

Exhibit 11

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

ORIGINAL	
N.H.P.U.C. Case No.	DT 14-102
Exhibit No.	# 11
Witness	
DO NOT REMOVE FROM FILE	

Respondent: Ryan Taylor
Title: Director of Regulatory

RECORD REQUEST:

Please provide FairPoint's written policy which states how having more than one (1) line per customer may have an impact on service classification (i.e., basic or non-basic).

DATED: May 7, 2014

REPLY:

See Confidential Attachment 1 to Exhibit 9. Please note: To clarify the record and the hearing of May 7, 2014, FairPoint's system parameters do not currently allow for a qualifying basic residential and qualifying basic service business customer at the same location to be treated as non-basic. Therefore, customers with this arrangement would be classified as having two (2) basic service lines and rated accordingly. FairPoint supports its stated position, however, that it is logical to treat these two (2) lines as serving separate and distinct entities and having different purposes for utilization. As such, FairPoint views these lines as qualifying basic service lines.

Although not documented in Confidential Attachment 1 to Exhibit 9, at the time of order entry, FairPoint service representatives collect certain information from the customer, including but not limited to, name, address, social security number and tax identification number. This information is cross-checked in Siebel to search and identify any accounts with matching information. In the event that a system match is identified, the service representative will verify the information with the customer. If the customer has existing residential service and requests a second residential line, then both services would be classified as non-basic.