Proposal for Gigabit Internet Service for Dover, VT

January 13, 2017

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January 13, 2017

Ken Black
Town of Dover
Economic Development, Gigabit Internet RFP
PO Box 428
102 Route 100
West Dover, VT 05356

Dear Mr. Black:

On behalf of Enhanced Communications of Northern New England Inc. and Telephone Operating Company of Vermont LLC (FairPoint Communications herein), I want to thank you for the opportunity to respond to your Request for Proposal for Gigabit Internet Service for Dover, VT. Today's communications needs are changing rapidly, generating a need for additional network investments to deliver on Vermonters higher expectations for Internet speeds.

At FairPoint Communications, we are here to help. FairPoint Communications delivers the reliable and forward-looking solutions, personal touch and support, and advanced technology Vermonters need to help transform today's challenges into tomorrow's successes.

Here's why we believe FairPoint is the right service provider for the Town of Dover.

Superior Network
FairPoint is proud to bring you the largest network in northern New England, with over 17,000 fiber route miles, and over 3,700 fiber route miles in Vermont, and 95 percent of our central offices enabled for Ethernet in Maine, New Hampshire and Vermont.

Committed to Vermont
Since 2008, FairPoint has increased high-speed Internet availability in Vermont from 65 percent to service to more than 93 percent of access lines. We have over 300 employees in Vermont with an average of 19 years of service.

Proposal Summary
In this proposal, FairPoint is responding with two Fiber to the Premise (FTTP) options and one Fiber to the Neighborhood option.

Fiber to the Pole/Premise – Up to 1 Gbps Symmetrical speeds:
Option 1: Option 1 includes the Town of Dover fully funds 100% of the Network build costs and FairPoint funds 100% Access and installation build costs for the first 3 years. Access costs include the installation from the pole or pedestal to the customer's building and professional installation of service, access costs do not include the cost of the modem/router or the $30.00 service activation fee. For

customers that order service after the initial 3 year period, access and standard installation charges will apply.

Option 2: Option 2 includes the Town of Dover funding 90% of the network build costs, FairPoint funding 10% network build costs and FairPoint funding 100% access and installation build costs for the first 3 years. Access costs include the installation from the pole or pedestal to the customer's building and professional installation of service, access costs do not include the cost of the modem/router or the $30.00 service activation. For customers that order service after the initial 3 year period, access and standard installation charges will apply.

Fiber to the Neighborhood (Fiber to the Curb - FTTC) – Up to 50 Mbps download and 20 Mbps upload:
Option 3: This option includes the Town of Dover paying for the whole costs to build a Fiber to the Curb network. Existing copper facilities would be utilized for connectivity to each house or business.

Dedicated, Local Support
With FairPoint you have a local presence of approximately 300 local employees and more than 97 local locations throughout Vermont to provide timely responses for your installation and repair needs. Our services are provided over FairPoint-owned network facilities.

We continue to make serious investments in Vermont — expanding broadband access and bandwidth; contributing to local organizations through donations, leadership and volunteerism; employing a skilled local workforce; and buying local products and services.
- More than $150,000 in community and civic contributions
- More than $26 million in the purchase of local goods and services annually
- 93% broadband availability
- Owns and operates more than 97 locations and 237 vehicles
- More than 300 cell towers with fiber connections
- With an average of 20 years of experience as a communications company in the region

FairPoint has a history of successful collaborations   partnerships with the town of Dover. In 2012 FairPoint and the town worked to together to achieve 100% broadband coverage in East Dover, and in 2012 FairPoint provided Internet capability for town WiFi hotspots.

In 2014, FairPoint launched a Community Broadband Initiative in order to work more closely with local communities and be more responsive to their needs. As a result, the company has worked with dozens of Vermont communities over the past two years to help assess community broadband needs, and to share information about FairPoint's services, network infrastructure, and planned network improvements for individual communities. FairPoint used information garnered through this initiative in part to respond to this RFP.

I'm committed to providing a robust and resilient network to help communities and their residents meet their communications needs and creating additional value to Vermonters. Together, I'm confident we can achieve these goals. Please let me know if you have any questions.

Sincerely,

Enhanced Communications of Northern New England Inc. and
Telephone Operating Company of Vermont LLC
Jeffrey J. Heins
Vice President Assistant General Counsel
FairPoint Communications
1 Davis Farm Road
Portland, ME 04103

Confidentiality Statement:

Enhanced Communications of Northern New England Inc. and Telephone Operating Company of Vermont LLC (collectively, "FairPoint" or "FairPoint Communications" herein), response embodies and contains certain confidential, commercial and/or financial information, trade secrets, know how, compilations, technology, and other intellectual property of FairPoint and/or its affiliates (the "Confidential Response Information"), which must be kept confidential.

Except as required by law, this response, the Confidential Response Information, any summaries, related materials or any oral disclosures, whether or not marked or disclosed as confidential and proprietary, must be treated as such. FairPoint requires that the entire response only be used and disclosed by the Town of Dover ("the Town") and its employees with a need to know and that are aware of the obligation to keep such information confidential and only if under an obligation of confidentiality.

The Confidential Response and any oral disclosures must be kept confidential indefinitely in the same manner that the Town keeps its own confidential and proprietary materials, but in no event less than a reasonable degree of care and that which is required by law. The Confidential Response or any oral disclosures shall not be provided to any unauthorized third party without FairPoint's consent or used for any purpose other than this Request for Proposal and directly related activity. FairPoint may require a separate non-disclosure agreement with any third party prior to any such disclosures.

If the Town believes that certain materials are thought to be subject to public access under a public records law and the materials are in fact subject to disclosure under the public records law, FairPoint will make every effort to specifically mark only those sections that it deems to be exempt from public access upon written request. Under such circumstances the remaining information not exempted shall be disclosed only in accordance with law to the requesting party only. If any material is marked as exempted but is thought to be subject to public access by the Town or the third party requestor, FairPoint requires adequate notice prior to disclosure in order to preserve its rights at law and equity.

In the event of a conflict or inconsistency with this language directly above and a non-disclosure agreement in place between FairPoint and the Town, that non-disclosure agreement shall control but only to the extent there is conflict or inconsistency.

RFP response to Scope of Work

1. The bid must include the detailed design of a fiber network from 3 perspectives
   a. Fiber to the home (building)
   b. Fiber to the pole
   c. Fiber to the neighborhood

FairPoint Communications' Response:

FairPoint offers the following solutions for a fiber network for the Town of Dover. FairPoint has over 15 fiber route miles in Town today. This fiber is generally used to provide up to 1Gbps symmetrical Carrier Ethernet Services to businesses & schools as well as connectivity to the Central Office from Remote Terminals and cell towers.

1a and 1b Response: FairPoint Response for Fiber to the Premise (Home) and Fiber to the Pole:

FairPoint Fiber Access Service Technology (FAST) Internet Service is a broadband service we offer using our Fiber-to-the-Premise (FTTP) network and Gigabit Passive Optical Networking (GPON) Technology.

FTTP is our revolutionary new fiber network that allows FairPoint to better compete by offering our business and residential customers next generation voice, data and possible future video products, including higher bandwidth offerings, ultra-high-speed Internet access, networking, multiple voice lines, teleconferencing and video applications.

Our FTTP network is among the nation's most advanced. It can deliver the benefits of converged communications, information and entertainment services to customers. However, it's also flexible enough that, if a customer requests it, we can allow a customer to continue to have their voice on copper.

The components of our FairPoint FTTP Internet Services are:
   Features
   - [1]Speed – customers can choose from several different speeds from up to 50 Mbps/25 Mbps to up to 1 GB symmetrical speeds to address their residential and business needs.

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[1] Our residential and business High Speed Internet (HSI) offerings are based on maximum achievable speeds. The actual speed available to a customer can vary and is based on factors such as the distance between the customer premises and our equipment. These maximum speeds are based on "line rate" data packet transfer measurement tests from the serving electronics to the network terminating modem port, which is more generally explained as the speed that can be attained over the last mile of our network to the customer's modem. Actual speeds reported by customers, which are typically generated using generic online speed test measurement programs, can vary from a customer's purchased speed due to several variables in the customer location or beyond our network peering providers. Additional factors impacting HSI speed can be located here http://www.fairpoint.com/global/consumer_disclosures/index.jsp.

- GPON is a shared platform – sharing a fixed amount of bandwidth upstream from the splitter. If more bandwidth is needed for an area, additional splitters can be added.
- Security Suite – each FAST line purchase includes 3 PC Support of FairPoint Security Suite.
- Email – each email account includes 9 myfairpoint.net email boxes with 2GB of storage for each email account.
- IP Protocol – customers can choose between Static or Dynamic Service (Static Service and blocks of static IP addresses are available for an additional fee).
- Back Up & Sharing – 3GB of FairPoint online backup & sharing.

Components
- Optical Network Terminal (ONT) – Generates laser pulses of light to transmit communications signals. The Light is converted into electrical signals within Optical Network Terminal (ONT) and reverts back from electrical signals into light when traversing the network from the customer premise to the ONT.
- Optical Splitters are used in the network to aggregate multiple FAST customers through a fiber connection back to the Optical Line Terminal or electronics.
- Fiber Distribution Cabinets will be required to house the Optical Splitters and connect fibers from the Remote Terminal or the Central Office to the distribution fibers that serve the customers.
- Router – 4 port 10/100/1000 Ethernet wireless router.
- Includes a battery back-up unit.

Fiber to the Premise (FTTP) addition information:
- FairPoint has been providing FTTP solutions for years in several areas of southern New Hampshire and Southern Maine.
- With an FTTP solution fiber is built all the way to the home or business so each customer would need a new fiber installation to their home or business.
- This additional fiber between the road and the home or business increases costs and deployment time, but offers a number of long-term benefits including while equipment at the end-points may have to be changed as technology evolves, the fiber speeds are scalable to keep pace with technology changes.
- Using a GPON-FTTP solution, symmetrical speeds up to a gigabit would be available to each home, GPON is, however, a shared platform – sharing a fixed amount of bandwidth upstream from the splitter. If more bandwidth is needed for an area, additional splitters can be added.
- Although the number of splitters required with FTTP may rival the number of new Remote Terminals needed with Fiber to the Neighborhood (FTTC) , the cost of the splitters is much less than an Remote Terminal making FTTP both a better solution and a more cost-effective solution in most cases.
- FairPoint assumes any permits or rights of way necessary for required work can be acquired without issue in a timely fashion.
- FairPoint assumes the use of existing fiber where it exists.
- FairPoint assumes that a percentage of existing structure (poles/conduit) will require replacement to be usable but the actual percentage may vary significantly.

- A FTTP solution would require Fiber Distribution Cabinets to be placed on poles where applicable. These cabinets are generally 19"x13"x8", FairPoint assumes that the installation of these cabinets will not cause issues with residents.

Below is a sample diagram for Fiber to the Premise design:
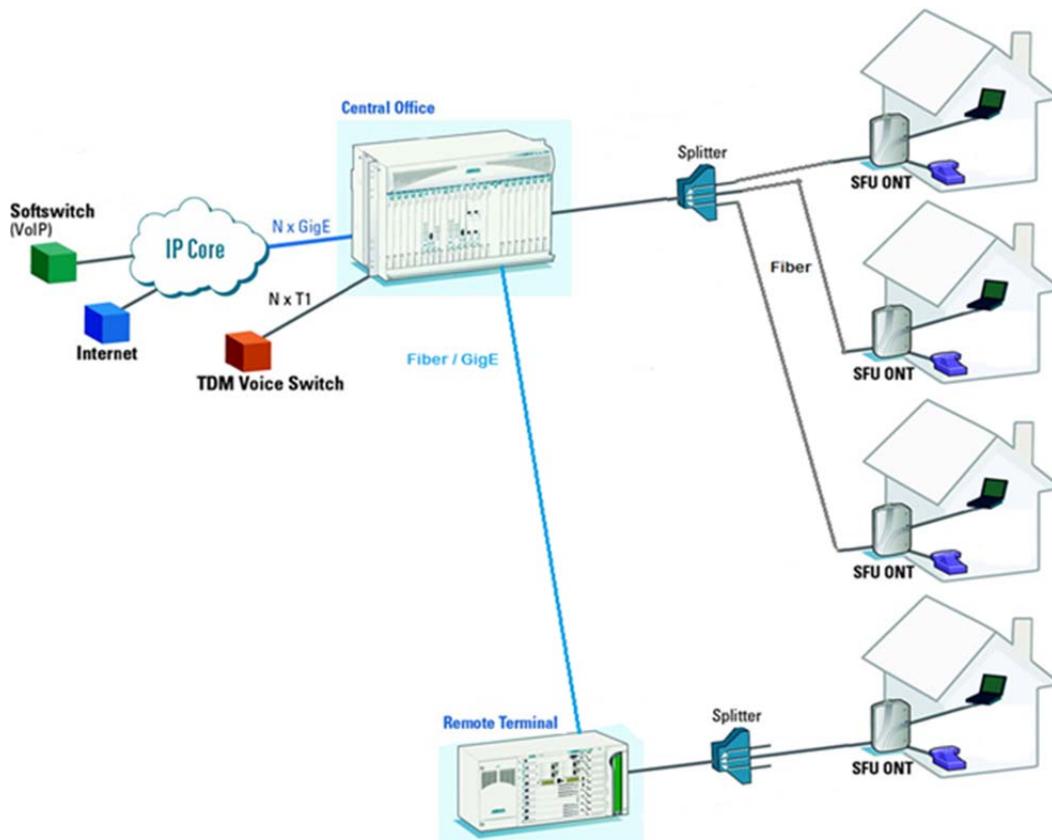
2. Each design must include supplying shared bandwidth from the following levels and the cost to the consumer for each in the form of download/upload speeds. Also, include a minimum timeframe that these costs will be effective for and a prior history of cost increases in other areas that the bidder installed. It is assumed that if the Town of Dover absorbs most or all the cost to develop the entire network infrastructure, then the cost at the various tiers will be adjusted downward accordingly from the bidder's typical rates.
   a. 50 Mbps/25 Mbps
   b. 75 Mbps/35 Mbps
   c. 100 Mbps/50 Mbps
   d. 150 Mbps/75 Mbps
   e. 250 Mbps/100 Mbps
   f. 500 Mbps/250 Mbps
   g. 1 Gbps/500 Mbps

h. 1 Gbps/1 Gbps

FairPoint Communications' Response:

FairPoint's Network Advantage
FairPoint Communications was recently ranked the sixth largest phone company in the country and offers the most comprehensive, robust network in northern New England. Since April 2008, we have invested more than $700 million in the communications infrastructure and technology to expand broadband across northern New England. Our aggressive and unprecedented push for high-speed Internet was financed solely by the company and helped expand broadband availability to more than 95 percent of all businesses in the region.

We offer one of the most comprehensive, robust networks in northern New England. The Multiprotocol Label Switching (MPLS) backbone network includes more than 17,000 fiber route miles and counting. To ensure we can easily accommodate new service deployments, our highly scalable core MPLS network is comprised of multiple 10 Gigabits per second (Gbps) rings. It delivers a high level of resiliency, with 99.999 percent core network availability.

Working in concert with our MPLS is FairPoint's advanced IP voice and integrated unified communications platform softswitch network. And because our network is fully owned and managed, we are completely accountable for it end to end. We've also developed standard processes to make interconnecting with our network easy. Plus, we staff 26 in-market field service centers with highly experienced technicians to quickly and efficiently respond to any network incidents. We work around the clock to proactively monitor and manage the network to make sure it's always running.

FairPoint's Network Diversity in Dover: FairPoint currently provides diverse network paths through the Town of Dover and other offices that service customers in the town. This diversely fed network will be the backbone of a Fiber to the Premise or Fiber to the Neighborhood. FairPoint also owns and maintains multiple scalable 10G connections to diversely fed Internet peering companies, providing diverse paths for Internet traffic.

> **There's Strength
> In Our Numbers
> in Northern New England**
>
> 20[+] years of experience supporting schools and libraries
>
> 26 in-market field service centers
>
> 350[+] central offices
>
> 1,000[+] engineers and skilled technicians
>
> 17,000[+] fiber route miles
>
> 99.999% core network availability

Why Choose FairPoint Communications

Customers choose our advanced business services over the competition because we offer forward-thinking technology over a private network that is fully owned and managed by FairPoint Communications and that reaches all of their business locations. Customers can bundle advanced communications and IT services with data transport that never touches the open Internet, which provides better performance and security. Plus, because we live and work in the communities we serve, our customers can get to know us and our infrastructure personally.

- **The largest, most robust fiber-based network** in northern New England
- **17,000 fiber route miles** and **380 network access points** in northern New England
- **Powerful Ethernet network,** which enables the next generation of mobile and cloud-based communications
- **All-in-one robust solution** (Ethernet, data center services, hosted voice, and managed services)
- **Unified communications** (Ethernet, managed services, and hosted voice)
- **Connect and physically secure your data** (Ethernet and data center services)
- **Work virtually at any time anywhere** (Ethernet, managed service, hosted voice, mobility features and online feature management)
- **Managed connection** (Ethernet, wireless LAN)

Pricing related information is provided in the below tables for Option 1 and Option 2 of the Fiber to the Premise designs. Both options would include a price guarantee of 5 years and would require a standard 1 year service contract to be signed by the customer to qualify for this pricing. This timeframe is negotiable. FairPoint would like to provide as much pricing flexibility for the Town of Dover as possible and a longer term guarantee could limit this flexibility. FairPoint currently does not meter it's Internet services for data usage and would not implement any metered or overage pricing during this price guarantee period if that policy changes. Typically, FairPoint has not increased changes to its standard pricing for its FAST product, but at times offers promotional discounts.

FairPoint does charge a $2.97 Broadband Recovery Fee to each of its Internet subscribers to help defray costs associated with expanding network capacity to support continued increase in customers' broadband consumption. Because the Town of Dover would be contributing to the FTTP build costs, these fees would be waived on a permanent basis.

FairPoint plans a phased build out process which will offer services to some residents before it is available to others, timing of this 3 year period will need to be negotiated during the contract phase of this project and relates to all references in this response to this 3 year period.

Option 1 includes the Town of Dover funding 100% of the Network-cost to build a fiber to the pole network and FairPoint funding 100% of the Access costs and installation for the first 3 years, including the costs associated providing the path between the serving pole or pedestal to the home. All pricing reflect Residential services ordered with Dynamic IP Addresses.   Additional charges will apply for Static IP Address orders and for Business customer orders.

Additional Fiber to the Premise (Home) component pricing includes a $29.99 fixed non-recurring activation fee for each Fiber to the Prem connection including from the pole or pedestal to the customers building for the first 3 years; a fixed recurring modem/router lease rate of $8.99 per month or a fixed non-recurring modem/router purchase price of $125.00; Professional Installation rate of $129.99 for connection and set up of modem/router will be waived for the first 3 years.

Option 1 Pricing 60% Discount

Product Speeds	Product Costs Per Month	Dover Option 1 Per Month Costs
Up to 50M/25M	$79.99	$32.00
Up to 75M/35M	$99.99	$40.00
Up to 100M/50M	$111.99	$44.80
Up to 150M/75M	$131.99	$52.80
Up to 250M/100M	$139.99	$56.00
Up to 500M/250M	$159.99	$64.00
Up to 1G/500M	$179.99	$72.00
Up to 1G/1G	$199.99	$80.00

Option 2 includes the Town of Dover funding 90% of the network cost to build a fiber to the pole network, FairPoint funding 10% of the network cost to build a fiber to the pole network and FairPoint funding 100% of the Access costs and installation for the first 3 years, including the costs associated with providing the path between the serving pole or pedestal to the home. All pricing reflect Residential services ordered with Dynamic IP Addresses. Additional charges apply for Static IP Address orders and Business service orders.

For Option 2 Pricing 50% Discount

Product Speeds	Product Costs Per Month	Dover Option 1 Per Month Costs
Up to 50M/25M	$79.99	$40.00
Up to 75M/35M	$99.99	$50.00
Up to 100M/50M	$111.99	$56.00
Up to 150M/75M	$131.99	$65.99
Up to 250M/100M	$139.99	$70.00
Up to 500M/250M	$159.99	$80.00
Up to 1G/500M	$179.99	$90.00
Up to 1G/1G	$199.99	$100.00

1c Fiber to the Neighborhood (FTTC) Broadband Service

FairPoint's Fiber to the Neighborhood (FTTC) Broadband Service utilizes Very-High-Bit-Rate (VDSL2) technology delivered over existing copper facilities and can provide Internet access to the homes and businesses in the target neighborhood area. With this FTTC solution, all of the homes and businesses within the Town of Dover would qualify for Internet access speeds of up to 50 Mbps download by 20 Mbps upload (50M/20M).

Below is a sample diagram for Fiber to the Neighborhood design:
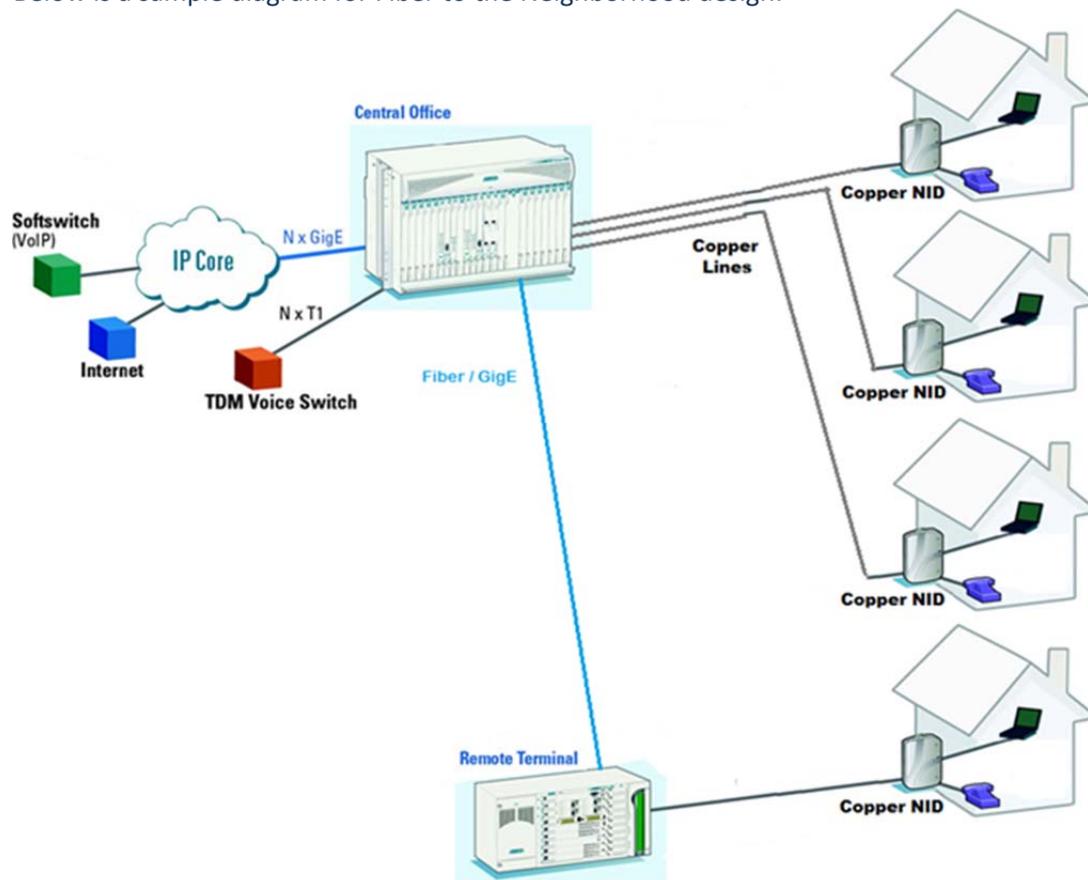
For **Residential** customers our FairPoint's VDSL2 Service solution includes:
Features

- Speed – customers can choose from several different speeds to address their residential needs up to 50 Mbps download/20 Mbps upload.
- Security Suite – each fiber high speed Internet line purchase includes 3 PC Support of FairPoint Security Suite.
- Email – each email account includes 9 myfairpoint.net email boxes with 2GB of storage for each email account.
- IP Protocol – customers can choose between Static or Dynamic Service (Static Service and blocks of static IP addresses are available for an additional fee).
- Back Up & Sharing – 3GB of FairPoint online backup & sharing.

Components
A Fiber to the Curb (Neighborhood) solution would incorporate the installation of at least 65 new fiber fed Remote Terminals, mostly A/C powered ground mounted cabinets and pole mounted cabinets where possible with VDSL2 electronics. Customers would be served using existing copper infrastructure from the fiber fed Remote Terminal to their houses, minimizing build costs to the customer premises but also only allowing speeds up to 50 Mbps/20 Mbps.

Fiber to the Neighborhood Pricing:

Fiber to the Neighborhood (FTTC) $10/mo Discount on 20M or Higher Speeds		
Product Speeds	**Product Costs Per Month**	**Dover FTTC Per Month Costs**
Up to 20M/5M	$59.99	$49.99
Up to 30M/10M	$69.99	$59.99
Up to 50M/20M	$79.99	$69.99

Customers can order lower speeds, which would convert to ADSL2+ technology currently deployed in many locations in Dover. All pricing reflects Residential services ordered with Dynamic IP Addresses. Additional charges apply for Static IP Address orders and Business service orders. Pricing associated with these additional services can be found at FairPoint Communications Consumer Disclosure-Broadband Internet Access Service at the following link:

http://www.fairpoint.com/global/consumer_disclosures/index.jsp

Additional FTTC information:

- An FTTC solution assumes that FairPoint will use all existing copper facilities from the Remote Terminals into each customer premise. These copper facilities would need to continue to be maintained.
- A FTTC solution will require the installation of many new Remote Terminals, some of these would be placed on poles and some would be placed in the State/Dover Municipal ROW or on Private Property, FairPoint assumes the Town of Dover would assist in acquiring required permits or easements. FairPoint also assumes that the Selectboard and residents of the Town of Dover would agree to having these new Remote Terminals placed where required to provide the requested speeds.
- With technologies like VDSL, asymmetrical speeds of up to 50 Mbps could be available depending on loop length. Today, an FTTC solution is not capable of delivering higher symmetrical service speeds.
- To deliver these higher speeds consistently to every home, a Remote Terminal would be required for every few homes in Dover's more rural areas.
- The build cost for fiber is less with FTTC, but the number of Remote Terminals required and associated cost of that equipment often negates the benefit.

3. The bid must include the fixed price cost to develop the entire network. Cost items to be broken out in the bid must include at a minimum.
   a. Laying of fiber and the fiber count
   b. Use of existing fiber
   c. Network central office equipment
   d. Other hardware such as cabinets, splitters, etc.
   e. Customer equipment and installation costs
   f. Cost for pole or underground access
   g. Conduit costs
   h. Tree trimming
   i. Traffic control
   j. Permitting
   k. Engineering

FairPoint Communications' Response:

Fiber to the Premise pricing: Option 1:
This option includes the Town of Dover funding 100% of the $4.85M Network costs and FairPoint funding 100% of the $1.73M Access (Access includes the cost of a fiber drop installation from the pole or pedestal to the building and a Professional Installation of the modem/router, additional costs for extensions beyond the existing demarcation point could apply) cost for 3 years.

{Redaction: Fiber to the Premise pricing Option 1}

Total Network Costs For Up to 1G Symmetrical Solution	$4,853,718

Fiber to the Premise pricing: Option 2:
This option includes the Town of Dover funding 90% of the $4.85M Network costs, FairPoint funding 10% of the Network build costs and FairPoint funding 100% of the $1.73M Access (Access includes the cost of a fiber drop installation from the pole or pedestal to the building and a Professional Installation of the modem/router, additional costs for extensions beyond the existing demarcation point could apply) cost for 3 years .

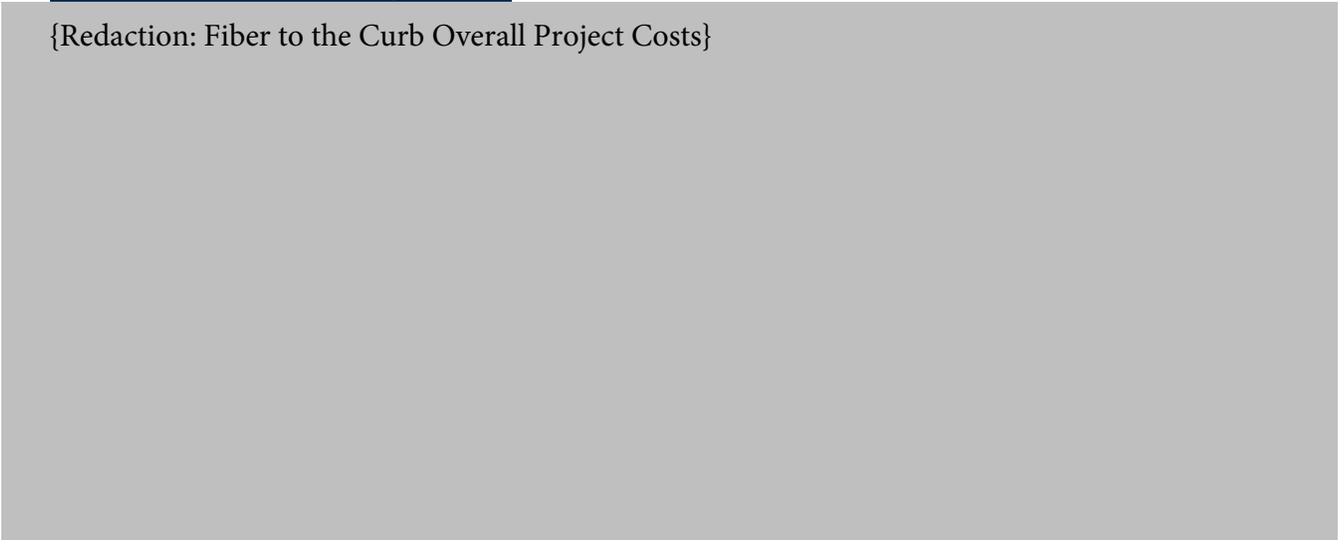{Redaction: Fiber to the Premise pricing Option 2}

Dover 90% Funding of Network Build Costs	$4,368,718

Fiber to the Curb Overall Project Costs:

{Redaction: Fiber to the Curb Overall Project Costs}

Total FTTC Costs	$5,927,766

4. All bid documents should detail any variable costs in the project (if any) and why they are variable. A cost range should be specified.

FairPoint Communications' Response:

Fiber to the Premise Variable Costs: Based on FairPoint's FTTP Option 1 and Option 2 proposals, the Town of Dover would fund for 100% or 90% respectively for the fiber to the pole network build costs and FairPoint would fund 100% of the Access cost and professional installation costs to customers buildings for a 3 year period. A significant amount of the FTTP variable costs are related to Access or connecting a customer's fiber drop from the pole or pedestal to their building. FairPoint's proposal would fund this Access component for 3 years. Variable costs related to extending a customer's demarcation point once the fiber drop is installed in the building still exist and will need to be negotiated with the individual home or business owners, additional charges may apply. Variable costs

associated with demarcation point extensions for Multi-dwelling units are detailed in the Multi-dwelling unit section below.

Fiber to the Pole:
Variable costs associated with this network deployment include trimming, traffic control and potential amount of existing network conduit or pole infrastructure that would need to be replaced. FairPoint has thoroughly reviewed these costs and is comfortable with the pricing provided in the Fiber to the Pole in the bid section.

Fiber to the Neighborhood:
Variable costs associated with this network deployment are limited to the amount of Remote Terminals actually needed to provide every customer with up to 50M/20M service, but FairPoint is confident in the network costs provided. Additional on-going variable costs for a Fiber the Neighborhood includes maintaining of the existing copper network.

Additional Installation Information:
Buildings that have an existing aerial or underground in conduit condition for their copper service already have a designated path for the new fiber drop. Assuming the integrity of the conduit is still intact, the new fiber drop will follow the same, existing path.

Any customer currently served from a pole to their building with an aerial connection that wants to now have their service underground, would bare all costs associated with changing from aerial to underground serviced.

Customers would be expected to pay a one-time non-recurring charge based on the cost to bring (or repair) fiber or copper to the customer location (if necessary) and the electronic equipment to provide the dedicated bandwidth speed requested after the FairPoint funding Access period of 3 years has expired.

Monthly recurring charges would be based on bandwidth speeds and other features. DSL customers who lease equipment will pay a small monthly recurring charge for the modem/gateway.

Special construction charges for pole line extensions currently apply for new building construction and are not included in this bid response.

5. Costs for data and associated quantities (if any)

FairPoint Communications' Response: Please see the pricing tables above.

6. Detail how connection to the customer will occur and the time to respond for this installation.
   a. Describe the installation (provisioning) process from the following perspectives
      i. New customer

ii. Reconnect an existing customer
iii. Will on-line initiation and status of service requests be available

FairPoint Communications' Response:

New Fiber to the Home customer: Customers call into the FairPoint Customer Service and Sales Center and provides an account number or address information and discusses broadband needs. Once the customer decides what level of service they are interested in, the Service Representative places the order in the systems, which flows through the provisioning process and a technician is dispatched to run the fiber drop to the house, place the ONT and the NID, tests speed and completes installation. The cost of this installation, (including placing new conduit or placing a direct buried fiber for 3 years), would be $29.99 non-recurring charge. Once the fiber has been placed to the building, FairPoint recommends a Professional Installation be performed, which would include the installation of the Modem/Router so service would be tested and working to the Modem/Router in the customers location when the technician completes the installation (this includes standard installation to a single family house or single business buildings and multi-dwelling units with existing paths or conduits to each unit. More complex multi-dwelling units with no existing paths would need to be reviewed and additional costs may apply). The Professional Installation cost is $129.99 non-recurring charge but FairPoint will waive this cost for the first 3 years of the project.

New Fiber to the Neighborhood Customer: Customers call into the FairPoint Customer Service and Sales Center and provides an account number or address information and discusses broadband needs. Once the customer decides what level of service they are interested in, the Service Representative places the order in the systems, which flows through the provisioning process and if a Professional Installation is requested, a technician is dispatched to install the service, tests speed and completes installation. The cost of this installation would be $19.99 non-recurring charge.

Reconnect an existing customer: A reconnect would follow the same process of calling into the Customer Service and Sales Centers and placing an order, but in both Fiber to the Home and Fiber to the Curb, the facilities to the home would already be in place, eliminating the need to place facilities from the pole or pedestal to the customer's home. For reconnect orders, standard installation rates apply.

Will on-line initiation and status of service requests be available:

No. However, FairPoint is actively developing an on-line ordering and billing portal, but this is not currently in production.

7. Can a third party perform the connection to the premises?

FairPoint Communications' Response:

FairPoint does not plan on using any subcontractors to build the fiber to the pole Network. FairPoint may utilize contractors if an Access path is needed between a pole or pedestal to a customer's building

((this cost is included in Option 1 and 2 and would be covered by FairPoint in this proposal) or the first 3 years. If subcontractors are used in the future, we will provide the information requested above. If the customer is served by underground service from a pole/pedestal, a third party can place a conduit from the pole/pedestal to the customer's house. The fiber drop will be run by a FairPoint technician from the pole/pedestal to the house. Additional costs may apply.

8.   Detail how to connect multi-family dwellings and their related costs

FairPoint Communications' Response:

Specific Fiber to the Multi-Dwelling Units (MDU) - Dover has a large amount of Multi-dwelling units (MDU). FairPoint's typical copper facility delivery to these buildings is to place terminal to a centralized demarcation point and then cross-connect to building owned copper wiring that connects to individual units. With a new Fiber to the Premise delivery to an MDU, an ONT will be required for each unit, and each of these ONT's will need to be A/C powered, then a modem/router would be connected into the customers unit, also A/C powered. New service to all MDU's will take collaboration and coordination with the building and unit owners in order to streamline building access and service to the units.

- FairPoint recommends extending fiber to each unit of an MDU. Best case scenario is an existing path (conduit/innderduct) from the main demarcation point to each individual unit so fiber can be run to these units, ONT (will need A/C power) and modem/router (A/C powered) will also be installed in the units.

- If there is no path from the demarcation point to the individual units and if there is adequate copper cabling (see below) we would need to place all of the ONT's (each will need A/C power) in a centralized location and then cross-connect to the existing copper to each unit and connect a modem/router (A/C powered) into each unit. Based on FairPoint's experience in other FTTP areas, utilizing existing copper infrastructure can be cumbersome, as many times the actual condition of the copper is unknown and can cause issues with the service and frustration for all parties.

- If there is not a path for the fiber to each unit, then a new path would need to be created to each unit for the fiber or each unit would need to have the copper re-cabled, additional costs could apply to the home/building owner.

MDU copper utilization – CAT5 copper is only compatible up to 100M. CAT5e copper is compatible up to 1G and CAT6 copper is compatible up to 10G. Copper signals are usually compatible for up to 300ft. FairPoint is not responsible for the copper facilities beyond the demarcation point and strongly recommends a fiber connection from the ONT directly to each individual unit.

9. Length of time to install the project including phases and milestones. Detail how bandwidth to the customer will be activated (i.e. at the project completion, in sections, etc.)

FairPoint Communications' Response:

FairPoint's high level view of the project plan is provided below. After contract signature, the project will start by holding a project kickoff meeting with customer's key personnel and FairPoint Communications. All final timeframes and implementation commitments (and any occurrence of default) will be memorialized and handled in accordance with the parties' agreement, if applicable.

- Project Kick-Off
  - o Introduction of key personnel
  - o Project Scope
- Project Planning
  - o Particular attention paid to identifying needs and resources
- Project plan acceptance by both parties
- Status / Informational Meetings
- Core Services Construction and/or Provisioning
- Implementation Management
  - o Order Processing
  - o Configuration and Addressing Needs
  - o Site installation scheduling
  - o Site test and turn up
- Overall Project Tracking
  - o Escalation of any problems
- Project Completion and Follow-up

A complete and detailed design would have to be created before a reliable project plan could be established. However, it is estimated that a project of this size would take 12 to 18 months. A sample project plan is provided below:

High-Level Milestones	Estimated Duration (calendar days)	3/1/2017	Notes
Planning / On-site Surveys:	45	4/15/2017	
OSP Detail Engineering:	45	5/30/2017	
Material Procurement	60	7/29/2017	
Construction	180	1/25/2018	Construction and Testing will be where range comes into play - best case scenario presented
Testing	30	2/?/2018	
Systems Update and Release for Sales	30	3/26/2018	Projected Completion
Optional: Engineering / Permitting for Submarine cable to Seven Hundred Acre Island	180	9/22/2018	Concurrent timeline
Optional: Central Office Equipment Design	30	10/22/2018	Concurrent to OSP Detail Design - CO not

			critical path
Optional: Material Procurement	90	1/20/2019	
Optional: CO Equipment Installation	45	3/6/2019	
Optional: CO Test and Turn-Up	30	4/5/2019	

10. Expected payments based on completion of these milestones and demonstration that the work is completed satisfactorily

FairPoint Communications' Response: Read and understood. Completion of milestone reporting and demonstration that the work is completed satisfactorily related to expected payments will be negotiated during the contract phase of the project if FairPoint is awarded this RFP. FairPoint has provided milestone reporting and project completion reports on other Internet projects that may be used as a template for the Dover project.

11. Bids should account for servicing the network from a hardware and software perspective. These include the following at a minimum such that there are no additional costs to the town or customer
    a. Billing
    b. Cost to purchase and deliver the proposed bandwidth
    c. Cost for hardware at the customer site
        i. Purchase or rental
        ii. Can it be bought from a third-party?
        iii. Costs associated with customer hardware from bidder
    d. Cost to maintain the hardware and software infrastructure
    e. Customer servicing
    f. Troubleshooting and repair
        i. Describe the trouble reporting process
        ii. Describe any self-testing and/or help desk capabilities
    g. Installation
    h. Describe any network performance and problem resolution indicators available to the customer and/or Town of Dover, i.e.
        i. % Network Availability
        ii. Mean Time to Repair a problem

FairPoint Communications' Response:

a) Billing – Read and understood.

b) Cost to purchase and deliver the proposed bandwidth - Read and understood. In support of this Fiber to the Premise proposal, Fairpoint will complete internet backhaul network upgrades including increasing internet capacity available in Dover to accommodate up to 1G symmetrical service options. The costs to upgrade the internet backhaul will be funded by FairPoint and are not included in the overall network bid cost for this project.

c) Cost for hardware at the customer site - Read and understood. Depending on the customer term and construction costs to provide the desired services, a current fee structure cannot be calculated at this time. Final pricing is subject to the final site surveys and inspections. Pricing provided is exclusive of taxes and surcharges.

> i. Customers will need to purchase a 4 port modem/router for $125.00 or lease the same modem/router for $8.99/mo.
> ii. A modem/router can be purchased from a third-party but FairPoint software/firmware upgrades for the modem/router will not receive these updates. FairPoint recommends purchasing or leasing the equipment from FairPoint to ensure these updates can be completed correctly, reducing potential service issues related to the software.
> Iii. Costs for customer hardware detailed above in i.

d) Cost to maintain the hardware and software infrastructure- Read and understood. Costs associated with maintaining the network hardware and software infrastructure are the responsibility of FairPoint. There are very rare cases that FairPoint's physical hardware is damaged by operators of vehicles or other parties, in these cases, the costs to repair or replace this hardware could be the responsibility of the person at fault.

e) Customer servicing – Related to Network servicing upon contract award, FairPoint will assign a project manager for this project. The Project Manager will be the primary interface with the District and its stakeholders on matters related to contract execution and will be overseeing the project from start to finish. As the Program Manager, he/she will ensure that all participants in the process meet the goals set out in this RFP during implementation and beyond. The project manager will also coordinate contract planning, monitoring, and control, and be responsible for:

- Serving as the key point of contact in all matters of escalation, including change orders
- Ensuring that goals and objectives are met throughout the project
- Providing guidance and direction to all project team members
- Serving as the key liaison between internal and customer stake holders
- Overseeing and managing the system cut from start to finish

Related to access customer servicing, installation processes are provided in section 6 and repair processes are provided below in section f.

f) Troubleshooting and repair – The following contacts may be reached depending on the end user:

Business Government and Education Delivery & Maintenance: FairPoint Communications will provide the Town with a toll-free number for all trouble reporting. Calls to the toll-free number will be answered by FairPoint's HSI Help Desk operator who will enter the trouble into our Remedy trouble ticketing system; issue a tracking number to the caller; and begin the process of testing/repairing the circuit. The Help Desk is staffed 24 hours a day, 7 days a week, and 365 days a year.

Residential Maintenance and Support: FairPoint's Internet Technical Support is available 24/7/365 at 800-240-5019, or customers may participate via chat by visiting www.fairpoint.com.

Our telephone repair center can be reached 24/7/365 days a year by calling 866-984-1611 or by visiting www.fairpoint.com.

On-site Support and Repair times: FairPoint determines if an outage is major or minor depending on the specific facts of a case.

FairPoint shall have on-call telephone assistance with issue status available to the Town twenty-four (24) hours per day and seven (7) days a week. FairPoint will provide maintenance services which shall include the following:

- Repair of any portion of the FairPoint core network that is defective
- FairPoint shall have "immediate response" by staffing FairPoint HSI Help Desk and having issue status available to the Town twenty-four (24) hours per day and seven (7) days a week.
- Repeat/chronic troubles will be escalated as such upon receipt. Upon trouble resolution FairPoint will report back to the end user the cause of the problem and its resolution, if requested.

*g) Installation –*Regarding the Network installation, upon contract award, FairPoint will assign a project manager for this project. FairPoint' will be the primary interface with the Town and its stakeholders on matters related to contract execution and will be overseeing the project from start to finish. As the Program Manager he/she will ensure that all participants in the process meet the goals set out in this RFP during implementation and beyond. The project manager will also coordinate contract planning, monitoring, and control, and be responsible for:

- Serving as the key point of contact in all matters of escalation, including change orders
- Ensuring that goals and objectives are met throughout the project
- Providing guidance and direction to all project team members
- Serving as the key liaison between internal and customer stake holders
- Providing information with the subject matter experts on the technical aspects of the system to the public as needed
- Overseeing and managing the system cut from start to finish
- Individual customer installations are detailed in section 6.

h) Network performance and problem resolution - FairPoint will provide fiber to meet the specifications listed, and will terminate all fiber in Fiber Distribution Panels. We will not fuse to any existing Town-owned/leased fiber as that would not allow us to have a point of demarcation for troubleshooting. We will secure and retain pole attachment rights, coordinate with all utilities and maintain the fiber for the duration of the contract within the limits set forth. The Town will be responsible for providing building entrance to include conduit and racks.   FairPoint agrees to create appropriate mutually agreeable acceptance testing processes and run them prior to turn-over. No warranties are provided; however,

FairPoint will install the services in a professional manner in accordance with the parties' contract that will contain any and all remedies for non-performance or default.

As essential as the build, we also have the critical infrastructure to support it, from our highly sophisticated state-of-the-art Network Operations Center (NOC) that monitors the entire network and our Customer Service Maintenance Center that takes trouble calls 7x24/365 which has the ability for all lit services to remotely test, triage, repair, and/or dispatch our 1000+ technicians at any hour of the day or night for critical services, FairPoint's Internet Technical Support is available 24/7/365 at 800-240-5019, or customers may communicate via chat by visiting www.fairpoint.com.

12. Detail how the bidder will market the service to the town and the timeframe to for this effort.

FairPoint Communications' Response: FairPoint would work with the Town of Dover to develop a town specific marketing strategy that would including direct mailings, on-site town meetings, flyers and other strategies to help ensure all residents in the town are aware of their service options. Please see Appendix A for the sample flyer we used in the Portsmouth, NH launch.

13. Add any additional information that is deemed necessary and pertinent to decide.

FairPoint Communications' Response: None at this time.

Response to Submission Requirements and Guidelines

1. Only qualified firms with prior experience on projects such as this should submit proposals in response to this Request for Proposal.

FairPoint Communications' Response: Enhanced Communications of Northern New England Inc. (formed in 2006) and Telephone Operating Company of Vermont LLC (formed in 2008) are the respondents to this bid. As of Oct 2016, FairPoint had 2,700 employees. FairPoint is traded on the NASDAQ under the ticker symbol FRP.

Most of our 32 LECs operate as the incumbent local exchange carrier ("ILEC") in each of their respective markets with business, wholesale and residential customers in addition to broadband subscribers. Our operations are primarily focused in rural and small urban markets and are geographically concentrated in the northeastern
United States.

In Vermont, we have the following state statistics:
- $130M in local purchases annually
- 24/7 Network Operations Center

- 2 Customer Service Centers
- 500 Central Offices connect our network infrastructure
- 70 in-market service centers
- Nearly 40 field sales representatives
- 1,100 owned and operated vehicles
- 1,000+ engineers and skilled technicians based in your area

Copies of FairPoint Communications Inc.'s publicly available financial statements filed with the Securities and Exchange Commission can be found at http://phx.corporate-ir.net/phoenix.zhtml?c=122010&p=irol-irhome.

| 2. | Bidders must list at least 2 projects that are substantially like this project as part of their response, including references for each. Examples of work should be provided as well. |

FairPoint Communications' Response:

Portsmouth NH
In Portsmouth NH, FairPoint is now offering six new FAST Internet speeds including 1Gps/1Gbps to qualified Residential and Business addresses in Portsmouth, N.H. New Internet speeds offered- 100Mbps/ 50Mbps, 150Mbps/75Mbps, 250Mbps/100Mbps, 500Mbps/250Mbps, 1Gbps/500Mbps, 1Gbps/1Gbps.

Nashua NH
In Nashua NH, FairPoint is now offering new FAST Internet speeds including 1Gps/1Gbps to qualified Residential and Business addresses in Nashua, N.H. New Internet speeds offered- 100Mbps/ 50Mbps, 150Mbps/75Mbps.

FairPoint provides FAST in the following areas: Atkinson, Bedford, Derry, Epping, Exeter, Hampton, Nashua, Plaistow, Portsmouth, Portsmouth (Kittery), Salem and South Nashua.

3. A technical proposal must be provided and include
    a. An overview of the proposed solution
    b. Resumes of all key personnel performing the work
    c. A description of similar projects
    d. A description of bidder's organization including number of employees
    e. Proposed schedule and milestones for the entire buildout

FairPoint Communications' Response:

a) We offer one of the most comprehensive, robust fiber networks in northern New England. The Multiprotocol Label Switching (MPLS) backbone network includes more than 17,000 fiber route miles and counting. To ensure we can easily accommodate new service deployments, our highly scalable core MPLS network is comprised of multiple 10 Gigabits per second (Gbps) rings. It is designed to deliver a high level of resiliency, with a goal of 99.999% core network availability. Our CES service is backed by a 99.9% service level availability agreement. Our proposed solutions include:

- **DSL**, **ADSL2+Bonded**, max speeds: 3M legacy, 15M next-gen, & 25M bonded
    - Asymmetrical
    - Dedicated (not shared) Access delivered over copper
    - Speed eligibility is distance-sensitive
    - Internet only
- **VDSL (Fiber to the Curb)**, up to 50M
    - Asymmetrical
    - Speed eligibility is distance-sensitive
    - Internet only
- **FAST (Fiber to the Home)**, up to 1G
    - Shared facilities - GPON
    - Symmetrical and Asymmetrical options
    - Internet only
- **Business Broadband Elite (BBE)**, up to 20M
    - Symmetrical
    - Dedicated
    - Delivered over copper (multiple pairs)
    - Internet only
    - Asymmetrical BBE up to 100M/10M
- **Carrier Ethernet (CES)**, up to 1G
    - Symmetrical
    - Dedicated (not shared) Access delivered over copper (up to 20 M) or fiber
    - SLAs
    - Internet & Private IP (Point to Point & Wide Area Network)

b) Please see Appendix B for sample resumes of the key project leads. Due to the scope of a project like this, all key personnel that will perform the work cannot be listed at this time.

c) Our Portsmouth NH GPON project - where we provide a similar 1GB GPON network with access speeds that range from 100 Mbps down by 50 Mbps up to a 1 GB symmetrical. Monthly pricing ranges from $53.99 to $359.99 depending on features, speed and term. This pricing range is intended as an example. Market-specific pricing may be impacted by the cost of deployment.

d) As of October 2016, the company had 2,700 employees and is traded on the NASDAQ under the ticker symbol FRP.

e) A complete and detailed design would have to be created before a reliable project plan could be established. However, the estimated delivery timeframe for FTTC would be 18 months and the estimated delivery timeframe for FTTP would be 12 months.

4. A price proposal must be provided and should indicate the overall fixed price of the project as it relates to the scope of work and any hourly rates should any portion of the proposal dictate this.

FairPoint Communications' Response: Read and understood. A price proposal including the overall fixed price for the project as it relates to the scope of work has been provided. Customers monthly service costs have also been included, Customer service pricing provided is exclusive of taxes and surcharges. Final pricing is subject to the final site surveys and inspections.

5. Proposals must be signed by a representative that is authorized to commit bidder's company.

FairPoint Communications' Response: Jeffrey Heins, Vice President Assistant General Counsel – NNE, is authorized to legally bind the company for this response.

6. If you have a standard set of terms and conditions, please submit them with your proposal. All terms and conditions will be subject to negotiation.

FairPoint Communications' Response: This is a non-standard project proposal; therefore, no standard contract terms exist. FairPoint does, however, have terms and conditions that it can modify for this purpose. FairPoint is confident that the parties can reach agreement as FairPoint has previously with many cities, towns, and states.

7. Proposals must remain valid for at least 90 days.

FairPoint Communications' Response: Read and understood. Pricing is valid for 90 days from date of submission.

8. The Town of Dover may at its discretion, invite one or more firms to have more in-depth discussions with.

FairPoint Communications' Response: Read and understood.

9. The request for proposal timeline and submission instructions are:
   a. Request for Proposal Deadline: January 13, 2017
   b. Selection of Top Bidder/Notification to Unsuccessful Bidders: January 27, 2017
   c. Send 1 copy digitally to dovervtrfp@gmail.com
   d. Send 1 hard copy signed by an authorized representative of the company to
      Town of Dover
      Economic Development, Gigabit Internet RFP
      PO Box 428
      102 Route 100
      West Dover, VT 05356
   e. Direct any questions to Ken Black

FairPoint Communications' Response: Read and understood.

At FairPoint Communications, we are here to help.
- Flexible – FairPoint's high-speed Internet is flexible so as you or your business grows, FairPoint can scale with you.
- Speed – customers can choose from several different speeds to address their residential needs Up to 50 Mpbs/20 Mbps for Fiber to the Neighborhood (FTTC) and up to 1 GB symmetrical for a Fiber to the Premise (FTTP) network.
- Reliable – Delivered over northern New England's largest state-of-the-art network, FairPoint's Internet offers a robust network coupled with our 24/7 technical support, critical to keep you connected. And, our network is fully owned and managed by FairPoint, which means we're accountable for it end-to-end and can provide the reliability to keep you running smoothly.

Business Broadband Elite (WHERE AVAILABLE)
Business Broadband Elite, commonly referred to as BBE, is a symmetrical, dedicated internet access offering optimized for small businesses. BBE utilizes dedicated bonded copper technology to deliver symmetrical access to FairPoint's Carrier Ethernet Service platform at speeds from 3 to 20 Mbps.

Business Carrier Ethernet Services (CES)
With over 90% of our central offices, including Dover, are enabled for Ethernet, FairPoint can provide reliable high-speed connections to all of your business locations. We have skilled local sales and sales engineering teams ready to design a flexible solution to meet your data networking needs.

FairPoint Offers Several Ethernet Options:

- **Dedicated Internet Access over Ethernet**
  FairPoint Communications' Dedicated Internet Access (DIA) over Ethernet provides true business-class Internet connectivity. This dedicated service ensures your full bandwidth allocation is always available for your business, so critical data and applications have the connectivity they require.

- **Ethernet Line**

  FairPoint Communications' Ethernet Line (ELINE) offers a highly scalable, reliable and dedicated connections to our fiber network that are secure and resilient. We offer two E-LINE solutions to keep your data and application performing:
  - o Ethernet Private Line (EPL) – Point-to-point connectivity
  - o Ethernet Virtual Private Line (EVPL) – Point-to-multipoint connectivity

- **Ethernet Local Area Network**
  FairPoint Communications' Ethernet Local Area Network provides any-to-any connectivity that's easy to manage, scalable and cost effective. E-LAN extends your native Ethernet environment to connect multiple locations within a metropolitan area, available in two versions:
  - o EPLAN – Provides all your locations with true any-to-any connectivity
  - o EVPLAN – Connects all points on a common network

About FairPoint

2.1 Corporate Overview

About Us

FairPoint Communications, Inc. (NASDAQ: FRP) is a leading communications provider of high-speed Internet access, local and long-distance phone, television and other broadband services to customers in communities across 17 states. Through its fast, reliable network, we deliver affordable data and voice networking communications solutions to residential, business and wholesale customers. Our services are delivered through our resilient IP-based network in northern New England. This state-of-the-art network provides Ethernet connections that support video conferencing, e-learning and other broadband based applications.

History

Our foundation is built upon the histories of local companies with more than 100 years of nationwide telecommunications experience. While FairPoint Communications has grown the breadth and depth of its network through acquisitions and self-funded capital investments to better serve its customers, it has maintained its roots and partnerships in each of the local communities that allowed it to grow.

Operations and Financial Standing

Today, our business supports $970 million in annual revenue, operations in 17 states and approximately 3,000 employees, as well as 32 local exchange companies in operation and approximately 1.2 million access line equivalents. Our companies operate as the incumbent local exchange carrier (ILEC) in each of their respective markets. These ILECs are the predominant providers of wire line service throughout the country and have a rich history of service quality and infrastructure development.

Why FairPoint?

Superior Network
FairPoint is proud to bring you the largest network in northern New England, with more than 17,000 fiber route miles and 90% percent of our central offices enabled for Carrier Ethernet Services in Maine, New Hampshire and Vermont.

Local Support
We maintain teams of local sales support staff and experienced sales engineers in your area who can design the right solution for your organization. We also provide enhanced technical support with our dedicated Network Operations Centers.

Portfolio of Services
Our broad portfolio of services enables you to enhance functionality while improving efficiency. With FairPoint, you have scalability no matter how your needs change.

Expertise
We have more than 100 years of experience supporting schools and libraries like yours, in your local market.

Competitive pricing
We deliver high-value, reliable services and support at a price that reflects your fiscal responsibility.

2.2 Network Advantage

FairPoint Communications was recently ranked the sixth largest phone company in the country and offers the most comprehensive, robust network in northern New England. Since April 2008, we have invested more than $700 million in the communications infrastructure and technology to expand broadband across northern New England. Our aggressive and unprecedented push for high-speed Internet was financed solely by the company and helped expand broadband availability to more than 95 percent of all businesses in the region.

We offer one of the most comprehensive, robust networks in northern New England. The Multiprotocol Label Switching (MPLS) backbone network includes more than 17,000 fiber route miles and counting. To ensure we can easily accommodate new service deployments, our highly scalable core MPLS network is comprised of multiple 10 Gigabits per second (Gbps) rings. It delivers a high level of resiliency, with 99.999 percent core network availability.

Working in concert with our MPLS is FairPoint's advanced IP voice and integrated unified communications platform softswitch network. And because our network is fully owned and managed, we are completely accountable for it end to end. We've also developed standard processes to make interconnecting with our network easy. Plus, we staff 26 in-market field service centers with highly experienced technicians to quickly and efficiently respond to any network incidents. We work around the clock to proactively monitor and manage the network to make sure it's always running.

**There's Strength
In Our Numbers
in Northern New England**

20[+] years of experience supporting schools and libraries

26 in-market field service centers

350[+] central offices

1,000[+] engineers and skilled technicians

17,000[+] fiber route miles

99.999% core network availability

Network Diagram removed.

2.3 Community and Economic Development

At FairPoint Communications, we are passionate about improving the quality of life where we live and work. We support our communities by fostering economic development; expanding technology initiatives; supporting health and wellness programs; and investing in youth education initiatives. We are pleased to partner with our communities, customers and employees in strengthening the bonds that build our neighborhoods and enrich our lives.

Our employees have a long tradition of partnering and volunteering in communities where they live. In 2012 alone, we made nearly $1 million in contributions to civic and community organizations and our employees devoted hundreds of volunteer hours.

We also work to strengthen local economies by using technology to bring new ways for people to communicate. Since April 2008, we have invested more than $700 million in the communications infrastructure and technology to expand broadband across northern New England. Our aggressive and unprecedented push for high-speed Internet was financed solely by the company and helped expand broadband availability to more than 95 percent of all businesses in the region.

Local Investments

Civic Contributions
- $1 million overall
- More than $30,000 to schools, libraries and local government in 2012

Organizations Supported
350+ community donations and sponsorships

Appendix A – Sample Promotions

Please see below for sample promotions that were offered to our Portsmouth NH district in regards to a similar build.

Introducing **1 Gig** Business High-speed Internet

More speed and more bandwidth for every part of your business.

FairPoint's new symmetrical 1 Gig Business High-speed Internet service delivers more to your business.

Through our existing fiber-based network, business customers will now be able to instantly send and receive files, conduct video conferencing, connect cloud-based applications, seamlessly connect multiple mobile devices and more.

It's not just incredible speed and bandwidth, it's what you can do with it.

FairPoint's new symmetrical 1 Gig Business High-speed Internet service delivers more to your business.

- Faster upload and download speeds for server management and web hosting
- Faster speeds for file sharing and downloading data
- Greater bandwidth for customer-facing WiFi
- More reliable POS and credit / debit processing
- Seamless web conferencing and video chat
- More capacity to run multiple internal wireless devices with a strong connection

Business just moves better with FairPoint.

Find out how the benefits of FairPoint 1 Gig Business High-speed Internet can help your business better communicate with customers, interact with suppliers, improve daily operations and more.

Why 1 Gig?

More efficient business operations

More dependable web connection

More reliable customer interactions

More budget friendly with special savings

New Fiber High-speed Internet Options	Limited-Time* Promotion for 50% Off 3-Year Term
Up to 100M / 50M	$80.99 / month
Up to 150M / 75M	$97.99 / month
Up to 250M / 100M	$105.99 / month
Up to 500M / 250M	$125.99 / month
Up to 1G / 500M	$145.99 / month
Up to 1G / 1G	$165.99 / month

Ask your dedicated local sales representative how to become part of the Gigabit business community today.

*Limited-time offer available to new business high-speed Internet customers for the length of their term commitment. Promotional pricing shown requires a 3-year term commitment. After promotional period, standard rates apply. Base rates are subject to change within the term. Internet speed claims represent maximum network service capability. Actual customer speeds may vary and are not guaranteed. Actual speeds vary based on a number of factors including site traffic and congestion, components within your computer such as processor speeds, memory and hardware and software configuration, content provider server capacity, internal network management factors and customer device capabilities. Early termination fees and other terms, conditions, taxes and additional charges apply. Additional equipment fees may apply. Uninterrupted service not guaranteed. Internet services may not be available in all areas or at the rates or speeds generally marketed. Services and pricing subject to change. ©2015 FairPoint Communications, Inc. All rights reserved.

Appendix B – Sample Resumes

{Redaction: Sample Resume}