

FCC Form 481 - Carrier Annual Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	522453
<015> Study Area Name	YCOM NETWORKS, INC.
<020> Program Year	2014
<030> Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035> Contact Telephone Number: Number of the person identified in data line <030>	2075354126
<039> Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS			54.313 Completion Required	54.422 Completion Required
<i>(check box when complete)</i>				
<100> Service Quality Improvement Reporting	<i>(complete attached worksheet)</i>		<input type="checkbox"/>	<input type="checkbox"/>
<200> Outage Reporting (voice)	<i>(complete attached worksheet)</i>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report				
<300> Unfulfilled Service Requests (voice)	0		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<310> Detail on Attempts (voice)		<i>(attach descriptive document)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<320> Unfulfilled Service Requests (broadband)			<input type="checkbox"/>	<input type="checkbox"/>
<330> Detail on Attempts (broadband)		<i>(attach descriptive document)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed	0.2968			
<420> Mobile				
<430> Number of Complaints per 1,000 customers (broadband)				
<440> Fixed				
<450> Mobile				
<500> Service Quality Standards & Consumer Protection Rules Compliance		<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 522453wa510		<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations		<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 522453wa610		<i>(attach descriptive document)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice)		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<710> Company Price Offerings (broadband)		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<800> Operating Companies and Affiliates		<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? <input type="radio"/> <input checked="" type="radio"/>		<i>(if yes, complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1000> Voice Services Rate Comparability		<i>(check to indicate certification)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<1010> <input type="radio"/>		<i>(attach descriptive document)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<1100> Terrestrial Backhaul (Y/N)? <input checked="" type="radio"/> <input type="radio"/>		<i>(if not, check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<1110>		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers		<i>(complete attached worksheet)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<2000>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<2005>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet

<3000>	<i>(check to indicate certification)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<3005>	<i>(complete attached worksheet)</i>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**(100) Service Quality Improvement Reporting
Data Collection Form**

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July 2013

<010>	Study Area Code	522453
<015>	Study Area Name	YCOM NETWORKS, INC.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Calardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2073356426
<039>	Contact Email Address - Email Address of person identified in data line <030>	bcalardo@calpoint.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>
<112>	<p>If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.</p> <p>Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.</p>	
<113>	Please check these boxes below to confirm that the attached PDF, on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.	
<114>	Maps detailing progress towards meeting plan targets	<input type="checkbox"/>
<115>	Report how much universal service (USF) support was received	<input type="checkbox"/>
<116>	How (USF) was used to improve service quality	<input type="checkbox"/>
<117>	How (USF) was used to improve service coverage	<input type="checkbox"/>
<118>	How (USF) was used to improve service capacity	<input type="checkbox"/>
<119>	Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="checkbox"/>

Name of Attached Document (.pdf)

522453

YCOM NETWORKS, INC.

2014

Barbara Galardo

30> 2075354126

030> bga1ardoe@a1rpoint.com

[illegible]

<010>	Study Area Code	522453
<015>	Study Area Name	YCOM NETWORKS, INC.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	20755354126
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@airpoint.com
<701>	Residential Local Service Charge Effective Date	1/1/2013
<702>	Single State-wide Residential Local Service Charge	

[illegible]

<010>	Study Area Code	522453
<015>	Study Area Name	YCOM NETWORKS, INC.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarido
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075956126
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarido@fairpoint.com

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<010>	Study Area Code	522453
<015>	Study Area Name	YCOM NETWORKS, INC.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarde@fairpoint.com
<910>	Tribal Land(s) on which ETC Serves	

<920> Tribal Government Engagement Obligation

Name of Attached Document (.pdf)

if your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached PDF, on line 920, demonstrates coordination with the Tribal government pursuant to § 54.513(a)(9) includes:

	Select (Yes, No, NA)
<921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions;	
<922> Feasibility and sustainability planning;	
<923> Marketing services in a culturally sensitive manner;	
<924> Compliance with Rights of way processes	
<925> Compliance with Land Use permitting requirements	
<926> Compliance with Facilities Siting rules	
<927> Compliance with Environmental Review processes	
<928> Compliance with Cultural Preservation review processes	
<929> Compliance with Tribal Business and Licensing requirements.	

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1120> Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G)

☐

<1130> Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G)

☐

**(1200) Terms and Condition for Lifeline Customers
Lifeline
Data Collection Form**

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<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075534126
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	522453wa1210
<1220>	Link to Public Website	<p>HTTP http://www.cariffs.net/fairpoint/tior.asp?cid=1644</p> <p>Name of attached document (.pdf)</p>
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers.	<input checked="" type="checkbox"/>
<1222>	Details on the number of minutes provided as part of the plan.	<input checked="" type="checkbox"/>
<1223>	Additional charges for toll calls, and rates for each such plan.	<input checked="" type="checkbox"/>

"Please check these boxes below to confirm that the attached PDF, on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

(2000) Price Cap Carrier Additional Documentation
Data Collection Form
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481
OMB Control No. 3050-0986/OMB Control No. 3050-0819
July 2013

<010>	Study Area Code	522453
<015>	Study Area Name	YCOM NETWORKS, INC.
<020>	Program Year	2014
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@calpoint.net.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b)(c)(4)(i),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input checked="" type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached PDF, on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	<input type="checkbox"/>

Name of Attached Document Listing Required Information

**(3000) Rate Of Return Carrier Additional Documentation
Data Collection Form**

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July 2013

<010> Study Area Code	522433
<015> Study Area Name	XCOR NETWORKS, INC.
<020> Program Year	2014
<030> Contact Name - Person USAC should contact regarding this data	Edgardo Galarrdo
<035> Contact Telephone Number - Number of person identified in data line <030>	2073354126
<039> Contact Email Address - Email Address of person identified in data line <030>	benjard@xcor.net

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

Progress Report on 5 Year Plan	Name of Attached Document Listing Required Information	
(3010) Milestone Certification (47 CFR § 54.313(f)(1)(i)) Please check this box to confirm that the attached PDF, on line 3012, contains the required information pursuant to § 54.313 (f)(1)(i), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.		<input type="checkbox"/>
(3011) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii)) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2)) If yes, does your company file the RUS annual report Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	Name of Attached Document Listing Required Information	<input type="checkbox"/> (Yes/No) <input type="checkbox"/> (Yes/No)
(3015) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3016) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation		<input type="checkbox"/>
(3017) If the response is no on line 3014, is your company audited?		<input type="checkbox"/>
(3018) If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statements or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers, Income Statement and Statement of Cash Flows	Name of Attached Document Listing Required Information	<input type="checkbox"/> (Yes/No)
(3019) Management letter issued by the independent certified public accountant that performed the company's financial audit.		<input type="checkbox"/>
(3020) If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.		<input type="checkbox"/>
(3021) Underlying information subjected to a review by an independent certified public accountant		<input type="checkbox"/>
(3022) Underlying information subjected to an officer certification.		<input type="checkbox"/>
(3023) PDF of Balance Sheet, Income Statement and Statement of Cash Flows		<input type="checkbox"/>
(3024) Attach the worksheet listing required information	Name of Attached Document Listing Required Information	<input type="checkbox"/>

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	522453
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<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarido
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarido@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: YCOM NETWORKS, INC.	
Signature of Authorized Officer:	CERTIFIED ONLINE Date
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer: VP Regulatory	
Telephone number of Authorized Officer: 207-535-4150	
Study Area Code of Reporting Carrier:	522453 Filing Due Date for this form: 10/15/2013
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Attachments

(800) Operating Companies
Data Collection Form

FCC Form 481
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<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<810>	Reporting Carrier	YCOM Networks, Inc	
<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	YCOM Networks, Inc	
<813>	<a1>	<a2>	<a3>
(f/k/a FairPoint Communications Solutions Corp., f/k/a FairPoint Communications Corp.)			
Affiliates		SAC	Doing Business As Company or Brand Designation
BE Mobile Communications, Incorporated			Bentleyville Long Distance
Bentleyville Communications Corporation		170145	dba FairPoint Communications
Berkshire Cable Corp.			
Berkshire Cellular, Inc.			
Berkshire New York Access, Inc.			
Berkshire Telephone Corporation		150073	dba FairPoint Communications
Big Sandy Telecom, Inc.		462192	dba FairPoint Communications
Bluestem Telephone Company		411835	dba FairPoint Communications
C & E Communications, Ltd.			
Chautauqua & Erie Communications, Inc.			
Chautauqua and Erie Telephone Corporation		150078	dba FairPoint Communications
China Telephone Company		100004	dba FairPoint Communications
Chouteau Telephone Company		431981	dba FairPoint Communications
Columbine Telecom Company (f/k/a Columbine Acquisition Corp.)		462204	dba FairPoint Communications
Columbus Grove Telephone Company		300604	dba FairPoint Communications
COM Networks, Inc.			
Comerco, Inc.			
Community Service Telephone Co.		100015	dba FairPoint Communications
C-R Communications, Inc.			
C-R Long Distance, Inc.			
C-R Telephone Company		341009	dba FairPoint Communications
El Paso Long Distance Company			

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10/01/2013

(800) Operating Companies
Data Collection Form

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<010>	Study Area Code	522453	
<015>	Study Area Name	YCOM NETWORKS, INC.	
<020>	Program Year	2014	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	207354126	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<810>	Reporting Carrier	YCOM Networks, Inc	
<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	YCOM Networks, Inc	
<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications
	Orwell Communications, Inc.		
	Orwell Telephone Company	300649	dba FairPoint Communications
	Peoples Mutual Long Distance Company		
	Peoples Mutual Telephone Company	190244	dba FairPoint Communications
	Quality One Technologies, Inc.		
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103313	dba FairPoint Communications
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		
	St. Joe Communications, Inc.	210339	dba FairPoint Communications
	Standish Telephone Company	100025	dba FairPoint Communications
	Sunflower Telephone Company, Inc.	461835	dba FairPoint Communications
	Taconic Technology Corp.		
	Taconic Telcom Corp.		
	Taconic Telephone Corp.	150084	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
	The El Paso Telephone Company	341004	dba FairPoint Communications
	UI Long Distance, Inc.		Northland Long Distance
	Unite Communications Systems, Inc.		
	Utilities, Inc.		
	YCOM Networks Inc.	522453	dba FairPoint Communications

YCOM Networks, Inc.
Washington
522453

Service Quality Reporting/Consumer Protection Rules Compliance:

YCOM Networks, Inc. hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Washington Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,¹ the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."² The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."³

YCOM Networks Inc. is not subject to Service Quality reporting requirements in Washington.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

¹ *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

² *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

Business Continuity Plan Overview

Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road
Portland, ME 04103

Barney Boynton
Director, Operational Risk

BCP Structure

The BCP consists of several components:

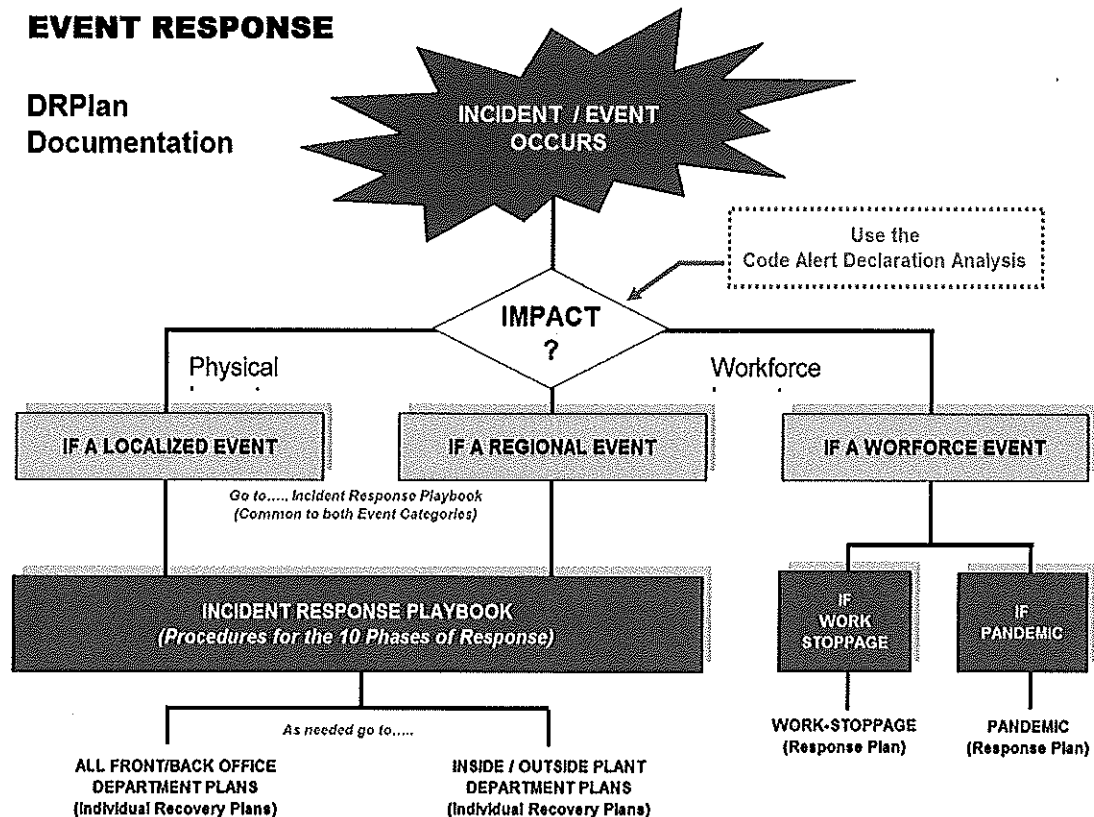
- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.

EVENT RESPONSE

DRPlan Documentation



Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



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addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

Plan Maintenance and Exercising

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

YCOM Networks, Inc. provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The Tariff pages outlining the terms of the Lifeline Program in YCOM Networks, Inc. are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.

SECTION IV
FIRST REVISED SHEET NO. 10
CANCELING ORIGINAL SHEET NO. 10

WN U-5

YCOM NETWORKS, INC.

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

WASHINGTON TELEPHONE ASSISTANCE PROGRAM

WASHINGTON TELEPHONE ASSISTANCE PROGRAM

The Company participates in the Washington Telephone Assistance Program ("WTAP"), as provided in RCW 80.36.410 through .470, and Chapters 480-122 and 388-273 of the Washington Administrative Code (collectively the "WTAP laws"), offers to eligible subscribers the WTAP and applies to switched access lines within its exchange areas the excise tax related to the WTAP described therein.

Subscribers eligible to participate in the WTAP, as well as certain subscribers eligible to participate under rules of the Federal Communications Commission, may also be eligible for the Lifeline service offering ("Lifeline service") under Subpart E of Part 54 of Title 47, Code of Federal Regulations ("CFR"). Within the service areas for which the Company is designated as an "eligible telecommunications carrier" pursuant to Subpart C of Part 54 of Title 47 CFR, the Company offers Lifeline service to qualifying low-income consumers.

Lifeline service is a non-transferable retail local service offering that is available only to qualifying low-income consumers and for which qualifying low-income consumers pay charges that have been reduced in accordance with Subpart E of Part 54 of Title 47 CFR and, to the extent applicable, the WTAP laws. In addition, for "eligible residents of Tribal lands," as defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR, the Company's Lifeline service charges are further reduced in accordance with Subpart E of Part 54 of Title 47 CFR.

The Company's offering of Lifeline service includes "toll limitation" only in the form of "toll blocking" (and not "toll control"), as those terms are defined in Subpart E of Part 54 of Title 47 CFR. "Toll blocking" is available with respect to Company-provided Lifeline service at no Company charge to the Company's subscriber to such Lifeline service.

On the issue date of this tariff sheet, "toll blocking" is defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR, as "a service provided by an eligible telecommunications carrier that lets subscribers elect not to allow the completion of outgoing toll calls from their telecommunications channel." "Toll blocking" does not necessarily result in the blocking of collect calls to the subscriber's telephone line or the blocking of calls billed from another location to the subscriber's telephone line.

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Issued By: YCOM Networks, Inc.

By: Richard A. Finigan

Title: Attorney

SECTION IV
FIRST REVISED SHEET NO. 11
CANCELS ORIGINAL SHEET NO. 11

WN U-5

YCOM NETWORKS, INC.

BASIC LOCAL EXCHANGE ACCESS LINE SERVICE

WASHINGTON TELEPHONE ASSISTANCE PROGRAM (continued)

If the service areas for which the Company is designated as an "eligible telecommunications carrier" pursuant to Subpart C of Part 54 of Title 47 CFR includes any "Tribal lands," as that term is used in § 54.413 of Subpart E of Part 54 of Title 47 CFR, then, with respect to such "Tribal lands," the Company also offers "Tribal Link Up," as defined in § 54.413 of Subpart E of Part 54 of Title 47 CFR to "eligible residents of Tribal lands," as defined in § 54.400 of Subpart E of Part 54 of Title 47 CFR. Tribal Link Up provides, under certain circumstances, (i) a reduction of the customary charge for commencing telecommunications service and (ii) other benefits pertaining to such charge and to interest charges, if any, that may apply thereto, all as specified more fully in Subpart E of Part 54 of Title 47 CFR.

The availability of the telephone assistance programs described in this schedule, or any of them, to any otherwise eligible subscriber or applicant may be subject to such subscriber or applicant granting his or her written consent to disclosure and/or transmission by the Company of certain information pertaining to that subscriber or applicant, including, but not necessarily limited to, his or her name, other subscriber- or applicant-identifying information, the service address to which the relevant telephone assistance program service is being applied for and/or is being furnished, the specific assistance program in which the subscriber or applicant participates or has applied to participate, and the date or dates of such participation or requested participation, all in accordance with the WTAP laws and/or Subpart E of Part 54 of Title 47 CFR

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