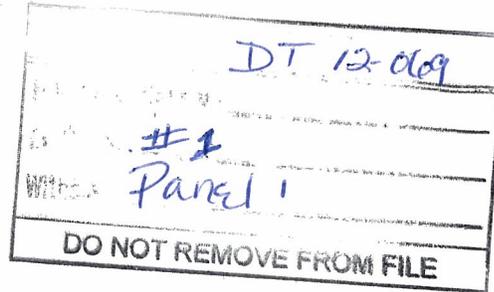




**STEBBINS
COMMERCIAL
PROPERTIES, INC.**



April 11, 2012

Debra A. Howland
Executive Director
State of New Hampshire
Public Utilities Commission
21 S. Fruit Street, suite 10
Concord, NH 03301

Re: Docket # DT 12-069

Dear Ms. Howland:

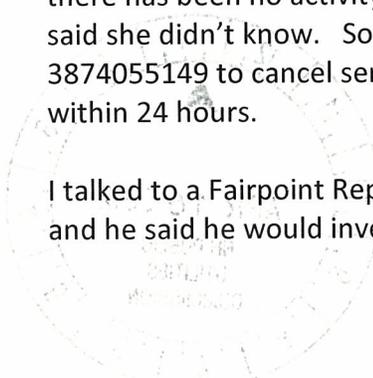
My name is Terry Rich, Assistant to Mike Reed, President of Stebbins Commercial Properties, Inc., 730 Pine Street, Manchester, NH.

In August of 2011, I called Fairpoint to question why we receive three bills per month. I spoke with a Fairpoint representative named Andrea and she told me we have the following:

1. Billing Invoice for phone line 603-622-4556 (Acct # 6036224556648) is our dial tone fax line, as well as, our phone line for all our local and long distance service.
2. Billing Invoice for phone line 603-645-9430 (Acct # 858566784) is not a dial tone line, but is used for our calling plans.
3. Billing Invoice for phone line 603-622-0463 (Acct # 6036220463370) is a dial tone line that we did not order or use and has had no activity on line since installed 2002.

I asked her what the 603-622-0463 phone line is for and she said she didn't know. So, I asked her to call that number while I held on the phone. She did and I didn't hear it ring anywhere and she said it rang, but no one picked up and there was no voice mail or anything. She checked into that line's billing and said we've been paying \$31.05 every month since 2002 and there has been no activity on that line. So, I asked her why we have been billed for this and she said she didn't know. So, I asked her to cancel this line and she put in a Service Request #1-3874055149 to cancel service on that line. My Cancellation # 1-3874011352 was completed the within 24 hours.

I talked to a Fairpoint Representative, Tom, from your Small Business Dept at 1-866-984-3001 and he said he would investigate this and he would call me the following week. He confirmed



we have been paying this bill from August of 2011 since 2002 and he also did not know why we were being billed. The total charges came to \$3,353.40.

I asked for a refund for the money we have paid and Tom said he could only offer 6 months @ \$31.05 or a total of \$186.30. We felt this was unreasonable, and asked to talk to someone to discuss this further. We were referred to Janice Jenson, Manager of Business Office in Portland, ME at 207-797-1262. She spoke to Mike Reed and agreed we had been paying \$31.05 for nine (9) years and she could only offer us a credit of \$186.30. She mentioned that since Fairpoint had taken over Verizon in 2009 that Fairpoint was not responsible for anything that happened to customers before the take over. We told her we did not feel this was fair to us.

We then contacted your office, and we are asking for your help in this matter to reimburse our company for the \$3,353.40 we paid over nine (9) years for a phone line we did not order or use.

I just learned today, after speaking with Gilda, support person for Ryan Taylor, that since Fairpoint filed for Reorganization in February of 2009, that any disputes with Fairpoint had to have been filed with Fairpoint prior to August of 2009. Regardless, we feel that the obligations of Verizon or any successor thereof, are responsible for payment to Stebbins Commercial Properties, Inc.

Therefore, we are asking for full reimbursement in the amount of \$3,353.40.

Thank you,



Terry Rich
Assistant
Stebbins Commercial Properties, Inc.

cc: Ryan Taylor
Fairpoint

Witnesses: Terry Rich of Stebbins Commercial Properties, Inc.
Mike Reed of Stebbins Commercial Properties, Inc.

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