

ETC ANNUAL REPORT PER WAC 480-123-070 AND WAC 480-123-080
Contains Certifications Required by WAC 480-123-060 and 070
July 1, 2015

YCOM Networks, Inc. d/b/a FairPoint Communications (the “Company”) hereby submits the following reports in accordance with WAC 480-123-070 and WAC 480-123-080.

Report 1: Report on use of funds: WAC 480-123-070(1)(a):

The Company used support from the federal high-cost fund in 2014 as follows:

In 2014 the Company invested \$205,666 to upgrade its Outside Plant network. These upgrades provided for a platform to deliver more reliable local service and advanced telecommunications services to customers in these exchanges. Additionally, the company invested \$323,860 in its IP Infrastructure (core upgrade and augments) plus continued the process to migrate customers to the 2012 installed soft switch.

In addition to the foregoing, the Company has invested \$10,560 in outside plant infrastructure due to road project. With past and current growth the local state, county and city entities have begun upgrading the transportation infrastructure. With a majority of these road projects the Company finds its telecommunication infrastructure in conflict with the road design.

Per the direction of Commission Staff, the NECA-1 report will be provided as soon as it is available and no later than August 1, 2015.

Report 2: WAC 480-23-070(1)(b): The Company reports that the investments and expenses reported under Report 1 above benefited the customers as follows:

The customers served by the Company benefited from the use of high-cost fund support by continuing to receive high quality telecommunications services.

Through the expenditure of these funds, the Company was able to continue to provide services at a level that the Company believes meets the intent set forth in 47 U.S.C. § 254 of providing quality telecommunications services to customers in the service area for which the Company is designated as an ETC¹. The Company has made substantial investments over the past several years which allow it to provide quality telecommunications services to its customers in its designated ETC service area. Those expenditures and investments, including those reflected in Report 1 above, generally benefit all customers receiving the federal high-cost fund supported services from the Company within its designated ETC service area. The Company has expanded its network over the past several years so that it is capable of providing access to broadband services throughout most of the Company’s designated ETC service area. The Company offers services that are comparable to services offered in urban area at rates that are comparable to rates for such services in urban areas.

¹ The term “ETC” is used in the same sense as the term is used in Chapter 480-123 WAC.

Report 5: Report on Complaints per 1000 Connections: WAC 480-123-070(4):

The Company received 4 customer complaints in 2014. Of these, two were from the Commission, one from the Better Business Bureau, and one from the FCC. Summaries of the complaints are detailed below:

UTC Complaint 122032 – The customer initially complained upon receiving a disconnect notice that she felt was in error. Research of the account shows that the customer missed a payment a few months previously, causing her account to continually be 30 days or more past due. Once the missed payment was uncovered, a payment agreement was established with the customer, her account was caught up, and the service was not disconnected for non-payment. The complaint was closed with a “company upheld” disposition.

UTC Complaint 122266 – The customer complained after a payment he made at the local office was not credited to his account, causing his account to become past due. An investigation did not uncover the payment and the customer was advised to put a stop payment on his check. FairPoint credited the customer’s account and equal amount for the stop-payment fee. The customer remade the payment and his account is current. FairPoint was charged one violation of WAC 480-120-165(1)(b) due to failure to properly investigate the customer’s payment issue on the first call.

BBB Complaint 462121 – The customer was upset because HD TV service was not available in his particular area, despite receiving FairPoint advertising. We explained to the customer that the ads state that HD is available in “select areas only”. He is not being charged for HD service, yet requested a 10-20% credit on his account simply because it is not available to him. The credit was denied as he is not paying for nor receiving the service.

FCC Complaint 610904 – The customer complained because he was unable to receive faxed information from a Comcast customer. FairPoint sent a technician to check the line and the equipment at the customer location. Test faxes were sent and received from the customer’s equipment without any problem to and from the CO. FairPoint suggested that the customer have the originating sender open a ticket with Comcast.

Report 6: Annual Plan: WAC 480-123-080(1):

As they are known to the Company at the date of this Report, the planned investment and expenses related to Washington state for the period January 1, 2016 through December 31, 2016 are projected to be relatively the same as those it experienced in calendar year 2014, subject to the effects of inflation or other commonly experienced changes in cost of labor and materials, and increased depreciation on new investments placed in service. Major projects are disclosed on FCC Form 481 filed with the Commission on July 1, 2015 in Docket No. UT-150063. The Company does not anticipate major adjustments in staffing levels for the relevant period.

Report 7: Plan of Investments and Expenditures: WAC 480-123-080(2):

As they are known to the Company at the date of this Report, the planned investment and expenses related to Washington state for the period January 1, 2016, through December 31, 2016 are expected to be relatively similar to those investments and expenses the Company has set forth in its information filed in 2014, taking into account normal fluctuations in investment (excluding the core upgrade) and expense levels. The Company expects that levels of expenses will increase as the level of construction activity has increased in relation to what was experienced in calendar year 2014, subject to the effects of inflation and other commonly experienced changes in cost of labor and materials. The Company does not anticipate major adjustments in staffing levels for the relevant period. The Company expects that it will have relatively the same level of investment related to maintenance, replacement and minor upgrades of equipment and plant as occurred in calendar year 2015 thus far. The Company has not completed its budgeting process and does not have final numbers prepared for investment and expense levels for 2016.

The expected benefit to customers from the anticipated investment and expenditures is that customers will continue to receive a high level of telecommunications service. As to the specific investment projects identified above, it is expected that customers will benefit by increased reliability of service and the increased availability of a broader range of telecommunications services, including, but not limited to, advanced services.

The Company expects that the continued receipt of federal high-cost support will allow the Company to continue to provide the supported services at rates that are comparable to rates for such services in urban areas. All customers in the Company's designated ETC service area will benefit from the expected level of support by continuing to have available to them services that are comparable to the rates for such services in urban areas.