

<b>ORIGINAL</b>
N.H.P.U.C. Case No. <u>DT 14-102</u>
Exhibit No. <u># 8</u>
Witness _____
DO NOT REMOVE FROM FILE

**Exhibit 8**

**FairPoint Communications, Inc.**  
**Docket No. DT 14-102**

**Respondent:** Ryan Taylor  
**Title:** Director of Regulatory

**RECORD REQUEST:** Please provide copies of the bill inserts which the Whalen's received for their rate increases in May 2013 and March 2014.

**DATED:** May 7, 2014

**REPLY:** See enclosed Attachments 1 and 2 to Exhibit 8. Attachment 1 is the bill message supporting the May 2013 rate increase. Attachment 2 is the bill message supporting the March 2014 rate increase. As a point of clarification from the hearing of May 7, 2014, these customer communications were delivered as bill messages, not bill inserts.

**Important Information About Payment Agents for our New Hampshire Customers**

Many utility customers pay their utility bills directly to their utility or use a payment agent that has been authorized by the utility to collect customer payments and forward them to the utility. However, some customers have begun using bill payment services that do not have any arrangements with their utility. FairPoint cannot provide assurance that payments made through one of these unauthorized bill payment services will be forwarded to FairPoint in a timely manner or even that they will be forwarded at all.

To protect yourself and your utility service, please use caution when making your payment through a third-party bill payment service that is not authorized by FairPoint. Most important of all, always keep your receipt.

In New Hampshire, FairPoint has only one authorized payment agent, CheckFreePay.



**Get Social with FairPoint**

At FairPoint, we like to keep the lines of communication open to our customers. We do this by having active social media channels on Facebook, Twitter, LinkedIn and YouTube. We hope you will connect with us on one of our accounts so you can have a direct line to us when you need us. A benefit of becoming a fan, follower or subscriber is that you will receive timely important information and the chance to have a little fun and win prizes. So come on over and join in on the conversation!

**Rate Increase Information**

FairPoint Communications is dedicated to providing the highest quality services at competitive prices and appreciates your continued business. We will continue our significant investments to provide new technologies and services for our customers. These investments require us to occasionally increase our rates. Effective with your next bill cycle, the rates for FairPoint products below will increase:

FairPoint Communications

Services	Increase to Monthly Charge
Business Local Voice Services in Vermont*	\$1.50/Line
Residential Standard Use Local Voice Services in Vermont**	\$1.50/Line
FairPoint Smart Minute Plan in Vermont	\$1.00
FairPoint Nickel Plan in Vermont	\$1.50
FairPoint Intrastate VT Plan	\$0.40

\*Excludes business local voice lines in a package

\*\*Excludes Low Use residential local voice lines and local voice lines in a package

FairPoint Communications - NNE:

Services	Increase to Monthly Charge
Residential Local Single Party Voice Services in New Hampshire***	\$2.00/Line

\*\*\*Excludes residential local voice lines in a package and Basic Service lines

FairPoint Internet:

Vermont Services	Increase to Monthly Charge
High Speed Internet -768Kbps*	\$2.00
High Speed Internet -7 Mbps*	\$2.00
Dial Up Internet	\$2.00

\*The rate for customers with the "Price Lock" promotion will not receive this increase.

We are confident that FairPoint Communications continues to remain competitively priced while providing high quality products and services. We again thank you for your continued business and look forward to continuing to provide you with a superior communications experience. Please visit us at [www.fairpoint.com](http://www.fairpoint.com) or call 1-866-984-2001 if you have any questions regarding your service.

**Important Information about the Lifeline Program**

Eligible low-income FairPoint customers in New Hampshire can qualify for a discount for residential local service at their primary residence under the Lifeline Program. The Lifeline Program is a government benefit program. The discount consists of federal monthly support of \$9.25. To qualify for Lifeline Program support, residential customers must receive benefits from one of the following assistance programs: Temporary Assistance to Needy Families (TANF), Supplemental Security Income (SSI), Medicaid, Supplemental Nutrition Assistance Program (SNAP), the National School Lunch/Free Lunch Program, Federal Public Housing (Section 8) or the Low Income Home Energy Assistance Program. Alternatively, qualified customers with household income at or below 135% of the Federal Poverty Guidelines may also qualify for Lifeline Program support. Lifeline Program customers may also qualify for free toll blocking to help control long-distance usage. Customers using this offering can still use pre-paid calling cards or dial-around services to place long-distance calls from their homes.

Only one Lifeline Program discount is available per household on either a wireless or wireline telephone service. Under the Lifeline Program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. The Lifeline Program benefit is non-transferable. Consumers who willfully make false statements in order to obtain the discount can be punished by fine or imprisonment, and may be de-enrolled or barred from the Lifeline Program.

**Important Information About Your Services**

FairPoint Communications<sup>1</sup> is dedicated to providing the highest quality services at competitive prices and appreciates your business. As we continue efforts to bring you new and improved services, we must occasionally increase our rates.

Effective with your March bill, the rate for the FairPoint products below will increase<sup>2</sup>:

**FairPoint Internet:**

Internet Services	Increase to Monthly Charge
Month-to-Month High Speed Internet and FAST Service	\$2.00
Static IP Blocks	\$2.00
Dial-Up Service	\$4.00
911 Access Line on Standalone High Speed Internet	\$2.00

**FairPoint Communications-NNE and FairPoint Long Distance:**

Voice Services	Increase to Monthly Charge
Residential Local Voice Service <sup>3</sup>	\$2.25
Domestic TalkUnite30 FairPoint Nickel Plan	\$0.50
Single Rate Plan	\$0.75
FairPoint Nickel LD LD Multi-Line USLink 300 Min LD Multi-Line USLink 60 Min Ten Cent Long Distance Plan	\$1.00
FairPoint International Flat Rate	\$1.05
FairPoint World Select Unlimited - France, Germany, Italy, Japan, South Korea, the United Kingdom	\$5.00
Directory Listing Rates for Non-Published, Non-Listed, Foreign, and Additional Listing/s	\$0.25

Please visit [www.fairpoint.com](http://www.fairpoint.com) to view Tariffs, Catalogs and Price Lists or call us at 1.866.984.2001 if you have questions regarding your service.

<sup>1</sup>The name "FairPoint" or "FairPoint Communications" is used generally herein, but your services are provided by one more affiliates of FairPoint Communications, Inc. Please check your bill for the name of the FairPoint company(ies) that serves you, or visit [www.fairpoint.com](http://www.fairpoint.com) for further details or contact a representative at the number provided above.

<sup>2</sup>Excludes services in a term commitment and services in a promotional offering during their promotional period.

<sup>3</sup>Excludes Basic services and non-a-la-carte voice services.