



June 7, 2000

Mr. David Waddell
Office of the Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

Re: TRA Docket No. 99-00947 – Application of FairPoint Communications Solutions Corp. (FairPoint) for a Certificate to Provide Competing Local Telecommunications Services in the State of Tennessee

Dear Mr. Waddell:

In response to the Tennessee Regulatory Authority's, FairPoint hereby submits the following original and thirteen (13) copies of the requested documentation in order to correct the deficiencies in the above referenced docket. Below is the requested information:

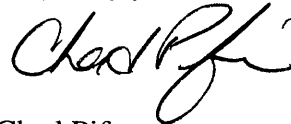
- Sworn pre-filed testimony (See Attachment A)
- Organizational chart of corporate structure (See Attachment B). *Please treat this information as Confidential & Proprietary.*
- Toll Dialing Parity Plan (See Attachment C)
- Small and Minority-Owned Telecommunications Business Participation Plan (See Attachment D)
- Certificate of Service to the eighteen (18) incumbent local exchange telephone companies in Tennessee (See Attachment E)
- List of complaints filed with Public Utilities Commission (PUC) and Public Service Commissions (PSC) (See Attachment F)

- FairPoint will not require its customers to post a deposit.
- FairPoint will not require any customer provided equipment (CPE) not provided by the incumbent.
- Financial Information (See Attachment G). *Please treat this information as Proprietary & Confidential.*
- Numbering Issues (See Attachment H)
- Operational Issues (See Attachment I)
- FairPoint will comply with the financial requirements of TCA §65-4-125.
- Name Change Certificate (See Attachment J)

In summary, FairPoint hereby submits this requested information in order to comply with the requirements of the Tennessee Regulatory Authority.

If you have any questions or concerns please call me at 704-414-2565.

Very truly yours,



Chad Pifer
Regulatory Manager
Southeast Region

Attachments

ATTACHMENT A

BEFORE THE TENNESSEE REGULATORY AUTHORITY

APPLICATION OF FAIRPOINT COMMUNICATIONS)
SOLUTIONS CORP. (FORMERLY FAIRPOINT)
COMMUNICATIONS CORP.) FOR A CERTIFICATE)
OF PUBLIC CONVENIENCE AND NECESSITY) DOCKET NO. 99-00947
TO PROVIDE LOCAL EXCHANGE)
TELECOMMUNICATIONS SERVICES IN)
THE STATE OF TENNESSEE)

PREFILED TESTIMONY

OF

RAYMOND CHAD PIFER

1Q: Please state your name and business address.

A: My name is Raymond Chad Pifer and my business address is 6324 Fairview Rd, 4th Floor, Charlotte, North Carolina 28210.

2Q: By whom are you employed and in what position?

A: I am employed by FairPoint Communications Solutions Corp. ("FairPoint") as the Regulatory Affairs Manager for the Southeast Region.

3Q: Please give a brief description of your job responsibilities and your background experience.

A: I graduated from Hendrix College in 1993 and received my law degree from the University of Arkansas at Little Rock in 1996. I am admitted to practice law in the State of Arkansas. Prior to joining FairPoint in February 2000, I was employed with ALLTEL Communications Inc. ("ALLTEL") for approximately four years. My primary responsibility at ALLTEL was the negotiation of local service interconnection agreements between ALLTEL's ILEC properties and competitive local exchange carriers ("CLECs"), as well as supporting ALLTEL's involvement in numerous regulatory proceedings, including ILEC compliance with interconnection agreements. I am currently responsible for advising FairPoint in connection with the full range of regulatory matters, which impact the company's operations as a CLEC.

4Q: Are you familiar with the Application of FairPoint for a Certificate of Convenience and Necessity to provide Competitive Local Exchange Services in the exchanges served by BellSouth Telephone Company ("BST") and United Telephone-Southeast, Incorporated ("Sprint")?

A: Yes, I am.

5Q: What is the purpose of your testimony?

A: The purpose of my testimony is to support FairPoint's Application and provide evidence regarding the financial, technical, and managerial ability of FairPoint to provide Local exchange telecommunications service including all ancillary services, such as interexchange and dedicated services, local telecommunications services, including ADSL, point-to-point T1, and other data communications services in Tennessee, and to discuss the services FairPoint proposes to offer.

6Q: Has FairPoint registered to do business in Tennessee?

A: Yes, FairPoint is a Delaware corporation and is registered in Tennessee as a foreign corporation. Attached to our Application are Articles of Incorporation and certificate to Transact Business in the State of Tennessee.

7Q: Describe FairPoint's financial ability to operate as a local exchange telecommunications service provider.

A: FairPoint has sufficient financial ability to provide the requested telecommunication services in Tennessee, the financial capability to maintain these services and the financial capability to meet its lease and ownership obligations. FairPoint's financial information will be provided to the Tennessee Regulatory Authority ("TRA") pursuant to a Protective Order. The financial information will demonstrate that FairPoint fully meets the financial requirements to provide competitive local exchange services in Tennessee.

8Q: Do you believe FairPoint is capable of delivering its proposed services in Tennessee?

A: Yes, in addition to having sufficient financial resources, FairPoint has assembled an outstanding team of experienced managers and technical staff. Descriptions of the telecommunications and managerial experience of FairPoint's key personnel are attached to the Application.

9Q: Will FairPoint's tariffs contain all of its rates and charges as required for intrastate telephone services?

A: Yes, all rate elements will be set forth in a readily ascertainable form. FairPoint's local exchange tariff will list specific rate levels for each service and service element and will otherwise comply with the TRA's Rules. However, FairPoint is requesting a waiver of the tariff filing requirements at this time because final interconnection agreements have not been entered into with the incumbent LECs.

10Q: Will FairPoint offer service to all consumers within its service area?

A: FairPoint will initially serve business customers subject to the provisions of its end user tariff, in a non-discriminatory manner.

11Q: Will FairPoint provide other services or service options?

A: Yes, in accordance with Tennessee law the rules of the TRA, FairPoint intends to offer the following additional services and service options.

- 1) FairPoint plans to provide basic local service options, including all ancillary services associated with local telecommunications service such as custom calling services, directory assistance, and operator services;
- 2) FairPoint further plans to provide interLATA, interexchange (long-distance) service in accordance with applicable state and federal requirements;

- 3) Directory assistance service, telephone directory listings (through BellSouth's directory) and free 900 prefix call blocking;
- 4) Services for the Hearing Impaired;
- 5) Emergency or 911 service; and
- 6) FairPoint will offer intraLATA equal access at the same time it begins to offer its basic local exchange service. The company will be bound by the intraLATA dialing parity standard.

12Q: Will FairPoint comply with all of the requirements of the TRA?

A: Yes, FairPoint is familiar with and will comply with the rules and regulations of the TRA, including:

- 1) Reporting requirements;
- 2) Quality of service standards;
- 3) Contributions to the Tennessee Universal Service Fund and if applicable, the Tennessee High Cost Fund;
- 4) Anti-slamming requirements

13Q: Will FairPoint provide 911 service?

A: Yes, when FairPoint is providing switched voice services, FairPoint will provide access to 911 and enhanced 911 emergency services where they are currently available. Where requested, FairPoint will collect 911 service surcharges from its customers in order to contribute to the funding of these emergency services. FairPoint will negotiate an E911/911 interconnection agreement with the applicable incumbent local exchange carrier that will allow it to complete 911 calls for its customers.

14Q: Will FairPoint provide telecommunications relay services?

A: FairPoint will provide access to Telecommunications Relay Services from communications to and from persons using TDD equipment. These calls will be routed directly to the existing Tennessee Dual Party Relay Center. FairPoint proposes to contribute to the cost of services in the same manner as the incumbent licensed local exchange carriers.

15Q: What is the geographic delineation of the FairPoint's target market?

A: Initially, FairPoint seeks operating authority to service the zone and exchange areas throughout the State of Tennessee in which BST and Sprint are the incumbent local exchange carriers. FairPoint has chosen to mirror the maps and descriptions contained in the incumbent carrier's tariffs which will be filed with the TRA once interconnection agreements have been entered into.

16Q: How will FairPoint handle billing?

A: FairPoint will bill its end user customers directly.

17Q: Will FairPoint maintain logs of customer complaints?

A: Yes, FairPoint will utilize a system for logging customer complaints. The system will record all relevant information concerning a complaint and permit tracking, documentation, and storage of information.

18Q: Are you familiar with the contempt authority of the TRA?

A: Yes.

19Q: In your opinion, will the granting of this Application promote the public interest?

A: Yes, by granting this Application the TRA will authorize a high quality telecommunications service provider to commence offering local exchange telecommunications service. Competition in the local exchange market will promote efficiency in performance, innovations, and market responsiveness to consumer demands and desires.

20Q: Will other witnesses be testifying on behalf of FairPoint?

A: No.

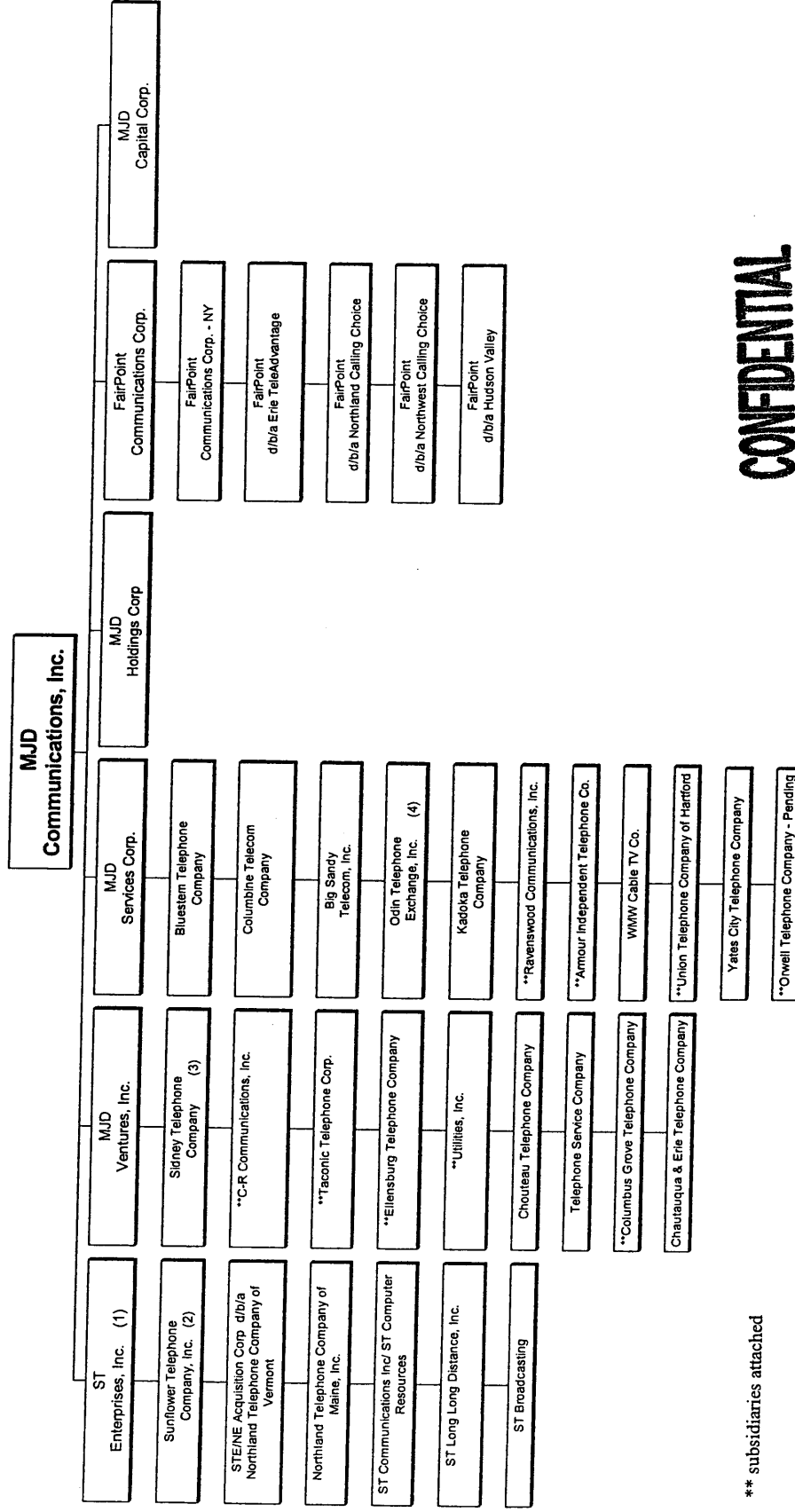
21Q: Does that conclude your testimony?

A: Yes it does.

ATTACHMENT B

MJD Communications, Inc.

Corporate Structure



** subsidiaries attached

Minority Interests:

- (1) BEDCo holds 12.5% interest via warrants
- (2) Two shares (out of 686) owned by Kansas family
- (3) BEDCo holds 7.14% interest via warrants
- (4) Richfield Associates owns 15% of common shares

CONFIDENTIAL

ATTACHMENT C

**FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.
PROPOSED PLAN FOR PROVIDING TOLL DIALING PARITY**

Introduction

Section 251(b)(3) of the Telecommunications Act of 1996 (the “Act”), 47 U.S.C. § 251(b)(3), requires each local exchange carrier (“LEC”) to provide dialing parity to competing providers of telephone exchange service and telephone toll services. In order to ensure that each LEC is providing toll dialing parity, the Federal Communications Commission’s (“FCC”) regulations implementing the Act, 47 C.F.R. § 52.213 require each LEC to file a plan for providing toll dialing parity with the state commission or the FCC. As a competitive local exchange carrier (“CLEC”), FairPoint Communications Solutions Corp. (“FairPoint”) plans to initially be a reseller of incumbent local exchange carrier (“ILEC”) services. Therefore, FairPoint must rely on the ILECs to provide intraLATA toll dialing parity procedures, equipment, and software as established by the FCC and the Tennessee Regulatory Authority (“TRA”). FairPoint hereby files, for review by the TRA, its Proposed Plan for Providing Toll Dialing Parity.

TOLL DIALING PARITY PLAN

Technical Implementation

FairPoint will implement the full 2-PIC (Primary Interexchange Carrier) carrier methodology. With the 2-PIC methodology, customers will be able to presubscribe to one telecommunications carrier for interLATA toll call and presubscribe to the same or a

different participating telecommunications carrier, including their existing local exchange company, for all intraLATA toll calls.

Business Office Practices

FairPoint employees who communicate with the public, accept customer orders, and serve in customer service capacities will be trained to explain the process to customers for making PIC changes for intraLATA toll calls. FairPoint will ensure that all customers are aware they have a choice of intraLATA, as well as interLATA, toll carriers. In response to each request for FairPoint service, a FairPoint sales representative will inform the customer that FairPoint will presubscribe the customer's toll service to both the intraLATA and interLATA toll carrier(s) of the customer's choice. In this way, the customer knows that a choice can be made among intraLATA and interLATA toll carriers. All carriers will be treated on a non-discriminatory basis and each customer will be given the opportunity to affirmatively select an intraLATA and interLATA toll carrier. FairPoint will maintain a list of available toll carriers and keep it updated. FairPoint will process a customer's PIC change to a toll carrier other than FairPoint in the same fashion and in the same time frames as a request to presubscribe to itself. Customers may select their intraLATA toll carrier during the initial or subsequent contact with the Customer Service Center. However, at anytime Customers may initiate a change in their intraLATA toll carrier. If a Customer changes their selection for intraLATA toll carrier, the Customer will be assessed a PIC change charge as established by the ILEC. Upon making their selection, the Customer's information will be forwarded to the ILEC according to plans and procedures mutually established between the ILEC

and FairPoint. Customers who do not select an intraLATA toll carrier will be treated as a “no-PIC” Customer and handled according to the procedures established by the ILEC.

In responding to a communication from another intraLATA and interLATA telecommunications carrier, FairPoint’s customer care representative will use an industry-standard Customer Account Record Exchange (“CARE”) format to accept the required change. Such changes will be implemented only through a CARE request to ensure that changes are not made without appropriate authorization. Other carriers may submit a CARE request to FairPoint either manually or electronically.

Anti-Slamming

FairPoint will comply with the FCC’s anti-slamming provisions. 47 C.F.R. §§64.1100-150. FairPoint will make available a PIC-freeze option to requesting customers to protect the customer from unauthorized changes to its selected intraLATA and interLATA toll carrier.

Dialing Plan

The following matrix outlines the proposed routing of calls by FairPoint:

0	FairPoint local Operator Service
00	Dial to presubscribed Toll Provider Operator Services
1+10 digits	Direct dial through presubscribed intraLATA Toll Provider or interLATA Toll Provider (depending on 10-digit number dialed).
0+10 digits	Dial to presubscribed intraLATA Toll Provider Operator Service (depending on 10 digit number dialed)

10xxx or 101xxxx+0	Dial around presubscribed intraLATA or interLATA Toll Provider to alternate Toll Provider Operator Service (identified by code used in xxx or xxxx portion of dialing request).
10xxx or 101xxxx+0+10 digits	Dial around presubscribed intraLATA or interLATA Toll Provider to alternate Toll Provider Operator Service (identified by code used in xxx or xxxx portion of dialing request).
10xxx or 101xxxx+1+10 digits	Dial around presubscribed intraLATA or interLATA Toll Provider to direct dial through alternate Toll Provider (identified by code used in xxx or xxxx portion of dialing request).

Applicability

This plan for providing dialing parity is intended to apply to all dial-tone lines Provisioned by FairPoint.

Conclusion

FairPoint Communications Solutions Corp respectfully requests that the Tennessee Regulatory Authority approve its proposed plan for providing toll dialing parity.

ATTACHMENT D

FairPoint Communications Corp.

SMALL AND MINORITY-OWNED TELECOMMUNICATIONS
BUSINESS PARTICIPATION PLAN

FairPoint Communications Corp.

Small and Minority-Owned Telecommunications Business Participation Plan

Pursuant to T.C.A. 65-5-212, as amended, FairPoint Communications Corp. (“FairPoint”) submits this small and minority-owned Telecommunications business participation plan (the “Plan”) along with its Application for a Certificate of Public Convenience and Necessity to provide competing intrastate and local exchange services in Tennessee.

I. PURPOSE

The purpose of Section 65-5-212 is to provide opportunities for small and minority-owned businesses to provide goods and services to Telecommunications service providers. FairPoint is committed to the goals of Section 65-5-212 and to taking steps to support the participation of small and minority-owned Telecommunications businesses in the Telecommunications industry. FairPoint will endeavor to provide opportunities for small and minority-owned Telecommunications businesses to compete for contracts and subcontracts for goods and services. As part of its procurement process, FairPoint will make efforts to identify and inform minority-owned and small businesses that are qualified and capable of providing goods and services to FairPoint of such opportunities. FairPoint’s representatives will contact the appropriate governmental entities to obtain a list of qualified vendors. Moreover, FairPoint will seek to increase awareness of such opportunities so that companies not otherwise identified will have sufficient information to participate in the procurement process.

II. DEFINITIONS

As defined in Section 65-5-212.

Minority-Owned Business. Minority-owned business shall mean a business which is solely owned, or at least fifty-one percent (51%) of the assets or outstanding stock of which is owned, by an individual who personally manages and controls daily operations of such business, and who is impeded from normal entry into the economic mainstream because of race, religion, sex or national origin and such business has annual gross receipts of less than four million dollars (\$4,000,000).

Small Business. Small Business shall mean a business with annual gross receipts of less than four million dollars (\$4,000,000).

II. ADMINISTRATION

FairPoint's Plan will be overseen and administered by the individual named below, hereinafter referred to as the Manager, who will be responsible for carrying out and promoting FairPoint's full efforts to provide equal opportunities for small and minority-owned businesses.

The Manager of the Plan will be:

Richard Blumhagen
Director of Human Relations
FairPoint Communications Corp.
6324 Fairview Road, 4th Floor
Charlotte, North Carolina 28210
Telephone: 704-414-2500
Facsimile: 704-414-2501

The Manager's responsibilities will include:

- (1) Maintaining an updated Plan in full compliance with Section 65-5-212 and the rules and orders of the Tennessee Regulatory Authority.
- (2) Establishing and developing policies and procedures necessary for the successful implementation of the Plan.
- (3) Preparing and submitting such forms as may be required by the Tennessee Regulatory Authority, including the filing of required annual updates.
- (4) Serving as the primary liaison to and cooperate with the Tennessee Regulatory Authority, other agencies of the State of Tennessee, and small and minority-owned businesses to locate and use qualified small and minority-owned businesses as defined in Section 65-5-212.
- (5) Searching for and developing opportunities to use small and minority-owned businesses and encouraging such businesses to participate in and bid on contracts and subcontracts.
- (6) Providing records and reports and cooperate in any authorized surveys as required by the Tennessee Regulatory Authority.
- (7) Establishing a record-keeping system to track qualified small and minority-owned businesses and efforts to use such businesses.
- (8) Providing information and educational activities to persons within FairPoint and training such persons to seek out, encourage, and promote the use of small and minority-owned businesses.

In performance of these duties, the Manager will utilize a number of resources, including:

Chambers of Commerce
The Tennessee Department of Economic and Community Development
The United States Department of Commerce
 Small Business Administration
 Office of Minority Business
The National Minority Supplier Development Counsel
The National Association of Women Business Owners
The National Association of Minority Contractors
Historically Black Colleges, Universities, and Minority Institutions

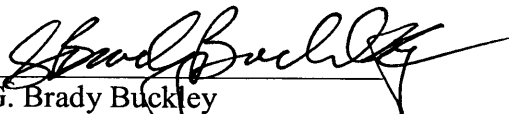
The efforts to promote and ensure equal opportunities for small and minority-owned businesses are primarily spelled out in the Manager's duties above. Additional

efforts to provide opportunities to small and minority-owned businesses will include offering, where appropriate and feasible, small and minority-owned businesses assistance with technical, insurance, bonding, licensing, production, and deadline requirements.

IV. RECORDS AND COMPLIANCE REPORTS

FairPoint will maintain records of sufficient detail to allow it to submit records and reports required by the Tennessee Regulatory Authority concerning the Plan. Moreover, FairPoint will cooperate fully with any surveys and studies required by the Tennessee Regulatory Authority.

FairPoint Communications Corp.

By: 
G. Brady Buckley
President & CEO

Dated: March 17, 2000

ATTACHMENT E

**BEFORE THE
TENNESSEE REGULATORY AUTHORITY**

In the Matter of the Application of FairPoint	)	
Communications Solutions Corp. (Formerly FairPoint	)	
Communications Corp.) for Certification to Provide	)	Docket No. 99-00947
Competing Local Telecommunications Services	)	
Within the State of Tennessee	)	

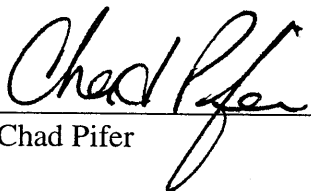
NOTICE

In accordance with the Tennessee Regulatory Authority's ("TRA") Rules, you are hereby given notice that on December 3, 1999, FairPoint Communications Solutions Corp. ("FairPoint") filed with the TRA an Application for certification as noted above. Additional information concerning this proceeding may be obtained from the TRA at the following address:

Office of the Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

This the 23rd day of May, 2000.

Respectfully submitted,



Chad Pifer

FairPoint Communications Solutions Corp.
6324 Fairview Road
Suite 400
Charlotte, North Carolina 28210
Telephone: (704) 414-2565
Facsimile: (704) 414-2505
Email: cpifer@fairpoint.com

CERTIFICATE OF MAILING

The undersigned hereby certifies that a copy of the foregoing has been duly served upon all parties of record by depositing said copies in a depository of the United States Postal Services, first-class, postage prepaid, addressed as shown below.

This 23rd day of May, 2000.


Chad Pifer

Ardmore Telephone Company Inc.
P.O. Box 549
517 Ardmore Avenue
Ardmore, TN 38449

BellSouth
333 Commerce Street
Nashville, TN 37201-3300

Century Telephone of Adamsville
P.O. Box 405
116 N. Oak St.
Adamsville, TN 38310

Century Telephone of Clairborne
P.O. Box 100
507 Main St
New Tazewell, TN 37825

Century Telephone of Ooltewah – Collegedale, Inc.
P.O. Box 782
5616 Main St.
Ooltewah, TN 37363

Citizens Communications Company of Tennessee
P.O. Box 770
300 Bland St.
Bluefield, WV 24701

Citizens Communications Company of the Volunteer State
P.O. Box 770
300 Bland St
Bluefield, WV 24701

Loretto Telephone Company, Inc.
P.O. Box 130
Loretto, TN 38469

Millington Telephone Company, Inc.
4880 Navy Road
Millington, TN 38053

Sprint-United
112 Sixth Street
Bristol, TN 37620

TDS Telecom-Concord Telephone Exchange, Inc.
P.O. Box 22610
701 Concord Road
Knoxville, TN 37933-0610

TDS Telecom-Humphreys County Telephone Company
P.O. Box 552
203 Long Street
New Johnsonville, TN 37134-0552

TDS Telecom - Tellico Telephone Company, Inc.
P.O. Box 9
102 Spence Street
Tellico Plains, TN 37385-0009

TDS Telecom-Tennessee Telephone Company
P.O. Box 18139
Knoxville TN 37928-2139

TEC – Crockett Telephone Company, Inc
P.O. Box 7
Friendship, TN 38034

TEC – People's Telephone Company, Inc.
P.O. Box 310
Erin, TN 37061

TEC – West Tennessee Telephone Company, Inc.
P.O. Box 10
244 E. Main Street
Bradford, TN 38316

United Telephone Company
P.O. Box 38
120 Taylor Street
Chapel Hill, TN 37034

ATTACHMENT F

5/23/00

PUC COMPLAINTS

DATE COMPLAINT RECEIVED	STATE	CUSTOMER	COMPLAINT	RESOLUTION	PRELIM. RESPONSE VIA PHONE	FORMAL RESPONSE TO PUC
9/15/99 Faxed/Call	ME	Davis & Company Auburn	Customer says we took over their long distance and local service without their permission. Also claimed we changed her rates and that a vendor came on site she did not know about and refused to pay for.	This was a case where the husband signed a contract for FairPoint LD and local service. The vendor was there by knowledge of Mr. Thalheimer. The rates were what Bell charged them less a 10% discount which was explained on the signed contract. They ultimately went back to BA and has not paid their bill. The Maine PUC said they could find no fault with FairPoint and advised customer of that. - Customer back with BA	9/15/99	Letter to PUC on 9/12/99 Mary Niles from PUC called 9/27/99 to say FairPoint not at fault and will advise customer they need to pay bill.
9/29/99 Faxed	NY	Debrino Caulking Association Castleton	Since converting to FairPoint the customer claims his hunting has not worked properly. BA took a long time to resolve.	A duplicate order caused the problem. When both orders were worked, the duplicate order disrupted the hunt configuration. Service was fixed on 10/2. Customer was given credit on the 5th.	9/29/99	Faxed to PUC on 10/13/99 Closed by FCC on 10/21/99
10/21/99 Faxed	NH	Steve Haber/The Hot Air Balloon ER Nashua	Customer says we took over local and long distance service without his approval or knowledge.	An error was made when the telephone number was typed into system. It was typed as 603-880-4220 (Hot Air Balloon ER) instead of 4420 which is for Critical Process Filtration (actual company we were converting). Customer was called and is okay with compensation and may sign up with FairPoint as a customer.	10/21/99	Letter to PUC on 11-11-99
11/14/99 Call	ME	Supper At Six Portland	Customer is not listed in local directory assistance - has called numerous times with no adequate response	Bell admitted system problem and customer was put in database manually and will be updated 11/16 (verified working on that day). Customer staying with FairPoint.	11/14/99	Phone - 11/15/1999 PUC sent ltr. 11/17 finding no fault with FairPoint
11/18/99 Fax	NY	Renaissance Trade School Hudson	Customer contends they have someone else's lines. One line not transferred to new location. Complains of long delay.	Bell Atlantic hooked up lines at CO but did not go to customer site to switch/add lines. BA went out and fixed on 11/18.	11/18/99	Fax on 11/18/1999 Resent 11/23/99
11/24/99 Call	ME	Supper At Six Portland	Customer can make calls but can not receive them. When I called, it said "number not in service". Catering company and this is the busiest time of year.	Customer decided to switch back to Bell - then changed mind but BA's system did not get updated with info and BA ported numbers back at 8AM 11/24. Illuminet has carrier down (Qwest) and can not push numbers back to us until Qwest back up. Greenbush is having Bell call Qwest directly to have numbers manually released so Bell can push back to us. Qwest has been down since 11/23. Problem was resolved at 12:00 noon 11/24.	11/24/99	Phone - 11/24/1999 PUC sent letter on 11-17-99 saying FairPoint not at fault.

DATE COMPLAINT RECEIVED	STATE	CUSTOMER	COMPLAINT	RESOLUTION	PRELIM. RESPONSE VIA PHONE	FORMAL RESPONSE TO PUC
12/1/99 Email	WA	Data Plus Computers Richland	Customer says asked to go back to GTE mid-Oct but to date old numbers haven't been released. FairPoint is still billing them and they have no contract with FairPoint.	On 11/9 he called Greenbush and said GTE told him we were blocking the lines so they couldn't take them back. We do not block lines. We called GTE on customer's behalf and rep could not find file - said they would research it. On 11/20 customer conferenced on with GTE and were told 3 lines would be back to GTE on 11/23. The other 4 lines were being disconnected and GTE would not take them back so we had to place order to disconnect and put referral on per customer's request. On 11/29 all lines have been disconnected but referral not on. We had to put trouble ticket in with GTE. Referral put on one line on 12/2 - now complete. We will give customer credit for 4 lines back to 10/13. He appeared to be okay with that. Customer is back with GTE.	12/1/99 Phone	Email on 12/02/1999
12/9/99 Fax	NY	Leatherstocking Agency, Inc. Oneida	Customer had had problems since 9/9. One line o-o-s. Never got her voicemail or distinctive ringing. Says no one will give her answer as to when it will be fixed. They say FP blames B.A. Says does not have promised features.	Line was out of service for about two hrs 12/9. It has been fixed. Can not give vm as on UNE-P so we offered to get ans service, ans machine or go back to BA. She did not want to go back so we purchased an answering machine. Distinctive ringing on line as of 4PM 12/9. Had to change second line to BTN as can not put distinctive ringing on a non-BTN number. Cust. given \$50.00 credit for features they didn't have. Per our Customer Service Department, she is happy with FairPoint and realizes we have done what we could to provide her with the service she wants. Customer regretted filing complaint.	12/9/99 Phone Sophia Davis	Fax - 12/9/1999
12/28/99 Fax/Call (Orig. sent 11/15 to Dodge City - PUC forwarded to Charlotte 12/28)	NH	The Office Suite Wolfeboro Falls	Customer claims left FairPoint on 8/18 and FairPoint billed them up to 8/28. Claims we are unreasonable as they were told we would not issue credit for 8/18 thru 8/28.	Even though we were not notified until 8/26 that customer had converted to another carrier, we went ahead and issued them a credit for the 8 days in the amount of \$238.09. This was done on 12/17/99. Customer still disputes LD charges in the amount of \$31.78 for calls made on the 18th. It has been determined that they were not our LD customer so we have initiated a credit in the amount of \$31.78 on 1/3/00.	12/28/99 Mary Lutz	Fax - 12/29/1999 Phone - Update on 01/05/2000 re \$31.78
1/26/00 VoiceMail to J. LaPenta	ME	E.A. Bushman 207-783-3033	Customer claims they were slammed. Says had trouble with their service once we moved them from resale to facilities. Hunting dropped, one line out of service.	We explained this was not slamming. Apologized for the inconveniences and have moved the customer back to resale. Customer is satisfied with FairPoint's response to the issue. John LaPenta had talked to the ARM regarding this complaint.	1/26/00 John Lapenta via Phone Call 1/28/00 Phone Call	Fax - 1/28/00

COMPLAINT RECEIVED	STATE	CUSTOMER	COMPLAINT	RESOLUTION	RESPONSE VIA PHONE	RESPONSE TO PUC
1/28/00 Phone Call Mary Stratton	ME	Flower Franchise Waterville	Customer was switched from resale to facilities on the 17th. They had trouble with their lines. Since the 21st, they are not able to send or receive info over their data line 207-873-2627. They have been told it will be fixed 2/3. Not acceptable to the customer. They want to go back to Bell. This is a modem line for a flower shop and the main part of their business.	We are having trouble with facility cuts in the Waterville and Augusta area. Our Hot Cut Team can not change back to resale until February 3rd. Customer notified us on 1/22 of problem. Standard interval for this order is 5 days. Greenbush is escalating to get done sooner. Our facilities can not handle the speed needed for this line. Customer put back on resale 2/4. Formal complaint answered - same issue discussed. Sent copies from AS400 - memo screen & troubles.	1/28/00 Phone Call	Fax - 1/31/00
2/14/00 (Letter dated 2/8 - formal complaint)		FORMAL COMPLAINT RECEIVED BY LETTER			2/14/00 Email	2/17/00 Fax - Letter
2/2/00 Phone Call Mary Stratton	ME	Design Architectural Heating 207-784-0309	Customer claims we are hindering him from going back to Bell. Said he has been trying to go back since 1/3 but that Bell tells him we are not releasing the lines for them to take back. Customer mentioned he did not dislike FairPoint, he just wanted to go back to Bell.	FairPoint did have an open order in the system from November 18th. This order was closed out on 2/4 and Bell able to pull order. FairPoint took too much time to close out order. Did not probably check the GUI system for open order. Bell confirmed that our open order has been cancelled as of 2/4 and Bell can now take customer back. Customer went back on 2/4.	2/2/00 Phone Call 2/3/00 Phone Call 2/14/00 Email	Fax - 02/04/99 2/16/00 Fax - Letter
2/3/00 Phone Call	ME	E.A. Bushman	Called to say couldn't make LD calls.	This was customer initiated problem. They asked their current provider to discontinue their service & when they immediately did, they did not have LD. They called FP saying they switched carriers to Lightship and FP had to scramble to get put in database as Lightship is a new provider and was not loaded in database. Customer only out for a short time. Could have used a dial around.	2/3/00 Phone Call	EMAIL 2/3/00
2/8/00 (Letter dated 02/04/2000)	ME	E.A. Bushman Formal Letter From PUC Continuation of Same Complaint	Customer dispute concerning facilities. PUC wants documentation in response to this complaint. This customer called the PUC approx. every 1/2 hour.	Gave PUC same information as already supplied. Sent all requested records as back-up.	2/8/00 Phone Call	2/11/00 Fax - Letter
2/7/00 (Letter dated 2/1)	ME	Childs, Gordon, Dirigo Waste Oil 207-873-0881 & 800 Service	Customer claims inability to get telephone repairs completed on his service for several weeks, prior to the discontinuance of his service from FairPoint.	Mostly Bell problems - ring no answer because of loop back condition. 800 number didn't work because MCI had routing problem. Problems did start after conversion to facilities. FP followed up on all trouble tickets and with customer. Customer went back to Bell on 1/28.	2/7/00 Phone Call	2/9/00 Faxed Letter
2/8/00 (Letter dated 2/3)	ME	Bob Morrisette 207-872-2601	Customer claims inability to receive collect calls from Thomaston/Warren Correction Facility. Had been receiving calls for 2 months - FP will not give him answer. Was told problem was with Correction Facility and FP's programming and it would take 24 hrs to fix - still not fixed.	Line never got put in the LIDB database. We tried to get blocking removed on 1/24 but on 1/25 realized that line was never in LIDB. Put in. Customer could not receive calls from 7:45 AM 1/24 until 4:00 PM 1/25. It may have been fixed before that but 4:00 was first time he got collect call from the prison. Unable to determine why line was never in LIDB database. Should have ben automatic update which usually takes 24 hours.	2/8/00 Phone Call	2/10/00 Faxed Letter Letter from PUC on 2/10 found no fault with FairPoint
2/9/00 Phone Call	ME	E.A. Bushman	Out of service. BELL PROBLEM.	Out of service because going back to Bell today. FP did all paperwork, pushed numbers back. Bell's system is down & can't do porting until back up.	2/9/00 Phone	2/9/00 Email

DATE COMPLAINT RECEIVED	STATE	CUSTOMER	COMPLAINT	RESOLUTION	PRELIM. RESPONSE VIA PHONE	FORMAL RESPONSE TO PUC
2/9/00 (Email of 2/3 forwarded from WA)	WA	Trans Care Longview, Washington	Customer says having problems because USWest has failed to delete the VM account they had before conversion even though Fairpoint has requested it.	When order placed for conversion USWest removed voicemail features on first line but not last line of hunt group, so when all 3 lines busy it went to non-existent VM. Placed trouble ticket - USWest did not fix - took Betty Carlson calling USWest translations to have fixed in a matter of minutes. FairPoint at fault for letting too much time lapse between trouble ticket & follow-up. Voicemail fixed on 2/3.	2/9/00 Email	2/10/00 Email
2/10/00 forwarded from Greenbush by fax	PA	M & M Roofing Duncansville - 814-695-1112	Customer complaining that due date of 2/9 has been missed - requested new line on 1/13 and service still not installed.	Bell came out on 9th and hooked up to Dmarc which is all they are required to do. Demarc was outside. Customer misunderstood that inside wiring meant that they needed to have a vendor punch down the line. They just ran the wire to the NID and left it hanging there thinking Bell would crossconnect it. They are okay with that and not upset with FairPoint.	2/11/00 Phone	2/11/00 Fax - Letter
2/14/00 Via Fax	NY	CRSR Designs Kingston, NY	Claims fax machine has been o/o/s since 2/9 (it's unplugged). Says FP lied to them by saying we had tested line and it was working. Customer tired of FP blaming Bell - just wants line fixed - wants answer as to when it will be done. PSC has given us 2 hours to respond to customer.	Customer moving. Bell cancelled order for fax line. Bell went to site 3 times - 2 times to old location. Hooked up line at new location - found out FP customer and put back in at old location. Rep said wkg because it was ringing at old site. Bell went out on 2/14 but said couldn't fix at that time. Finally Bell went out on 2/17 and got line put in and working at 3:05 PM.	2/14/00 Phone	2/18/00 Fax - Letter
2/14/00 Phone Call 2/22/00 Formal Ltr of Complaint	ME	Kennebec Ice Arena Augusta, ME Formal Letter of Complaint	Customer claims that since he was switched to facilities he has had trouble making & receiving calls. Today he can not get calls from customers who are checking to see if they are open because of ice and rain storm they are having. He wants to go back to Bell.	Customer switched to facilities on 1/25. Had many problems - asked to go back to resale on 2/8. Problems on 2/14 was because Bell was putting back on their facilities - problem cleared after they were moved. Customer is now on resale and remains a FairPoint customer. Problems were ring no answer, all ckts busy - couldn't make or receive calls.	2/14/00 Phone 2/22/00 Fax	2/17/00 Fax - Letter 2/22/00 Fax - Letter
2/14/00 email	WA	Yakima Acupuncture Clinic 509-965-5761/457-2757	Customer claims he has had problems with getting line moved and with call forwarding. Also states that he is not listed in yellow pages correctly. His business is in his home - residential service is with USWest. Claims his business has dropped 80-90%.	The main problem was that we were not able to take his old number and move to new location because of different end office - it would have to be an FX line which customer said too expensive. We arranged to have MEL line put in with CFW. The old line is still at old location being forwarded to new location. There is a potential exposure to customer. Customer looking for cheapest way to do business without changing number.	2/14/00 Email	2/16/00 Email
2/17/00 (email late 2/16)	ME	Day One Substance Abuse 207-767-0991	Customer said when switched to facilities never told. Says calls to FP not returned. Problem with billing not resolved. Wants to switch back to Bell - was told going to cost \$56 per line. Don't know if Bell told them that price or FP.	Customer left message on 1/17 re cutover next day. No record of any outstanding issues with customer. Leo called in asking questions regarding rates - show no record of any open disputes. We did not tell customer \$56 - we think they got from Bell. No charge if go back to FP resale. Asked PUC to wipe from record.	2/17/00 Email	2/18/00 Fax - Letter

DATE RECEIVED	COMPLAINT STATE	CUSTOMER	COMPLAINT	RESOLUTION	PRELIM. RESPONSE VIA PHONE	FORMAL RESPONSE TO PUC
2/24/00 Phone	ME	Maine Equal Justice Augusta	Customer has had problems since the 2/9 switch to facilities. They can not get calls from the 207-287 exchange. They say that FairPoint keeps telling them it is a Bell problem but it has not been resolved. Their customers get a "the # you have dialed has been disconnected".	FairPoint has been working with Bell since 2/9 to resolve this problem. Bell at one time said it was a routing problem. On 2/24 Bell put a protocol analyzer on the line to determine how the call was routing. They later called back to say line was fixed and that the problem was there was no spid on the ISDN. The customer that could not call the Maine Equal Justice was the State of Maine and it was their lines that BA had to fix - not Maine Equal Justice.	2/24/00 Phone	2/24/00 Email 2/25/00 Email
3/7/00 Fax	ME	Subway Sandwich Shop Waterville	Customer says FP terminated service when their account was current. Claims 4 days of lost business. Claims FP did not give him savings he was promised because of "select calling". Says sales representative did not give him savings as promised. Wants compensation for \$110 for reconnect charges to Bell and for loss of business. He sent letter to FP & PSC.	Apparently this customer had reservations about going with FP in the 1st place. He wasn't happy with the rates we gave him. He paid his first bill because it was neither higher or lower but decided to go back to Bell. He called Bell directly and they switched him. We are crediting him for \$191.03 and we will also reimburse him for the \$56.00 fee for switching to Bell. He was understanding and satisfied with our reimbursement.	3/8/00 Email	3/9/00 Email
3/10/00 Fax	NY	Leslie Alvarez Oneida	Customer says she was slammed. Said she never authorized change to FP. She wants reimbursed for \$92 charge to go back to Bell.	Obtained copy of contract - Local Service Conversion was authorized by Denise Cook. Sent paperwork to PSC - we do not feel obligated to pay reconnect charges.	3/10/00 Phone	3/20/00 Letter via Fax
3/11/00 Fax	NY	Tri-State Associated Services Kingston	Customer says three weeks in a row ea. Monday problem either with 800 number or 914 number or both. Customers receive busy signal or Numbers not in service. He wants recording changed - Jeff Hecht said he investigate - customer wants fixed immediately	Bell was not able to handle our order volume so they pushed this customer's facilities cut date out three times and three times they prematurely disconnected them. FP promptly placed trouble tickets and got the customer reconnected but he left us as a resale customer and went back to Bell.	3/11/00 Phone 3/22/00 Phone	3/23/00 Letter
3/15/00 Phone & Email	ME	Burt Kettle, Esq. Brunswick	Customer says he can not use BA credit card to make calls. Became FP customer on 2/29 - no bill from FP yet. He was also concerned that his 800 number would still work.	It is BA's policy to cut off credit card the day before a customer is converted to a new provider. His card was cut off on the 14th and he became an FP customer on the 15th. We got LOA for 800 number. We told him 800 change would be seamless. He is okay with FP.	3/15/00 Email	3/21/00 Letter Via Fax
3/21/00 Phone & Fax	WA	Waypoint Communications, Inc. Olympia	Customer is an ISP and has 51 lines with FP. His hunting has been wrong for the 3rd time. Two places in Hunt group it breaks down. USWest says they fix and then it goes out of sequence. Customer claims losing business as customers are leaving him. He has called everyone he can in USWest & FP. He says he had no problem the 4 years with USWest and now it's been messed up 3 times in two weeks.	3/8, 3/14 & 3/21 customer had problems with hunt sequences. USWest had changed them in translations Fixed as of 3/22 and customer has all lines working. CSR incorrect on hunt sequence and FP believes USW kept changing to reflect CSR. FP has placed a "Chg Order for Records Only" to get CSR to reflect correct hunting sequence so that this does not happen again. This was assurance customer needed. Cust knows it was a USWest problem but filed complaint anyway. Asked that complaint be removed from our record.	3/21/00 Email	3/23/00 Email

DATE RECEIVED	COMPLAINT STATE	CUSTOMER	COMPLAINT	RESOLUTION	PRELIM. RESPONSE VIA PHONE	FORMAL RESPONSE TO PUC
3/21/00 Phone & Email	ME	Kennebec Marine Company 207-773-6636	Since switching to FairPoint on 3/13 customer has experienced problem with 800 number and either can not get or make calls. Presently she is completely out of service. Wants to be compensated for her down time.	This customer has had numerous problems. Latest problem was that Bell Atlantic disconnected them early and reassigned their DLC slot to another customer. When put back in they put on different facilities and moved Dmarc without telling customer or FP. Once problem was discovered, we had lines taken from Dmarc to customers phones and they were back in service as of the 21st.	3/21/00 Phone & Email	3/23/00 Federal Express
3/23/00 Fax	ME	Mieneke Discount Mufflers 207-877-9234	Customer says he has been FP customer for two months. Salesman promised to come back to his office with 1st bill and he never did. Has tried to get through to Fairpoint with no success. He thinks he has been switched to company called OCC which he never authorized.	Only one call on 3/2 stating he didn't get discount he thought - FairPoint gave him discount. Found out on Line Loss Report he left us on 1/27 to go to Bell - report says "did not get savings he envisioned". No record of any trouble calls and no reason why he could not get through to FairPoint.	3/23/00 Phone	3/29/00 Letter via Fax
3/24/00 Fax	NY	Classic Cutters Utica	Customer has had problem with static on his line since 3/14. Wants fixed - says it is affecting his business. BA came out twice and said it was customer's equip. He wants it fixed urgently.	It took 4 trouble tickets with Bell before they replaced a bad cable. In the meantime, we put the customer on suspension. Told Lea Marinopoulos that this was not a good idea. Customer's static was cleared on 3/28. It took 14 days to get this problem fixed.	3/27/00 Phone	3/29/00 Letter via fax
4/4/00 Fax	NY	Mr. Big Belly's Kingston	Customer states changed from FP to BA on 2/29 and has had problems since early March. Customer states BA says FP took service back & won't release lines. Cust. called FP and talked to reps. Wants line released to BA and billing cancelled. Says being billed for service they don't have - wants reimbursed for conversion charges to BA.	Customer went back to Bell on 2/29 but FP was not aware of it until 3/6 which we ignored because we had called customer on the 3rd to tell them we were cutting them to facilities on the 8th. No name was noted so Ms. Binney disputes we called. We put them on facilities & now they have to go back to Bell again. Paperwork was issued from Bell on 4/4 with Jeff Hecht's help. FP has offered to pay conversion charges to Bell. FP will now pull CSR prior to cutover to be assured they are still a FairPoint customer and name must be noted in memo screen of who was notified of cutover.	4/4/00 Fax	4/5/00 Letter via Fax
4/6/00 Email	WA	Yakima Acupuncture Clinic Yakima	Says a client could not reach him for two days as his phone was not forwarding. Says when he complained to FP we offered him a free lunch just like they were going to give him two month's free service. He claims he has lost \$20,000 to \$30,000 worth of business with the last problem.	Complaint is actually Randle Acupuncture Clinic which is a separate account. Conversion was 4/3 - CFBNA not on even though it was on order. USWest said to place another order for CFBNA - FP complied - still not put on. We have trouble ticket in with USWest. This company & problem was not addressed on the complaint - two different locations. Other location working fine.	4/6/00 Email	4/12/00 Email
4/10/00 Fax	NY	CTC Communications Hudson	This is a CLEC that filed a complaint that FP would not provide them with a customer service record so they can convert our customer to them.	FairPoint does not have system in place to create a CSR for other CLEC's. We are cooperating with the PUC and will support whatever decision they make as to how CLEC-to-CLEC conversions will be handled. CTC can request copy of bill from customer. We will cooperate fully with the conversion we just can not supply a CSR. Asked PUC to remove from our record.	4/10/00 Fax	4/10/00 Letter via Fax

DATE RECEIVED	STATE	CUSTOMER	COMPLAINT	RESOLUTION	PRELIM. RESPONSE VIA PHONE	FORMAL RESPONSE TO PUC
4/10/00 Fax	NY	Church of Latter Day Saints Whitestown	Mr. Tournon says that we slammed his company, that no one authorized a switch from Bell to FairPoint. He wants to go back to Bell.	Mr. Withey signed the authorization form. He does have the authority to make telephone changes. He did not tell Mr. Tournon. We are switching two lines back to Bell for Mr. Tournon and the rest of the lines will remain with FP. Sent copy of contract to PUC along with other information showing we had authorization. Asked that this complaint be removed from record.	4/10/00 Fax	4/11/00 Letter via Fax
4/11/00 Phone 4/12/00 Fax	ME	Webster Engineering Corp.	Customer claims that they have not been able to use their long distance since switching back to Bell on 3/15.	Customer is still a FairPoint customer. They have always been able to make LD calls. With Bell, they did not have to put in account codes to call a cell phone or a pager, with FairPoint, they do. Asked the PSC to remove this unfounded complaint from our records.	4/11/00 Phone	4/13/00 Letter via Fax
4/11/00 Fax	NY	Art Design Digression Hudson	Customer says he did not get his free month as promised. Says he has a LD company he didn't ask for. Hasn't been credited for LD error. He's been cut-off for non-payment. Says he called FP and they are sympathetic but want payment.	Customer signed contract to switch local and LD to FP. He then switched to Sprint on 3/10. He is liable for FP charges up to the Sprint switch. He will get one month credit when he pays his bill. He sent a payment on 4/12 for \$231.73 and we are restoring his service. At no time did he have an unauthorized LD carrier.	4/11/00 Phone	4/13/00 Letter via Fax
4/20/00 Fax	NY	Ackert Graphics Kingston	Customer says that since he switched he has had line problems. Says he is losing business. Problem is with voicemail.	Customer had voicemail problems with Bell before converting to us. He asked Bell to remove it. They were then converted to us and voicemail still a problem. We placed order to have removed. Once Bell removed it, they had hunting problems. We had to place another trouble ticket and hunting was restored on 4/24. Voicemail caused 1st line to go to box that was not working - customers could not get through.	4/20/00 Fax	4/25/00 Letter via Fax
4/20/00 Fax	NY	Nature Conservancy Troy	Customer states that fax line has no dial tone since 4/14 and still not fixed and now has one line out of 7 that is working. Says FP can not tell them when it will be fixed.	This is a case of where we cancelled an LNP order with Bell in December and they went ahead and worked two disconnect order affecting 6 of 7 lines on 4/13 and 4/19. TISOC would not take order to repair - we had to take to Director of TISOC to get this customer put back in service. Lines and service was restored on 4/21. We are addressing this issue with Bell on 5/8.	4/20/00 Fax	4/25/00 Letter via Fax
4/25/00 Fax	NY	Ulter County Resource Recovery Kingston	Customers has be without service for over 2 days. Wants line fixed. Called FP and also BA but nothing is being done to rectify the problem.	FairPoint cancelled a switch to facilities on 2/25. Bell did not take out order from system and worked disc. on 4/25. Not only did they take customer out of switch but they also assigned their cable pairs to another customer. FP had to go to Director of TISOC to get this customer assigned new pairs and reconnected. Not done until 11 AM on 4/27. Cust. Is happy w/FP.	4/25/00 Fax	4/28/00 Letter Via Fax
4/28/00 Fax	NY	Microchip Entertainment Inc. Clifton Park	Customer says received solicitation from FP in June of last year to become cust. but never provided service. Says he is getting bill for \$37.77 which he is not liable to pay. Wants billing stopped and account credited.	We put them in our system but never converted them so we have issued an adjustment to remove all billing and give them full credit. We have also stopped any process for collections.	4/28/00 Fax	5/2/00 Letter Via Fax

DATE RECEIVED	COMPLAINT STATE	CUSTOMER	COMPLAINT	RESOLUTION	PRELIM. RESPONSE VIA PHONE	FORMAL RESPONSE TO PUC
5/4/00 Fax	NY	B & L Wholesale Troy	Customer says turned off in error. Bill was only due on 5/12. He went to the business office in person. Wants compensation for FairPoint error.	Customer had unpaid balance dating back to Feb. FP sent him suspension notice. He said he had agreement to pay bill every three months but there is no documentation to substantiate that and customer didn't have a name of anyone he talked to. He has had 4 suspensions since Jan. of 1999. FP's notice did come back because numbers were transposed so we did give customer credit for restoral fee of \$79.	5/4/00 Fax	5/9/00 Letter Via Fax
5/4/00 Fax	NY	Rodar Enterprises Inc. Poughkeepsie	Customer says placed order with FP for service but says current carrier won't release service. Their carrier says no order received from FP. Wants us to process order for her service as requested approx. one month ago.	We are waiting on CSR from Plan B. We should go ahead and convert without CSR. Customer also stated that they wanted this complaint against Plan B. Told customer service to tell customer to have removed from file. We can also move customer to RBOC and then to us and eat the charges.	5/4/00 Phone	5/15/00 Letter Via Fax
5/9/00 Fax	NY	Omnis Computers Schenectady	Customer says he wants to go to Choice One but that FairPoint will not agree to switch date or release lines. Customer accuses us of not working with Bell or Choice One.	Neither BA or Choice One has sent LSR to FairPoint to take over service. Choice One can not take without an LSR because BA does not have any facilities available to give customer. We will not issue disconnect orders because that would put customer out of service. Have asked to be removed from record as this issue is with Choice One and BA who will not issue an LSR to FairPoint. We have agreed to cooperate in everyway we can.	5/10/00 Phone	5/10/00 Letter Via Fax
5/12/00 Fax	NY	Anchor Heating & Air Conditioning Utica	Customer states made payment by certified mail on 5/3 - on 5/11 service was terminated and remains out. Wants FP to restore service - said we told them they would be reconnected by 2PM 5/11 but is still out. Claims disconnected in error.	Customer sent payment on 5/3 via certified mail but it did not get credited to account and they were suspended on 5/11. Advised they need to pay their bill on time to be sure it won't happen again, if can't, they need to call and either pay in person or advise payment sent via certified mail so we can be looking for it.	5/12/00 Phone	5/22/00 Letter via Fax
5/17/00 Phone	NH	New Hampshire Healthy Kids 603-228-2925	They say they came to us on 5/15 and they have no ISDN line. This is a move order.	Bell has been dragging their heels regarding this move. The new due date is 5/26. We are working to expedite and so is PUC. Customer has called FairPoint every hour on the hour to get this done. Gave order numbers to PUC to investigate with Bell and try to expedite.	5/17/00 Phone 5/18/00 Phone 5/19/00 Phone	
5/17/00 Phone	NH	Capitol Dodge 603-224-7437	Customer claims they have been trying to come to us from Network Plus. We They say they have gotten no status from either company.	We were trying to get customer back to Bell through Winback. Bell did not take back when they said. We did not ask Network Plus for CSR. PUC says conversion should be transparent to customer - not true for facilities. FairPoint needs to develop internal procedures for CLEC conversions before mandates are put out.	5/17/00 Phone 5/19/00 Phone	5/19/00 Fax
5/17/00 Email	WA	Thomas Pulaski - ISN Corporation 360-636-2727	Customer claims received suspension notice on 4/11 - paid \$615.76 - paid on 4/14. May 12th he was suspended. He wants his lines restored.	Customer came to us on 10/25/99. As of April bill, he owes us \$31,384.86. Not only has he been suspended but FairPoint will be seeking legal means to collect the balance. Have asked that this unsubstantiated complaint be removed from our records.	5/17/00 Email	5/22/00 Email

ATTACHMENT G

FairPoint Communications
1998 - 2008 ANNUAL SUMMARY
Tennessee

Summary	Total 1998	Total 1999	Total 2000	Total 2001	Total 2002	Total 2003	Total 2004	Total 2005	Total 2006	Total 2007	Total 2008
TOTAL MARKETS OPENED (EOY)	0	0	0	2	20	20	20	20	20	20	20
Revenues	0	0	0	494,441	5,474,099	16,525,478	26,808,147	36,001,777	42,489,364	45,721,042	47,517,209
Total Expenses (Including Depr.)	0	0	0	1,298,599	10,782,404	17,519,766	22,616,945	27,324,804	30,092,492	31,413,120	32,599,625
EBITDA	0	0	0	(762,909)	(4,331,907)	89,272	5,429,449	9,915,927	13,634,772	15,537,441	16,139,816
EBITDA Operating Margin	0.00%	0.00%	0.00%	-154.30%	-79.13%	0.54%	20.25%	27.54%	32.09%	33.98%	33.97%
Cumulative EBITDA	0	0	0	(762,909)	(5,094,816)	(5,005,544)	423,905	10,339,832	23,974,605	39,512,045	55,651,861
Annual Capital Expenditures	0	0	0	398,332	9,364,805	1,655,600	1,862,930	699,190	457,235	222,180	16,346
Cumulative Capital Expenditures	0	0	0	398,332	9,763,137	11,418,737	13,281,667	13,980,857	14,438,092	14,660,272	14,676,618
Pre Tax Annual Cash Flow	0	0	0	(1,161,241)	(13,696,712)	(1,566,328)	3,566,519	9,216,737	13,177,538	15,315,260	16,123,470
Pre Tax Cumulative Cash Flow	0	0	0	(1,161,241)	(14,857,953)	(16,424,281)	(12,857,762)	(3,641,025)	9,536,513	24,851,773	40,975,244
Cross-Benefits to Affiliates	0	0	0	4,370	117,605	453,457	580,490	720,222	789,840	786,550	838,350
Cumulative Cross-Benefits to Affiliates	0	0	0	4,370	121,975	575,431	1,155,922	1,876,143	2,665,983	3,452,533	4,290,883
Business Customers (End of Year)	0	0	0	321	2,895	5,376	7,485	9,136	9,884	10,292	10,687
Business Access Lines (End of Year)	0	0	0	1,337	12,739	23,730	33,078	40,430	43,728	45,504	47,227
Total Regional Employees (EOY)	0	0	0	9	51	58	62	62	58	57	57
Business Customer Penetration Rate	0.00%	0.00%	0.00%	0.66%	5.80%	10.45%	14.13%	16.74%	17.58%	17.78%	17.92%

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Fairpoint Communications - Revenue by Product

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Revenues											
Local Business	0	0	0	298,207	3,079,092	7,955,073	12,383,929	16,017,380	18,327,808	19,429,643	20,195,834
Rotary Hunting	0	0	0	12,416	227,196	624,978	986,501	1,288,205	1,479,069	1,561,705	1,616,368
Voice Mail - Bus	0	0	0	0	29,545	304,509	658,061	851,073	974,112	1,032,971	1,073,718
Features - Bus	0	0	0	3,248	43,495	191,697	432,970	714,493	818,016	867,335	901,340
Long Distance - Business	0	0	0	96,730	996,275	2,572,745	4,004,353	5,178,695	5,927,285	6,285,475	6,533,493
Local Residence	0	0	0	0	0	0	0	0	0	0	0
Voice Mail - Res	0	0	0	0	0	0	0	0	0	0	0
Features - Res	0	0	0	0	0	0	0	0	0	0	0
Long Distance - Res	0	0	0	0	0	0	0	0	0	0	0
Data Services	0	0	0	0	0	0	0	0	0	0	0
DSL/DS3	0	0	0	90,000	802,800	1,512,000	2,131,200	2,595,600	2,815,200	2,941,200	3,056,400
ISP - Dial Up Access	0	0	0	0	12,852	146,477	478,072	957,329	1,464,012	1,737,396	1,806,544
ISP - Dedicated Access	0	0	0	0	21,492	244,944	799,452	1,600,884	2,448,180	2,905,344	3,020,976
ISP - Dedicated Line	0	0	0	0	10,746	122,472	399,726	800,442	1,224,090	1,452,672	1,510,488
ISP - Other	0	0	0	0	5,821	66,339	216,518	433,573	663,049	786,864	818,181
UNEP Local MRC	0	0	0	0	0	0	0	0	0	0	0
UNEP Local Usage	0	0	0	0	0	0	0	0	0	0	0
UNEP Features	0	0	0	0	0	0	0	0	0	0	0
UNEP Network Access Charge	0	0	0	0	0	0	0	0	0	0	0
UNEP Switched Access Revenues	0	0	0	0	0	0	0	0	0	0	0
Switched Access Revenues	0	0	0	0	311,181	2,967,684	4,622,758	5,981,735	6,848,428	7,261,329	7,546,022
Bad Debt	0	0	0	(6,159)	(66,398)	(183,438)	(305,394)	(417,631)	(499,884)	(540,891)	(562,154)
Total Revenues	0	0	0	494,442	5,474,099	16,525,478	26,808,147	36,001,777	42,489,365	45,721,043	47,517,210
Cost of Service Expenses											
Local											
UNEP MRC	0	0	0	0	0	0	0	0	0	0	0
UNEP Usage	0	0	0	0	0	0	0	0	0	0	0
UNEP Number Portability	0	0	0	0	0	0	0	0	0	0	0
Bundled Resale - Business	0	0	0	302,040	2,479,293	688,368	1,082,462	1,412,128	1,616,681	1,713,259	1,779,915
Bundled Resale - Residential	0	0	0	0	0	0	0	0	0	0	0
Voice Mail	0	0	0	0	16,061	153,169	238,592	308,732	353,464	374,774	389,468
Local Switching	0	0	0	0	0	0	0	0	0	0	0
Transport - Host Remote	0	0	0	21,851	432,119	842,387	935,384	1,006,530	1,022,962	1,055,825	1,148,822
Transport - Host Tandem	0	0	0	0	75,600	659,051	774,111	1,050,920	1,158,920	1,003,053	1,095,586
Unbundled Loops	0	0	0	0	477,106	4,526,075	7,049,640	9,121,366	10,444,553	11,076,589	11,511,279
Data Services	0	0	0	0	0	0	0	0	0	0	0
DSL/DS3	0	0	0	73,904	618,238	727,779	1,025,888	1,249,556	1,355,271	1,415,879	1,471,307
ISP - Dial Up Access	0	0	0	0	5,158	58,787	191,868	384,212	587,563	697,283	725,034
ISP - Dedicated Access	0	0	0	0	6,593	75,141	245,245	491,098	751,020	891,263	926,735
ISP - Dedicated Line	0	0	0	0	5,373	61,236	199,863	400,221	612,045	726,336	755,244
ISP - Other	0	0	0	0	2,910	33,170	108,259	216,786	331,524	393,432	409,091
UNEP Non-recurring Charges	0	0	0	0	0	0	0	0	0	0	0
Non-recurring Charges	0	0	0	8,019	178,887	1,041,509	498,035	400,849	196,510	120,128	118,491

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Fairpoint Communications - Revenue by Product

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
ISP Non-recurring Charges	0	0	0	0	322	3,029	5,288	6,733	5,976	881	853

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Fairpoint Communications - Revenue by Product

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Long Distance											
Switchless Resale - Business	0	0	0	84,028	763,332	207,115	323,761	419,948	481,416	510,148	529,586
Switchless Resale - Residence	0	0	0	0	0	0	0	0	0	0	0
Local Switching	0	0	0	0	0	0	0	0	0	0	0
Local Transport	0	0	0	0	0	0	0	0	0	0	0
Transport to POP	0	0	0	0	0	0	0	0	0	0	0
Switched-Based Termination	0	0	0	0	153,293	1,460,575	2,275,070	2,043,827	3,370,322	3,573,540	3,713,680
Gross Profit	0	0	0	4,600	259,813	5,988,088	11,854,681	16,588,872	20,201,138	22,168,651	22,942,119
Local Operating Expenses											
Sales Salaries	0	0	0	101,528	941,166	969,401	998,483	979,555	769,686	707,309	746,703
Sales Commissions	0	0	0	23,113	234,015	418,656	572,733	687,698	707,689	725,388	751,029
ARM	0	0	0	0	0	0	0	0	0	0	0
Sales Engineer	0	0	0	0	0	0	0	0	0	0	0
Assistant	0	0	0	0	0	0	0	0	0	0	0
Benefits & Taxes	0	0	0	28,792	271,467	320,641	362,951	385,135	341,274	330,953	345,976
Billing	0	0	0	21,117	21,226	54,590	84,883	109,699	125,532	133,162	138,461
Collocation Costs	0	0	0	0	47,830	538,547	538,547	538,547	538,547	538,547	538,547
Communications	0	0	0	9,000	81,000	81,000	81,000	77,150	58,855	52,510	53,820
Occupancy	0	0	0	0	0	0	0	0	0	0	0
Office Expenses	0	0	0	5,400	48,600	48,600	48,600	46,290	35,313	31,506	32,292
Office Start Up Costs	0	0	0	0	0	0	0	0	0	0	0
Sales Expense	0	0	0	16,200	145,800	145,800	145,800	138,870	105,939	94,518	96,876
Depreciation	0	0	0	34,433	946,917	1,046,917	1,196,917	1,196,917	1,196,548	1,193,584	1,193,639
Total Local Operating Expenses	0	0	0	220,583	2,738,021	3,624,152	4,029,913	4,159,860	3,879,383	3,807,477	3,897,343
District Operating Exp											
District Sales Manager	0	0	0	74,263	305,964	315,142	324,597	334,335	344,365	354,696	365,336
ARM	0	0	0	35,646	146,863	226,903	389,516	441,322	537,209	595,889	613,765
Sales Engineer	0	0	0	49,014	201,936	207,994	214,234	220,661	227,281	234,099	241,122
District Network Supervisor	0	0	0	0	236,029	243,110	250,403	257,915	265,653	273,622	281,831
Technician - New Order/Maint.	0	0	0	0	49,828	307,939	317,177	326,693	336,493	346,588	356,986
Assistant	0	0	0	29,175	120,200	123,806	127,520	131,346	135,286	139,345	143,525
Benefits & Taxes	0	0	0	26,296	174,372	256,353	300,035	318,303	346,944	367,184	378,200
Communications	0	0	0	12,000	63,000	84,000	96,000	99,000	105,000	108,000	108,000
Meeting Expenses	0	0	0	1,920	10,080	13,440	15,360	15,840	16,800	17,280	17,280
Miscellaneous	0	0	0	2,880	15,120	20,160	23,040	23,760	25,200	25,920	25,920
Occupancy	0	0	0	42,000	168,000	168,000	168,000	168,000	168,000	168,000	168,000
Office Expenses	0	0	0	7,200	37,800	50,400	57,600	59,400	63,000	64,800	64,800
Office Start Up Costs	0	0	0	8,000	24,000	0	0	0	0	0	0
Recruitment	0	0	0	21,000	126,500	45,000	39,500	31,858	27,809	27,677	28,062
Training	0	0	0	2,100	14,400	16,500	17,700	17,615	16,386	16,051	16,182
Travel and Ent.	0	0	0	28,800	151,200	201,600	230,400	237,600	252,000	259,200	259,200
Depreciation	0	0	0	5,401	25,141	30,092	32,921	33,628	33,643	28,400	21,949

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Fairpoint Communications - Revenue by Product

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Total District Expenses	0	0	0	345,695	1,870,432	2,310,439	2,604,003	2,717,276	2,501,068	3,026,751	3,090,158

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Fairpoint Communications - Revenue by Product

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Regional Operating Expense											
Regional Sales Director	0	0	0	0	57,368	118,178	121,724	125,375	129,137	133,011	137,001
Regional Marketing Coordinator	0	0	0	0	0	0	0	0	0	0	0
Network Engineer	0	0	0	0	0	0	0	0	0	0	0
Regional Network Deployment Mgr.	0	0	0	0	0	0	0	0	0	0	0
Network Deployment Engineer	0	0	0	0	0	0	0	0	0	0	0
Lead Technician - Deployment	0	0	0	0	0	0	0	0	0	0	0
Technician - Deployment	0	0	0	0	0	0	0	0	0	0	0
Regional Network Operations Mgr.	0	0	0	82,750	85,233	87,790	90,423	93,136	95,930	98,808	101,772
Regional HR Manager	0	0	0	0	0	0	0	0	0	0	0
Assistant	0	0	0	32,676	33,656	34,666	35,706	36,777	37,880	39,017	40,187
Benefits & Taxes	0	0	0	26,663	40,715	55,586	57,254	58,972	60,741	62,563	64,440
Communications	0	0	0	6,000	7,500	9,000	9,000	9,000	9,000	9,000	9,000
Marketing	0	0	0	39,667	396,000	387,000	360,000	360,000	360,000	360,000	360,000
Meeting Expenses	0	0	0	960	1,200	1,440	1,440	1,440	1,440	1,440	1,440
Miscellaneous	0	0	0	1,440	1,800	2,160	2,160	2,160	2,160	2,160	2,160
Occupancy	0	0	0	0	48,000	48,000	48,000	48,000	48,000	48,000	48,000
Office Expenses	0	0	0	0	4,500	5,400	5,400	5,400	5,400	5,400	5,400
Office Start Up Costs	0	0	0	0	0	0	0	0	0	0	0
Promotions	0	0	0	8,910	77,352	86,013	86,047	82,094	62,417	55,568	56,987
Public Relations	0	0	0	18,000	180,000	180,000	180,000	180,000	180,000	180,000	180,000
Recruitment	0	0	0	9,000	3,250	3,500	1,500	1,500	1,500	1,500	1,500
Training	0	0	0	600	750	900	900	900	900	900	900
Travel and Ent.	0	0	0	14,400	18,000	21,600	21,600	21,600	21,600	21,600	21,600
Depreciation	0	0	0	1,415	4,340	6,552	8,409	8,409	7,709	7,534	6,645
Total Regional Op Exp	0	0	0	242,480	959,665	1,047,785	1,029,563	1,034,764	1,023,814	1,026,501	1,037,033
Net Revenues	0	0	0	(804,158)	(5,308,305)	(994,288)	4,191,202	8,676,973	12,396,873	14,307,923	14,917,585
Local Market Capital Expenditures											
Computers and Peripherals	0	0	0	3,750	30,000	0	0	0	65	360	546
Furniture and Fixtures	0	0	0	0	0	0	0	0	0	0	0
Office Equipment Startup	0	0	0	0	0	0	0	0	0	0	0
Leasehold Improvements	0	0	0	0	0	0	0	0	0	0	0
Network Equipment	0	0	0	340,582	9,094,835	1,000,000	1,500,000	0	0	0	0
Fiber & Transmission	0	0	0	0	0	0	0	0	0	0	0
Data Services	0	0	0	0	0	0	0	0	0	0	0
ISP	0	0	0	0	62,970	597,600	325,930	693,190	445,170	215,820	15,800
Total Local Market Capital Expenditures	0	0	0	344,332	9,187,805	1,597,600	1,825,930	693,190	445,235	216,180	16,346
District Capital Expenditures											
Computers and Peripherals	0	0	0	14,000	59,500	24,500	14,000	3,500	7,000	3,500	0
Furniture and Fixtures	0	0	0	10,000	42,500	17,500	10,000	2,500	5,000	2,500	0
Office Equipment Startup	0	0	0	5,000	15,000	0	0	0	0	0	0
Leasehold Improvements	0	0	0	13,000	39,000	0	0	0	0	0	0

11/10/2008

Fairpoint Communications - Revenue by Product

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Network Equipment	0	0	0	0	0	0	0	0	0	0	0
Fiber & Transmission	0	0	0	0	0	0	0	0	0	0	0
Data Services	0	0	0	0	0	0	0	0	0	0	0
ISP	0	0	0	0	0	0	0	0	0	0	0
Total District Market Capital Expenditures	0	0	0	42,000	156,000	42,000	24,000	6,000	12,000	6,000	0

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Fairpoint Communications - Revenue by Product

	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008
Regional Capital Expenditures											
Computers and Peripherals	0	0	0	7,000	1,750	1,750	0	0	0	0	0
Furniture and Fixtures	0	0	0	5,000	1,250	1,250	0	0	0	0	0
Office Equipment Startup	0	0	0	0	5,000	0	0	0	0	0	0
Leasehold Improvements	0	0	0	0	13,000	13,000	13,000	0	0	0	0
Network Equipment	0	0	0	0	0	0	0	0	0	0	0
Fiber & Transmission	0	0	0	0	0	0	0	0	0	0	0
Data Services	0	0	0	0	0	0	0	0	0	0	0
ISP	0	0	0	0	0	0	0	0	0	0	0
Total Regional Market Capital Expenditures	0	0	0	12,000	21,000	16,000	13,000	0	0	0	0
Cumulative Capital Outlays	0	0	0	398,332	9,763,137	11,418,737	13,281,667	13,980,857	14,438,092	14,660,272	14,676,618
Annual Cash Flow	0	0	0	(1,114,056)	(13,549,193)	(1,544,971)	3,562,189	9,180,700	13,148,186	15,285,327	16,094,878
EBITDA	0	0	0	(762,909)	(4,331,907)	89,273	5,429,449	9,915,927	13,634,773	15,537,441	16,139,817
ISP Equivalent Lines	0	0	0	0	203	2,110	5,440	9,679	13,442	13,997	14,534
Private Lines	0	0	0	25	223	420	592	721	782	817	849

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Tennessee Capital Expenditures

ILEC	Facility TurnUP	TARGET DATE	TARGET LINES	# of DSL Ports	DSL Equipment	DSL			DSL Spares	IAD	DSL Totals			DLC			Augment Fees	Augment Equipment & E, F, & I
						DSL E,F,&I	DSL Software Costs	DSL Spares			DLC E,F,&I	DLC Software Costs	DLC Spares	DLC Totals	# of DLC Lines	DLC Equipment Costs		
BS	Jun-02	2946	384	\$ 83,271	\$ 5,000	\$48,384	\$9,980	\$230,400	\$	377,035	1504	\$115,728	\$17,359	\$47,376	\$5,786	\$186,250	\$0	\$0
BS	Jun-02	3364	432	\$ 92,046	\$ 5,000	\$54,432	\$9,980	\$259,200	\$	420,658	1696	\$126,547	\$18,982	\$53,424	\$6,327	\$205,280	\$0	\$0
BS	Jun-02	975	144	\$ 36,246	\$ 5,000	\$18,144	\$9,980	\$86,400	\$	155,770	512	\$42,071	\$6,311	\$16,128	\$2,104	\$66,613	\$0	\$0
BS	Jun-02	1049	144	\$ 36,246	\$ 5,000	\$18,144	\$9,980	\$86,400	\$	155,770	544	\$43,874	\$6,581	\$17,136	\$2,194	\$69,785	\$0	\$0
BS	Jul-02	1323	192	\$ 46,596	\$ 5,000	\$24,192	\$9,980	\$115,200	\$	200,968	672	\$59,966	\$8,995	\$21,168	\$2,998	\$93,127	\$0	\$0
SBC	Sep-02	2144	288	\$ 64,146	\$ 5,000	\$36,288	\$9,980	\$172,800	\$	288,214	1088	\$83,407	\$12,511	\$34,272	\$4,170	\$134,360	\$0	\$0
SBC	Sep-02	1162	192	\$ 46,596	\$ 5,000	\$24,192	\$9,980	\$115,200	\$	200,968	608	\$47,480	\$7,122	\$19,152	\$2,374	\$76,128	\$0	\$0
SBC	Sep-02	1030	144	\$ 36,246	\$ 5,000	\$18,144	\$9,980	\$86,400	\$	155,770	544	\$43,874	\$6,581	\$17,136	\$2,194	\$69,785	\$0	\$0
SBC	Sep-02	1812	240	\$ 55,371	\$ 5,000	\$30,240	\$9,980	\$144,000	\$	244,591	928	\$74,391	\$11,159	\$29,232	\$3,720	\$118,501	\$0	\$0
SBC	Sep-02	998	144	\$ 36,246	\$ 5,000	\$18,144	\$9,980	\$86,400	\$	155,770	512	\$42,071	\$6,311	\$16,128	\$2,104	\$66,613	\$0	\$0
SBC	Sep-02	912	144	\$ 36,246	\$ 5,000	\$18,144	\$9,980	\$86,400	\$	155,770	480	\$40,267	\$6,040	\$15,120	\$2,013	\$63,440	\$0	\$0
SBC	Sep-02	904	144	\$ 36,246	\$ 5,000	\$18,144	\$9,980	\$86,400	\$	155,770	480	\$40,267	\$6,040	\$15,120	\$2,013	\$63,440	\$0	\$0
SBC	Sep-02	949	144	\$ 36,246	\$ 5,000	\$18,144	\$9,980	\$86,400	\$	155,770	480	\$40,267	\$6,040	\$15,120	\$2,013	\$63,440	\$0	\$0
SBC	Sep-02	1558	240	\$ 55,371	\$ 5,000	\$30,240	\$9,980	\$144,000	\$	244,591	800	\$67,178	\$10,077	\$25,200	\$3,359	\$105,814	\$0	\$0
SBC	Sep-02	1859	240	\$ 55,371	\$ 5,000	\$30,240	\$9,980	\$144,000	\$	244,591	960	\$76,194	\$11,429	\$30,240	\$3,810	\$121,673	\$0	\$0
SBC	Sep-02	2011	288	\$ 64,146	\$ 5,000	\$36,288	\$9,980	\$172,800	\$	288,214	1024	\$79,801	\$11,970	\$32,256	\$3,990	\$128,017	\$0	\$0
SBC	Sep-02	1674	240	\$ 55,371	\$ 5,000	\$30,240	\$9,980	\$144,000	\$	244,591	864	\$70,785	\$10,618	\$27,216	\$3,539	\$112,158	\$0	\$0
SBC	Sep-02	2604	336	\$ 72,921	\$ 5,000	\$42,336	\$9,980	\$201,600	\$	331,837	1312	\$104,909	\$15,736	\$41,328	\$5,245	\$167,219	\$0	\$0
SBC	Sep-02	562	96	\$ 27,471	\$ 5,000	\$12,096	\$9,980	\$57,600	\$	112,147	288	\$29,448	\$4,417	\$9,072	\$1,472	\$44,410	\$0	\$0

\$ 4,288,795

\$ 1,956,054 \$ - \$ -

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Tennessee Capital Expenditures

BDFB, Muxes, DSXs, &DSO Terminations	TAG Equipment	Material & Installation	ILEC App & Construction Fees	Switching Equipment	Collocation Totals
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	725,035
\$285,246	\$287,280	\$57,049	\$70,000	\$0 \$	1,325,514
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	384,134
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	387,306
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	455,846
\$285,246	\$158,760	\$57,049	\$70,000	\$0 \$	993,630
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	438,847
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	387,306
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	524,843
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	384,134
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	380,961
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	380,961
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	380,961
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	512,155
\$285,246	\$287,280	\$57,049	\$70,000	\$0 \$	1,065,839
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	577,982
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	518,500
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	660,807
\$76,459	\$0	\$15,292	\$70,000	\$0 \$	318,307
\$ 2,079,083	\$ 733,320	\$ 415,817	\$ 1,330,000	\$ -	\$ 10,803,069

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ATTACHMENT H

Numbering Issues

1. What is FairPoint's expected demand for NXXs per NPA within a year of approval of our application?

<u>NPA</u>	<u>NXXs</u>
423	4
615	2
901	3
931	7

2. How many NXXs does FairPoint estimate that it will request from NANPA when FairPoint establishes its service footprint?

FairPoint estimates that it will request 16 NXXs upon establishing its service footprint.

3. When and in what NPA does FairPoint expect to establish our service footprint?

See Number 1.

4. Will the company sequentially assign telephone numbers with NXXs?

FairPoint will sequentially assign telephone numbers with NXXs.

5. What measures does FairPoint intend to take to conserve Tennessee numbering resources?

In order to conserve Tennessee numbering resources, FairPoint will be fully LNP capable and utilize sequential numbering.

6. When ordering new NXXs for growth, what percentage fill of an existing NXX does FairPoint use to determine when a request for a new NXX will be initiated?

FairPoint will utilize a 75% fill of an existing NXX when ordering new NXXs for growth.

ATTACHMENT I

Operational Issues

1. How does FairPoint intend to comply with TCA §65-21-114?

FairPoint will design its billing system to recognize calls, which are considered countywide, thus not billing for such calls.

2. Is FairPoint aware of the Tennessee County Wide Calling database maintained by BellSouth and the procedures to enter FairPoint telephone numbers on the database?

No, FairPoint is not aware of the Tennessee County Wide Calling database maintained by BellSouth. Nor is FairPoint aware of the procedures for entering phone numbers into the database.

3. How does FairPoint intend to provide metro area toll-free calling ("MAC") around Memphis, Nashville, Knoxville, and Chattanooga?

FairPoint does not plan on offering service in the metro areas around Memphis, Nashville, Knoxville, and Chattanooga. Therefore, FairPoint will not implement metro area toll-free calling ("MAC").

4. Is FairPoint aware of the MAC database maintained by BellSouth and the procedures to enter your telephone numbers on the database?

See answer Number 1 above.

5. Please Provide the name and telephone number of an employee within FairPoint that will be responsible to work with the TRA on resolving customer complaints

Marlene Cross
Carrier Relations Coordinator
FairPoint Communications Solutions Corp.
6324 Fairview Road, Suite 400
Charlotte, North Carolina 28210
Phone: 704-414-2517
Facsimile: 704-414-2505

6. Does FairPoint intend to telemarket its services in Tennessee? If yes, is FairPoint aware of the telemarketing statutes and regulations found in TCA §65-4-401 *et seq.* and Chapter 1220-4-11?

Yes, FairPoint does intend to do some telemarketing of its services in Tennessee. FairPoint is aware of the telemarketing statutes and regulations found in TCA §65-4-401 *et seq.* and Chapter 1220-4-11.

ATTACHMENT J

2905 3247 (6)

APPLICATION FOR AMENDED CERTIFICATE OF AUTHORITY

Fairpoint Communications Corp.

To the Secretary of State of the State of Tennessee:

Pursuant to the provisions of Section 48-25-104 of the Tennessee Business Corporation Act, the undersigned corporation hereby applies for an amended certificate of authority to transact business in the State of Tennessee, and for that purpose sets forth:

1. The name of the corporation is FairPoint Communications Solutions Corp.

If different, the name under which the certificate of authority is to be obtained is _____

2. The state or country under whose law it is incorporated is Delaware

3. The date of its incorporation is January 23, 1998 (must be month, day, and year), and the period of duration, if other than perpetual, is _____

4. The complete street address (including zip code) of its principal office is _____

6324 Fairview Rd, Suite 400, Charlotte, North Carolina 28210

Street City State/Country Zip Code

5. The complete street address (including the county and the zip code) of its registered office in Tennessee is c/o C T Corporation System, 530 Gay Street, Knoxville, Tennessee, County of Knox 37902

Street City/State County Zip Code

The name of its registered agent at that office is C T Corporation System

6. The names and complete business addresses (including zip code) of its current officers are: (Attach separate sheet if necessary.)

See attached list of officers

7. The names and complete business addresses (including zip code) of its current board of directors are: (Attach separate sheet if necessary.)

See attached list of directors

8. The corporation is a corporation for profit.

9. If the document is not to be effective upon filing by the Secretary of State, the delayed effective date/time is N/A, 19____ (date), _____ (time).

[NOTE: A delayed effective date shall not be later than the 90th day after the date this document is filed by the Secretary of State.]

[NOTE: This application must be accompanied by a certificate of existence (or a document of similar import) duly authenticated by the Secretary of State or other official having custody of corporate records in the state or country under whose law it is incorporated. The certificate shall not bear a date of more than one (1) month prior to the date the application is successfully filed in Tennessee.]

5-17-00
Signature Date
President
Signer's Capacity

FairPoint Communications Solutions Corp.
Name of Corporation
Brady Buckley
Signature
Brady Buckley
Name (typed or printed)

Secretary of State

Corporations Section

James K. Polk Building, Suite 1800

Nashville, Tennessee 37243-0306

DATE: 05/25/00

REQUEST NUMBER: 3905-3247

TELEPHONE CONTACT: (615) 741-2286

FILE DATE/TIME: 05/24/00 1130

EFFECTIVE DATE/TIME: 05/24/00 1630

CONTROL NUMBER: 0379868

TO:

C T CORP SYSTEM
1201 PEACHTREE

ATLANTA, GA 30361

RE:

FAIRPOINT COMMUNICATIONS SOLUTIONS CORP.
APPLICATION FOR AMENDED CERTIFICATE OF
AUTHORITY - FOR PROFIT

THIS WILL ACKNOWLEDGE THE FILING OF THE ATTACHED DOCUMENT WITH AN
EFFECTIVE DATE AS INDICATED ABOVE.

WHEN CORRESPONDING WITH THIS OFFICE OR SUBMITTING DOCUMENTS FOR
FILING, PLEASE REFER TO THE CORPORATION CONTROL NUMBER GIVEN ABOVE.

FOR: APPLICATION FOR AMENDED CERTIFICATE OF
AUTHORITY - FOR PROFIT

ON DATE: 05/24/00

FROM:

C T CORPORATION SYSTEM (ATLANTA, GA.)
1201 PEACHTREE ST.,
N.E., STE 1240
ATLANTA, GA 30361-0000

RECEIVED: FEES
\$20.00 \$0.00

TOTAL PAYMENT RECEIVED: \$20.00

RECEIPT NUMBER: 00002692635

ACCOUNT NUMBER: 00000009



SS-4458

Riley C. Darnell

RILEY C. DARNELL
SECRETARY OF STATE

FairPoint Communications Solutions Corp.

Officers:

<u>Name</u>	<u>Office/Title</u>	<u>Business Address</u>
Jack H. Thomas	Chairman	6324 Fairview Road, Suite 400 Charlotte, North Carolina 28210
G. Brady Buckley	President and Chief Executive Officer	6324 Fairview Road, Suite 400 Charlotte, North Carolina 28210
Eugene B. Johnson	Officer- Executive Vice President and Assistant Secretary	6324 Fairview Road, Suite 400 Charlotte, North Carolina 28210
Walter E. Leach, Jr.	Officer- Chief Financial Officer, Senior Vice President and Secretary	6324 Fairview Road, Suite 400 Charlotte, North Carolina 28210
Timothy W. Henry	Officer- Vice President Finance, Treasurer and Assistant Secretary	6324 Fairview Road, Suite 400 Charlotte, North Carolina 28210
Ryan D. Cure	Officer- Controller	6324 Fairview Road, Suite 400 Charlotte, North Carolina 28210
Neil A. Torpey	Officer- Assistant Secretary	6324 Fairview Road, Suite 400 Charlotte, North Carolina 28210
Shirley J. Linn	Officer- Assistant Secretary	6324 Fairview Road, Suite 400 Charlotte, North Carolina 28210

Directors:

Name:

Jack H. Thomas

Office/Title

Director

Business Address

6324 Fairview Road, Suite 400
Charlotte, North Carolina 28210

Eugene B. Johnson

Director

6324 Fairview Road, Suite 400
Charlotte, North Carolina 28210

Daniel G. Bergstein

Director

6324 Fairview Road, Suite 400
Charlotte, North Carolina 28210

Meyer Haberman

Director

6324 Fairview Road, Suite 400
Charlotte, North Carolina 28210

Frank K. Bynum, Jr.

Director

6324 Fairview Road, Suite 400
Charlotte, North Carolina 28210

George E. Matelich

Director

6324 Fairview Road, Suite 400
Charlotte, North Carolina 28210

Nelson Schwab III

Director

6324 Fairview Road, Suite 400
Charlotte, North Carolina 28210

Office of the Secretary of State

LD 100 24 11:30
I, EDWARD J. FREEL, SECRETARY OF STATE OF THE STATE OF DELAWARE, DO HEREBY CERTIFY "FAIRPOINT COMMUNICATIONS SOLUTIONS CORP." IS DULY INCORPORATED UNDER THE LAWS OF THE STATE OF DELAWARE AND IS IN GOOD STANDING AND HAS A LEGAL CORPORATE EXISTENCE SO FAR AS THE RECORDS OF THIS OFFICE SHOW, AS OF THE SEVENTEENTH DAY OF MAY, A.D. 2000.

AND I DO HEREBY FURTHER CERTIFY THAT THE ANNUAL REPORTS HAVE BEEN FILED TO DATE.

AND I DO HEREBY FURTHER CERTIFY THAT THE FRANCHISE TAXES HAVE BEEN PAID TO DATE.



Edward J. Freel

Edward J. Freel, Secretary of State

2849974 8300

AUTHENTICATION:

0442501

001250028

DATE:

05-17-00