



State of Vermont
Department of Public Service
112 State Street
Montpelier, VT 05620-2601
<http://publicservice.vermont.gov>
email: vtcps@state.vt.us

[phone] 802-828-2811
[fax] 802-828-2342
[tdd] 800-734-8390

October 17, 2014

M. Beth Fastiggi,
Vermont State President
FairPoint Communications
800 Hinesburg Road
South Burlington, Vermont 05403

Re: FairPoint Service Quality

Dear Beth:

In light of today's strike by the FairPoint union workers in Northern New England, I write to follow-up on my letter to you of September 4, 2014, which is enclosed, regarding service quality. The Department is extremely concerned that FairPoint's service quality see no further degradation during the strike and, in particular, we are concerned about those of your customers who have no other choice than FairPoint for telephone service ("captive customers").

Already this morning we are hearing reports from consumers that the wait time to reach a FairPoint customer service representative ("CSR") is inordinately long – in one instance, over an hour. It appears to us that calls to the CSR's are being routed over the Internet and that the call quality is extremely poor. Accordingly, in addition to the reporting to which you have agreed pursuant to my letter of September 4, the Department is requesting the following:

1. FairPoint's detailed contingency plan under which you are presumably operating as of this morning.
2. The protocol that will be used when a captive customer contacts FairPoint regarding a service outage or service quality problem and how captive customers will be prioritized.

Additionally, please provide on a weekly basis the service quality reports that you agreed to submit to the Department as a result of our September 4 letter.

I appreciate your immediate attention to these matters and I look forward to hearing from you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Porter".

Jim Porter

Senior Policy and Telecommunications Director

cc: Susan M. Hudson, Clerk
Vermont Public Service Board





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September 4, 2014

M. Beth Fastiggi,
Vermont State President
FairPoint Communications
800 Hinesburg Road
South Burlington, Vermont 05403

Re: FairPoint Service Interruptions and Repair Time

Dear Beth:

Over the past year we have had discussions, including a workshop before the Public Service Board ("Board"), regarding FairPoint's inability to meet its baseline standards for the "Troubles Cleared within 24 hours - Residence" performance area, pursuant to the Docket 5903 and the service quality standards stipulated therein. I write today because I believe that over the past couple of months there has been a substantial spike in service interruptions and delays in repair.

On July 15, 2014, FairPoint filed an action plan outlining how these service quality issues would be resolved. That plan appeared adequate and credible. However, since that time, our Consumer Affairs and Public Information Division has received over 70 complaints regarding service interruptions and delays in repair. I have personally been contacted by numerous members of the public as well as members of the Vermont Legislature who are reporting service interruptions and delays in repair and restoral of service - in some cases extraordinary delays

As you know, the Department supported your most recent Incentive Regulation Plan, and I believe Vermont has been at the forefront of recognizing the issues that rural legacy landline telephone companies such as FairPoint face. The Department, Board, and legislature have supported measures designed to help FairPoint become stronger for the benefit for Vermonters. You must understand that our efforts to assist FairPoint in the competitive market are for naught if your customers are having the service issues they currently appear to be experiencing.

In light of the continued complaints after the filing of your action plan, I am requesting the following steps. We would like to meet with you and your key staff within the next week to discuss these issues and to answer the Department's questions about why these problems have not resolved. Within 30 days of today's date, we request that you file a report with us explaining why each service interruption or repair issue occurred, the reason for delay in addressing the

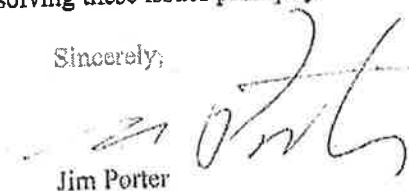


problem, and what has been put in place to ensure that the problem has been corrected. I further request that FairPoint track and report, on a monthly basis, Trouble Report Rates and Troubles Not Cleared in 24 hours, on an Exchange basis. We would like this information going back to June 1, 2014, and to be provided through October 31, 2014. If by November 30, we have not seen a substantial decrease in service interruptions and delayed repair of service, we will request that the Board open an investigation.

If for any reason you feel you cannot comply with these requests, please inform me immediately so that the Department can instead seek an investigation with the Board now.

Thank you. I look forward to resolving these issues promptly.

Sincerely,



Jim Porter

Senior Policy and Telecommunications Director