—Account 2002, including:~~

~~a. Location and description of property;~~

~~b. Date the property was recorded;~~

~~c. Book cost;~~

~~d. Additions and retirements during the year; and~~

~~e. Transfers and adjustments during the year;~~

~~(4) An analysis of capital leases on Schedule B-12D, Capital Leases, listing for each lease:~~

~~a. The type of property;~~

~~b. Present value of the lease;~~

~~c. Accumulated amortization;~~

~~d. Net book value at the end of the period;~~

~~e. Amount to be paid in the coming year;~~

~~f. The long term portion of the obligation;~~

~~g. Amount charged to amortization during the year; and~~

~~h. Interest paid during the year;~~

~~(5) An analysis of telecommunications plant acquired on Schedule B-13A, Analysis of Telecommunications Plant Acquired—Account 1439, showing for each acquisition:~~

~~a. The vendor name;~~

~~b. Debits posted to:~~

~~1. Purchase price;~~

~~2. Reserve requirement;~~

~~3. Acquisitions expense; and~~

~~4. Other accounts;~~

~~c. Credits posted to:~~

~~1. Telecommunications plant in service;~~

~~2. Telecommunications plant adjustment;~~

~~3.—Credits during the year; and~~

~~d.—Beginning and ending balances;~~

~~(6) An analysis of telecommunications plant purchased from or sold to affiliates on Schedule B-13B, Analysis of Telecommunications Plant Purchased from or Sold to Affiliates, including for each purchase:~~

~~a.—The affiliate name;~~

~~b.—Whether the transaction was a purchase or sale;~~

~~c.—Original cost;~~

~~d.—Net book value;~~

~~e.—Fair market value;~~

~~f.—Purchase price; and~~

~~g.—Sale price;~~

~~(7) An analysis of entries in accumulated depreciation by plant account on Schedule B-14A, Analysis of Entries in Accumulated Depreciation—Accounts 3100 and 3200, including for each entry:~~

~~a.—Beginning and ending balances;~~

~~b.—Credits to accumulated depreciation from;~~

~~1.—Depreciation expense; and~~

~~2.—Other credits;~~

~~c.—Charges to accumulated depreciation from:~~

~~1.—Sale of plant with traffic;~~

~~2.—Retirement of other plant; and~~

~~3.—Other;~~

~~d.—Data relating to sale of plant with traffic, including:~~

~~1.—Book cost;~~

~~2. Selling price;~~

~~3. Commission and other expenses; and~~

~~4. Charge to reserves;~~

~~e. Data relating to sale of other plant, including:~~

~~1. Charge or credit to surplus;~~

~~2. Book cost;~~

~~3. Cost of removal;~~

~~4. Salvage and insurance;~~

~~5. Miscellaneous adjustments; and~~

~~6. Charge to reserves;~~

~~(1) (8)~~—Basis of charges for depreciation on Schedule B-14B, Basis of Charges for Depreciation, for all subclass accounts for which a depreciation rate is determined, including:

a. Whether the depreciation rate is based on whole life or remaining life;

b. Asset life in years;

c. Net salvage as a percentage of original cost;

d. Accumulated depreciation as a percentage of original cost;

e. Prescribed depreciation rate; and

f. Ratio of depreciation charges to average monthly book cost;

~~(9) An analysis of entries in accumulated amortization, on Schedule B-15, Analysis of Entries in Accumulated Amortization—Accounts 3410, 3420, 3500, and 3600, showing for each account:~~

- ~~a. Additions during the year;~~
- ~~b. Clearances during the year; and~~
- ~~c. Basis of annual amortization charges;~~

(2) ~~(10)~~—A statement of cash flows on Schedule B-16, Statement of Cash Flows, showing:

- a. Cash flows from operating activities;
- b. Cash flows from financing activities;
- c. Cash flows from investing activities;
- d. Net increase or decrease in cash; and
- e. Cash at beginning and end of calendar year;

(g) The following income schedules:

(1) Operating revenues on Schedule I-34, Operating Revenues, showing by account:

- a. Local network revenues;
- b. Network access services revenues;
- c. Long-distance network services revenues;
- d. Miscellaneous revenues;
- e. Uncollectible revenues; and
- f. Difference in revenue in comparison to preceding year;

(2) Explanations for changes in operating revenues, by account, on Schedule I-34A, Increase or Decrease in Operating Revenues, when:

- a. The account has a balance over \$~~500~~10,000; and
- b. The percentage change from the prior year is equal to or greater than 10%;

(3) Operating expenses on Schedule I-35, Operating Expenses, showing current year balances and the change from the prior year, by account, for:

- a. Plant specific operations;
- b. Plant nonspecific operations;
- c. Customer operations; and
- d. Corporate operations;

(4) Explanations for changes in operating expense, by account, on Schedule I-35A, Increase or Decrease in Operating Expenses, when:

- a. The account has a balance over \$~~500~~10,000; and
- b. The percentage change from the prior year is equal to or greater than 10%;

~~(5) Customer and corporate operations expenses on Schedule I-35B, Customer Operation Expense—Accounts 6610 and 6620 and Corporate Operations Expense—Accounts 6710 and 6720, listing by account:~~

- ~~a.—Current year amounts and the change over the prior year;~~
- ~~b.—A breakdown by customer operations expense for marketing and services; and~~
- ~~c.—Corporate operations expense for:~~
 - ~~1.—Executive and planning; and~~
 - ~~2.—General and administrative;~~

~~(6) Other operating taxes on Schedule I-36A, Other Operating Taxes—Account 7240, showing tax expense by type and jurisdiction;~~

~~(7) Prepaid taxes and tax accruals on Schedule I-36B, Prepaid Taxes and Tax Accruals—Accounts 1300, 4070, and 4080, listing by tax type and jurisdiction:~~

- ~~a.—Balances for prepaid taxes, income taxes accrued, and other accrued taxes at beginning and end of year;~~
- ~~b.—Taxes expensed during the year, showing account charged and amount;~~
- ~~c.—Taxes paid during the year; and~~
- ~~d.—Adjustments during the year;~~

~~(8) Non-operating taxes on Schedule I-36C, Non-Operating Taxes, with a breakdown for each non-operating tax account for the following jurisdictions:~~

- ~~a. Federal;~~
- ~~b. State;~~
- ~~c. Local; and~~
- ~~d. Other;~~

~~(9) Extraordinary items on Schedule I-36D, Extraordinary Items—Accounts 7610, 7620, 7630, and 7640, showing:~~

- ~~a. A net amount for extraordinary items based on the difference between:
 - ~~1. Extraordinary income credits; and~~
 - ~~2. Extraordinary income charges;~~~~
- ~~b. Each transaction affecting extraordinary items properly classified as extraordinary income credits or extraordinary income charges, with the following detail:~~
- ~~c. Description of the transaction;~~
- ~~d. Gross amount;~~
- ~~e. The effect on current income taxes;~~
- ~~f. The effect on deferred income taxes; and~~
- ~~g. Reference to:
 - ~~1. Commission approval for extraordinary treatment of the item; and~~
 - ~~2. Date of commission approval;~~~~

~~(10) Non-operating income and expense on Schedule I-37, Non-Operating Income and Expense—Account 7300, showing each account comprising the total of non-operating income and expenses, with each account's respective current year amount for:~~

- ~~a. Current year; and~~
- ~~b. Change from the prior year;~~

~~(11) Other operating income and expenses on Schedule I-38, Other Operating Income and Expense—Account 7100, showing each account comprising the total of other operating income taxes, with each account's respective amount for:~~

~~a. Current year; and~~

~~b. Change from the prior year;~~

(5) ~~(12)~~—Expenses attributable to formal regulatory cases before federal, state, and other regulatory commissions on Schedule I-39, Special Expenses Attributable to Formal Regulatory Cases, including:

a. A complete description of the regulation, hearing or case;

b. Special assessments by regulatory commissions;

c. Fees, retainers, and other billed items; and

d. Incremental payroll costs and directly associated expenses, exclusive of c above;

(h) The following plant and equipment schedules:

(1) Statistics for the count of switches and number access lines on Schedule S-1, Switches and Access Lines in Service, providing data for the following:

a. Switches, showing:

1. The following switch classifications:

(i) Central office switch; and

(ii) Primary switch;

2. For each classification in 1 above, the number of switches at year end classified as:

(i) Electronic;

(ii) Digital; or

(iii) Main access lines, further broken down as:

i Analog; or

ii Digital; and

3. The exchange served by each central office switch; and

b. Access lines, showing:

1. The following customer type categories:

(i) Residential;

(ii) Business; and

(iii) Other;

2. For each customer type in 1. above, the number of lines at year end for the following line types:

(i) Analog; and

(ii) Digital;

(2) Statistics on outside plant related to distribution and feeder on Schedule S-2, Outside Plant Statistics – Distribution and Feeder, showing year end amounts for:

a. Miles of aerial wire; ~~and~~

b. Miles of cable, broken down by:

1. The following cable classifications:

(i) Aerial;

(ii) Underground;

(iii) Buried;

(iv) Submarine; and

(v) Distribution or feeder;

2. For each classification in b.1., ~~(i-)~~ through (iv) above, a further breakdown into the following cable types:

(i) Copper; and

(ii) ~~iv.~~ Fiber; and

3. For distribution or feeder cable in b.1.(v) above, a further breakdown into the following cable types:

(i) ~~(i)~~ Copper; and

~~(ii) Fiber;~~

~~3. For distribution or feeder cable in b.1.v. above, a further breakdown into the following cable types:~~

~~(ii) (i) Copper;~~

~~(iii)(ii) Fiber lit sheath; and~~

~~(iv)(iii) Fiber deployed sheath;~~

c. Number of poles; and

d. Miles of underground conduit, showing:

1. Trench miles; and

2. Duct miles;

(3) Statistics for outside plant related to for interoffice on Schedule S-3, Outside Plant Statistics – Interoffice, showing year end amounts for:

a. Miles of aerial wire;

b. Miles of cable, broken down by

1. The following cable classifications:

(i) Aerial;

(ii) Underground;

(iii) Buried;

(iv) Submarine; and

(v) Distribution or feeder;

2. For each classification in b.1.(i) though (iv) above, a further breakdown into the following cable types:

(i) Copper; and

(ii) Fiber; and

3. For distribution or feeder cable in b.1.(v) above, a further breakdown into the following cable types:

(i) Copper;

(ii) Fiber lit sheath; and

(iii) Fiber deployed sheath;

c. Number of poles; and

d. Miles of underground conduit, showing:

1. Trench miles; and

2. Duct miles; and

(i) Certification of all of the information submitted on or with the report, containing:

(1) A notary seal that has been made:

a. Under oath;

b. By the company's president or chief officer; and

c. By the company's treasurer or other officer in charge of accounts;

(2) Attestations, by each person, referred to in (1)b. and (1)c. above, that the information contained in the annual report:

a. Has been prepared under my direction;

b. The information has been carefully examined and reviewed by me;

c. Is accurate to the best of my knowledge; and

d. Provides an accurate statement of the position of the company;

(3) Signatures of each individual, referred to in (1)b. and (1)c. above; and

(4) Printed names and titles of the individuals in (3) above.

Puc 412.02~~Puc 424.02~~ Form ILEC-2 Petition for Authority to Issue Securities. The "Petition for Authority to Issue Securities" required by Puc ~~423.06~~411.09(a) shall include:

(a) Utility filing information ~~as defined in 402.21~~;

(b) Contact information ~~as defined in Puc 402.06~~ for the person responsible for the information on the form;

(c) The following attachments:

(1) A petition for authority to issue securities including;

a. A description of authorized and outstanding long term debt and capital stock;

b. The amount of short term notes outstanding;

c. A description of new securities;

d. A description of what proceeds will be used for; and

e. The petitioner's prayer asking for the relief requested;

(2) A statement in reasonable detail of any proposed additions, construction or working capital requirements together with any proposed construction budget;

(3) Testimony by a qualified person that:

a. Explains the purpose of the financing;

b. Shows the effect of the financing on the company's financial rating(s);

c. Provides the proposed method of issuance and sale of the securities; and

d. Indicates how the financing will be consistent with the public good, pursuant to RSA 369:1;

(d) The following exhibits:

(1) Exhibit 1, "Authorized and Outstanding Long-Term Debt," detailing each of the company's long-term debts in tabular format, with the following for each:

a. The type of debt;

b. If applicable, the coupon rate;

c. Issue and maturity dates;

d. Amount outstanding; and

e. If applicable, call prices on the start date and end date of the issue period of the proposed financing;

(2) Exhibit 2, “Authorized and Outstanding Capital Stock,” providing a description of each type of outstanding stock;

(3) Exhibit 3, “Capital Expenditures,” listing for the entire company and for New Hampshire:

a. A breakdown of capital expenditures made during the most recent calendar; and

b. An estimate of capital expenditures for the current calendar year;

(4) Exhibit 4, “Estimated Cost of Financing,” listing each cost associated with issuing the securities;

(5) Exhibit 5, “Proforma Balance Sheet,” providing a balance sheet for the most recent calendar year, adjusted for the effects of the proposed financing, with columns showing:

a. Balance sheet amounts for the most recent year;

b. Proforma adjustments resulting from the proposed financing; and

c. Totals of the balance sheet amounts and the proforma adjustments in b. above;

(6) Exhibit 6, “Proforma Income Statement,” providing an income statement for the most recent calendar year, adjusted for the effects of the proposed financing, with columns showing:

a. Income statement amounts for the most recent year;

b. Proforma adjustments resulting from the proposed financing; and

c. Totals of the income statement amounts and the proforma adjustments in ~~above;~~ a. and b. above;

(7) Exhibit 7, “Proforma Adjustments to Balance Sheet and Income Statement,” listing proforma adjustments to the balance sheets and income statements of each calendar year that the proposed securities could be issued:

(8) Exhibit 8, “Source and Application of Funds and Capitalization” showing for the most recent calendar year:

a. Cash flows from operations, investing activities, and financing activities, adjusted for the effects of the proposed financing; and

b. A schedule of the company's capital structure that includes the effects of the proposed financing;

(9) Exhibit 9, "Terms and Conditions of Proposed Securities," listing the terms and conditions of each proposed security;

(10) If applicable, Exhibit 10, "Purchase and Sale Agreement and Commitment Letter," containing copies of:

a. Purchase and sale agreement(s) associated with the financing; and

b. Letter(s) of commitment from lender(s) that the company is approved for the financing; and

(11) If applicable, Exhibit 11, "Proposed Promissory Note and/or Mortgage" providing a copy of any promissory note or mortgage agreement associated with the financing; and

(e) Signature of the authorized representative of the ILEC, with date, certifying that:

(1) The information on the form is true and correct to the best of the individual's knowledge and belief, subject to the penalty for making unsworn false statements under RSA 641:3; and

(2) The petitioner utility company believes and, therefore, alleges that the securities to be issued will be consistent with the public good and that it is entitled to issue said securities under RSA 369 for the purposes set forth in its petition.

Puc 412.03~~Puc 424.03~~ Form ILEC-3 Report of Proposed Fixed Capital Expenditures. The "Report of Proposed Fixed Capital Expenditures" required by Puc ~~423.06~~411.09(b) shall include:

(a) ~~(a)~~ Utility filing information ~~as defined in Puc 402.21~~;

(b) ~~(b)~~ Contact information ~~as defined in Puc 402.06~~ for the person responsible for the information on the form;

(c) ~~(c)~~ The year that is the subject of the report;

(d) The date of the report;

(e) The report and sheet number; and

(f) For each proposed expenditure:

- (1) The item number;
- (2) The location of the proposed expenditure;
- (3) A description of the proposed addition, extension or capital improvement;
- (4) The estimated start and finish dates of construction; and
- (5) The estimated cost of each element of the proposed addition.

Puc 412.04~~Puc 424.04~~ Form ILEC-4 Report of Proposed Changes in Depreciation Rates.

The “Report of Proposed Changes in Depreciation Rates” required by Puc ~~423.04~~411.06(a) shall include:

- (a) Utility filing information ~~as defined in Puc 402.21~~;
- (b) Contact information ~~as defined in Puc 402.06~~ for the person responsible for the information on the form;

(c) ~~The year that is the subject of the report;~~

(d) ~~The date of the report;~~

(e) For each item whose depreciation rate is proposed for revision:

- (1) The account number and title;
- (2) The estimated life, both present and proposed, in years;
- (3) The net salvage, both present and proposed, in percentages;
- (4) The depreciation rate, both present and proposed, by percentage; and
- (5) The net annual change in dollars; and

~~(6) The justification; and~~

~~(d)~~ Any supporting documentation justifying the change the ILEC submits.

(f)

Readopt with amendments Puc 400, effective 5-10-05 (Document # 8348), so that Puc 400 reads as follows:

CHAPTER Puc 400 RULES FOR TELECOMMUNICATIONS

PART Puc 401 PURPOSE AND APPLICATION

Puc 401.01 Purpose. The purpose of this chapter is to prescribe rules and to establish standard procedures, general business rules, and guidelines for telephone utilities in order to enable providers to comply with relevant statutes and commission orders.

Puc 401.02 Application. Parts 401 through 409 of this chapter shall apply to all telephone utilities except to the extent preempted by the Telecommunications Act of 1996. Part 410 of this chapter shall apply to all ILECs except to the extent preempted by the Telecommunications Act of 1996. Parts 411 through 412 of this chapter shall apply to all ILECs not operating as ELECs except to the extent preempted by the Telecommunications Act of 1996. These rules do not apply to VoIP and IP enabled services pursuant to RSA 362:7, II. In addition, the following commission rules shall apply to all telephone utilities except to the extent preempted by the Telecommunications Act of 1996:

Puc 102, relative to definition of terms

Puc 200, procedural rules;

Puc 800, underground utility damage protection program;

Puc 1300, utility pole attachments; and

Puc 1600, tariffs.

PART Puc 402 DEFINITIONS

Puc 402.01 “Accident notification roster” means the ordered list of commission staff members to be contacted about reportable accidents which is available on the commission web site.

Puc 402.02 “Basic service” means:

- (a) Safe and reliable single-party, single-line voice service;
- (b) The ability to receive all non-collect calls, at telephone lines capable of receiving calls, without additional charge;
- (c) The ability to complete calls to any other telephone line, which is capable of receiving calls, in the state;
- (d) The opportunity to presubscribe to interLATA toll carriers;

- (e) The opportunity to presubscribe to intraLATA toll carriers;
- (f) Dialing parity;
- (g) Number portability;
- (h) Enhanced 911, pursuant to the requirements of the department of safety bureau of emergency communications or its successor agency;
- (i) Access to statewide directory assistance;
- (j) Telecommunications relay service (TRS);
- (k) A published directory listing, at the customer's election;
- (l) A caller identification blocking option, on a per-call basis;
- (m) A caller identification line blocking option that:
 - (1) Is available to all customers without a recurring charge;
 - (2) Is provided upon customer request without charge to customers who have elected non-published telephone numbers;
 - (3) Is available without a non-recurring charge to customers who certify that Caller ID threatens their health or safety; and
 - (4) Is available without a non-recurring charge when requested with installation of basic service;
- (n) A blocking option for pay-per-call calls, such as blocking all 900 or all 976 calls;
- (o) The ability to report service problems to the customer's basic service provider on a 24-hour basis, 7 days a week; and
- (p) Automatic Number Identification (ANI) to other carriers which accurately identifies the telephone number of the calling party.

Puc 402.03 "Commission" means the New Hampshire public utilities commission.

Puc 402.04 "Competitive Local Exchange Carrier (CLEC)" means a telecommunications carrier, and its successors and assigns, authorized by the commission after July 23, 1995 to provide telecommunications service for the public in a particular area within New Hampshire.

Puc 402.05 "Competitive Toll Provider (CTP)" means any carrier authorized to provide intraLATA toll service, except for an ILEC that provides toll service exclusively to its local service customers in New Hampshire.

Puc 402.06 “Contact information” means:

- (a) Name;
- (b) Title;
- (c) Complete postal mailing address;
- (d) Telephone number; and
- (e) Email address.

Puc 402.07 “Cyber attack” means a deliberate, unauthorized exploitation of computer systems, technology-dependent enterprises and networks.

Puc 402.08 “Dial tone” means an aural tone that indicates to the telephone end-user that the handset is able to place a call.

Puc 402.09 “Excepted Local Exchange Carrier (ELEC)” means:

- (a) An incumbent local exchange carrier providing telephone services to 25,000 or more lines; or
- (b) An incumbent local exchange carrier providing service to less than 25,000 lines that elects to be excepted, upon the filing with the commission of a written notice advising of said election; or
- (c) Any provider of telecommunications services that is not an incumbent local exchange carrier.

Puc 402.10 “Gross utility revenue” means revenue earned by the utility from New Hampshire customers for utility service. Gross utility revenue includes any payphone revenues.

Puc 402.11 “Incumbent local exchange carrier (ILEC)” means a telecommunications carrier, and its successors and assigns, authorized under law or by the commission before July 23, 1995, to provide telephone exchange service.

Puc 402.12 “Incumbent local exchange carrier operating as an excepted local exchange carrier (ILEC–ELEC)” means an ILEC which also meets the definition of an ELEC.

Puc 402.13 “Incumbent local exchange carrier not operating as an excepted local exchange carrier (ILEC–NELEC)” means an ILEC which does not meet the definition of an ELEC.

Puc 402.14 “Payphone” means any telephone made available to the public on a fee-per-call basis, independent of any other commercial transaction, for the purpose of making telephone

calls, whether the telephone is activated by depositing coins, by calling collect, or by using a credit card.

Puc 402.15 “Payphone Service Provider (PSP)” means a person or entity that offers telephone service on a fee per call basis with payment due at the time of the call, and that has been issued a certificate of registration by the commission to provide payphone service.

Puc 402.16 “Reportable accident” means an accident occurring in New Hampshire in connection with the utility’s property or facilities in which:

- (a) A fatality has occurred;
- (b) Any person has received an injury which requires in-patient hospitalization, to the extent known by the utility;
- (c) Any person has received an injury which incapacitates that person from active work for a total of 6 days or more during the 10 days immediately following the accident, to the extent known by the utility;
- (d) Property damage over \$25,000 has occurred, to the extent known by the utility;
- (e) An electrical contact has occurred;
- (f) A public road has been closed;
- (g) Damage to the utility’s facilities interrupts service to all of the utility’s customers in an entire telephone exchange or municipality for a period of 15 minutes or longer; or
- (h) Consequences of a magnitude or severity comparable to those described in (a) through (g) above are involved.

Puc 402.17 “Rural Telephone Company (RTC)” means an ILEC meeting the definition of rural telephone company under 47 USC 153(44).

Puc 402.18 “Secretary of state certificate of authority” means the certificate of legal existence, certificate of authority, or other certification issued by the New Hampshire secretary of state which authorizes an entity to transact business in the state.

Puc 402.19 “Significant facility disruption” means the inability of an ELEC or ILEC’s facilities to reliably carry telephone messages in New Hampshire that affects:

- (a) all customers in a similar manner such as interconnection failures; or
- (b) where dial tone is interrupted for at least 900,000 user minutes.

Puc 402.20 “Telecommunications relay service (TRS)” means a service that enables telephone communication between hearing people and people who are deaf, hard of hearing or speech impaired.

Puc 402.21 “Telephone utility” means a corporation, company, association, joint stock association, partnership and person, their lessees, trustees or receivers appointed by any court owning, operating or managing any plant or equipment or any part of the same for the conveyance of telephone messages for the public, including incumbent local exchange carriers, and excepted local exchange carriers.

Puc 402.22 “Transfer of customer base” means the acquisition through a sale or transfer of all or a part of the customer base of another carrier.

Puc 402.23 “Utility filing information” means:

- (a) The utility’s legal name;
- (b) The utility’s telephone utility identification number, if one has been provided by the commission;
- (c) Each trade name the utility uses with its customers;
- (d) The utility’s complete mailing address;
- (e) The utility’s telephone number;
- (f) The utility’s email address;
- (g) The utility’s web site address;
- (h) The utility’s federal employer identification number (FEIN);
- (i) The printed name and title of the authorized representative signing the form;
- (j) The current date; and
- (k) Certification by signature that the information on the form is true and correct to the best of the authorized representative’s knowledge and belief, subject to the penalty for making unsworn false statements under RSA 641:3.

Puc 402.24 “Voice service” means the conveyance of telephone messages for the public excluding IP-enabled service and voice over internet protocol service as defined in RSA 362:7.

PART Puc 403 TELEPHONE UTILITY REQUIREMENTS

Puc 403.01 Purpose. The purpose of this part is to establish requirements for all telephone utilities.

Puc 403.02 Application. ILECs and ELECs shall comply with Puc 403 through 409.

PART Puc 404 TELEPHONE UTILITY REGULATORY REQUIREMENTS

Puc 404.01 Registration of Telephone Utilities Previously Authorized as CLECs, CTPs, PSPs, or ILECs.

(a) Each entity registered on the effective date of this rule as a CLEC whose registered services include voice service shall become registered as an ELEC authorized to provide voice service in the same area for which it was authorized by the CLEC registration. Each such CLEC shall be provided with a telephone utility identification number, at which time its ELEC authorization shall commence and its CLEC authorization shall expire.

(b) Each entity registered on the effective date of this rule as a CLEC whose registered services do not include voice service shall be notified that ELEC registration is not required for the provision of its services, and its CLEC authorization shall expire.

(c) Each entity registered on the effective date of this rule as a CTP shall become registered as an ELEC authorized to provide voice service in the same area for which it was authorized by the CTP registration. Each such CTP shall be provided with a telephone utility identification number, at which time its ELEC authorization shall commence and its CTP authorization shall expire.

(d) Each entity operating on the effective date of this rule as an ILEC that is also an ELEC shall become registered as an ELEC authorized to provide voice service in its ILEC franchise area and shall be provided with a telephone utility identification number.

(e) Each entity registered on the effective date of this rule as a PSP shall become registered as an ELEC authorized to provide pay telephone service in the same area for which it was authorized by the PSP registration. Each such PSP shall be provided with a telephone utility identification number, at which time its ELEC authorization shall commence and its PSP authorization shall expire.

(f) Each entity operating on the effective date of this rule as an ILEC that is not an ELEC shall be provided with a telephone utility identification number.

Puc 404.02 Authorization Required to Provide Voice Service.

(a) No person or entity shall provide voice services in any area of New Hampshire unless and until that person is registered as an ELEC authorized in that area.

(b) To apply for authorization to provide voice service a person or entity shall file a completed Form T-8 Application for Registration to Provide Voice Service.

(c) If the applicant seeks to provide service in the territory of an RTC, such RTC shall be provided an opportunity to propose to the commission that the ELEC be required by the commission to meet the requirements of 47 USC 253(f) regarding eligible telecommunications carrier qualifications. The commission shall determine whether to impose such a requirement through an adjudicative proceeding.

(d) Unless the commission denies an application for ELEC registration pursuant to Puc 404.03, the commission shall issue a telephone utility identification number authorizing the applicant to provide voice service in the specified territory. Such authorization may include any requirement imposed pursuant to (c) above.

Puc 404.03 Denial of Registration. When determining whether to grant or deny an application for registration pursuant to Puc 404.02, the following provisions shall apply:

(a) The commission shall deny an application for registration if, and only if, it determines that the applicant or its general partners, corporate officers, directors of the company, limited liability company managers or officers:

- (1) Have committed an act that would constitute good cause to find a violation under these rules;
- (2) Have, within the 10 years immediately prior to registration, had any civil, criminal or regulatory sanctions or penalties imposed against them pursuant to any state or federal consumer protection law or regulation;
- (3) Knowingly made a material false statement of fact in the application; or
- (4) Demonstrated on its application such flagrant or repeated violations of the requirements to operate as a utility or a competitive carrier in other state(s) that the commission determines that it is not in the public good to allow registration; and

(b) In the event that the commission denies an application for registration, the applicant may, within 30 days, file a request for reconsideration.

Puc 404.04 Assessment.

(a) Telephone utilities shall be assessed pursuant to RSA 363-A:2 based on their gross utility revenues, and shall remit such assessment to the commission, pursuant to RSA 363-A:4.

(b) When a telephone utility offers a combination of voice services and non-utility services such as Internet or video for a single price, the gross utility revenue portion shall be calculated based on the prices at which the voice services are offered on a standalone basis.

(c) If the utility does not offer the voice services on a standalone basis, the calculation shall be based on the prices at which the largest ILEC in the state offers such services.

Puc 404.05 Tariff for Wholesale Services. Telephone utilities that offer wholesale services required by 47 USC 251, including but not limited to intrastate access service, to other telecommunications carriers shall maintain a complete tariff of such services with the commission, pursuant to Puc 1600.

Puc 404.06 Web Site.

(a) ELECs and ILECs shall maintain a web site listing the rates, fares, charges, prices, terms, and conditions of all voice services offered to end users, and shall ensure that the web site is accessible to the public.

(b) ILECs not operating as ELECs whose tariffs are published on the commission's website shall have met the requirement of (a) above.

Puc 404.07 Accident Notifications.

(a) ELECs and ILECs shall notify the commission of reportable accidents occurring within the state of New Hampshire in connection with its facilities or property.

(b) The ELEC or ILEC shall notify the commission by telephone as follows:

(1) During regular commission hours, the ELEC or ILEC shall contact the first representative listed for telephone accident notifications on the accident notification roster, at the commission telephone number provided, and, if that representative is unavailable, the ELEC or ILEC shall work sequentially through the accident notification roster until it speaks directly with one of the commission representatives listed therein;

(2) Outside of regular commission hours, the ELEC or ILEC shall:

a. Contact a commission representative listed on the accident notification roster at the after-hours telephone number provided, starting with the representative listed for telephone accident notifications, and working sequentially through the list until the ELEC or ILEC speaks directly with one of the commission representatives listed therein; and

b. If direct contact with a commission representative pursuant to a. above is not successful, the ELEC or ILEC shall call the commission general telephone listing, provided in the accident notification roster, and leave a voice mail message:

1. Identifying the ELEC or ILEC and the name and return telephone number of the individual attempting to report; and

2. Stating that an accident requiring notification has occurred and will be reported when the commission next opens;

(3) The ELEC or ILEC shall provide the commission with the following information:

- a. The name of the ELEC or ILEC;
- b. The name of the person making the report and the telephone number at which they can be reached;
- c. A brief description of the accident or event and location;
- d. The time at which:
 1. The accident or event occurred; and
 2. The ELEC or ILEC was first notified of the accident or event;
- e. A description of any fatalities, personal injuries, and damages; and
- f. Any other information relevant to the cause of the accident and the extent of the damages; and

(4) Notification of a reportable accident shall not be deemed complete until an ELEC's or ILEC's representative:

- a. Speaks to a commission representative listed on the accident notification roster; and
- b. Communicates to the commission representative the information required by (3) above;

(c) In addition to notifying the commission, an ELEC or ILEC shall file Form T-3 Utility Accident Report as described in Puc 409.03, for each reportable accident within 10 business days of the accident.

Puc 404.08 Payphone Service.

(a) Any payphone shall provide, without charge to the customer:

- (1) A dial tone signal;
- (2) 911 emergency access; and
- (3) Access to TRS.

(b) An ELEC or ILEC that maintains payphones shall allow and assist the commission when it shall, from time to time, inspect the payphones it maintains and the manner in which each such ELEC or ILEC has conformed to statutes, rules, and orders applicable to payphones.

Puc 404.09 TRS.

(a) ELECs and ILECs shall provide, directly or indirectly, telecommunications relay services pursuant to 47 CFR 64.603.

(b) ELECs and ILECs shall remit the required TRS charges per customer ordered by the commission, on or before the 20th day of each month, to the TRS trustee account designated by the commission.

(c) ELECs and ILECs shall provide the New Hampshire relay provider with all information necessary to ensure local calls placed through the TRS are not billed as toll calls and that toll calls placed through the TRS are not treated as local calls.

Puc 404.10 E911.

(a) ELECs and ILECs shall make available the universal emergency telephone number 911 pursuant to the requirements of the department of safety bureau of emergency communications or its successor agency.

(b) ELECs and ILECs shall collect the E911 surcharge required by RSA 106-H:9 in the amount ordered by the commission.

(c) ELECs and ILECs shall remit monthly the amount collected pursuant to (a) above to:

Department of Safety Bureau of Emergency Communications
33 Hazen Drive
Concord, New Hampshire, 03305.

Puc 404.11 General Preservation and Availability of Records.

(a) ELECs and ILECs shall preserve all records required by Puc 200, 400, and 1600 for a period of 2 years unless otherwise designated by the commission's rules governing the preservation of records.

(b) ELECs and ILECs shall make available the records required to be preserved pursuant to (a) above to the commission, or its designated representative, for examination during the telephone utility's normal business hours.

PART Puc 405 CONSUMER PROTECTION

Puc 405.01 Notices to Customers.

(a) Unless otherwise specified, any notice to customers required by these rules shall:

(1) Include the company name and relevant contact telephone number;

(2) Be provided:

- a. In a separate mailing;
- b. As a bill insert; or
- c. By clear and conspicuous notice printed on the customer's bill; and

(3) Be sent separately from communications that would otherwise include only promotional materials.

(b) Notices pursuant to this section may be delivered electronically to those customers who have elected to receive bills and notices electronically.

(c) Electronic delivery pursuant to (b) above shall not include posting a notice on a publicly available website without direct notification to the customer pursuant to this section.

Puc 405.02 Slamming Prohibited.

(a) ELECs and ILECs shall comply with RSA 374:28-a and FCC slamming regulations, 47 CFR 64.1100-1170 and 1190.

(b) If, after notice and opportunity for hearing, the commission finds that an ELEC or ILEC has switched a customer's selection of carrier without authorization, the ELEC or ILEC shall be subject to an administrative fine, not to exceed \$2,000 per customer line switched without authorization, pursuant to RSA 374:28-a, II.

(c) After notice and opportunity for hearing, the commission may withdraw any authorization granted to an ELEC or ILEC found to have engaged in slamming in violation of RSA 374:28-a.

Puc 405.03 Transfers of Customer Base.

(a) In connection with any transfer of customer base in which the acquiring carrier is a telephone utility, the acquiring carrier shall file with the commission the following documents:

- (1) A copy of the letter notification and any subsequent notices of changed information submitted to the FCC pursuant to 47 CFR 64.1120(e), to be filed at the same time of submission to the FCC; and
- (2) Form T-4 Transfer of Customer Base Report as described in Puc 409.04, to be filed 30 days prior to the occurrence of the transfer of customer base.

(b) In connection with any transfer of customer base in which the acquiring carrier is not a telephone utility, the selling or transferring carrier shall file with the commission the following documents:

(1) A copy of the letter notification and any subsequent notices of changed information submitted by the acquiring carrier to the FCC pursuant to 47 CFR 64.1120(e), to be filed within 3 days of submission to the FCC; and

(2) Form T-4 Transfer of Customer Base Report as described in Puc 409.04, to be filed 30 days prior to the occurrence of the transfer of customer base.

Puc 405.04 Cramming Prohibited.

(a) “Cramming” means a submission or inclusion of unauthorized, misleading, or deceptive charges for products or services on a customer's utility bill. Cramming does not include charges required or explicitly authorized by law.

(b) Telephone utilities shall not engage in cramming.

(c) If, after notice and opportunity for hearing, the commission finds that a telephone utility has engaged in cramming, the telephone utility shall be subject to an administrative fine not to exceed \$1,000 per offense, pursuant to RSA 378:46.

Puc 405.05 Number Portability Notice. Before terminating any customer's telephone service for any reason other than customer request, ELEC and ILEC shall provide 10 days' notice to the customer. This notice shall include a description of the process by which the customer may transfer the telephone number to another provider.

Puc 405.06 Complaints. The commission shall accept and resolve complaints from telephone utility customers regarding alleged violations of the requirements of Puc 405.01 through 405.05.

PART Puc 406 TELEPHONE UTILITY EQUIPMENT AND FACILITIES

Puc 406.01 Construction, Installation and Maintenance of Physical Plant.

(a) Telephone utilities shall construct, install and maintain its plant, structures, equipment, and lines in accordance with the National Electrical Safety Code, 2012 edition.

(b) Telephone utilities shall construct, install and maintain its plant, structures, equipment, and lines to prevent interference with service furnished by other carriers and by other public service facilities, such as cable, fire alarm, electric, water, sewer, gas, or steam facilities.

Puc 406.02 Emergency Operations. ELEC and ILEC shall make reasonable provisions to meet emergencies resulting from any of the following:

(a) Failures of commercial power service;

(b) Sudden and prolonged increases in traffic;

- (c) Illness, strike, or labor unrest of employees;
- (d) Failure of a supplier to deliver materials or supplies;
- (e) Civil unrest;
- (f) Cyber attacks; or

(g) Any other significant disasters, including, but not limited to, fire, storms, floods, or other “acts of God” causing loss of communication to a large population or area of the state to the extent that the magnitude or duration is foreseeable.

Puc 406.03 Significant Facility Disruption. ELECs and ILECs shall report significant facility disruptions by calling the commission within the following time frames:

- (a) For disruptions which occur during regular commission hours, within 60 minutes of occurrence; and
- (b) Otherwise, by 9:00 a.m. on the business day following the outage; and
- (c) ELECs and ILECs shall report significant facility disruptions in writing to the commission on Form T-5 Facility Disruption Report as described in Puc 409.05, which shall be filed within 10 days of the disruption.

PART Puc 407 ELEC AND ILEC INTERCARRIER OBLIGATIONS

Puc 407.01 Intercompany Cooperation. ELECs and ILECs shall cooperate with all carriers to ensure a ubiquitous telecommunications network in New Hampshire capable of completing all calls, over which customers perceive no transition from one carrier to the next.

Puc 407.02 Provision of Interconnection. ELECs and ILECs shall interconnect directly or indirectly with the facilities and equipment of other telecommunications carriers.

Puc 407.03 Network Changes.

- (a) Network changes made by an ELEC or ILEC that affect direct interconnection shall be backward compatible for 3 years from the introduction of the change.
- (b) At least 6 months prior to network changes which might affect existing or pending interconnections, ELECs and ILECs shall make available necessary information relating to network design and technical standards, and information concerning changes to the network that affect interconnection.

Puc 407.04 Switching and Signaling Obligations.

(a) ELECs and ILECs shall provide answer and disconnect supervision in accordance with industry standards.

(b) ELECs and ILECs shall deliver to their customers all calls unless screened or blocked at the customer's request.

(c) ELECs and ILECs shall provide access to operator services pursuant to the Telecommunications Act of 1996.

(d) ELECs and ILECs shall provide reasonable access to all signaling information pursuant to industry protocols.

(e) ELECs and ILECs shall not interfere with the transmission of signaling information.

(f) ELECs and ILECs shall communicate, on a demand and preventative basis, information regarding maintenance necessary to ensure successful call completion.

Puc 407.05 Carrier to Carrier Migrations.

(a) ELECs and ILECs shall accept and respond to requests for customer information, service and feature information, and migration and installation orders without regard to whether the service is being resold or migrated.

(b) When migrating end users, ELECs and ILECs shall work together in good faith with other carriers to minimize or avoid any problems, including, but not limited to, service interruptions and billing problems.

(c) When porting a customer's number to another carrier, ELECs and ILECs shall release the number without delay or consideration of any issue such as the customer's account balance.

(d) ELECs and ILECs shall port a customer's number to another carrier within one business day of the request.

Puc 407.06 Directories.

(a) ELECs and ILECs shall permit any carrier to list that carrier's customers' telephone numbers in the ELEC or ILEC's published white and yellow pages telephone directory or directories.

(b) ELECs and ILECs shall provide publishers and any other person or business with reasonable, nondiscriminatory access to subscriber listing information for the purpose of publishing telephone directories or providing directory assistance, and all such information shall be provided at reasonable rates and subject to reasonable terms and conditions.

(c) ELECs and ILECs shall not publish or list numbers for which other ELECs or ILECs request non-directory listed or non-published status.

PART Puc 408 ELEC AND ILEC COMMON REPORTS AND FILINGS

Puc 408.01 Due Annually.

(a) Form T-1 Contact and Trade Name Information described in Puc 409.01 shall be due on or before March 31 of each year, and shall cover the most recent fiscal year.

(b) Form T-2 Assessment Report described in Puc 409.02 shall be due on or before March 31 of each year, and shall cover the most recent fiscal year.

(c) If the ELEC or ILEC operated any payphones during the previous year, it shall file Form T-6 Payphone Location Report described in Puc 409.06, on or before March 31 of each year, covering the most recent fiscal year.

Puc 408.02 Event-Driven. ELECs and ILECs shall file the following reports with the commission within 30 days of the event that necessitates the filing, unless otherwise specified:

(a) A Form T-1 Contact and Trade Name Information as described in Puc 409.01, on the occurrence of any change in the information on the ELEC's or ILEC's most recently filed T-1;

(b) A Form T-3 Utility Accident Report as described in Puc 409.03, on the occurrence of a reportable accident pursuant to Puc 404.07(c);

(c) A Form T-4 Transfer of Customer Base Report as described in Puc 409.04, 30 days prior to the occurrence of a transfer of customer base;

(d) A Form T-5 Facility Disruption Report as described in Puc 409.05, on the occurrence of a significant facility disruption, pursuant to Puc 406.03(c);

(e) A Form T-7 Exchange Eligibility Report as described in Puc 409.07, when becoming eligible to provide service in an exchange; and

(f) A Form T-8 Application for Registration to Provide Voice Service as described in Puc 409.08 prior to offering such service in an area in which the applicant is not yet authorized.

Puc 408.03 Submitting Reports and Forms. ELECs and ILECs shall submit all reports and forms to the commission by the following methods:

(a) Mail or other delivery to:

New Hampshire Public Utilities Commission
21 South Fruit Street, Suite 10
Concord, NH 03301-2429; or

(b) Electronic report filing as the commission shall provide on the commission website pursuant to Puc 202.05(b).

(c) ELECs and ILECs making an electronic filing pursuant to (b) above must comply with Puc 202.08 regarding filing requirements.

Puc 408.04 Confidential Treatment. ELECs and ILECs which seek confidential treatment of any report or any portion of a report required by this section shall comply with the applicable provisions of Puc 201.04, Puc 201.06, Puc 201.07 and Puc 203.08.

PART Puc 409 ELEC AND ILEC COMMON FORMS

Puc 409.01 Form T-1 Contact and Trade Name Information. The “Contact and Trade Name Information” form required by Puc 408.01(a), Puc 408.02(a), Puc 409.04(e), and Puc 409.08(h), shall include:

- (a) Utility filing information;
- (b) The toll-free number and email address for customer service;
- (c) The toll-free number and email address for repair service;
- (d) The hours of operation for customer service and repair service;
- (e) An indication of whether the ELEC or ILEC wishes to receive reports and reminders via email;
- (f) The names and titles of the principal officers of the ELEC or ILEC;
- (g) Contact information for the person responsible for regulatory matters;
- (h) Contact information for the person that the commission’s consumer affairs division shall call regarding consumer complaints from customers;
- (i) Contact information for the director of the customer service department;
- (j) Contact information for the officer responsible for customer service; and
- (k) Contact information for the person responsible for paying assessment bills.

Puc 409.02 Form T-2 Assessment Report. The “Assessment Report” required by Puc 408.01(b), shall include:

- (a) Utility filing information;
- (b) The gross utility revenue received during the period;

(c) The number of New Hampshire telephone numbers in use by the ELEC's or ILEC's customers; and

(d) A sworn and notarized attestation that states that the report is complete, true and accurate.

Puc 409.03 Form T-3 Utility Accident Report. The "Utility Accident Report" required by Puc 408.02(b), shall include:

(a) Utility filing information;

(b) Date of the report;

(c) Information regarding each reportable accident for the period, to include:

(1) The date of the accident;

(2) The location of the accident;

(3) A description of the extent of any property damage;

(4) A description of the extent of any injuries;

(5) The name of any injured person;

(6) An indication of whether any injury was fatal;

(7) An indication of whether the accident involved electric contact; and

(8) Location information for any poles involved in the accident.

Puc 409.04 Form T-4 Transfer of Customer Base Report. The "Transfer of Customer Base Report" form required by Puc 405.03 shall include:

(a) Utility filing information for the selling or transferring company;

(b) Utility filing information for the acquiring company;

(c) The number of New Hampshire customers affected;

(d) The effective date of the transfer; and

(e) An attached Form T-1 Contact and Trade Name Information, for the acquiring company, if the acquiring company is a telephone utility, as specified in Puc 409.01.

Puc 409.05 Form T-5 Facility Disruption Report. The "Facility Disruption Report" required by Puc 406.03(c), shall include:

- (a) Utility filing information;
- (b) The date of the report;
- (c) The date and time of the outage;
- (d) The location of the outage;
- (e) Whether an entire exchange was affected, to the best knowledge of the ELEC or ILEC;
- (f) The number of affected access lines;
- (g) The cause of the outage;
- (h) The date and time service was restored;
- (i) The name of the person contacted at the commission; and
- (j) The date and time the commission was contacted.

Puc 409.06 Form T-6 Payphone Location Report. The “Payphone Location Report” required by Puc 408.01(c), shall include:

- (a) Utility filing information for the payphone owner;
- (b) For each payphone the ELEC or ILEC has in service:
 - (1) Telephone number;
 - (2) Name of location;
 - (3) Street address;
 - (4) City or town and zip code;
 - (5) An indication of whether the payphone is located within 750 feet of another payphone; and
 - (6) An indication of whether the phone accepts coins; and
- (c) For each payphone the ELEC or ILEC has removed from service since filing the previous report:
 - (1) Telephone number;
 - (2) Name of location;
 - (3) Street address;

- (4) City or town and zip code;
- (5) An indication of whether the payphone is located within 750 feet of another payphone; and
- (6) An indication of whether the phone accepts coins.

Puc 409.07 Form T-7 Exchange Eligibility Report. The “Exchange Eligibility Report” required by Puc 408.02(e), shall include:

- (a) Utility filing information;
- (b) A table listing each exchange in which the ELEC has:
 - (1) Ported telephone numbers assigned to its customers;
 - (2) Blocks of telephone numbers assigned to the ELEC; or
 - (3) Applied for blocks of telephone numbers; and
- (c) For each such exchange, the table shall include:
 - (1) The exchange name, as used by the ILEC serving that exchange;
 - (2) The relevant NXX number;
 - (3) The NXX thousand-block number, if applicable;
 - (4) Whether the ELEC has a collocation arrangement with the ILEC serving that exchange; and
 - (5) If the answer to (4) is ‘No’:
 - a. The number of ELEC customers in the exchange served by an ELEC-owned copper or coaxial loop;
 - b. The number of ELEC customers in the exchange served by an ELEC-owned fiber loop;
 - c. The number of ELEC customers in the exchange served by an enhanced extended loop (EEL); and
 - d. Information including name, address, and telephone number for at least one customer.

Puc 409.08 Form T-8 Application for Registration to Provide Voice Service. The “Application for Registration to Provide Voice Service” required by Puc 408.02(f), shall include:

(a) Utility filing information;

(b) Responses to:

(1) Whether the applicant, or any of the general partners, corporate officers, directors of the company, limited liability company managers or officers has ever been convicted of any felony that has not been annulled by a court;

(2) Whether the applicant, or any of the general partners, corporate officers, directors of the company, limited liability company managers or officers have had any civil, criminal or regulatory sanctions or penalties imposed against them pursuant to any state or federal consumer protection law or regulation within the past 10 years;

(3) Whether the applicant, or any of the general partners, corporate officers, directors of the company, limited liability company managers or officers have settled any civil, criminal or regulatory investigations or complaints within the past 10 years;

(4) Whether the applicant, or any of the general partners, corporate officers, directors of the company, limited liability company managers or officers is currently the subject of any pending civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation; and

(5) Whether the applicant, or any of the general partners, corporate officers, directors of the company, limited liability company managers or officers has been denied registration or authorization, or had registration or authorization revoked, in any other state or jurisdiction;

(c) If an affirmative answer is given to any item in (b) above, the applicant shall provide an explanation of the event and the relevant states or jurisdictions;

(d) The applicant shall list one to three telecommunications services the applicant will offer in New Hampshire, at least one of which shall be a voice service;

(e) The applicant shall identify its proposed service area;

(f) The applicant shall attest to the following statements:

(1) The applicant agrees to comply with, and shall operate in accordance with, all provisions and requirements of all applicable statutes, rules and orders; and

(2) The applicant has the necessary managerial qualifications, technical competence, and financial resources for which it is applying;

(g) The applicant shall attach a copy of the company's secretary of state certificate of authority;

(h) The applicant shall attach a completed Form T-1 Contact and Trade Name Information; and

(i) The applicant shall include a sworn and notarized attestation that states that the application and its attachments are complete, true and accurate, and fairly represent the applicant and its qualifications.

PART Puc 410 INCUMBENT LOCAL EXCHANGE CARRIERS (ILECs)

Puc 410.01 Purpose. The purpose of this part is to establish additional requirements for all incumbent local exchange carriers.

Puc 410.02 Application. ILECs shall comply with Puc 410.

Puc 410.03 Basic Service.

(a) An ILEC shall offer basic service throughout its service territory.

(b) An ILEC shall not impose any additional contractual requirements as a condition for purchasing basic service.

(c) An ILEC shall not impose exit fees on a customer who cancels basic service.

(d) An ILEC–ELEC shall change its rates for basic service only through the following process:

(1) After August 10, 2020, the ILEC–ELEC may increase its rates to any level without commission review or approval;

(2) Without commission review or approval, the ILEC–ELEC shall limit increases to its rates for basic service subject to the following cap in each 12-month period beginning August 10, 2012 or the effective date of an existing alternative plan of regulation approved by the commission, pursuant to RSA 374:22-p, VIII (b):

a. For customers who are enrolled in the Lifeline Telephone Assistance program, the cap is 5%; and

b. For all other customers, the cap is 10%; and

(3) The ILEC–ELEC shall seek commission approval for additional rate increases in the event of changes in federal, state, or local government taxes, mandates, rules, regulation, or statutes.

(e) Any ILEC proposing to change its basic service coverage area shall comply with the following provisions:

- (1) An ILEC which seeks to change geographic boundaries or other policies that would change the geographic area which can be reached using a local call, shall petition the commission for review and approval of the change;
 - (2) Such petition may include a proposed rate adjustment to reflect the change in coverage; and
 - (3) In deciding whether to approve the proposal, the commission shall consider whether the ILEC has demonstrated that the proposed change:
 - a. Results in service comparable to or superior to the basic service offered on August 10, 2012; and
 - b. Does not effectively increase the price of basic service by more than the rate cap pursuant to (d) above.
- (f) An ILEC that is unable to provide basic service to a current or prospective customer upon application therefor shall comply with the following provisions:
- (1) An ILEC shall keep a record as to each instance in which it is not able to supply basic service to prospective customers within 10 days following the customer's application for service;
 - (2) The record required by (f)(1) above shall be provided to the commission on request; and
 - (3) The record shall include:
 - a. The name, address, and telephone number of each applicant who was not provided service within 10 days;
 - b. The date of application for service;
 - c. The class of service applied for; and
 - d. The reason the ILEC was unable to provide service within 10 days of the customer's application.

Puc 410.04 ILEC Discontinuations of Basic Service.

- (a) An ILEC shall not discontinue basic service to a customer without commission authorization unless:
- (1) The ILEC has notified the customer that basic service will be discontinued unless prompt payment is received;

(2) Fourteen days have passed since the notice was given; and

(3) The customer's balance includes at least 2 months of basic service charges.

(b) If an ILEC has received notification within the past 60 days from a licensed physician or mental health professional that a medical emergency exists at the location, or would result from the service discontinuation, the ILEC shall not discontinue service to the customer without commission authorization unless the customer has failed to enter into or comply with an arrangement for repayment of the outstanding balance.

(c) Nothing in (a) or (b) above shall prevent an ILEC from discontinuing basic service to a customer without commission authorization or notice to the customer when:

(1) A customer or resident in the customer's household has undertaken an action or a situation has been created with respect to the customer's utility service which results in conditions dangerous to the health, safety, property or utility service of the customer or others and disconnection will lessen or eliminate the risk or danger;

(2) The customer has clearly abandoned the premises;

(3) The customer refuses to provide access to his premises for a necessary inspection of utility property; or

(4) A customer or resident in the customer's household has participated in or created the following:

a. Fraudulent use or procurement of the utility service; or

b. Tampering with the connections or other equipment of the utility.

Puc 410.05 Complaints regarding basic service. The commission shall accept and resolve complaints from ILEC customers regarding basic service.

Puc 410.06 Conditional Interconnection Requirements. ILECs that are not exempt pursuant to 47 USC 251(f) shall:

(a) Maintain a tariff for the following:

(1) interconnection services;

(2) unbundled network elements;

(3) collocation; and

(4) resale;

(b) Identify services available for resale in such tariff; and

(c) Provide non-discriminatory interconnection at technically feasible points within the ILEC's network, including, at a minimum:

- (1) The line-side of a local switch;
- (2) The trunk-side of a local switch;
- (3) The trunk interconnection points for a tandem switch;
- (4) Central office cross-connect points;
- (5) Out-of-band-signaling transfer points necessary to exchange traffic at these points and access call-related databases; and
- (6) Points of access to unbundled network elements.

PART Puc 411 ADDITIONAL REQUIREMENTS APPLICABLE TO ILECS NOT
OPERATING AS ELECS

Puc 411.01 Purpose. The purpose of the rules in this part is to establish additional requirements for ILEC–NELECs.

Puc 411.02 Application. ILEC–NELECs shall comply with Puc 411 through 412.

Puc 411.03 Retail Tariff. An ILEC–NELEC shall maintain a tariff covering all offered retail telecommunications services.

Puc 411.04 Uniform System of Accounts. Each ILEC–NELEC shall maintain and preserve its accounts and records in conformity with the “Uniform System of Accounts for Telecommunications Companies,” pursuant to RSA 374:8.

Puc 411.05 Short Term Debt. No ILEC–NELEC shall issue or renew any notes, bonds or other evidence of indebtedness payable less than 12 months after the date thereof if said short term debt exceeds 10% of the net depreciated value of the utility's plant.

Puc 411.06 Depreciation.

(a) An ILEC–NELEC shall file Form ILEC-4 Report of Proposed Changes in Depreciation Rates as described in Puc 412.04, when proposing any changes in depreciation rates.

(b) An ILEC–NELEC shall not implement any change in depreciation rates until the proposed change has been approved by the commission.

Puc 411.07 Rate Case. In addition to the requirements contained in Puc 1600, an ILEC–NELEC filing a general increase in rates shall include in its filing, schedules for the two years

preceding such filing, in a format comparable to that filed in the most current annual report which included the information:

- (a) The following schedules of information:
 - (1) A list of officers;
 - (2) A list of directors;
 - (3) A list of shareholders and voting powers, including:
 - a. Number of shares; and
 - b. Voting powers;
 - (4) Payment to individuals; and
 - (5) Management fees and expenses; and
- (b) The following schedules supporting balance sheet information:
 - (1) An analysis of telecommunications plant accounts;
 - (2) An analysis of telecommunications plant-in service retired;
 - (3) An analysis of entries in property held for future telecommunications use;
 - (4) An analysis of capital leases;
 - (5) An analysis of telecommunications plant acquired;
 - (6) An analysis of telecommunications plant purchased from or sold to affiliates;
 - (7) An analysis of entries in accumulated depreciation by plant account;
 - (8) An analysis of entries in accumulated amortization, for accounts 3410, 3420, 3500, and 3600;
 - (9) A schedule of receivables and investments with affiliated and nonaffiliated companies;
 - (10) Other prepayment balances;
 - (11) Other current asset balances;
 - (12) A schedule of sinking funds;
 - (13) Non-current assets;

- (14) Deferred charges;
 - (15) Unamortized debt issuance expense;
 - (16) Long-term debt;
 - (17) Notes payable;
 - (18) Accounts payable;
 - (19) Other long term liabilities;
 - (20) Other deferred credits;
 - (21) Net deferred operating income taxes;
 - (22) Net deferred non-operating income taxes;
 - (23) Retained earnings;
 - (24) Dividends declared; and
 - (25) Capital stock - accounts 4510.1, 4510.2, 4520, 4530.1, 4530.2; and
- (c) The following schedules supporting income statement information:
- (1) Customer and corporate operations expenses – accounts 6610 and 6620 and Corporate Operations Expense – accounts 6710 and 6720;
 - (2) Other operating taxes - account 7240;
 - (3) Prepaid taxes and tax - accounts 1300, 4070, and 4080;
 - (4) Non-operating taxes;
 - (5) Extraordinary items - accounts 7610, 7620, 7630, and 7640;
 - (6) Non-operating income and expense – account 7300;
 - (7) Other operating income and expenses – account 7100;
 - (8) Advertising and external relations;
 - (9) Payments of \$10,000 or more for services received from affiliates;
 - (10) Membership fees and dues; and
 - (11) Donations or payments of \$5,000 or more to persons other than employees; and

(d) Attestations, by the company's president or chief officer and treasurer that the information contained in the schedules required in (b) and (c) above:

- (1) Has been prepared under my direction;
- (2) The information has been carefully examined and reviewed by me;
- (3) Is accurate to the best of my knowledge; and
- (4) Provides an accurate statement of the position of the company;
- (5) Signatures of each individual, referred to; and
- (6) Printed names and titles of the individuals.

Puc 411.08 Annual Report. An ILEC–NELEC shall file Form ILEC-1 Annual Report as described in Puc 412.01, on or before March 31 each year, covering the most recent fiscal year.

Puc 411.09 Other Reports. An ILEC–NELEC shall file the following reports with the commission within 30 days of the event that necessitates the filing:

(a) A Form ILEC-2 Petition for Authority to Issue Securities as described in Puc 412.02, with respect to seeking authority to issue securities;

(b) A Form ILEC-3 Report of Proposed Fixed Capital Expenditures as described in Puc 412.03, when:

- (1) The estimated cost of any addition, extensions, or capital improvement to its utility will exceed \$100,000;
- (2) The reportable amount, for purposes of (b)(1) above, shall be based on the gross fixed capital, as of December 31 of the calendar year immediately preceding; and
- (3) The reporting limit established in (b)(1) above shall apply to the total project cost, including contributions in aid of construction.

PART Puc 412 ILEC–NELEC FORMS

Puc 412.01 Form ILEC-1 Annual Report. The “Annual Report” required by Puc 411.08 shall include:

- (a) Utility filing information;
- (b) Contact information for the person responsible for the information on the form;
- (c) The calendar year that is the subject of the report;

(d) The following schedules of information:

(1) A complete history of the ILEC, on Schedule A-1, General Information;

(2) A description of service territory and exchanges on Schedule A-5, List of Exchanges Served Directly, including:

- a. List of towns served; and
- b. Number of customers;

(3) Important changes during the year on Schedule A-8, Important Changes During the Year, including:

- a. Extensions of territory covered;
- b. Purchase and sale of operating systems;
- c. Details of sales, mergers and abandonments;
- d. Estimated increase or decrease in annual revenues due to important rate changes;
- e. Changes in articles of incorporation or amendments to charter; and
- f. Reference to a previously filed map defining the territory, unless:
 - 1. A map has not been previously filed;
 - 2. There have been changes to the territory; or
 - 3. The calendar year ends in “0” or “5”; and

(4) Financial disclosure on Schedule A-9, Financial Disclosure Reporting, that includes:

- a. Data necessary to prevent the information from being misleading, such as:
 - 1. Extraordinary or material, unusual, or infrequently occurring items;
 - 2. Significant principles or practices from those used in the prior year; and
 - 3. The acquisition or disposition of significant operation, assets, or liabilities;
- b. Uncertainties that could affect the fairness of the information, including significant changes in the status of loss contingencies since the prior year; and

c. If revenues, costs, or expenses are accrued or deferred in a manner different from that of the prior year, the method used and the amount of such accruals or deferrals;

(e) The following financial schedules:

(1) The balance sheet at year end on Schedule F-10, Balance Sheet, showing assets, liabilities, and stockholders' equity; and

(2) An income statement on Schedule F-11, Income Statement, showing changes over the prior year;

(f) The following schedules supporting balance sheet information:

(1) Basis of charges for depreciation on Schedule B-14B, Basis of Charges for Depreciation, for all subclass accounts for which a depreciation rate is determined, including:

a. Whether the depreciation rate is based on whole life or remaining life;

b. Asset life in years;

c. Net salvage as a percentage of original cost;

d. Accumulated depreciation as a percentage of original cost;

e. Prescribed depreciation rate; and

f. Ratio of depreciation charges to average monthly book cost;

(2) A statement of cash flows on Schedule B-16, Statement of Cash Flows, showing:

a. Cash flows from operating activities;

b. Cash flows from financing activities;

c. Cash flows from investing activities;

d. Net increase or decrease in cash; and

e. Cash at beginning and end of calendar year;

(g) The following income schedules:

(1) Operating revenues on Schedule I-34, Operating Revenues, showing by account:

a. Local network revenues;

- b. Network access services revenues;
- c. Long-distance network services revenues;
- d. Miscellaneous revenues;
- e. Uncollectible revenues; and
- f. Difference in revenue in comparison to preceding year;

(2) Explanations for changes in operating revenues, by account, on Schedule I-34A, Increase or Decrease in Operating Revenues, when:

- a. The account has a balance over \$10,000; and
- b. The percentage change from the prior year is equal to or greater than 10%;

(3) Operating expenses on Schedule I-35, Operating Expenses, showing current year balances and the change from the prior year, by account, for:

- a. Plant specific operations;
- b. Plant nonspecific operations;
- c. Customer operations; and
- d. Corporate operations;

(4) Explanations for changes in operating expense, by account, on Schedule I-35A, Increase or Decrease in Operating Expenses, when:

- a. The account has a balance over \$10,000; and
- b. The percentage change from the prior year is equal to or greater than 10%;

(5) Expenses attributable to formal regulatory cases before federal, state, and other regulatory commissions on Schedule I-39, Special Expenses Attributable to Formal Regulatory Cases, including:

- a. A complete description of the regulation, hearing or case;
- b. Special assessments by regulatory commissions;
- c. Fees, retainers, and other billed items; and
- d. Incremental payroll costs and directly associated expenses, exclusive of c above;

(h) The following plant and equipment schedules:

(1) Statistics for the count of switches and number access lines on Schedule S 1, Switches and Access Lines in Service, providing data for the following:

a. Switches, showing:

1. The following switch classifications:

(i) Central office switch; and

(ii) Primary switch;

2. For each classification in 1 above, the number of switches at year end classified as:

(i) Electronic;

(ii) Digital; or

(iii) Main access lines, further broken down as:

i Analog; or

ii Digital; and

3. The exchange served by each central office switch; and

b. Access lines, showing:

1. The following customer type categories:

(i) Residential;

(ii) Business; and

(iii) Other;

2. For each customer type in 1. above, the number of lines at year end for the following line types:

(i) Analog; and

(ii) Digital;

(2) Statistics on outside plant related to distribution and feeder on Schedule S-2, Outside Plant Statistics – Distribution and Feeder, showing year end amounts for:

a. Miles of aerial wire;

b. Miles of cable, broken down by:

1. The following cable classifications:

- (i) Aerial;
- (ii) Underground;
- (iii) Buried;
- (iv) Submarine; and
- (v) Distribution or feeder;

2. For each classification in b.1.(i) through (iv) above, a further breakdown into the following cable types:

- (i) Copper; and
- (ii) Fiber; and

3. For distribution or feeder cable in b.1.(v) above, a further breakdown into the following cable types:

- (i) Copper;
- (ii) Fiber lit sheath; and
- (iii) Fiber deployed sheath;

c. Number of poles; and

d. Miles of underground conduit, showing:

- 1. Trench miles; and
- 2. Duct miles;

(3) Statistics for outside plant related to for interoffice on Schedule S-3, Outside Plant Statistics – Interoffice, showing year end amounts for:

a. Miles of aerial wire;

b. Miles of cable, broken down by

1. The following cable classifications:

- (i) Aerial;

(ii) Underground;

(iii) Buried;

(iv) Submarine; and

(v) Distribution or feeder;

2. For each classification in b.1.(i) through (iv) above, a further breakdown into the following cable types:

(i) Copper; and

(ii) Fiber; and

3. For distribution or feeder cable in b.1.(v) above, a further breakdown into the following cable types:

(i) Copper;

(ii) Fiber lit sheath; and

(iii) Fiber deployed sheath;

c. Number of poles; and

d. Miles of underground conduit, showing:

1. Trench miles; and

2. Duct miles; and

(i) Certification of all of the information submitted on or with the report, containing:

(1) A notary seal that has been made:

a. Under oath;

b. By the company's president or chief officer; and

c. By the company's treasurer or other officer in charge of accounts;

(2) Attestations, by each person, referred to in (1)b. and (1)c. above, that the information contained in the annual report:

a. Has been prepared under my direction;

b. The information has been carefully examined and reviewed by me;

- c. Is accurate to the best of my knowledge; and
- d. Provides an accurate statement of the position of the company;
- (3) Signatures of each individual, referred to in (1)b. and (1)c. above; and
- (4) Printed names and titles of the individuals in (3) above.

Puc 412.02 Form ILEC-2 Petition for Authority to Issue Securities. The “Petition for Authority to Issue Securities” required by Puc 411.09(a) shall include:

- (a) Utility filing information;
- (b) Contact information for the person responsible for the information on the form;
- (c) The following attachments:
 - (1) A petition for authority to issue securities including:
 - a. A description of authorized and outstanding long term debt and capital stock;
 - b. The amount of short term notes outstanding;
 - c. A description of new securities;
 - d. A description of what proceeds will be used for; and
 - e. The petitioner’s prayer asking for the relief requested;
 - (2) A statement in reasonable detail of any proposed additions, construction or working capital requirements together with any proposed construction budget;
 - (3) Testimony by a qualified person that:
 - a. Explains the purpose of the financing;
 - b. Shows the effect of the financing on the company’s financial rating(s);
 - c. Provides the proposed method of issuance and sale of the securities; and
 - d. Indicates how the financing will be consistent with the public good, pursuant to RSA 369:1;
- (d) The following exhibits:
 - (1) Exhibit 1, “Authorized and Outstanding Long-Term Debt,” detailing each of the company’s long-term debts in tabular format, with the following for each:
 - a. The type of debt;

- b. If applicable, the coupon rate;
- c. Issue and maturity dates;
- d. Amount outstanding; and
- e. If applicable, call prices on the start date and end date of the issue period of the proposed financing;

(2) Exhibit 2, “Authorized and Outstanding Capital Stock,” providing a description of each type of outstanding stock;

(3) Exhibit 3, “Capital Expenditures,” listing for the entire company and for New Hampshire:

- a. A breakdown of capital expenditures made during the most recent calendar; and
- b. An estimate of capital expenditures for the current calendar year;

(4) Exhibit 4, “Estimated Cost of Financing,” listing each cost associated with issuing the securities;

(5) Exhibit 5, “Proforma Balance Sheet,” providing a balance sheet for the most recent calendar year, adjusted for the effects of the proposed financing, with columns showing:

- a. Balance sheet amounts for the most recent year;
- b. Proforma adjustments resulting from the proposed financing; and
- c. Totals of the balance sheet amounts and the proforma adjustments in b. above;

(6) Exhibit 6, “Proforma Income Statement,” providing an income statement for the most recent calendar year, adjusted for the effects of the proposed financing, with columns showing:

- a. Income statement amounts for the most recent year;
- b. Proforma adjustments resulting from the proposed financing; and
- c. Totals of the income statement amounts and the proforma adjustments in a. and b. above;

(7) Exhibit 7, “Proforma Adjustments to Balance Sheet and Income Statement,” listing proforma adjustments to the balance sheets and income statements of each calendar year that the proposed securities could be issued:

(8) Exhibit 8, “Source and Application of Funds and Capitalization” showing for the most recent calendar year:

- a. Cash flows from operations, investing activities, and financing activities, adjusted for the effects of the proposed financing; and
- b. A schedule of the company’s capital structure that includes the effects of the proposed financing;

(9) Exhibit 9, “Terms and Conditions of Proposed Securities,” listing the terms and conditions of each proposed security;

(10) If applicable, Exhibit 10, “Purchase and Sale Agreement and Commitment Letter,” containing copies of:

- a. Purchase and sale agreement(s) associated with the financing; and
- b. Letter(s) of commitment from lender(s) that the company is approved for the financing; and

(11) If applicable, Exhibit 11, “Proposed Promissory Note and/or Mortgage” providing a copy of any promissory note or mortgage agreement associated with the financing; and

(e) Signature of the authorized representative of the ILEC, with date, certifying that:

(1) The information on the form is true and correct to the best of the individual’s knowledge and belief, subject to the penalty for making unsworn false statements under RSA 641:3; and

(2) The petitioner utility company believes and, therefore, alleges that the securities to be issued will be consistent with the public good and that it is entitled to issue said securities under RSA 369 for the purposes set forth in its petition.

Puc 412.03 Form ILEC-3 Report of Proposed Fixed Capital Expenditures. The “Report of Proposed Fixed Capital Expenditures” required by Puc 411.09(b) shall include:

- (a) Utility filing information;
- (b) Contact information for the person responsible for the information on the form;
- (c) The year that is the subject of the report;
- (d) The date of the report; and
- (e) For each proposed expenditure:

- (1) The item number;
- (2) The location of the proposed expenditure;
- (3) A description of the proposed addition, extension or capital improvement;
- (4) The estimated start and finish dates of construction; and
- (5) The estimated cost of each element of the proposed addition.

Puc 412.04 Form ILEC-4 Report of Proposed Changes in Depreciation Rates. The “Report of Proposed Changes in Depreciation Rates” required by Puc 411.06(a) shall include:

- (a) Utility filing information;
- (b) Contact information for the person responsible for the information on the form;
- (c) The year that is the subject of the report;
- (d) The date of the report;
- (e) For each item whose depreciation rate is proposed for revision:
 - (1) The account number and title;
 - (2) The estimated life, both present and proposed, in years;
 - (3) The net salvage, both present and proposed, in percentages;
 - (4) The depreciation rate, both present and proposed, by percentage; and
 - (5) The net annual change in dollars; and
- (f) Any supporting documentation justifying the change the ILEC submits.

Table of Authority for Draft 400 Rules

Appendix

Puc 401.01	Telephone Rules: Purpose	RSA 365:8, VII & XII; RSA 374:3
Puc 401.02	Telephone Rules: Application	RSA 365:8, VII & XII; RSA 374:3
Puc 402.01	(Definitions) Accident notification roster	RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 402.02	Basic service	RSA 365:8, VII & XII; RSA 374:22-p
Puc 402.03	Commission	RSA 365:8, VII & XII; RSA 374:3
Puc 402.04	CLEC	RSA 365:8, VII & XII; RSA 374:3
Puc 402.05	CTP	RSA 365:8, VII & XII; RSA 374:3
Puc 402.06	Contact information	RSA 365:8, VII & XII; RSA 374:3
Puc 402.07	Cyber attack	RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 402.08	Dial tone	RSA 365:8, VII & XII; RSA 374:3
Puc 402.09	ELEC	RSA 362:7
Puc 402.10	Gross utility revenue	RSA 363:A-1
Puc 402.11	ILEC	RSA 362:7(b); RSA 362:8, I; RSA 365:8, VII & XII; RSA 374:3; 378:18-b; 47 USC 251(h)
Puc 402.12	ILEC-ELEC	RSA 362:7(b); RSA 362:7(c); RSA 365:8, VII & XII; 47 USC 251(h)
Puc 402.13	ILEC-NELEC	RSA 362:7(b); RSA 362:7(c); RSA 365:8, VII & XII; RSA 47 USC 251(h)
Puc 402.14	Payphone	RSA 365:8, VII & XII; 47 CFR 64.1330(b)
Puc 402.15	Payphone Service provider	RSA 362:2; RSA 365:8, VII & XII; 47 CFR 64.1330(b)
Puc 402.16	Reportable accident	RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 402.17	Rural Telephone Co.	RSA 374:22-g; 47 USC 153(44)
Puc 402.18	SoS certificate	RSA 365:8, VII & XII; RSA 374:3
Puc 402.19	Significant facility disruption	RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 402.20	TRS	RSA 362:8, I; RSA 365:8, VII & XII; 47 USC 225(b)
Puc 402.21	Telephone utility	RSA 362:2; RSA 362:7
Puc 402.22	Transfer of customer base	RSA 365:8, VII & XII; RSA 374:1-a; 374:28-a
Puc 402.23	Utility filing information	RSA 365:8, VII & XII; RSA 374:3
Puc 402.24	Voice service	RSA 362:2; RSA 362:7
Puc 403.01	Telephone Utility Reqmts: Purpose	RSA 362:2; RSA 362:7; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 403.02	Telephone Utility Reqmts: Application	RSA 362:2; RSA 362:7; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 404.01	Registration: CLECs, CTPs, PSPs, ILECs	RSA 365:8, VII & XII; RSA 374:3; RSA 374:22
Puc 404.02	Authorization Required	RSA 365:8, VII & XII; RSA 374:3; RSA 374:22
Puc 404.03	Denial of Registration	RSA 365:8, VII & XII; RSA 374:3; RSA 374:22
Puc 404.04	Assessment	RSA 363:A-2
Puc 404.05	Tariff for Wholesale Services	RSA 362:2; RSA 362:7; RSA 378:1; RSA 378:3
Puc 404.06	Web Site	RSA 365:8, VII & XII; RSA 374:3; RSA 378:1-a
Puc 404.07	Accident Notifications	RSA 365:8, VII & XII; RSA 374:3; RSA 374:1
Puc 404.08	Payphone Service	RSA 365:6; RSA 365:8, VII, XI & XII; RSA 362:8, I; RSA 374:4; RSA 106-H:8; 47 CFR 64.603; 47

		CFR 64.1330(b)
Puc 404.09	TRS	RSA 362:8, I; RSA 365:8, VII & XII; 47 CFR 64.603
Puc 404.10	E911	RSA 362:8, I; RSA 365:8, VII & XII; RSA 106-H:9
Puc 404.11	Records Preservation	RSA 365:8, VII & XII; RSA 374:18
Puc 405.01	Notices to Customers	RSA 365:8, VII & XII; RSA 378:1-a; RSA 378:44-48
Puc 405.02	Slamming Prohibited	RSA 362:8, I; RSA 365:8, VII & XII; RSA 374:1-a; 374:28-a
Puc 405.03	Transfers of Customer Base	RSA 362:7, III(e); RSA 362:8, I; RSA 365:8, VII & XII; RSA 374:1-a; 374:28-a
Puc 405.04	Cramming Prohibited	RSA 365:8, VII & XII; RSA 378:1-a; 378:44-48
Puc 405.05	Number Portability Notice	RSA 362:8, I; RSA 365:8, VII & XII; 374:1-a; RSA 374:59; RSA 362:8, I; 47 USC 251(b)(2)
Puc 405.06	Complaints	RSA 365:1-a; RSA 365:8, VII & XII
Puc 406.01	Construction, installation, maintenance	RSA 362:8, I; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3; RSA 374:4; RSA 374:34-a, VIII; 47 USC 251(a)
Puc 406.02	Emergency Operations	RSA 362:8, I; RSA 365:8, VII, XI & XII; RSA 374:1; RSA 374:3; RSA 374:4; RSA 374:34-a, VIII; 47 USC 251(a)
Puc 406.03	Facility Disruption	RSA 362:8, I; RSA 365:8, VII, XI & XII; RSA 374:1; RSA 374:3; RSA 374:4; RSA 374:34-a, VIII; 47 USC 251(a)
Puc 407.01	Intercompany Cooperation	RSA 362:8, I; RSA 365:8, VII & XII; 47 USC 251(a)
Puc 407.02	Provision of Interconnection	RSA 362:8, I; RSA 365:8, VII & XII; 47 USC 251(a)
Puc 407.03	Network Changes	RSA 362:8, I; RSA 365:8, VII & XII; 47 USC 251(a)
Puc 407.04	Switching and Signaling Obligations	RSA 362:8, I; RSA 365:8, VII & XII; 47 USC 251(a)
Puc 407.05	Carrier to Carrier Migrations	RSA 362:8, I; RSA 365:8, VII & XII; RSA 374:1-a; RSA 374:28-a; RSA 378:1-a; RSA 378:44-48
Puc 407.06	Directories	RSA 362:8, I; RSA 365:8, VII & XII; RSA 374:22-p; 47 CFR 64.2301-2345
Puc 408.01	Reports Due Annually	RSA 363-A:2 & 4; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3; RSA 374:4; RSA 378:44-48
Puc 408.02	Event-Driven Reports	RSA 363-A:2 & 4; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3; RSA 374:4; RSA 378:44-48
Puc 408.03	Submitting Reports and Forms	RSA 365:8, VII & XII; RSA 374:1; 374:3; 374:18
Puc 408.04	Confidential Treatment	RSA 91-A; RSA 365:8, IV, VII & XII
Puc 409.01	T-1 Contact & Trade Names	RSA 363-A:2 & 4; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3; RSA 374:4; RSA 378:44-48; RSA 641.3
Puc 409.02	T-2 Assessment	RSA 362:2; RSA 363-A:2 & 4; RSA 365:8, VII & XII; RSA 641.3
Puc 409.03	T-3 Utility Accident	RSA 365:8, VII, XI & XII; RSA 374:1; RSA 374:3; RSA 374:4; RSA 374:34-a, VIII; RSA 374:37-39; RSA 641.3

Puc 409.04	T-4 Transfer of Customer Base	RSA 365:8, VII & XII; RSA 374:28-a; RSA 641.3
Puc 409.05	T-5 Facility Disruption	RSA 362:8,I; RSA 365:8, VII, XI & XII; RSA 374:1; RSA 374:3; RSA 374:4; RSA 641.3; 47 USC 251(a)
Puc 409.06	T-6 Payphone Locations	RSA 362:8, I; RSA 365:8, VII & XII; RSA 641.3; 47 CFR 64.1330
Puc 409.07	T-7 Exchange Eligibility	RSA 365:8, VII & XII; RSA 374:59; RSA 641.3
Puc 409.08	T-8 Application for Registration	RSA 362:2; RSA 362:8, I; RSA 365:8, VII & XII; RSA 374:22; RSA 641.3; 47 USC 253(b)
Puc 410.01	ILECs: Purpose	RSA 362:2; RSA 362:7; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 410.02	ILECs: Application	RSA 362:2; RSA 362:7; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 410.03	Basic Service	RSA 362:8, IV; RSA 365:8, VII & XII; RSA 374:22-p
Puc 410.04	Basic Service Discontinuation	RSA 362:8, IV; RSA 365:8, VII & XII; RSA 374:22-p
Puc 410.05	Basic service complaints	RSA 362:8, IV; RSA 365:1; RSA 365:1-a; RSA 365:8, VII & XII; RSA 374:22-p
Puc 410.06	Conditional Interconnection Requirements	RSA 362:7, III(c); RSA 362:8, I; RSA 365:8, VII & XII; 47 USC 251(b) & (c)
Puc 411.01	ILEC-NELEC Purpose	RSA 362:2; RSA 362:7; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 411.02	ILEC-NELEC Application	RSA 362:2; RSA 362:7; RSA 365:8, VII & XII; RSA 374:1; RSA 374:3
Puc 411.03	Retail tariff	RSA 365:8, VII & XII; RSA 378:1
Puc 411.04	Uniform System of Accounts	RSA 365:8, VII & XII; RSA 374:3; RSA 374:8; RSA 374:13
Puc 411.05	Short term debt	RSA 365:8, VII, IX & XII; RSA 369:7; RSA 374:3; RSA 374:8; RSA 374:13
Puc 411.06	Depreciation	RSA 365:8, VII & XII; RSA 369:6; RSA 374:3; RSA 374:8
Puc 411.07	Rate Case	RSA 365:8, VII & XII; RSA 374:3; RSA 374:4; RSA 374:8; RSA 374:13
Puc 411.08	Annual Report	RSA 365:8, VII & XII; RSA 369:7; RSA 374:3; RSA 374:8; RSA 374:13
Puc 411.09	Other Reports	RSA 365:8, VII & XII; RSA 369:1; RSA 374:5
Puc 412.01	ILEC-1 Annual Report	RSA 365:8, VII & XII; RSA 369:7; RSA 374:3; RSA 374:8; RSA 374:13
Puc 412.02	ILEC-2 Petition for Securities	RSA 365:8, VII & XII; RSA 369:1
Puc 412.03	ILEC-3 Proposed CapEx	RSA 365:8, VII & XII; RSA 374:5
Puc 412.04	ILEC-4 Change in Depreciation	RSA 365:8, VII & XII; RSA 369:6; RSA 374:3; RSA 374:8



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form ILEC-1
Annual Report
Page 1 of 2
Puc 412.01
Rev 10/2013

ANNUAL REPORT
Applicable to ILECs that are Not Operating as Excepted LECs

Due by March 31 following the reported calendar year.

For Calendar Year ending December 31, _____

1. General Information

Legal Name	_____
Federal Employer Identification Number (FEIN)	_____ - _____
Telephone Utility Identification Number	_____
Trade Name(s) d/b/a in New Hampshire	_____ _____ _____
Complete Mailing Address	_____ _____ _____ _____
Phone number	_____ - _____
E-mail Address	_____
Website	_____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



NH Public Utilities Commission Annual Report of _____ for 20 ____

ANNUAL REPORT

OF

*TO THE
STATE OF NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION
For the Year Ended December 31, 20*

OATH

State of _____

County of _____ *ss.*

We, the undersigned, _____ *and* _____ *of the*

_____ *utility, on our oath do severally say that the annual report filed with the Commission on behalf of said utility on* _____ *(date) has been prepared, under our direction, from the original books, papers and records of said utility, that we have carefully examined the same, and declare the same to be a complete and correct statement of the business and affairs of said utility, in respect to each and every matter and thing therein set forth to the best of knowledge, information and belief; and that the accounts and figures contained in the foregoing report embrace all of the financial operations of said utility during the period for which said report is made.*

_____ *President*

_____ *Treasurer*

Subscribed and sworn to before me this

_____ *day of* _____



AUTHORITY TO ISSUE SECURITIES
Applicable to ILECs that are Not Operating as Excepted LECs

Pursuant to RSA 369:1 Authority To Issue Securities. – A public utility lawfully engaged in business in this state may, with the approval of the commission but not otherwise, issue and sell its stock, bonds, notes and other evidences of indebtedness payable more than 12 months after the date thereof for lawful corporate purposes. The proposed issue and sale of securities will be approved by the commission where it finds that the same is consistent with the public good.

For Calendar Year Ending December 31, _____

1. General Information

Legal Name _____
Federal Employer Identification
Number (FEIN) - _____
Telephone Utility Identification
Number _____
Trade Name(s) d/b/a
in New Hampshire _____

Complete Mailing Address _____

Phone Number - - _____
E-mail Address _____
Website _____
Person Responsible for Form _____
Phone Number of Person
Responsible for Form _____

2. Requirements

Attachments:

- A. Petition which shall include
- description of authorized and outstanding long term debt and capital stock;
 - amount of short term notes outstanding;
 - description of new securities;
 - description of what proceeds will be used for;
 - petitioner's prayer asking for the relief requested.
- B. Statement in reasonable detail of any proposed additions, construction or working capital requirements.



C. Testimony by a qualified person.

2. Requirements con't.

- Exhibits:**
- Exhibit 1 Authorized and Outstanding Long-Term Debt
 - Exhibit 2 Authorized and Outstanding Capital Stock
 - Exhibit 3 Capital Expenditures
 - Exhibit 4 Estimated Cost of Financing
 - Exhibit 5 *Pro forma* Balance Sheet
 - Exhibit 6 *Pro forma* Income Statement
 - Exhibit 7 *Pro forma* Adjustments to Balance Sheet and Income Statement
 - Exhibit 8 Source and Application of Funds and Capitalization
 - Exhibit 9 Terms and Conditions of Proposed Securities
 - Exhibit 10 Purchase and Sale Agreement and Commitment Letter
 - Exhibit 11 Proposed Promissory Note and/or Mortgage

3. Signature and Certification

The petitioner utility company believes and, therefore, alleges that the securities to be issued will be consistent with the public good and that it is entitled to issue said securities under RSA 369 for the purposes set forth in its petition.

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized
Representative Signature _____ Title _____

Printed Name _____ Date _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.

[illegible]



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form ILEC-3
Proposed Capital Expenditures
Page 2 of 2
Puc 412.03
Rev. 10/2013

3. Signature and Certification

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized
Representative Signature _____ Title _____

Printed Name _____ Date _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form ILEC-4
Changes in Depreciation Rates
Page 1 of 2
Puc 412.04
Rev. 1/2013

REPORT OF PROPOSED CHANGES IN DEPRECIATION RATES Applicable to ILECs that are Not Operating as Excepted LECs

Pursuant to RSA 374:10: Depreciation Account. Every public utility shall carry a proper and adequate depreciation account.

For Calendar Year ending December 31, _____ Date _____

1. General Information

Legal Name _____
Federal Employer Identification
Number (FEIN) - _____
Telephone Utility Identification
Number _____
Trade Name(s) d/b/a
in New Hampshire _____

Complete Mailing Address _____

Phone Number - - _____
E-mail Address _____
Website _____
Person Responsible for Form _____
Phone Number of Person
Responsible for Form _____

2. Requirements

Attachment A: see Page 2

3. Signature and Certification

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized
Representative Signature _____ Title _____

Printed Name _____ Date _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431. Please mail any documents to the above address.

NHPUC Form ILEC-4
Changes in Depreciation Rates
Page 2 of 2
Puc 412.04
Rev. 1/2013

NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

Attachment A
NHPUC Form ILEC-1
Annual Report
Part Puc 412.01
Rev. October 2013

**INCUMBENT LOCAL EXCHANGE CARRIER
ANNUAL REPORT**

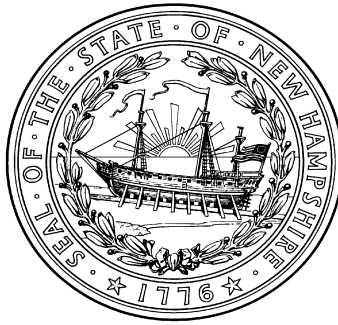
Company:

For the Year Ended December 31,

Please enter any comments and notes below.

STATE OF NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION

Concord, New Hampshire



Telecommunications Companies
Incumbent Local Exchange Carrier

ANNUAL REPORT OF

<Please enter Name in Name & Year sheet>

(If name was changed during the year, enter the previous name and date of change below)

f/k/a <Enter Previous Company Name>

Date of Change <Enter Date>

FOR THE YEAR ENDED DECEMBER 31, <Please enter Year in Name & Year sheet>

FEDERAL TAX ID#

Officer or other person to whom correspondence should be addressed regarding this report:

Name	<input type="text"/>
Title	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
Phone Number	<input type="text"/>
Email Address	<input type="text"/>

RSA 374:15 Every public utility shall file with the commission reports at such times, verified by oath in such manner, and setting forth such statistics and facts, as may be required by the commission.

RSA 374:17 Neglect or refusal to file will result in a forfeiture of \$100 per day for each day in default.

PUC Rule 411.08-This annual report is due at the commission offices no later than March 31 of each year.

TABLE OF CONTENTS		
Schedule ID		P
A	<u>General Corporate Information Schedules</u>	
A-1.	General Information	
A-5.	List of Exchanges Served Directly	
A-8.	Important Changes During Year	
A-9.	Financial Reporting Disclosure Instructions	
FS	<u>Financial Statements</u>	
FS-10.	Balance Sheet	
FS-11.	Income Statement	
B	<u>Balance Sheet Supporting Schedules</u>	
B-14B.	Bases of Charges for Depreciation	
B-16.	Statement of Cash Flows	
I	<u>Income Statement Supporting Schedules</u>	
I-34.	Operating Revenues	
I-34A.	Increase or Decrease in Operating Revenues	
I-35.	Operating Expenses	
I-35A.	Increase or Decrease in Operating Expenses	
I-39.	Special Expenses Attributable to Formal Regulatory Cases	
S	<u>Statistical and Other Schedules</u>	
S-1	Switches and Access Lines In Service	
S-2	Outside Plant Statistics - Distribution/Feeder	
S-3	Outside Plant Statistics - Interoffice	
	Signature Page/Oath	

A-1. GENERAL INFORMATION	
1.	Give the exact name under which the utility does business:
2.	Full name of any other utility acquired during the year and date of acquisition:
3.	Location of principal office:
4.	State whether the utility is a corporation, joint stock association, trust or partnership, or an individual:
5.	If a corporation or association, give date of incorporation, State under whose laws incorporated, and whether incorporated under special law:
6.	If incorporated under special act, given chapter and session date:
7.	Give date when company was originally organized and date of any reorganization:
8.	Name and addresses of principal offices of any corporations, trusts or associations owning, controlling or operating respondent:
9.	Name and addresses of principal offices of any corporations, trusts or associations owned, controlled or operated by the respondent:
10.	Date when respondent first began to operate as a utility
11.	If the respondent is engaged in any business not related to utility operation, provide all details*:
12.	If the status of the respondent has changed during the year in respect to any of the statements made above, provide all details, including dates:
13.	If the utility is a foreign corporation which operated in New Hampshire prior to June 1, 1911, give date in which permission was granted to operate under NH Stat. Ann 374:25, Exceptions and NH. Rev. Stat. Ann. 374:26 Permission.
*If engaged in operations of utilities of more than one type, give dates for each.	
OTHER PUBLISHED ANNUAL REPORTS	
<input type="checkbox"/>	REPORT TO STOCKHOLDERS/MEMBERS. A copy of the annual report to stockholders or members [] was [] will be sent to NH PUC on or about
<input type="checkbox"/>	Annual reports to stockholders or members are not published.
<input type="checkbox"/>	RUS REPORT. A copy of the published annual report to the Rural Utilities Service [] was [] will be sent to NH PUC on or about
<input type="checkbox"/>	The respondent does not report to the Rural Utilities Service
<input type="checkbox"/>	LEC REPORT. A copy of the respondent's Annual Report for Local Exchange Carriers to NH PUC is attached.

A-5. LIST OF EXCHANGES SERVED DIRECTLY									
List individually each exchange name, exchange NXX , towns served directly, indicating those in which franchise is for limited area by an asterisk (*) after the town/area's name.									
Line No.	Exchange Name	Exchange NXX	Towns Served	Number of Customers	Line No.	Exchange Name	Exchange NXX	Towns Served	Number of Customers
					16			Sub-Total Forwarded	-
1					17				
2					18				
3					19				
4					20				
5					21				
6					22				
7					23				
8					24				
9					25				
10					26				
11					27				
12					28				
13					29				
14					30				
15			-	Total:			-		

Give concise answers to each of the following, numbering them in accordance with the inquiries. Each inquiry should be answered. If "none" or "not applicable" states the fact, that response should be made. If information which answers an inquiry is given elsewhere in the report, reference to the schedule in which it appears will be sufficient.

1. List extensions of the systems (other than additions supplementing existing facilities of the respondent whether by purchase, construction, donation or otherwise. Give the location, new territory covered, and dates of beginning operation, and in case of purchase give also the name and address of the company from which purchased, date of acquisition, and the total consideration given, monetary and otherwise.
2. If during the year, a substantial portion or all of the property of the respondent was sold, merged, or abandoned, provide all details, including the location and territory covered. In case of sale or merger, give the effective date, name and address of the successor company, and the consideration given, monetary and otherwise.
3. Purchase or sale of an operating unit or system: Give a brief description of the property, and of the transactions relating thereto, and reference to Commission authorization, if any, that was required. Give the date of the journal entries, required by the Uniform System of Accounts that were submitted to the Commission.
4. Estimated increase or decrease in annual revenues due to important rate changes: State effective date and approximate amount of increase or decrease for each revenue classification and the customers affected.
5. Obligation incurred or assumed by respondent as guarantor for the performance by another of any agreement or obligation, excluding ordinary commercial paper maturing on demand or not later than one year after date of issue: State on behalf of whom the obligation was assumed and amount of the obligation. Give reference to Commission authorization if any was required.
6. Changes in articles of incorporation or amendments to charter: Explain the nature and purpose of such changes or amendments.
7. Attach a map defining the territory covered by the respondent's operations. A new map is required when changes in territory have occurred and in each year ending in 0 or 5 (e.g., 1990 or 1995). In all other years reference to the report in which the map last appears will be sufficient.
8. State the annual effect of each important change in wage scales. Include also the effective date and the portion applicable to operations.
9. State briefly the status of any materially important transactions of the respondent not disclosed elsewhere in this report in which an officer, director, security holder reported on page 6, voting trustee, associated company or known associate of any of these persons was a party or in which any such person had a material interest.

A-9. FINANCIAL REPORTING DISCLOSURE INSTRUCTIONS

Footnote Disclosure:

Financial information presented in statements included within the New Hampshire Public Utilities Commission Annual Report is gen
conformance with general accepted accounting principles and the following should be disclosed:

- 1. Data necessary to prevent the information from being misleading. Accordingly, (a) extraordinary or material, unusual or infrequent occurring items; (b) significant principles or practices from those used in the prior year, and (c) the acquisition or disposition of sigr
operation, assets or liabilities should be noted.
- 2. Uncertainties that could affect the fairness of the information, including significant changes in the status of loss contingencies sinc
prior year, should be noted.
- 3. If revenues, costs, or expenses are accrued or deferred in a manner different from that of the prior year, the method used and the
of such accruals or deferrals should be noted.

F-10. BALANCE SHEET					
Assets and Other Debits					
Line No.	Accounts (a)	See Sch.	Current Year End Balance	Previous Year End Balance	Increase or Decrease (d)
	CURRENT ASSETS				
1	1130 Cash				\$ -
2	1130.1 REA Cash				-
3	1130.2 Cash Savings				-
4	1140 Special Cash Deposits				-
5	1150 Working Cash Advances				-
6	1160 Temporary Investments				-
7	1180 Telecommunications Accounts Receivable				-
8	1181 Accounts Receivable Allowance-Telecom				-
9	1190.1 Accounts Receivable from Affiliated Co.				-
10	1190.2 Other Accounts Receivable				-
11	1191 Accounts Receivable Allow.-Affiliates				-
12	1200.1 Notes Receivable from Affiliated Companies				-
13	1200.2 Other Notes Receivable				-
14	1201 Notes Receivable Allow.-Affiliates				-
15	1210 Interest and Dividends Receivable				-
16	1220 Material and Supplies				-
17	1290 Prepaid Rents				-
18	1300 Prepaid Taxes				-
19	1310 Prepaid Insurance				-
20	1320 Prepaid Directory Expenses				-
21	1330 Other Prepayments				-
22	1350 Other Current Assets				-
23	1360 Current Deferred Income Taxes-Dr.				-
24	Total Current Assets		\$ -	\$ -	\$ -
	NONCURRENT ASSETS				
25	1401 Investments in Affiliated Companies				\$ -
26	1402 Investments in Non-Affiliated Companies				-
27	1406 Nonregulated Investments				-
28	1407 Unamortized Debt Issuance Expense				-
29	1408 Sinking Funds				-
30	1410 Other Noncurrent Assets				-
31	1438 Deferred Maintenance & Retirement				-
32	1439 Deferred Charges				-
33	Total Noncurrent Assets		\$ -	\$ -	\$ -
	REGULATED PLANT				
34	2001 Telecommunications Plant in Service				\$ -
35	2002 Property Held for Future Telecom. Use				-
36	2003 Telecom. Plant Under Const.-Short Term				-
37	2004 Telecom. Plant Under Const.-Long Term				-
38	2005 Telecommunications Plant Adjustment				-
39	2006 Nonoperating Plant				-
40	2007 Goodwill				-
41	Total Regulated Telecommunications Plant		\$ -	\$ -	\$ -
42	3100-3300 Less: Accumulated Depreciation				
43	3410-3600 Less: Accumulated Amortization				
44	Net Telecommunications Plant		\$ -	\$ -	\$ -
45	Telecommunications Plant Adjustment				-
46	TOTAL ASSETS AND OTHER DEBITS		\$ -	\$ -	\$ -

Annual Report of

Year ended December 31,

F-10. BALANCE SHEET					
Liabilities and Stockholders' Equity					
Line No.	Accounts (a)	See Sch.	Current Year End Balance	Previous Year End Balance	Increase or (Decrease) (d)
	CURRENT LIABILITIES				
1	4010 Accounts Payable				\$ -
2	4020 Notes Payable				-
3	4030 Advanced Billing and Payment				-
4	4040 Customer Deposits				-
5	4050 Current Maturities-Long Term Debt				-
6	4060 Current Maturities-Capital Leases				-
7	4070 Income Taxes-Accrued				-
8	4080 Other Taxes-Accrued				-
9	4100 Net Current Deferred Operating Income Taxes				-
10	4110 Net Current Deferred Non-Operating Income Taxes				-
11	4120 Other Accrued Liabilities				-
12	4130 Other Current Liabilities				-
13	Total Current Liabilities		\$ -	\$ -	\$ -
	LONG TERM DEBT				
14	4210 Funded Debt				\$ -
15	4220 Premium on Long Term Debt				-
16	4230 Discount on Long Term Debt				-
17	4240 Reacquired Debt				-
18	4250 Obligation Under Capital Leases				-
19	4260 Advances from Affiliated Companies				-
20	4270 Other Long Term Debt				-
21	Total Long Term Debt		\$ -	\$ -	\$ -
	OTHER LIABILITIES AND DEFERRED CREDITS				
22	4310 Other Long-Term Liabilities				\$ -
23	4320 Unamortized Operating Investment Tax Credits-Net				-
24	4330 Unamortized Non-Operating Investment Tax Credits-Net				-
25	4340 Net Non-current Deferred Operating Income Taxes				-
26	4350 Net Non-current Deferred Non-Operating Income Taxes				-
27	4360 Other Deferred Credits				-
28	Total Other Liabilities and Deferred Credits		\$ -	\$ -	\$ -
	STOCKHOLDERS' EQUITY				
29	4510.1 Capital Stock-Common				\$ -
30	4510.2 Capital Stock-Preferred				-
31	4520 Additional Paid-in Capital				-
32	4530.1 Treasury Stock-Common				-
33	4530.2 Treasury Stock-Preferred				-
34	4540 Other Capital				-
35	4550 Retained Earnings				-
36	Total Stockholders' Equity		\$ -	\$ -	\$ -
37	TOTAL LIABILITIES AND STOCKHOLDERS' EQUITY		\$ -	\$ -	\$ -

F-11. INCOME STATEMENT				
Line No.	Item (a)	See Sch.	Amount for the Current Year (b)	Increase over Preceding Year (c)
	INCOME			
	TELEPHONE OPERATING INCOME			
1	Operating Revenues	34	\$ -	\$ -
2	Operating Expenses	35	-	-
3	Net Telephone Operating Revenues		\$ -	\$ -
	OTHER OPERATING INCOME AND EXPENSES			
4	7100 Other Operating Income and Expense			-
5	Telephone Operating Revenue Before Taxes		\$ -	\$ -
	OPERATING TAXES			
6	7210 Operating Investment Tax Credits-Net			\$ -
7	7220 Operating Federal Income Taxes			-
8	7230 Operating State and Local Income Taxes			-
9	7240 Other Operating Taxes			-
10	7250 Provision for Deferred Operating Income Taxes-Net			-
11	Total Operating Taxes		\$ -	\$ -
12	Net Operating Income		\$ -	\$ -
	NON-OPERATING INCOME AND EXPENSES			
13	7300 Non-Operating Income and Expenses			\$ -
14				
	NON-OPERATING TAXES			
15	7400 Non-Operating Taxes			\$ -
16				
17	Net Non-Operating Income		\$ -	\$ -
18	Income Available for Fixed Charges		\$ -	\$ -
	INTEREST AND RELATED ITEMS			
19	7510 Interest on Funded Debt			\$ -
20	7520 Interest Expense-Capital Leases			-
21	7530 Amortization of Debt Issuance Expense			-
22	7540 Other Interest Deductions			-
23	Total Interest and Related Items		\$ -	\$ -
24	Income Before Extraordinary Items		\$ -	\$ -
	EXTRAORDINARY ITEMS			
25	7600 Extraordinary Items			\$ -
26				
	JURISDICTIONAL DIFFERENCES AND NON-REGULATED INCOME ITEMS			
27	7990 Non-Regulated Net Income			\$ -
28	Total Jurisdictional Differences and Extraordinary Items		\$ -	\$ -
29	Net Income	16	\$ -	\$ -

B-14B. BASES OF CHARGES FOR DEPRECIATION

1. Report under each of the plant accounts in column (a) all subclasses of plant for which a depreciation rate is determined and a subtotal for each primary account.
2. The net salvage factors in column (d) shall be shown as a percentage of original cost.
3. A "W" in column (b) indicates a whole life rate in column (f), an average service life in column (c) and average net salvage in column (d); and "R" indicates a remaining life rate in column (f), an average remaining life in column (c), a future net salvage in column (d).
4. For each plant account, report in column (f) the prescribed depreciation rate or those used by the utility in accordance with USOA.
5. The depreciation rate in column (f) for primary plant accounts for which subclasses or vintages are used, the life in column (c), net salvage percentage in column (d) and the accumulated depreciation percentage in column (e) are to be composite so that the resulting calculated composite rate produces the same charge to operating expenses as the sum of the individual rates applied to the individual classes of plant.

Line No.	Primary Acct. No.	Name or Description of Subclass (a)	Whole or Remaining Life (b)	Life (Years) (c)	*Net Salvage (%) (d)	Depreciation		Ratio of Depreciation Charges to Avg. Monthly Book Cost (%) (g)
						*Reserve (%) (e)	**Rate (%) (f)	
1	2112	MOTOR VEHICLES			0.0%		0.0%	
2	2115	GARAGE WORK EQUIPMENT			0.0%		0.0%	
3	2116	OTHER WORK EQUIPMENT			0.0%		0.0%	
4	2121	BUILDINGS			0.0%		0.0%	
5	2122	FURNITURE			0.0%		0.0%	
6	2123	OFFICE EQUIPMENT			0.0%		0.0%	
7	2124	GENERAL PURPOSE COMPUTERS			0.0%		0.0%	
8	2212	CENTRAL OFFICE EQUIPMENT - SWITCH			0.0%		0.0%	
9	2232	CIRCUIT EQUIPMENT			0.0%		0.0%	
10	2411	POLES			0.0%		0.0%	
11	2421	AERIAL CABLE			0.0%		0.0%	
12	2422	UNDERGROUND CABLE			0.0%		0.0%	
13	2423	BURIED CABLE			0.0%		0.0%	
14	2431	AERIAL WIRE			0.0%		0.0%	
15	2441	CONDUIT SYSTEM			0.0%		0.0%	
16					0.0%		0.0%	
17					0.0%		0.0%	
18					0.0%		0.0%	
19					0.0%		0.0%	
20					0.0%		0.0%	
21					0.0%		0.0%	
22					0.0%		0.0%	
23					0.0%		0.0%	
24					0.0%		0.0%	
25					0.0%		0.0%	
26					0.0%		0.0%	
27					0.0%		0.0%	
28								
29	*Composite rate for all depreciable accounts							XXXXXXX
30	**Composite rate for all plant accounts included in Account 2001							XXXXXXX
31								
32	Ratio to all Depreciable accounts							
33	Ratio to all plant accounts included in Account 2001							

B-16. STATEMENT OF CASH FLOWS

1. Report below by source the amounts applicable to increase and decrease in cash and cash equivalents for the year.
2. For all compound amounts reported, a separate schedule is to be prepared with detail breakdown indicating applicable balance sheet accounts and amounts

Line No.	Description of Item (a)	Amount (b)	Amount (c)
	Increase/(Decrease) in Cash and Cash Equivalents		
	Cash flows from Operating Activities:		
1	Net Income		\$ -
	Adjustments to Reconcile Net Income to Net Cash Provided by Operating Activities:		
2	Depreciation and Amortization		
3	Provision for Losses for Accounts Receivable		
4	Deferred Income Taxes - Net		
5	Unamortized ITC - Net		
6	Allowance for Funds Used During Construction		
7	Net Change in Operating Receivables		
8	Net Change in Materials, Supplies and Inventories		
9	Net Change in Operating Payables and Accrued Liabilities		
10	Net Change in Other Assets and Deferred Charges		
11	Net Change in Other Liabilities and Deferred Credits		
12	Other (explained)		
13	Total Adjustments		\$ -
14	Net Cash provided by (used in) Operating Activities	XXXXXXXXXX	\$ -

Annual Report of

Year ended December 31,

B-16. STATEMENT OF CASH FLOWS (Continued)

Line No.	Description of Item (a)	Amount (b)	Amount (c)
	Total from preceding page	XXXXXXXXXX	\$ -
	Cash Inflows (Outflows) from Investing Activities	XXXXXXXXXX	
15	Construction/Acquisition for Property, Plant and Equipment (Net of Allowance of funds, Used During Construction and Capital Lease Related Acquisitions)		
16	Proceeds from Disposals of Property, Plant and Equipment		
17	Investments in and Advances in Affiliates		
18	Proceeds from Repayment of Advances		
19	Other Investing Activities (explained)		
20	Net Cash Provided by (Used In) Investing Activities	XXXXXXXXXX	\$ -
	Cash flows from Financing Activities	XXXXXXXXXX	
21	Net Increase/Decrease in Short-Term Debt with Original Maturities of Three Months or Less		
22	Advances from Affiliates		
23	Repayment of Advances form Affiliates		
24	Proceeds from Long-Term Debt		
25	Repayment of Long-Term Debt		
26	Payment of Capital Lease Obligations		
27	Proceeds from Issuing Common Stock/Equity Investment for Parent		
28	Repurchase of Treasury Shares		
29	Dividends Paid		
30	Other Financing Activities (explained)		
31	Repurchase of Preferred Stock		
31	Net Cash Provided by Financing Activities	XXXXXXXXXX	\$ -
32	Effect of Exchange Rate Changes on Cash	XXXXXXXXXX	
33	Net Increase/(Decrease) in Cash and Cash Equivalents	XXXXXXXXXX	\$ -
34	Cash and Cash Equivalents at Beginning of Period	XXXXXXXXXX	\$ -
35	Cash and Cash Equivalents at End of Period	XXXXXXXXXX	\$ -

Notes:

I-34. OPERATING REVENUES			
(a)			
Line No.	Item		Amount for the Current Year (b)
			Increase Over Preceding Year (c)
	LOCAL NETWORK REVENUES		
1	5001	Basic Area Revenue	\$ -
2	5002	Optional Extended Area Revenue	-
3	5003	Cellular Mobile Revenue	-
4	5004	Other Mobile Services Revenue	-
5	5010	Public Telephone Revenue	-
6	5040	Local Private Line Revenue	-
7	5050	Customer Premises Revenue	-
8	5060	Other Local Exchange Revenue	-
9	Total Local Network Services Revenues		\$ -
	NETWORK ACCESS SERVICES REVENUES		
10	5081	End User Revenue	\$ -
11	5082	Switched Access Revenue	-
12	5083	Special Access Revenue	-
13	5084	State Access Revenue	-
14	Total Network Access Services Revenue		\$ -
	LONG DISTANCE NETWORK SERVICES REVENUES		
15	5100	Long Distance Message Revenue	\$ -
16	5120	Long Distance Private Network Revenue	-
17	5160	Other Long Distance Revenue	-
18	5169	Other Long Distance Revenue Settlements	-
19	Total Long Distance Network Services Revenues		\$ -
	MISCELLANEOUS REVENUES		
20	5230	Directory Revenue	\$ -
21	5240	Rent Revenue	-
22	5250	Corporate Operations Revenue	-
23	5260	Miscellaneous Revenue	-
24	5270	Carrier Billing and Collection Revenue	-
25	Total Miscellaneous Revenues		\$ -
	UNCOLLECTIBLE REVENUES		
26	5301	Uncollectible Revenue - Telecommunications	\$ -
27	5302	Uncollectible Revenue - Other	-
28	Total Uncollectible Revenues		\$ -
29	TOTAL Operating Revenues		\$ -

I-34A. INCREASE OR DECREASE IN OPERATING REVENUES

Give explanation of all operating revenue accounts, over \$10,000, that have increased or decreased 10% or more over the prior year.

I-35. OPERATING EXPENSES			
Line No.	Item (a)	Amount for the Current Year (b)	Increase Over Preceding Year (c)
PLANT SPECIFIC OPERATIONS EXPENSES			
1	6112 Motor Vehicle Expense		\$ -
2	6115 Garage Work Equipment Expense		-
3	6116 Other Work Equipment Expense		-
4	6121 Land and Building Expense		-
5	6122 Furniture and Artworks Expense		-
6	6123 Office Equipment Expense		-
7	6124 General Purpose Computers Expense		-
8	6211 Analog Electronic Expense		-
9	6212 Digital Electronic Expense		-
10	6215 Electro-Mechanical Expense		-
11	6220 Operators System Expense		-
12	6230 Central Office Transmission Expense		-
13	6311 Station Apparatus Expense		-
14	6341 Large Private Branch Exchange Expense		-
15	6351 Public Telephone Terminal Equipment Expense		-
16	6362 Other Terminal Equipment Expense		-
17	6411 Pole Expense		-
18	6421 Aerial Cable Expense		-
19	6422 Underground Cable Expense		-
20	6423 Buried Cable Expense		-
21	6424 Submarine Cable Expense		-
22	6426 Intrabuilding Network Cable Expense		-
23	6431 Aerial Wire Expense		-
24	6441 Conduit Systems Expense		\$ -
25	Total Plant Specific Operations Expense	\$ -	\$ -
PLANT NONSPECIFIC OPERATIONS EXPENSE			
26	6511 Property Held for Future Telecommunications Use Expense		\$ -
27	6511 Provisioning Expense		-
28	6530 Network Operations Expense		-
29	6540 Access Expense		-
30	6561 Depreciation Expense-Telecommunications Plant in Service		-
31	6562 Depreciation Expense-Property Held for Future Telecommunications Use		-
32	6563.1 Amortization Expense-Capital Leases		-
33	6563.2 Amortization Expense-Leaseholds		-
34	6564 Amortization Expense-Intangible		-
35	6565 Amortization Expense-Other		-
36	Total Plant Nonspecific Operations Expense	\$ -	\$ -
CUSTOMER OPERATIONS EXPENSE			
37	6610 Marketing		\$ -
38	6620 Service		-
39	Total Customer Operations Expense	\$ -	\$ -
CORPORATE OPERATIONS EXPENSE			
40	6710 Executive and Planning		\$ -
41	6720 General and Administrative		-
42	6790 Provision for Uncollectible Notes Receivable		-
43	Total Corporate Operations Expense	\$ -	\$ -
44	TOTAL Operating Expense	\$ -	\$ -

I-35A. INCREASE OR DECREASE IN OPERATING EXPENSES

Give explanation of all operating expense accounts, over \$10,000, that have increased or decreased 10% or more over the prior year.

I-39. SPECIAL EXPENSES ATTRIBUTABLE TO FORMAL REGULATORY CASES					
<div>1. Show, to the extent indicated by the following instructions and columnar captions, the expenses incurred during the year in connection with formal cases before Federal, State and other regulatory commissions, and in cases in which such a commission is a party, including to the same extent, the cost of defense and prosecution of petitions and complaints presented to such commissions and the cost of valuations, inventories, and appraisals of plant made for rate-case purposes and those taken in compliance with State and other regulatory authorities.</div> <div>2. Expenses in connection with the procurement of franchises, issuance of capital stock and funded debt, and the expenses of securing certificates of convenience and necessity shall not be included in this schedule.</div> <div>3. Give in column (a) a complete description of the regulation, hearing, or case that occasioned the items reported, including its number or other identification and the name of the regulatory commission concerned.</div> <div>4. Column (b) shall include special assessments by regulatory commissions pertaining to the proceedings reported. General assessments by such commissions shall not be included in this schedule.</div> <div>5. Column (c) shall include amounts such as fees, retainers, and expenses (excepting minor expenses not readily separable) paid to attorneys, consultants, and others not carried on the payroll of respondent.</div> <div>6. Column (d) shall include salaries and wages and readily associated expenses of employees that have been employed or retained in service by respondent solely or almost entirely because of one or more of the proceedings reported.</div> <div>7. Total expenses reported in columns (b), (c) and (d) shall be reported in column (e).</div>					
Line No.	Description of Regulation or Case (a)	Special Assessments by Regulatory Commissions (b)	OTHER SPECIAL EXPENSES		Total Reported Expenses and Assessments (e)
			Fees, Retainers Expenses, and Other Billed Items (c)	Incremental Payroll Costs and Directly Associated Expenses (d)	
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
13	Total	\$ -	\$ -	\$ -	\$ -

S-1. SWITCHES AND ACCESS LINES IN SERVICE					
Line No.	Description (a)	Total at End of Year			
		Electronic	Digital	Main Access Lines	
		(b)	(c)	Analog (d)	Digital (e)
SWITCHES					
1	Central Office Switches - List by exchange				
2	Remote Switches				
3	Carrier Systems				
	Total	0	0	0	0
ACCESS LINES					
Access Lines In Service by Customer:				Total at End of Year	
				Analog (b)	Digital (c)
4	Residential Access Lines				
5	Multiparty				
6	Total Access Lines			0	0
7	Business Access Lines:				
8	Single Party				
9	Basic Rate ISDN (2B+D)				
10	Primary Rate ISDN				
11	PBX Trunks				
12	Centrex-CO Line Count				
13	InWATS - Closed End				
14	Total Business Lines			0	0
15	Other Access Lines				
16	Radio Common Carrier (RCC) and Company Mobile				
17	Switched Access - FGA FX/ONAL				
18	Public Pay Stations				
19	Other				
20	Total Other Access Lines			0	0
21	Total Access Lines			0	0

S-2. OUTSIDE PLANT STATISTICS - DISTRIBUTION/FEEDER		
Line No.	Description (a)	Total at End of Year (b)
1	Miles of Aerial Wire	
	Aerial Cable	
2	Miles of Sheath Copper	
3	Miles of Wire in Cable	
4	Miles of Sheath Fiber	
5	Miles of Fiber in Sheath	
	Underground Cable	
6	Miles of Sheath Copper	
7	Miles of Wire in Cable	
8	Miles of Sheath Fiber	
9	Miles of Fiber in Sheath	
	Buried Cable	
10	Miles of Sheath Copper	
11	Miles of Wire in Cable	
12	Miles of Sheath Fiber	
13	Miles of Fiber in Sheath	
	Submarine Cable	
14	Miles of Sheath Copper	
15	Miles of Wire in Cable	
16	Miles of Sheath Fiber	
17	Miles of Fiber in Sheath	
	Total Distribution/Feeder Cable	
18	Miles of Sheath - Copper	
19	Miles of Sheath - Fiber	
20	Fiber Miles in Sheath - Lit	
21	Fiber Miles in Sheath - Deployed (Lit & Dark)	
	Poles and Underground Conduit	
22	Number of Poles	
23	Underground Conduit- Trench Miles	
24	Underground Conduit- Duct Miles	

S-3. OUTSIDE PLANT STATISTICS - INTEROFFICE		
Line No.	Description (a)	Total at End of Year (b)
1	Miles of Aerial Wire	
	Aerial Cable	
2	Miles of Sheath Copper	
3	Miles of Wire in Cable	
4	Miles of Sheath Fiber	
5	Miles of Fiber in Sheath	
	Underground Cable	
6	Miles of Sheath Copper	
7	Miles of Wire in Cable	
8	Miles of Sheath Fiber	
9	Miles of Fiber in Sheath	
	Buried Cable	
10	Miles of Sheath Copper	
11	Miles of Wire in Cable	
12	Miles of Sheath Fiber	
13	Miles of Fiber in Sheath	
	Submarine Cable	
14	Miles of Sheath Copper	
15	Miles of Wire in Cable	
16	Miles of Sheath Fiber	
17	Miles of Fiber in Sheath	
	Total Distribution/Feeder Cable	
18	Miles of Sheath - Copper	
19	Miles of Sheath - Fiber	
20	Fiber Miles in Sheath - Lit	
21	Fiber Miles in Sheath - Deployed (Lit & Dark)	

ANNUAL REPORT

of

<Please enter Name in Name & Year sheet>

TO THE

STATE OF NEW HAMPSHIRE
PUBLIC UTILITIES COMMISSION

For the year ended December 31,

<Please enter Year in Name & Year sheet>

OATH

State of New Hampshire.

County of Merrimack ss.

We, the undersigned,
of the utility, on our oath do severally say that the foregoing report has
been prepared, under our direction, from the original books, papers and records of said utility, that we have carefully examined
the same, and declare the same to be a complete and correct statement of the business and affairs of said utility, in respect to
each and every matter and thing therein set forth to the best of our knowledge, information and belief; and that the accounts
and figures contained in the foregoing report embrace all of the financial operations of said utility during the period for which
said report is made.

President_____
Treasurer

Subscribed and sworn to before me this

(insert day) day of (insert month and year)



CONTACT & TRADE NAME INFORMATION
Applicable to All Telephone Utilities

A telephone utility must complete this form: 1) When requesting Public Utilities Commission authorization to provide voice service in New Hampshire; 2) Annually, on or before March 31 of each year, and 3) when there have been changes to the information previously reported.

Date _____

General Information

Legal Name _____
Federal Employer Identification
Number (FEIN) - _____
Telephone Utility Identification
Number _____
Trade Name(s) d/b/a
in New Hampshire _____
Complete Mailing
Address _____
Phone Number - - _____
E-mail Address _____
Website _____

End User Customer Service

Toll free 800 Number - - _____
E-mail Address _____
Hours of Operation _____

End User Repair Service

Toll free 800 Number - - _____
E-mail Address _____
Hours of Operation _____



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form T-1
Contact Information
Page 2 of 3
Puc 409.01
Rev. 9/2013

Names and Titles of Principal Officers

Name	Title
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

Regulatory Contact

Name _____

Title _____

Complete Mailing Address _____

Phone Number _____ - - _____

E-mail Address _____

Person that Commission's Consumer Affairs Department Shall Call Regarding Customer Complaints

Name _____

Title _____

Complete Mailing Address _____

Phone Number _____ - - _____

E-mail Address _____

Director of Customer Service Department

Name _____

Title _____

Complete Mailing Address _____

Phone Number _____ - - _____

E-Mail Address _____



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
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NHPUC Form T-1
Contact Information
Page 3 of 3
Puc 409.01
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Company Officer Responsible for Customer Service

Name _____

Title _____

Complete Mailing _____
Address _____

Phone Number _____ - _____

E-mail Address _____

Person Responsible for Paying Assessment Bills

Name _____

Title _____

Complete Mailing _____
Address _____

Phone Number _____ - _____

E-mail Address _____

Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative
Signature _____ Title _____

Printed Name _____ Date _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form T-2
Assessment Report
Puc 409.02
Rev. 9/2013

ASSESSMENT REPORT Applicable to All Telephone Utilities

Pursuant to RSA 363-A:2 Assessment. This report is due by March 31 following the reported calendar year.

Your assessment will be computed for the upcoming fiscal year based on gross utility revenue derived from New Hampshire operations of all utilities under the jurisdiction of the New Hampshire Public Utilities Commission, and the provision of the above statute.

For Calendar Year ending December 31, _____

1. General Information

Legal Name _____
Federal Identification
Number (FEIN) - _____
Telephone Utility
Identification Number _____

Trade Name(s) (d/b/a)
in New Hampshire _____

Complete Mailing
Address _____

Phone Number - - _____

E-mail Address _____

Website _____

2. Revenue

Gross utility revenue derived from New Hampshire
operations for the calendar year reported. (For
ILECs not operating as ELECs, the amount
reported on ILEC-1 Annual Report, F-11, Line 1). \$ _____

3. Phone Numbers

Number of New Hampshire telephone numbers in use by
your customers _____



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form T-2
Assessment Report
Puc 409.02
Rev. 9/2013

4. Signature

I _____, (name) declare under penalty of perjury that I am authorized to make this report for and on behalf of the applicant; that I have reviewed the financial and operational data which this report summarizes, and on that ground, affirm that the matters stated herein are true.

_____ Signed _____ Title

Subscribed and sworn before me
this _____ (day) of _____ (month) in the
year _____

County of _____

State of _____

Notary Public/Justice of the Peace
My Commission expires _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form T-3
Utility Accident Report
Puc 409.03
Rev. 9/2013

UTILITY ACCIDENT REPORT

1. General Information

Federal Identification Number - _____
Telephone Utility Identification _____
Number _____
Legal Name _____
Trade Name (s) (d/b/a) _____
in New Hampshire _____
Title _____
Complete Mailing _____
Address _____
Phone Number - - _____
Fax Number - - _____
E-mail Address _____

2. Accident Information

Location of accident _____
Extent of property damage _____

3. Fatality/Injury Information (Attach additional sheets if more than one person injured)

Name of injured person: _____
Nature and extent of injury: _____

Did accident involve electric contact? Yes _____ No _____
Was injury fatal? Yes _____ No _____



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
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NHPUC Form T-3
Utility Accident Report
Page 2 of 2
Puc 409.03
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4. Pole Information

If any utility poles were involved, specify their locations.

5. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized
Representative

Signature _____
Printed Name _____

Title _____
Date _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



TRANSFER OF CUSTOMER BASE REPORT
Applicable to All Telephone Utilities

(Please refer to Puc 405.03 for rules relating to Transfers of Customer Base and “slamming” oversight)

A telephone utility must submit this form a) 30 days prior to acquiring all or part of the customer base of another carrier pursuant to Puc 405.03(a); and b) 30 days prior to selling or transferring all or part of its customer base to an entity that is not a telephone utility pursuant to Puc 405.03(b).

1. General Information (Acquiring Company)

Legal Name	_____
Federal Employer Identification Number (FEIN)	_____ - _____
Telephone Utility Identification Number if applicable	_____
Trade Name(s) d/b/a in New Hampshire	_____ _____
Complete Mailing Address	_____ _____ _____
Phone Number	_____ - _____
E-mail Address	_____
Website	_____

2. General Information (Seller or Transferring Company)

Legal Name	_____
Federal Employer Identification Number (FEIN)	_____ - _____
Telephone Utility Identification Number if applicable	_____
Trade Name(s) d/b/a in New Hampshire	_____ _____
Complete Mailing Address	_____ _____ _____
Phone Number	_____ - _____
E-mail Address	_____
Website	_____



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
603-271-2431
www.puc.nh.gov

NHPUC Form T-4
Transfer of Customer Base Report
Page 2 of 2
Puc 409.04
Rev. 9/2013

3. Attach an updated T-1 Contact and Trade Name Information Form for the Acquiring Company if it is a telephone utility.

4. Additional Information

Effective date for transfer of customer base _____

Number of New Hampshire customers affected _____

5. Signature for Reporting Telephone Utility:

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative

Signature _____

Title _____

Printed Name _____

Date _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



FACILITY DISRUPTION REPORT Applicable to All Telephone Utilities

1. General Information

Legal Name _____
Federal Employer Identification _____
Number (FEIN) - _____
Telephone Utility Identification _____
Number _____
Trade Name(s) d/b/a _____
in New Hampshire _____
Complete Mailing _____
Address _____

Phone Number - - _____
E-mail Address _____
Website _____

2. Report Statistics

Date of Report _____ Location of disruption _____
Date and Time of _____
Outage _____ Date and Time Restored _____
Was an entire exchange affected? Yes ☐ No ☐ Number of affected access lines _____
State cause of outage _____

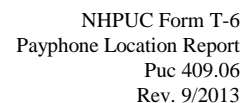
Name of commission person contacted _____
Date Commission contacted _____ Time Commission contacted _____

3. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative
Signature _____ Title _____
Printed Name _____ Date _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.

[illegible]



NEW HAMPSHIRE PUBLIC UTILITIES COMMISSION
21 S. FRUIT ST., STE 10 CONCORD, NH 03301-2429
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NHPUC Form T-6
Payphone Location Report
Page 2 of 2
Puc 409.06
Rev. 9/2013

3. Payphones Removed from Service Since Previous Report (attach pages if needed)					
Telephone Number	Name of Location	Street Address	City/ Zip	Uses Coins?	Another Payphone within 750 feet?
- -					
- -					
- -					
- -					
- -					
- -					
- -					
- -					
- -					
- -					

4. Signature

I certify that the information on this form is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized Representative

Signature _____ Title _____

Printed Name _____ Date _____

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



Exchange Eligibility Report
Applicable to All Telephone Utilities Expanding Into New Exchanges

1. General Information

Legal Name	_____
Federal Employer	_____
Identification Number (FEIN)	- _____
Telephone Utility	_____
Identification Number	_____
Trade Name(s) d/b/a	_____
in New Hampshire	_____
Complete Mailing	_____
Address	_____
Phone Number	- - _____
E-mail Address	_____
Website	_____

2. Definitions

A telephone utility must complete this form when first establishing a local nexus in a particular exchange area, thereby entitling it to number assignments.

- | | |
|-------------|---|
| Local Nexus | The presence of physically located customers, as shown by:
1. Collocation with the ILEC in the exchange.
2. Provisioning of service via local loops owned by the utility.
3. Provisioning of service via Enhanced Extended Links (EELs). |
| Customer | For the purposes of this report, a customer is defined as a billing entity. Count one customer for each separate bill rendered in a billing cycle. |

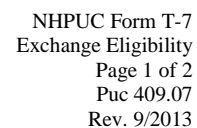
Instructions

For each exchange area in which your company has numbers assigned, or in which your company is in the process of applying for numbers, describe your operations on an exchange by exchange basis, showing how you meet the local nexus test for each exchange.

3. Signature

I certify that the information on the attached report is true and correct to the best of my knowledge and belief subject to the penalty for making unsworn false statements under RSA 641:3.

Authorized		
Representative Signature	_____	Title _____
Printed Name	_____	Date _____





APPLICATION FOR REGISTRATION TO PROVIDE VOICE SERVICE
Applicable to All Telephone Utilities
When Proposing to Offer Voice Service in an Area Not Previously Authorized

1. General Information

Legal Name _____

Federal Identification Number - _____

Telephone Utility
Identification Number
(if one has been assigned) _____

Trade Name(s) d/b/a
in New Hampshire _____

Complete
Mailing Address _____

Phone Number - - _____

E-mail Address _____

Website _____

2. History of Applicant

- a.** Has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers been convicted of any felony not annulled by a court? _____
- b.** In the past ten years, has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers had any civil, criminal or regulatory sanctions or penalties imposed pursuant to any state or federal consumer protection law or regulation? _____
- c.** In the past ten years, has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers settled any civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation? _____
- d.** Is the applicant, or are any of the general partners, corporate officers, director of the company, limited liability company managers or officers currently the subject of any pending civil, criminal or regulatory investigation or complaint involving any state or federal consumer protection law or regulation? _____
- e.** Has the applicant, or have any of the general partners, corporate officers, director of the company, limited liability company managers or officers been denied certification in any other state. _____

If so, please list each state. _____

- f.** If the answer to any of the questions in a through e above is yes, please attach an explanation.

If you have any questions, please call the New Hampshire Public Utilities Commission at 603-271-2431.
Please mail any documents to the above address.



3. Service

List up to three telecommunications services, including at least one voice service, that the applicant will provide to retail customers:

- a. _____
- b. _____
- c. _____

Identify the applicant's proposed service area:

4. Required Attachments

- a. A copy of the New Hampshire Secretary of State Certificate of Authority
- b. Form T-1, Contact and Trade Name Information

5. Compliance Statements

I attest that the applicant will comply with all applicable New Hampshire laws and all Commission policies, rules and orders. _____ (initial)

I attest that the applicant has the necessary managerial qualifications, technical competence and financial resources to operate the telephone utility for which the applicant seeks registration. _____ (initial)

6. Signature

I _____, (name) declare under penalty of perjury that I am authorized to make this verification for and on behalf of the applicant; that I have read the information provided by the applicant in the foregoing document and any and all attachments, and am informed and believe the same are true, and on that ground, affirm that the matters stated herein are true.

Signed _____ Title _____

Subscribed and sworn before me this _____ (day) of _____ (month) in the year _____

County of _____

State of _____

Notary Public/Justice of the Peace
My Commission expires _____