

3/24/14

DT14-102

Debra Howland
Executive Director
NHPUC

I am writing to you to discuss the increases reflected in the last bill I received from Fairpoint.

In May 2013 our Measured Service Rate was \$6.06 As of today - less than a year later, our Measured Service Rate is \$10.35 - reflecting an increase of 70% for measured service.

Similarly, the Unlimited Local Rate was \$14.39 and is now \$18.68 – reflecting a 30% increase for Unlimited Local Rate.

These rates apply to 2 landlines in my home. [REDACTED]

We have almost always had AT&T as our long distance carrier and we also do not have ANY special features i.e. call forwarding, caller id, etc on these phones.

I would like to know why we are being subjected to these arbitrary increases for such basic and limited service?

My understanding of the rules set by the NH legislature and the NH PUC, is that regardless of long distance status, rates cannot be arbitrarily increased if the customer does not subscribe to special features. We therefore are using basic services only from Fairpoint and should not be required to pay additional fees.

I am registering this as a formal complaint and I will expect to be hearing from you in the very near future.

Sincerely,

William G. Whalen
[REDACTED]
[REDACTED]