

## Cline, Jeff D (PSC)

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**From:** PSC - Reports  
**Sent:** Wednesday, May 8, 2019 11:21 AM  
**To:** Manterola, Jana (Ellensburg, WA)  
**Subject:** FairPoint Carrier Services, Inc. - Now Inactive

Good morning,

Many thanks for the speedy reply. The record has now been inactivated.

Regards,

Jeff D. Cline  
Kentucky Public Service Commission  
211 Sower Blvd  
P. O. Box 615  
Frankfort, KY 40602

[www.psc.ky.gov](http://www.psc.ky.gov)

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**From:** Manterola, Jana (Ellensburg, WA)  
**Sent:** Tuesday, May 7, 2019 2:16 PM  
**To:** PSC - Reports  
**Subject:** RE: FairPoint Carrier Services, Inc. - 2018 Gross Report Past Due

Good Afternoon,

I am requesting that FairPoint Carrier Services, Inc be removed from the list of companies doing business in Kentucky. The Kentucky Secretary of State has FairPoint Carrier Services, Inc. status as inactive, and there have been no revenues in the state of Kentucky for quite some time.

Please let me know if you have questions or require additional information.

Thanks!

Jana

JANA MANTEROLA | Manager  
D: 509.962.0272 |

[consolidated.com](http://consolidated.com) | NASDAQ: CNSL



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5/7/2019

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COMMISSION  
OF KENTUCKY



Telephone: 620-227-4400  
Facsimile: 620-227-8576

PO Box 199  
908 W. Frontview  
Dodge City, KS 67801

www.fairpoint.com

05051200-0505 -Inactive  
22250512-0570

March 6, 2003

Dear Sir or Madam,

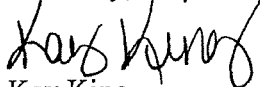
Early in 2002, FairPoint Communications Solutions Corporation, a subsidiary of FairPoint Communications Inc., discontinued all CLEC activity. This letter is to notify you that as of February 20, 2003, a name and address change occurred for FairPoint Communications Solutions Corporation. Please note name change and send any further correspondence to:

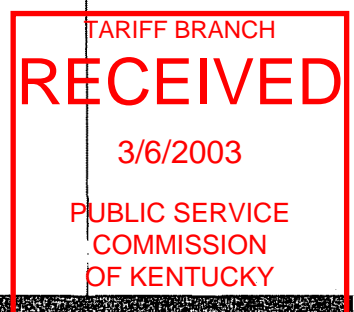
FairPoint Carrier Services, Inc.  
908 West Frontview  
P.O. Box 199  
Dodge City, KS 67801

The only remaining division of FairPoint Carrier Services, Inc., is a wholesale long distance division.

If you have any further questions, please contact me at 620-227-4400 or email to [kay.king@stenterprises.com](mailto:kay.king@stenterprises.com).

Sincerely,

  
Kay King



FairPoint Communications Solutions  
Corp.

Long Distance

**FairPoint Communications Solutions Corp.**

6324 Fairview Road, Suite 400  
Charlotte, NC 28210

RATES, RULES and REGULATIONS for FURNISHING  
RESALE LONG DISTANCE TELECOMMUNICATIONS SERVICES

This tariff contains the descriptions, regulations, and rates applicable to the furnishing of service and facilities for long distance telecommunications services provided by **FairPoint Communications Solutions Corp.** This tariff applies for services furnished within the Commonwealth of Kentucky. This tariff is on file with the Kentucky Public Service Commission, and copies may be inspected, during normal business hours, at the Company's principal place of business noted on this title page.

Issued:

Issued by FairPoint Communications Solutions Corp.  
by John LaPenta, Director of Regulatory Affairs  
6324 Fairview Road, Suite 400, Charlotte, NC 28210

PUBLIC SERVICE COMMISSION  
OF KENTUCKY  
EFFECTIVE

JUL 21 2000

PURSUANT TO 807 KAR 5.011,  
SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

**CHECK SHEET**

The sheets listed below, which are inclusive of this tariff, are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets are named below and comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this page.

<u>SHEET</u>	<u>REVISION LEVEL</u>
1	1 <sup>st</sup> *
2	1 <sup>st</sup> *
3	1 <sup>st</sup> *
4	1 <sup>st</sup> *
5	1 <sup>st</sup> *
6	1 <sup>st</sup> *
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24	1 <sup>st</sup> *
25	1 <sup>st</sup> *
26	1 <sup>st</sup> *
27	1 <sup>st</sup> *

\* denotes New or Revised Sheet

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SECTION 9 (1)  
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SECRETARY OF THE COMMISSION

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SECTION 9 (1)

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**SYMBOLS SHEET**

The following are the only symbols used for the purposes indicated below:

- D - Delete or Discontinue.
- I - Change resulting in an Increase to a customer's bill.
- M - Moved from another tariff location.
- N - New
- R - Change resulting in a Reduction to a customer's bill.
- T - Change in a Text or regulation but no change in rate or charge.

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**TARIFF FORMAT SHEETS**

- A. Sheet Numbering - Sheet numbers appear in the upper right corner of the sheet. Sheets are numbered sequential. However, new sheets are occasionally added to the tariff. When a new sheet is added between sheets already in effect, a decimal is added. For example, a new sheet added between sheets 14 and 15 would be 14.1.
- B. Sheet Revision Numbers - Revision numbers also appear in the upper right corner of each sheet. These numbers are used to determine the most current sheet version on file with the Kentucky Public Service Commission ("KPSC"). For example, the 4th revised Sheet 14 cancels the 3rd revised Sheet 14. Because of various suspension periods, deferrals, etc. the KPSC follows in their tariff approval process, the most current sheet number on file with the KPSC is not always the tariff sheet in effect. Consult the Check Sheet for the sheet currently in effect.
- C. Paragraph Numbering Sequence - There are four levels of paragraph coding. Each level of coding is subservient to its next higher level.
  - 2.
  - 2.1.
  - 2.1.A.
  - 2.1.A.(i).
- D. Check Sheets - When a tariff filing is made with the KPSC, an updated check sheet accompanies the tariff filing. The check sheet lists the sheets contained in the tariff, with a cross reference to the current revision number. When new sheets are added, the check sheet is changed to reflect the revision. All revisions made in a given filing are designated by an asterisk (\*). There will be no other symbols used on this sheet if these are the only changes made to it (i.e., the format, etc. remains the same, just revised revision levels on some sheets). The tariff user should refer to the latest check sheet to find out if a particular sheet is the most current on file with the KPSC.

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PURSUANT TO 807 KAR 0011,  
SECTION 9 (1)  
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**SECTION 1 - TECHNICAL TERMS AND ABBREVIATIONS**

**Access Line** - An arrangement which connects the customer's location to a Company switching center or point of presence.

**Authorized User** - A person, firm, corporation, or any other entity authorized by the Customer to communicate utilizing the Company's service.

**Company** - Whenever used in this tariff, "Company" refers to FairPoint Communications Solutions Corp., unless otherwise specified.

**Customer** - The person, firm, corporation, or other business or residential entity which orders, cancels, amends, or uses service and is responsible for payment of charges and for compliance with the Company's tariff.

**Day** - A calling period classification which may be used in determining the rate or rates applicable to a call. The Day calling period begins at 8:00 a.m. and continues through to, but does not include, 5:00 p.m. on days of the week from Monday to, and including, Friday, except for holidays.

**Dedicated Access Origination** - Where originating access between the Customer and the interexchange carrier is provided on dedicated circuits. The cost of these dedicated circuits is billed by the access provider directly to the end user.

**Evening/Weekend** - A calling period classification which may be used in determining the rate or rates applicable to a call. The Evening/Weekend calling period begins at 5:00 p.m. and continues through to, but does not include, 8:00 a.m. on days of the week from Monday to, and including, Friday, except for holidays. The Evening/Weekend calling period is also applicable for the entire day on Saturdays, Sundays and Holidays as referenced herein.

**Holidays** - The Company recognizes holidays in conformance with the applicable recognized holidays of the underlying service provider.

**Switched Access Origination** - Where originating access between the customer and the interexchange carrier is provided on local exchange company Feature Group circuits.

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SECTION 9 (1)

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SECTION 2 - RULES AND REGULATIONS

2.1 Undertaking of the Company

The Company's services and facilities are furnished to business and residential customers for intraLATA and interLATA communications originating at specified points within Kentucky under terms of this tariff.

The Company installs, operates, and maintains the communications services provided herein in accordance with the terms and conditions set forth under this tariff. The Company may act as the Customer's agent for ordering access connection facilities provided by other carriers or entities as required in the KPSC's rules and orders, when authorized by the Customer, to allow connection of a Customer's location to the Company's network. The Customer shall be responsible for all charges due for such service arrangement.

The Company's services and facilities are provided on a monthly basis unless otherwise indicated, and are available twenty-four hours per day, seven days per week.

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PURSUANT TO 807 KAR 5:011,  
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SECTION 2 - RULES AND REGULATIONS

2.2 Limitations

- A. Service is offered subject to the availability of the necessary facilities and equipment, and subject to the provisions of this tariff.
- B. The Company reserves the right to discontinue or limit service when necessitated by conditions beyond its control, or when the Customer is using service in violation of provisions of this tariff, or in violation of the law.
- C. The Company does not undertake to transmit messages, but offers the use of its facilities when available, and will not be liable for errors in transmission or for failure to establish connections.
- D. All facilities provided under this tariff are directly controlled by the Company, and the Customer may not transfer or assign the use of service or facilities without the express written consent of the Company. Such transfer or assignment shall only apply where there is no interruption of the use or location of the service or facilities.
- E. Prior written permission from the Company is required before any assignment or transfer. All regulations and conditions contained in this tariff shall apply to all such permitted assignees or transferees, as well as all conditions of service.

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SECTION 2 - RULES AND REGULATIONS

2.3 Liabilities of the Company

- A. The Company's liability for damages arising out of mistakes, interruptions, omissions, delays, errors, or defects in transmission which occur in the course of furnishing service or facilities, in no event shall exceed an amount equivalent to the proportionate charge to the Customer for the period during which the faults in transmission occur.
- B. The Company shall not be liable for claim or loss, expense or damage (including indirect, special or consequential damage), for any interruption, delay, error, omission, or defect in any service, facility, or transmission provided under this tariff, if caused by any person or entity other than the Company, by any malfunction of any service or facility provided by any carrier, by an act of God, fire, war, civil disturbance, or act of government, or by any other cause beyond the Company's direct control.
- C. The Company shall not be liable for, and shall be fully indemnified and held harmless by Customer against any claim or loss, expense, or damage (including indirect, special or consequential damage) for defamation, libel, slander, invasion, infringement of copyright or patent, unauthorized use of any trademark, trade name, or service mark, unfair competition, interference with or misappropriation or violation of any contract, proprietary or creative right, or any other injury to any person, property or entity arising out of the material, data, information, or other content revealed to, transmitted over the Company's facilities; or for any act or omission of the Customer; or for any personal injury or death of any person caused directly or indirectly by the installation, maintenance, location, condition, operation, failure, presence, use or removal of equipment or wiring provided by the Company, if not directly caused by negligence of the Company.

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**SECTION 2 - RULES AND REGULATIONS**

**2.3 Liabilities of the Company (continued)**

- D. No agent or employee of any other carrier shall be deemed to be an agent or employee of the Company.
- E. The Company shall not be liable for any defacement of or damages to the premises of a Customer resulting from the furnishing of service which is not the direct result of the Company's negligence.

**2.4 Interruption of Service**

Credit allowances for interruptions of service which are not due to the Company's testing or adjusting, to the negligence of the Customer, or to the failure of channels, equipment or communications systems provided by the Customer, are subject to the general liability provisions set forth in Section 2.3 herein. It shall be the obligation of the Customer to notify Company immediately of any interruption in service for which a credit allowance is desired by Customer. Before giving such notice, Customer shall ascertain that the trouble is not within his or her control, or is not in wiring or equipment, if any, furnished by Customer and connected to Company's terminal. Interruptions caused by Customer-provided or Company-provided automatic dialing equipment are not deemed an interruption of service as defined herein since the Customer has the option of using the long distance network via local exchange company access.

**2.5 Deposits**

The Company does not require a deposit from the Customer.

**2.6 Advance Payments**

For Customers whom the Company feels an advance payment is necessary, the Company reserves the right to collect an amount not to exceed one (1) month's estimated charges as an advance payment for service. This will be applied against the next month's charges and if necessary a new advance payment will be collected for the next month.

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SECTION 2 - RULES AND REGULATIONS

**2.7 Taxes**

All state and local taxes (i.e., gross receipts tax, sales tax, municipal utilities tax) are listed as separate line items and are not included in the quoted rates.

**2.8 Payment for Service**

The Customer is responsible for payment of all charges for services and equipment furnished to the Customer or to an Authorized User of the Customer by the Company. Except as provided below regarding billing and payment standards for residential customers, all charges due by the Customer are payable to the Company or to any agency duly authorized to receive such payments. The billing agency may be a local exchange telephone company, interexchange carrier, or other billing service. Terms of payment shall be according to the rules and regulations of the agency and subject to the rules of regulatory agencies, such as the KPSC. Any objections to billed charges must be promptly reported to the Company or the Company's billing agent. Adjustments to Customer's bills shall be made to the extent that circumstances exist which reasonably indicate that such changes are appropriate.

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SECTION 2 - RULES AND REGULATIONS

**2.9 Terminal Equipment**

The Company's facilities and service may be used with or terminated in Customer-provided terminal equipment or Customer-provided communications systems, such as a PBX, key systems or Pay Telephone. Such terminal equipment shall be furnished and maintained at the expense of the Customer. The Customer is responsible for all costs at his or her premises, including personnel, wiring, electrical power, and the like, incurred in the use of the Company's service.

**2.10 Installation**

Service is installed upon mutual agreement between the Customer and the Company. The service agreement does not alter rates specified in this tariff.

**2.11 Interconnection**

Service furnished by the Company may be connected with the services or facilities of other carriers or enhanced service providers. The Customer is responsible for all charges billed by these entities for use in connection with the Company's service. Any special interface equipment or facilities necessary to achieve compatibility between these entities is the responsibility of the Customer.

**2.12 Cancellation by Customer**

Unless covered by a term agreement, Customer may cancel service by providing at least four (4) business days written notice to the Company.

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SECTION 2 - RULES AND REGULATIONS

**2.13 Refusal or Discontinuance by Company**

Except as provided below regarding the discontinuance of service for residential customers, the Company may refuse or discontinue service under the following conditions provided that, unless otherwise stated, the Customer shall be given ten (10) days written notice to comply with any rule or to remedy any deficiency, as outlined in 807 KAR 5:011, Section 14(1) (a):

1. For non-compliance with or violation of any State, municipal, or Federal law, ordinance or regulation pertaining to telephone service.
2. For use of telephone service for any other property or purpose than that described in the application.
3. For neglect or refusal to provide reasonable access to the Company or its agents for the purpose of inspection and maintenance of equipment owned by the Company or its agents.
4. For noncompliance with or violation of KPSC regulation or the Company's rules and regulations on file with the KPSC.
5. For nonpayment of bills.
6. Without notice in the event of Customer or Authorized User use of equipment in such a manner as to adversely affect the Company's equipment or service to others.
7. Without notice in the event of tampering with the equipment or services owned by the Company or its agents.
8. Without notice in the event of unauthorized or fraudulent use of service. Whenever service is discontinued for fraudulent use of service, the Company may, before restoring service, require the Customer to make, at his or her own expense, all changes in facilities or equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in revenues resulting from such fraudulent use.
9. Without notice by reason of any order or decision of a court or other government authority having jurisdiction which prohibits Company from furnishing such services

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SECTION 2 - RULES AND REGULATIONS

**2.14 Inspection, Testing, and Adjustment**

Upon reasonable notice, the facilities provided by the Company shall be made available to the Company for tests and adjustments as may be deemed necessary by the Company for maintenance. No interruption allowance will be granted for the time during which such tests and adjustments are made.

**2.15 Tests, Pilots, Promotional Campaigns and Contests**

- A. The Company may conduct tests or pilot programs at its discretion to demonstrate the ease of use and quality of its service.
- B. The Company may from time to time conduct promotional campaigns during which it offers services to new customers at lower rates and/or at lower processing fees for a specified period of time.
- C. The Company may also waive a portion or all processing fees or installation fees for winners of contests sponsored or endorsed by the Company.
- D. The Company will file all new or special rates applicable to tests, pilot programs, promotional campaigns, and/or contests with the KPSC for tariff approval at least thirty (30) days prior to the commencement of the event to which they apply and, if applicable, in accordance with Section 6 of Rule 5.011 of the KPSC rules.

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**SECTION 3 - DESCRIPTION OF SERVICES**

**3.1 Timing of Calls**

Long distance usage charges are based on the actual usage of the Company's network. The Company will determine that a call has been established by signal from the local telephone company. The time at which the called party completes the circuit is determined by hardware answer supervision in which the local telephone company sends a signal to the switch or software utilizing audio tone detection. A call is terminated when the calling or called party ends the circuit.

Minimum billed call duration and billing increments differ from product to product. Product specific information is included in the Rate Schedules.

The aggregate usage for each completed call is measured and rounded to the next higher billing increment for billing purposes.

There is no billing applied for incomplete calls.

**3.2 Computation of Charges**

Usage charges for service will be based on the total duration of the call, the time of day at which the service was used and applicable monthly charges.

**3.3 Start of Service for Billing Purposes**

For billing purposes, the start of service is the day following acceptance by the customer of Company's service or equipment. The end of service date is the last day of the minimum notification of cancellation or any portion of the last day, after receipt by the Company of notification of cancellation as described in Section 2 of this tariff.

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**SECTION 3 - DESCRIPTION OF SERVICES**

**3.4 Rate Periods**

The rate for a call may depend, in part, on the time of day rate period during which the call takes place. The Company uses the following definitions for time of day rate periods:

**Day** - The Day calling period begins at 8:00 a.m. and continues through to, but does not include, 5:00 p.m. on days of the week from Monday to, and including, Friday, except for holidays.

**Evening/Weekend** - The Evening/Weekend calling period begins at 5:00 p.m. and continues through to, but does not include, 8:00 a.m. on days of the week from Monday to, and including, Friday, except for holidays. The Evening/Weekend calling period is also applicable for the entire day on Saturdays, Sundays and Holidays as referenced herein.

**3.5 Late Fee**

A late fee of 1.5% may be charged on any past due balance against which it has not been previously assessed, beginning 30 days from the mailing date of the bill.

**3.6 Returned Check Charges**

A fee of the greater of \$5.00 or the actual administrative cost of recovery may be charged for each check returned for insufficient funds.

**3.7 Reconnection Charge**

A reconnection fee of \$25.00 per occurrence may be charged when service is re-established for customers who have been disconnected for non-payment.

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**SECTION 3 - DESCRIPTION OF SERVICES**

**3.8 Calculation of Distance**

Usage charges for all mileage sensitive products are based on the airline distance between rate centers associated with the originating and terminating points of the call.

The airline mileage between rate centers is determined by applying the formula below to the vertical and horizontal coordinates associated with the rate centers involved. The company uses the rate centers and associated vertical and horizontal coordinates that are produced by Bell Communication Research in their NPA-NXX V&H Coordinate Tape and AT&T Tariff No. 10.

Formula:

$$\sqrt{\frac{(V1-V2)^2 + (H1-H2)^2}{10}}$$

**3.9 Minimum Call Completion Rate**

The customer can expect a call completion rate of not less than 95% (95 calls completed per 100 calls attempted) during peak use periods for all Feature Group D (1+) services.

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SECTION 3 - DESCRIPTION OF SERVICES

3.10 Special Services

For the purpose of this tariff, a Special Service is deemed to be any service requested by the customer for which there is no prescribed rate in this tariff. Special Service charges will be developed on an individual case basis and filed in this tariff.

3.10.1 Special Service Regulations

Special Service charges will be based on the estimated cost of furnishing such services including the cost of operating and maintaining such a service, the cost of equipment and materials used in providing such a service, the cost of installation including engineering, labor supervision, transportation, and the cost of any other specific item associated with the particular Special Service request.

- A. If at the request of the customer, the Company obtains facilities not normally used to provide service to its customers, the cost incurred will be billed as a Special Service.
- B. If at the request of the customer, the Company provides technical assistance not normally required to provide service, the costs involved will be billed as a Special Service.
- C. When special signaling, conditioning, equipment or other features are required to make customer-provided equipment compatible with the Company service, the cost of providing these features will be billed as a Special Service.
- D. When additional testing is requested in excess of the normal testing required to provide service.

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SECTION 9 (1)  
BY: Stephan D. Bell  
SECRETARY OF THE COMMISSION

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SECTION 3 - DESCRIPTION OF SERVICES

3.10 Special Services

3.10.2 Hearing or Speech Impaired Persons

Rates for certain calls are reduced for a residence or single-line business customer who meet the following requirements:

- A. The customer is certified to the Company as having a hearing or speech impairment that prevents telephone voice communication.
- B. The customer uses a telecommunications device for the deaf (TDD) or other non-voice equipment for telecommunications.
- C. The customer makes written application to the Company for special rates.
- D. The customer designates to the Company one and only one telephone number associated with that customer's service and telecommunications device.

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**SECTION 3 - DESCRIPTION OF SERVICES**

**3.11 Service Offerings**

**3.11.1 Message Telecommunications Service**

Message Telecommunications Service is offered to business and residential customers. Message Telecommunications Service is a switched or dedicated outbound telecommunications service.

**3.11.2 Toll Free Inbound Service**

Toll Free Inbound Service is offered to business and residential customers. Toll Free Inbound Service is an inbound service originating on feature group facilities provided by the Local Exchange Carrier (LEC) and terminating on a Regular Business Line or a Special Access Line (SAL). This service enables Customers to receive Toll Free Inbound service calls at their residence or place of business.

**3.11.3 Calling Card Service**

Calling Card Service is offered to business and residential customers. Calling Card Service is offered as a complement to the Company's intrastate message telecommunications service. It allows customers to originate calls from any point within the state through use of a Calling Card via the Company's 800 Universal Access Number. Calls may be terminated to any point within the state via shared use facilities. No specialized services are offered in conjunction with this travel card.

Callers may utilize the Calling Card from either a tone generating or rotary-dial telephone, through use of the Company's 800 access number. Calls originating from rotary phones will be completed with the assistance of operators.

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**SECTION 4 - RATES**

4.1 Message Telecommunications Service

Applicable: Statewide

Availability of Service: Business and Residential

Rates:

	<u>Switched</u>	<u>Dedicated</u>
Charge for each billing unit of use (sixty seconds)	\$ 0.1390	\$ 0.1000

Minimum Charge: For each individual completed usage of Message Telecommunications Service, a sixty second minimum charge, applied at the above listed rates, will be charged to the Customer. This minimum charge will be incorporated into the total rate, as standard usage, if the usage exceeds the minimum time period.

Delayed Payment Charge: A late fee of 1.5% may be charged on any past due balance against which it has not been previously assessed, beginning 30 days from the mailing date of the bill.

Term: N/A

Special Rules: See Section 4.5, "Discounts for Hearing Impaired, Visually Impaired, and Handicapped Persons."

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SECTION 4 - RATES

4.2 Toll Free Inbound Service

Applicable: Statewide

Availability of Service: Business and Residential

Rates:

		<u>Switched</u>	<u>Dedicated</u>
I,R	Charge for each billing unit of use (sixty seconds)	\$ 0.139	\$ 0.1000

Minimum Charge: For each individual completed usage of Toll Free Inbound Service, a sixty second minimum charge, applied at the above listed rates, will be charged to the Customer. This minimum charge will be incorporated into the total rate, as standard usage, if the usage exceeds the minimum time period.

Delayed Payment Charge: A late fee of 1.5% may be charged on any past due balance against which it has not been previously assessed, beginning 30 days from the mailing date of the bill.

Term: N/A

Special Rules: See Section 4.5, "Discounts for Hearing Impaired, Visually Impaired, and Handicapped Persons."

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**SECTION 4 - RATES**

4.3 Calling Card Service

Applicable: Statewide

Availability of Service: Business and Residential

Rates:

	<u>Rate</u>
Charge for each billing unit of use (six seconds)	\$ 0.0210

Minimum Charge: For each individual completed usage of Calling Card Service, a thirty second minimum charge, applied at the above listed rates, will be charged to the Customer. This minimum charge will be incorporated into the total rate, as standard usage, if the usage exceeds the minimum time period.

Delayed Payment Charge: A late fee of 1.5% may be charged on any past due balance against which it has not been previously assessed, beginning 30 days from the mailing date of the bill.

Term: N/A

Special Rules: See Section 4.5, "Discounts for Hearing Impaired, Visually Impaired, and Handicapped Persons."

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SECTION 4 - RATES

4.4 Special Promotions

The Company will, from time to time, offer special promotions to its customers waiving certain charges. These promotions will be approved by the KPSC with specific starting and ending dates and under no circumstances run for longer than 90 days in any 12 month period.

4.5 Discounts for Hearing Impaired, Visually Impaired, and Handicapped Persons

4.5.1 Telecommunications Relay Service

Customer shall notify the Company in writing of usage of Telecommunications Relay Service (TRS) and whether either the called or calling party is both hearing and visually impaired. For intrastate toll calls received from the TRS, for which the Company has received notification, the Company will discount such toll calls by fifty (50) percent off of the otherwise applicable rate for a voice nonrelay call. For intrastate toll calls received from the TRS, for which the Company has received notification that the called or calling party is both hearing and visually impaired, the Company will discount such toll calls by sixty (60) percent off of the otherwise applicable rate for a voice nonrelay call. Discounts contained in this section apply only to time-sensitive elements of a charge for the call.

4.5.2 Telecommunications Devices for the Deaf

Customer shall notify the Company in writing of usage of Telecommunications Devices for the Deaf (TDD). Intrastate toll message rates for TDD users who have properly notified the Company of their usage shall be evening rates for daytime calls and night rates for evening and night calls.

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SECTION 4 - RATES

4.5 Discounts for Hearing Impaired, Visually Impaired, and Handicapped Persons  
(cont.)

4.5.3 Individuals with Disabilities

Customer shall notify the Company in writing of usage of intrastate calls to directory assistance by individuals with a physical or mental impairment that prohibits the customer from using a telephone directory. There will be no charge for up to fifty (50) intrastate directory assistance calls, made by customers who have properly notified the Company in accordance with this section, per billing cycle from lines or trunks serving customers who have properly notified the Company in accordance with this section. The Company will charge its prevailing rate for every call in excess of the above permitted fifty (50) calls per billing cycle.

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**SECTION 4 - RATES**

4.6 Bill Format

4.6.1 Bill Page 1

Account Number : \_\_\_\_\_ Billing Date : / /

ADDRESS CHANGES: \_\_\_\_\_  
 PLEASE PRINT \_\_\_\_\_

<b>PAYMENT DUE ON OR BEFORE... / /</b>	
TOTAL AMOUNT DUE...	AMOUNT PAID... \$

*Please detach and return this form with your payment.*

**FairPoint Communications Solutions Corp.**  
 99 Troy Road, Suite 100  
 East Greenbush, NY 12061

-----  
 Retain this form for your records

Account Number : \_\_\_\_\_ Billing Date : / /

Billing Period		Through				
Amount of Last Bill						\$
Payments						\$
Current Charges						\$
Total Amount Due By / /						\$
PREVIOUS BILL	PAYMENTS	ADJUSTMENTS / LATE CHARGE	PAST DUE AMOUNT	CURRENT CHARGES	Total AMOUNT DUE	
MESSAGE AREA						
IF YOU HAVE ANY QUESTIONS REGARDING YOUR BILL OR SERVICE CALL US AT 1-888-235-3234				OFFICE HOURS MONDAY - FRIDAY 8:00am - 5:00pm		

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**SECTION 4 - RATES**

4.6 Bill Format (cont'd)

4.6.2 Remaining Bill Pages

The remaining bill pages include the following summary information.

A. PREVIOUS BILLING ACTIVITY

B. CURRENT CHARGES

Including: DETAIL OF LONG DISTANCE CHARGES

<u>DATE</u>	<u>PLACE CALLED</u>	<u>NUMBER CALLED</u>	<u>TIME</u>	<u>MIN.</u>	<u>RATE</u>	<u>AMOUNT</u>
SUBTOTAL CALLS BILLED TO: ( ) -						
SUBTOTAL DIRECT DIALED STATION TO STATION						

**TOTAL CHARGES LONG DISTANCE**

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