

STATE OF NEW HAMPSHIRE

Inter-Department Communication

DATE: Oct. 1, 2014**AT (OFFICE):** NHPUC

FROM: ^{ML} Michael Ladam, Assistant Director of Telecommunications

SUBJECT: DT 14-102: Staff Report Regarding FairPoint Basic Service Policies

TO: Debra Howland, Executive Director
Commissioners

Over the past three months, Staff and New Hampshire Legal Assistance (NHLA) have met with Northern New England Telephone Operations LLC, d/b/a FairPoint Communications-NNE (FairPoint) to review FairPoint's basic service policies and procedures, as directed by the Commission in this docket. In the course of these discussions, FairPoint has committed to revise certain policies regarding basic service provided to its customers.

FairPoint has determined that residential customers whose service was classified as non-basic because of their presubscription to a long distance provider other than FairPoint or its affiliate, or because the customer had more than one telephone line, will be issued credits for the difference between the rates they were charged and the applicable basic service rate and classified as basic service. This policy change will provide the same relief to other FairPoint customers as was granted to the complainant in this docket.

In consultation with Staff and NHLA, FairPoint has developed a clear and concise summary of its policies regarding residential basic service eligibility, and has posted this residential basic service guide on its public web site. This posting was made on or before September 23, 2014, in compliance with the Commission's directive in Order No. 25,706 (August 23, 2014).

FairPoint has also decided to change its policy under which presubscription to long distance service provided by FairPoint or its affiliate disqualifies residential customers from basic service eligibility. These residential customers will no longer be disqualified from basic service. This policy change will be implemented on a prospective basis within the next few months, due to system and process related issues. FairPoint will amend its residential basic service guide on its public website consistent with this policy change.

In light of these policy changes and related actions, Staff sees no need to initiate an investigation or similar proceeding regarding FairPoint's basic service policies and procedures, and recommends this docket be closed.

SERVICE LIST - EMAIL ADDRESSES - DOCKET RELATED

Pursuant to N.H. Admin Rule Puc 203.11 (a) (1): Serve an electronic copy on each person identified on the service list.

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FILING INSTRUCTIONS:

- a) Pursuant to N.H. Admin Rule Puc 203.02 (a), with the exception of Discovery, file 7 copies, as well as an electronic copy, of all documents including cover letter with:**

DEBRA A HOWLAND
EXECUTIVE DIRECTOR
NHPUC
21 S. FRUIT ST, SUITE 10
CONCORD NH 03301-2429

- b) Serve an electronic copy with each person identified on the Commission's service list and with the Office of Consumer Advocate.**
- c) Serve a written copy on each person on the service list not able to receive electronic mail.**