

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSOURI**

In the Matter of an Investigation in which to)	
Gather Information about the Facility Extension)	
Practices of ETCs Eligible to Receive)	File No. TO-2016-0184
High Cost USF Support)	

**Response of FairPoint Communications Missouri, Inc.
d/b/a FairPoint Communications
("FairPoint Missouri")**

Questions for companies receiving high-cost USF support regarding service requests in areas where the company lacks sufficient facilities to provide service.

1. Provide a direct link to the specific portion of a company's website or alternatively cite the specific portion of a company's tariff that describes the charges, allowances and other relevant information for line extensions or situations where facilities are not in place to fulfill an applicant's request for service.
P.S.C. MO NO. 1 Section 2 1st Revised Sheet 26 (Para P)

2. Does your company not apply any construction or similar one-time charges if the distance to extend facilities is within a certain distance? If yes, what is the maximum distance whereby the company will not apply any special charges to extend facilities?
FairPoint Missouri does not apply charges, per the tariff, if the requested facilities are of normal expense and within the base rate area.

3. Does your company provide the customer with a certain dollar allowance for construction costs to extend facilities? If yes, what is the allowance?
No.

4. Are charges for extending facilities applied based on a set formula (i.e., \$100 per 1/10 mile) or alternatively are charges determined on an individual case basis?
 - a. If charges are based on a set formula then identify the formula.
 - b. If charges are based on an ICB basis then:
 - i. Explain what types of costs are identified to form the basis for these charges.
 - ii. Approximately what percent of all costs for extending facilities is the customer expected to pay?

n/a

5. If a customer agrees to pay special construction charges and facilities are installed, does the company generally install sufficient facilities to serve other neighboring customers in the

subdivision or nearby area?

If we received a request for special construction outside of our base service area we would install sufficient facilities to serve adjacent nearby areas.

If yes, explain what happens, if anything, to the initial customer as well as any subsequent customers requesting service in that area. For example are subsequent customers assessed any special construction charges? Can the initial customer receive a credit or refund? Explain how the company handles such situations.

n/a

6. If the company lacks facilities to provide service is the customer required to agree to any special terms or conditions for obtaining service (i.e., subscribe to service for a minimum length of time) that typically are not applied to other customers where sufficient facilities are in place? If yes, describe such any terms or conditions.

No.

7. Does your company apply any termination charge(s) if a customer fails to subscribe to service for a certain length of time? If yes, identify the charge(s).

No.

8. How long have the existing policies in response to Questions 1 thru 7 been in place in Missouri?

The policy was in place when FairPoint Missouri acquired Cass County Telephone in 2006 and we have maintained the policy.

9. If your company operates in other states besides Missouri does the company apply the same policies (as provided in responses to Questions 1 thru 7) in these other states for service requests in areas where the company lacks sufficient facilities to provide service? If yes, identify the states. If no, identify the states and explain how and why the company's policies differ.

Yes; FairPoint Missouri applies the same policies in Kansas. We would note that FairPoint Communications also has operations in 14 other states and they vary by individual state based on service territory, topographic conditions and Public Service Commission requirements.

10. Describe or provide a script of what information is provided by the company to the customer if the company lacks facilities to respond to the customer's service request.

When a customer within our basic service area requests service and we do not have the facilities in place, we inform the customer that facilities do not exist and construction will have to take place. A service order is created and put in "held" status and moved to engineering. Engineering will prepare the work order, complete the planning and schedule the placement. When construction is complete, Customer Sales and Service will notify the customer and the service order will be completed. From the date the original service order is created the service will normally be operational within 30 days.

11. Please provide the following information for your company's Missouri operations for the most recent 12 month time period:

a. Total requests for service.

117 total, 17 Business and 100 Residential

b. Service requests for an area where the company lacks sufficient facilities to provide service. Among these requests break this number down into the following categories:

i. Number of requests where the company installed facilities without applying special construction or similar charges. *7*

ii. Number of requests where the customer paid the construction charges. *0*

iii. Number of requests where the customer declined to pay the construction charges and service was not installed. *n/a*

iv. Other. Explain.

12. Does the company consider an unfilled service request as reported in Form 489 to include a customer who requests service but ultimately declines to pay construction or similar charges? If no, explain why not.

n/a

13. Please provide the following information for any customer requesting service in the past 12 months whereby the company attempted to apply construction or similar charges in order to have service be extended to the customer:

a. Name of applicant.

b. Location of applicant.

c. Total amount of construction charges.

d. Indicate whether the customer paid the charges and service was installed.

n/a

14. If a company has detariffed is the link provided in response to Question No. 1 a link to the company's rates and charges for all other retail services or is the link to some other separate document?

n/a