

July 31, 2013

Mr. David A. Danner, Secretary  
Washington Utilities and Transportation Commission  
PO Box 47250  
1300 South Evergreen Park Drive SW  
Olympia WA 98504-7250

RE: 2013 ETC Certification  
Request for Certification Pursuant to WAC 480-123-060 and 47 C.F.R §54.314  
Ellensburg Telephone Company d/b/a FairPoint Communications

Dear Mr. Danner:

Pursuant to WAC 480-123-060, Ellensburg Telephone Company d/b/a FairPoint Communications hereby requests that the Washington Utilities and Transportation Commission certify to the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC) that the company has met the requirements of 47 C.F.R §54.314 for eligibility for continued receipt of federal high-cost funds. The certifications and reports that are specified in WAC 480-123-060, 70 , and 80 are enclosed.

Please contact Beth Westman at 207.535.4249 or [bwestman@fairpoint.com](mailto:bwestman@fairpoint.com) with any questions or concerns regarding this filing.

Sincerely,



Patrick L. Morse  
Senior VP Governmental Affairs  
FairPoint Communications  
P: 620-227-4409  
F: 620-227-8576

**AFFIDAVIT CONTAINING CERTIFICATIONS  
PURSUANT TO WAC 480-12-060 AND WAC 480-123-070**

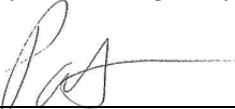
I, Patrick L. Morse, being of lawful age, state that I am the Senior Vice President, Governmental Affairs of Ellensburg Telephone Company ("Company"), that I am authorized to execute this Affidavit on behalf of the Company, and that the facts set forth in this Affidavit are true to the best of my knowledge, information, and belief. On this basis, I hereby certify to the Washington Utilities and Transportation Commission ("Commission") for use by the Commission in providing the certification to the Federal Communications Commission and Universal Service Administrative Company required by 47 C.F.R. §54,314, as follows:

- (1) That all federal high-cost support provided to the Company within the State of Washington has been used in the preceding calendar year and will be used in the coming calendar year only for the provision, maintenance, and upgrading of facilities and services for which the support is intended;
- (2) That during the 2012 calendar year, the Company met substantially the applicable services quality standard found in WAC 480-123-030(1)(h);
- (3) That during the 2012 calendar year, the Company maintained the ability to function in emergency situations under the standard found in WAC 480-123-030(1)(g), as such standard relates to functionality of wireline carriers in emergency situations; and
- (4) That during the 2012 calendar year, the Company publicized the availability of its applicable telephone assistance programs in a manner reasonably designed to reach those likely to qualify for service and in a manner which, in the Company's judgment, included advertisements likely to reach those who are not current customers of the Company within the Company's designated service area.

I certify under penalty of perjury under the laws of the State of Washington that the foregoing is true and correct.

Dated this 31<sup>st</sup> day of July, 2013

Company: Ellensburg Telephone Company d/b/a FairPoint Communications

By:  \_\_\_\_\_

Patrick L. Morse

Senior Vice President, Governmental Affairs

**REPORTS AS REFERENCED  
IN WAC 480-123-070 and WAC 480-123-080**

**Report 1 - Use of Federal Funds and Benefits to Customers**

1A – Effective January 1, 2012, the FairPoint rural rate-of-return ILECs were subject to revised USF rules established by the FCC's Transformation Order. Under these rules, the rate-of-return affiliates of predominantly price cap holding companies are to be treated as price cap carriers for purposes of the Connect America Fund (CAF) program. As such, the FairPoint rate-of-return affiliates received Frozen High Cost Support starting January 1, 2012, that was based on all forms of high cost support received during 2011. Frozen High Cost Support will continue until the FCC implements the CAF Phase II funding program, which is not expected to be implemented before 2014. Therefore, support received by the Company is not based on the Company's investment and expenses.

1B – Ellensburg Telephone Company d/b/a FairPoint Communications reports that it made investments and expenses totaling \$1,412,722 in 2012 and that these benefitted customers is as follows:

1. The company installed Digital / Softswitch additions at a cost of \$205,987 to improve dialtone services and allow for future growth.
2. The company installed Broadband / DLC Upgrades and Augmentations totaling \$469,646 to provide growth capacity and improved services for all subscribers.
3. The company installed or improved Outside Plant equipment at a cost of \$421,922 to provide growth capacity and improved services for all subscribers.
4. The company completed Work Equipment Upgrades (vehicle, test equipment PC's) totaling \$315,168 to insure quality telecommunications services to all subscribers.

**Report 2 – Local Service Outage Report**

The Company reports the following detailed information on local service outages of thirty minutes or longer in duration for calendar year 2012.

March 29, 2012 – At 12:00 pm, an outage lasting 60 minutes occurred, affecting 805 customers in Kittitas. A power outage caused a gateway card to lock up. The card was rebooted and service was restored. No PSAPs were affected.

November 28, 2012 – At 9:00 am, an outage lasting 45 minutes occurred, affecting 545 customers in Ellensburg. SMA2 went down in the DMS. Reloaded and forced the SMA2 back up, restoring service. No PSAPs were affected.

**Report 3 – Report on Failure to Provide Service**

The Company hereby reports that the number of failures to provide service as requested by applicants within its designated service areas for the reporting period is zero.

#### **Report 4 - Report on Complaints per 1000 handsets or lines**

The Company reports that 3 complaints were received during the calendar year 2012, filed by customers with the Federal Communications Commission and that 1 complaint was received from the Consumer Protection Division of the Office of the Attorney General of the State of Washington.

FCC 12-C00374809 – Customer alleged that FairPoint rejected two payments she made by phone due to submission errors. We explained to the customer that all information on payments by phone is entered directly by the customer into the automated system and that FairPoint has no input. Customer also stated that we failed to put in a service order to disconnect her service, which was correct. FairPoint rectified the error by back dating the disconnect order so that final charges were credited correctly.

FCC 12-C00404822 – Customer called for information on porting his business number and was given incorrect information. Upon receiving the complaint, we contacted the customer, explained the porting process, and gave him the number to contact the business office when he was ready to port his number.

FCC 12-C00408541 – Customer was unhappy with his bill after switching to a bundle package. The switch had caused him to lose a grandfathered credit that actually made his bill less than the new bundle price. FairPoint was able to return the customer to his former services at the price he was paying prior to the switch.

AG 402110 – Customer received a derogatory remark on his credit report due to his FairPoint account. Research showed that the account was in his ex-wife's name, but reflected his social security number. FairPoint corrected the account and instructed the Collections agency to remove the derogatory remark from the customer's account.