

770 Elm Street Manchester NH 03103

June 28, 2017

Commission Clerk Florida Public Service Commission 2540 Shumard Oak Boulevard Tallahassee, FL 32399-085

Re:

GTC, Inc. d/b/a FairPoint Communications – Compliance with 47 CFR §54.313 and §54.314; Docket 170131-TP-2018

# REDACTED

Dear Secretary:

Enclosed please find GTC, Inc. d/b/a FairPoint Communications certified affidavit in support of its use of federal universal service funds and to facilitate certification by the Florida Public Servic Commission to the Federal Communications Commission as contemplated in 47 C.F.R. §54.314.

Also attached for filing, please find the FCC Form 481 for GTC, Inc. d/b/a FairPoint Communications as filed with the Universal Service Administrative Company for its study areas in Florida (SAC 210291, 210329, and 210339). Portions of this filing are being made confidentially in accordance with the Federal Communications Commission's (Commission) Third Protective Order, DA10-1749, released August 30, 2012. FairPoint also request protection from disclosure to the public by FCC Title 47 C.F.R §§ 0.457 and 1.459.

This filing contains confidential information on outages, customer information by exchange, and information regarding FairPoint's past, present and future network deployment activities. FairPoint requests confidential treatment of this information as it is competitively sensitive and is not normally released to the public; release of this information could give competitors an advantage in the markets described therein.

Please feel free to contact me at the number below or via email at bwestman@fairpoint.com should you have any questions concerning this filing.

Sincerely,

Beth Westman

State Government Affairs Manager

**FairPoint Communications** 

Beth Westman

#### **AFFIDAVIT**

BEFORE ME, the undersigned authority appeared Michael T. Skrivan, who deposed and said:

- 1. My name is Michael T. Skrivan. I am employed by GTC, Inc. d/b/a FairPoint Communications (the "Company") as its Vice President of Regulatory. I am authorized to give this affidavit on behalf of the Company. This affidavit is being given to support the Florida Public Service Commission's certification as contemplated in 47 C.F.R. §54.314.
- 2. GTC, Inc. d/b/a FairPoint Communications hereby certifies that the federal high-cost universal service support the Company received in 2016 and will receive in 2018 was and will be used for the services and functionalities outlined in 47 C.F.R. §54.101(a), and that it will only use the federal high-cost support it receives for the provision, maintenance and upgrading of facilities and services for which such support is intended, consistent with section 254(e) of the Act.

FURTHER AFFIANT SAYETH NOT.

Michael T. Skrivan

Vice President of Regulatory

M. chail TSbran

STATE OF MAINE

**COUNTY OF CUMBERLAND** 

NICOLINE F. CORDICE Notary Public, Maine

Notary Public, Malife

My Commission Expires September 17, 2017

FCC For	m 481 - Carrier Annual Reporting  Data Collection Form	ACTED — FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210339	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com	
	Form Type	54.313 and 54.422	

(200) Service Outage Reporting (Voice)

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	210339
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<210> For the prior calendar year, were there any reportable voice service outages?	
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	<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventativ Procedure
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	fulfilled Service Request ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210339	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
	Infulfilled service request (voice)  Detail on attempts (voice)		
	Nam	e of Attached Document	
<320>1	Unfulfilled service request (broadband)	0	
<330>	Detail on attempts (broadband)		
	1	Name of Attached Document	

(400) Numbe Data Collecti	r of Complaints per 1,000 customers on Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code 210339	
<015>	Study Area Name orc. INC.	
<020>	Program Year 2018	
<030>	Contact Name - Person USAC should contact regarding this data	
<035>	Contact Telephone Number - Number of person identified in data line <030>	
<039>	Contact Email Address - Email Address of person identified in data line bgalardosfairpoint.com <030>	
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	ked voice
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	ted broadband
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

	npliance With Service Quality Standards and Consumer Protection Rules ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-08 July 2013		
<010>	Study Area Code	210339			
<015>	Study Area Name	OTC, INC.			
<020>	Program Year	2018			
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo			
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354125 ext.			
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com			
<500>	Certify compliance with applicable service quality standards and consumer pro	otection rules Yes			
		210339FL510.pdf			
<510>	Descriptive document for Service Quality Standards & Consumer Protection Ru	eles Compliance			
<515>	Certify compliance with applicable minimum service standards				

Page 6

#### REDACTED - FOR PUBLIC INSPECTION

	unctionality in Emergency Situations Illection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013		
<010>	Study Area Code	210339			
<015>	Study Area Name	ore, inc.			
<020>	Program Year	2018			
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo			
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.			
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com			
<600>	Certify compliance regarding ability to function in emergency situations	Yes			
<610>	Descriptive document for Functionality in Emergency Situations	210339FL610.pdf			

-	ice Offerings including Voice Rate Data llection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210339	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data	line <030> 2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data	line <030> bgalardo@fairpoint.com	

>	<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<bs></bs>	<c></c>
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
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(710) Broadbrand Price Offerings Data Collection Form		FCC Form 481
Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	210339	
<015> Study Area Name	GTC, INC.	

2018

<020> Program Year

711> <a1> <a2> <b1> <b2> <c> <d1> <d2> <d3> <d4> <d3> <d4> <d4> <d3> <d4> <d4> <d5 <d4="" <d5="" <d5<="" th=""><th>35&gt; 39&gt;</th><th>Contact Telephone Numb Contact Email Address - Er</th><th colspan="6">2075354126 ext. bgalardo@fairpoint.com</th></d5></d4></d4></d3></d4></d4></d3></d4></d3></d2></d1></c></b2></b1></a2></a1>	35> 39>	Contact Telephone Numb Contact Email Address - Er	2075354126 ext. bgalardo@fairpoint.com							
State Regulated Broadband Service - Download Speed Broadband Service - Usage Allowance Action Taken				ned in data into 1000	23000100101100	1113 - COM				
State Regulated Download Speed Broadband Service - Usage Allowance Action Taken	711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<b>(</b> 0)	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
		State	Exchange (ILEC)	Residential Rate	The second secon	Total Rate and Fees	Download Speed		-	Usage Allowance Action Taken When Limit Reached (select)

See attac		
Worksheet		

800) Operating Companies			FCC Form 481	
Data Coll	ection Form			OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		210339	
<015>	Study Area Name		GTC, INC.	
<020>	Program Year		2018	
<030>	Contact Name - Person	USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Nur	mber - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address	- Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<810>	Reporting Carrier	GTC. Inc.		
<811>	Holding Company	FairPoint Communications, Inc.		
<812>	Operating Company	GTC. Inc.		

<813>	<al></al>	<a2></a2>	<a3></a3>
· ·	Affiliates	SAC	Doing Business As Company or Brand Designation
-			
2-		See attached worksheet	
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0.000	ribal Lands Reporting ollection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210339	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<900>	Does the filing entity offer tribal land services? (Y/N)	No	
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation	Name o	f Attached Document
If your	company serves Tribal lands, please select (Yes,No, NA) for each these boxes		
	irm the status described on the attached PDF, on line 920,		
	strates coordination with the Tribal government pursuant to	Select	
	3(a)(9) includes:	Yes or No or	
		Not Applicable	
<921>	Needs assessment and deployment planning with a focus on Tribal		
ر د د د د د د د د د د د د د د د د د د د	community anchor institutions.		
<922>	Feasibility and sustainability planning;		
<923>	Marketing services in a culturally sensitive manner;		
<924>	Compliance with Rights of way processes		
<925>	Compliance with Land Use permitting requirements		
<926>	Compliance with Facilities Siting rules		
<927>	Compliance with Environmental Review processes		
<928>	Compliance with Cultural Preservation review processes		
<929>	Compliance with Tribal Business and Licensing requirements.		

		rage
	vice and Broadband Service Rate Comparability ection Form	FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819  July 2013
<010>	Study Area Code	210339
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030	> 2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030	bgalardo@fairpoint.com
<1000>	Voice services rate comparability certification	oice Broadband Service Rate Comparability.pdf
<1010>	Attach detailed description for voice services rate comparability compliance	
		Name of Attached Document
<1020>	Broadband comparability certification	Yes - Pricing is no more than the most recent applicable benchmark announced between the Wireline Competition Bureau

Name of Attached Document

Attach detailed description for broadband

comparability compliance

<1030>

	lo Terrestrial Backhaul Reporting llection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-081 July 2013	
<010>	Study Area Code	210339		
<015>	Study Area Name	GTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com		
<1100>	Certify whether terrestrial backhaul options exist (Y/N)	Yes		
<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 upstream within the supported area pursuant to § 54.313(g).	kbps		

Lifeline	rms and Condition for Lifeline Customers ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210339
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	Name of Attached Document
<1220>	Link to Public Website HTTP 50	w.tariffs.net/fairpoint/tier.asp?cid+1644
or the we	neck these boxes below to confirm that the attached document(s), on line 1210, bsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	
<1222>	Details on the number of minutes provided as part of the plan,	
<1223>	Additional charges for toll calls, and rates for each such plan.	

(2005) Price Cap Carrier Additional Documentation  Data Collection Form  Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819	
			July 2013
<010>	Study Area Code	210339	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

# Incremental Connect America Phase I reporting

<2011>	3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of	Yes	
<2022>	Incremental Support.  Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for	Yes	
<2023>	projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only. The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of	Yes	
	census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.		
<2024A>	Round 2 Recipient of Incremental Support?	Yes	210339FL2024.xlsm
<2024B>	Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	
<2025A>	Round 2 Recipient of Incremental Support?	Yes	210339FL2025.xlsm
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	Name of Attached Document Listing Required Information	210339FL2025.X1SM
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		Not Applicable

(2005) Price Cap Carrier Additional Documentation  Data Collection Form  Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-08 July 2013	
<2016>	Carrier Connect America ICC Support {47 CFR § 54.313(d)} Certification support used to build broadband	Not Applicable	
<2017A>	America Phase II Reporting {47 CFR § 54.313(e)}  Connect America Fund Phase II recipient?	Yes	
<2017C>	Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.		
<2018>	Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)	Name of Attached Document Listing Required Information	
<2019>	Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)		

(3005) Rate ( Data Collecti	Of Return Carrier Additional Documentation on Form		A Magazini		FCC Form 481 OMB Control No. 3060-0386/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		210339		
<015>	Study Area Name		GTC, IN	IC.	
<020>	Program Year		2018		
<030>	Contact Name - Person USAC should contact regarding this of	lata	Barbara	Galardo	
<035>	Contact Telephone Number - Number of person identified in	data line <030>	20753541	26 ext.	
<039>	Contact Email Address - Email Address of person identified in	n data line <030>	bgalard	lo@fairpo	int.com
inancial r	m the drop down menu or check the boxes below to eporting requirements set forth in 47 CFR 54.313(f)( below is accurate.	note complianc 2). I further cert	e with 54.313( ify that the inf	f)(1). Privately h formation repor	neld carriers must ensure compliance with the reted on this form and in the documents
3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)				
3010A)	Certification of Public Interest Obligations {47 CFR § $54.313\{f\}(1)\{i\}}$				
3010B)	Please Provide Attachment	Name of Attach	ed Document Li	sting Required	
3012A)	Community Anchor Institutions {47 CFR §	Information			
201201	54.313(f)(1)(ii)) Please Provide Attachment	Name of Attack	-d D	selve Described	
3012B) 3013)	Is your company a Privately Held ROR Carrier {47 CFR	Name of Attach Information (Yes/No)	O	O Required	
3014)	§ 54.313(f)(2)} If yes, does your company file the RUS annual report	(Yes/No)	0	0	
3015) 3016)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  Document(s) with Balance Sheet, Income Statement				
3017)	and Statement of Cash Flows If the response is yes on line 3014, attach your	Name of Attach	ed Document Lis	sting Required	
3018)	company's RUS annual report and all required documentation If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	Information (Yes/N	o) O	0	
3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS				
020)	Operating Report for Telecommunications Borrowers Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows				
3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission on line				
3022)	3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers				
(023)	Underlying information subjected to a review by an independent certified public accountant				
3024)	Underlying information subjected to an officer certification.				
(025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows				
(026)	Attach the worksheet listing required information	Name of Attache	d Document Lis	ting Required	

#### REDACTED - FOR PUBLIC INSPECTION

(3005) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Concedent on the	July 2013

<010>	Study Area Code	210339	
<015>	Study Area Name	GTC, INC.	
	Program Year	2018	
	the state of the s	Barbara Galardo	
	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
		boalardo@fairpoint.com	

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

(4005) Rural Broadband Experiment Additional Documentation FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 **Data Collection Form** July 2013

<010>	Study Area Code	210339	
<015>	Study Area Name	ore, inc.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <030> 2075154126 exc.		
<039>	Contact Email Address - Email Address of person identified in data I	ine <030> bgalardo#fairpoint.com	

#### 4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

## Public Interest Obligations -- FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

#### Community Anchor Institutions - FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

## If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses Name of Attached Document Listing Required Information of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

#### Broadband Deployment Locations - FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing Name of Attached Document Listing Required Information deadline for the FCC Form 481.

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband Name of Attached Document Listing Required Information speed and data usage allowances available in the relevant geographic area.

	tion - Reporting Carrier lection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210339
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

# TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

I certify that I am an officer of the reporting carrier; my responsi recipients; and, to the best of my knowledge, the information re	bilities include ensuring the accuracy of the annual reporting requirements for universal service support ported on this form and in any attachments is accurate.
Name of Reporting Carrier: GTC, INC.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/23/2017
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer: V.P. Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 210339	Filing Due Date for this form: 07/03/2017

	ion - Agent / Carrier ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-081: July 2013	
<010>	Study Area Code	210339		
<015>	Study Area Name	GTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	1	

# TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent)_ also certify that I am an officer of the reporting carrier; my r agent; and, to the best of my knowledge, the reports and da	esponsibilities include ensuring the accuracy of the annual of	information reported on behalf of the reporting carrier. I data reporting requirements provided to the authorized
Name of Authorized Agent:		
Name of Reporting Carrier:		
Signature of Authorized Officer:		Date:
Printed name of Authorized Officer:		
Title or position of Authorized Officer:		
Telephone number of Authorized Officer:		
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	

## TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF or LI Recipient	s on Behalf of Reporting Carrier
	orized to submit the annual reports for universal service support re reporting carrier; and, to the best of my knowledge, the information	
Name of Reporting Carrier:		227
Name of Authorized Agent Firm:		
Signature of Authorized Agent or Employee of Agent:		Date:
Name of Authorized Agent Employee:		
Title or position of Authorized Agent or Employee of Agent		
Telephone number of Authorized Agent or Employee of Ag	ent:	

Attachments

#### REDACTED - FOR PUBLIC INSPECTION

The state of the state of	Offerings including Voice Rate Data		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> S	Study Area Code	210339	
<015> 5	Study Area Name	GTC, INC.	
<020> P	Program Year	2018	
<030> 0	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035> 0	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039> 0	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	

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State	Exchange (ILEC)	<a3></a3>	<b1> Rate Type</b1>	 Residential Local Service Rate	  State Subscriber Line Charge	  State Universal Service Fee	<bs></bs> Mandatory Extended Area Service Charge	<c> Total per line Rates and Fe</c>
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9	Alligator Point		FR	17.0				
2	Altha		FR	17.0				
2	Apalachicola		FR	17.0				
	Blountstown		FR	17.0				
20	Bristol		FR	17.0				
5	Carrabelle		FR	17.0				
G	Chattahoochee		FR	17.0				
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Ĕ.	Port St. Joe		FR	17.0	<b>是20年2月</b> 5.30年7月			
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(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210339
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

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State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Broadband Service - Download Speed (Mbps)	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
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020>	Program Ye				2018	P(4.1)				
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035>		elephone Number - Numb			> 2075354	1126 ext.				
039>	Contact En	mail Address - Email Addr	lress of person identi	ified in data line <030	)> bgalard	lo@fairpoin	nt.com			
711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<>	<d1></d1>	<d2:< td=""><td>2&gt; <d3></d3></td><td></td><td><d4></d4></td></d2:<>	2> <d3></d3>		<d4></d4>
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(710) Broadband Price Offerings

Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	210339
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

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<010>	Study Area Code	210339	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarđo@fairpoint.com	
<810>	Reporting Carrier GTC. Inc.		
<811>	Holding Company FairPoint Communications, Inc.		

<812> Operating Company

GTC. Inc.

<a1></a1>	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Bentleyville Communications Corporation	170145	dba FairPoint Communications Inc.
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications Inc.
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications Inc.
Chautauqua & Erie Communications, Ltd		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications Inc.
China Telephone Company	100004	dba FairPoint Communications Inc.
Chouteau Telephone Company	431981	dba FairPoint Communications Inc.
Columbine Telecom Company	462204	dba FairPoint Communications Inc.
Columbus Grove Telephone Co.	300604	dba FairPoint Communications Inc.
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co	100015	dba FairPoint Communications Inc.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance
C-R Telephone Company	341009	dba FairPoint Communications Inc.
El Paso Long Distance Company		dba FairPoint Long Distance
El Paso Telephone Company	341004	dba FairPoint Communications Inc.
Ellensburg Telephone Company	522412	dba FairPoint Communications Inc.

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Data Collection Form	July 2013

<010>	Study Area Code		210339	
<015>	Study Area Name		GTC, INC.	
<020>	Program Year		2018	
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>		2075354126 ext.	
<039>	Contact Email Address - I	Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<810>	Reporting Carrier	GTC. Inc.		
<811>	Holding Company	FairPoint Communications, Inc.		
<812>	Operating Company	GTC. Inc.		

<a1></a1>	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Elltel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri Inc.		
FairPoint Broadband, Inc.		
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications Inc.
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc. (TG)	143331	dba FairPoint Communications Inc.
Germantown Independent Telephone Company	300618	dba FairPoint Communications Inc.
Germantown Long Distance Company		dba FairPoint Long Distance
GTC, Inc.	210291	(Florala) dba FairPoint Communications In
GTC, Inc.	210329	(Perry) dba FairPoint Communications Inc.
Maine Telephone Company, INC	100025	dba FairPoint Communications Inc.
Marianna Scenery Hill Telephone Company	170185	dba FairPoint Communications Inc.
Marianna Tel., Inc.		
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC (NNE)	125113	dba FairPoint Communications Inc.
Northern New England Telephone Operations LLC (NNE)	105111	dba FairPoint Communications Inc.
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications Inc.
Odin Telephone Exchange, Inc	341065	dba FairPoint Communications Inc.
Orwell Communications, Inc.		dba FairPoint Long Distance

(800) Op	erating Companies	EXPLICATION OF THE PROPERTY OF	
Data Col	lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210339	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
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<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	

<810>	Reporting Carrier	GTC. Inc.	
<811>	Holding Company	FairPoint Communications, Inc.	
<812>	Operating Company	GTC. Inc.	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Telephone Company	300649	dba FairPoint Communications Inc.
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	Peoples Mutual Telephone Co	190244	dba FairPoint Communications Inc.
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		San Paragraph Bong Dibonioc
-	Sidney Telephone Company	103313	dba FairPoint Communications Inc.
	ST Enterprises, Ltd.		THE PROPERTY COMMUNICATIONS INC.
	ST Long Distance, Inc.		dba FairPoint Long Distance (Kansas, Colorado, Oklahoma
	St. Joe Communications, Inc.	210339	dba FairPoint Communications Inc.
-	Standish Telephone Company, INC	100025	dba FairPoint Communications Inc.
	Sunflower Telephone Co	461835	dba FairPoint Communications Inc.
_	Taconic Technology Corp.		and regretion communications inc.
100	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	150084	dba FairPoint Communications Inc.
	Telephone Operating Company of Vermont LLC (NNE)	145115	dba FairPoint Communications Inc.
_	UI Long Distance, Inc.		dba FairPoint Long Distance
	Utilities, Inc.		dba FairPoint Communications Inc.
	YCOM Networks, Inc.	522453	dba FairPoint Communications Inc.
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GTC. Inc., St Joe 210339

# GTC Inc. (ST Joe) Florida/Georgia 210339 Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

GTC Inc., hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) maintaining a publicly-accessible website which discloses the rates, terms and conditions of service to customers in accordance with Florida requirements; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,1 the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." 2 The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."3

GTC Inc., d/b/a/FairPoint Communications does not have any service quality reporting requirements with the Florida Public Service Commission. The telecommunications industry was largely de-regulated on retail services in 2011. GTC Inc., d/b/a/FairPoint Communications does not have any service quality reporting requirements with the Georgia Public Service Commission.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement.

Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

1 Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order"). 2 Id. at para. 28.

210339FL510.pdf



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

## **Business Continuity Plan Overview**

## Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan ("BCP") is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope
- BCP Components
- Plan Maintenance

## **BCP Scope**

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical infrastructure systems, the ability for all other FairPoint business operations (back / front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff and equipment, service utilities, telecommunications and data network, IT network, and related infrastructure based items.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- Information Technology ("IT")
- Administrative and Support Operations
- Inside and Outside Plant Operations
- Network Operations Center ("NOC")
- Enhanced 9-1-1 ("E-911")
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents. All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

# **BCP Components**

The BCP consists of several components:

- Operational Preparedness for Expected Events (i.e. weather related events)
- Event / Crisis Communication Plan
- Redundancy Mapping
- Department Recovery Plans
- Information Technology Continuity Plan

The following is a brief summary of the plan components.

### Operational Preparedness for Expected Events

Weather events such snow, ice and wind can negatively impact power and communications infrastructure. While this threat cannot be eliminated, FairPoint takes steps to mitigate a storm's impact through preparedness and response. Steps include:

- Pre-event planning based on information provided by National Oceanic and Atmospheric Administration ("NOAA")
- Coordinate planning and recovery efforts through state emergency management groups
- Engage supply chain vendors to delivery additional stock prior to the expected event
- · Inspect, test and fuel emergency generators in anticipation of a power outage
- · Reallocate / relocate staff in order to respond to the pending event

## **Event / Crisis Communication Plan**

Communications is a key element to respond and recover business operations. Event / Crisis Communications are facilitated by FairPoint's Risk Management Team who assume the role of incident command from the onset of the event until normal operations are resumed.

FairPoint uses a dual level communication strategy as part the Event Communication Plan. The primary level is the workgroup comprised of both employees and vendors that are directly involved in the recovery work. The secondary level consists of internal interested parties made up of our Strategic Leadership Team. The role of the secondary level is to facilitate communications both internally and externally regarding the event and our path to response and recovery. For 2014, FairPoint has partnered with SunGard and will be deploying a hosted event communication platform in order increase our speed and reach of communications during an event.

### Redundancy Mapping

The process of redundancy mapping reviews operations within the FairPoint organization to identify alternate facilities and work locations that can be used in the event a primary location is not accessible. Given the geographic spread of FairPoint's Northern New England footprint, capabilities exist to relocate operations from event impacted areas. Through the mapping process, FairPoint is able to identify single points of failure and develop alternative work processes.

# **Department Recovery Plans**

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements, along with E-911 needs, have a high level of consideration in addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations. The recovery plans are built around a 24hour to 72hours response plan. This methodology



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

focuses on the immediate steps that need to be taken to recover functional operations within short duration events (less than 24 hours) and well as long term plans to maintain functionality during an extended event (up to, or greater than 72 hours).

## IT Recovery Plan

Like most operations, FairPoint is dependent on an IT infrastructure to conduct business and serve customers. Because of its importance, FairPoint has a continuity plan established specifically for IT operations. The IT continuity plan addresses security and access control of data sites, onsite / offsite data backup methods, processes for sequencing of system(s) recoveries and ultimately the use and execution of our established Disaster Recovery Site located outside the FairPoint footprint.

# Plan Maintenance and Exercising

The BCP is a so called "living" document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are reviewed with oversight from FairPoint's Risk Management Team. In 2013, FairPoint began the process of migrating the BCP onto a cloud based solution which will allow access to the plan components from any computer, smartphone and tablet.

FCC FORM 481 Line 1010 – Voice Service Rate Comparability Line 1030 - Broadband Service Rate Comparability

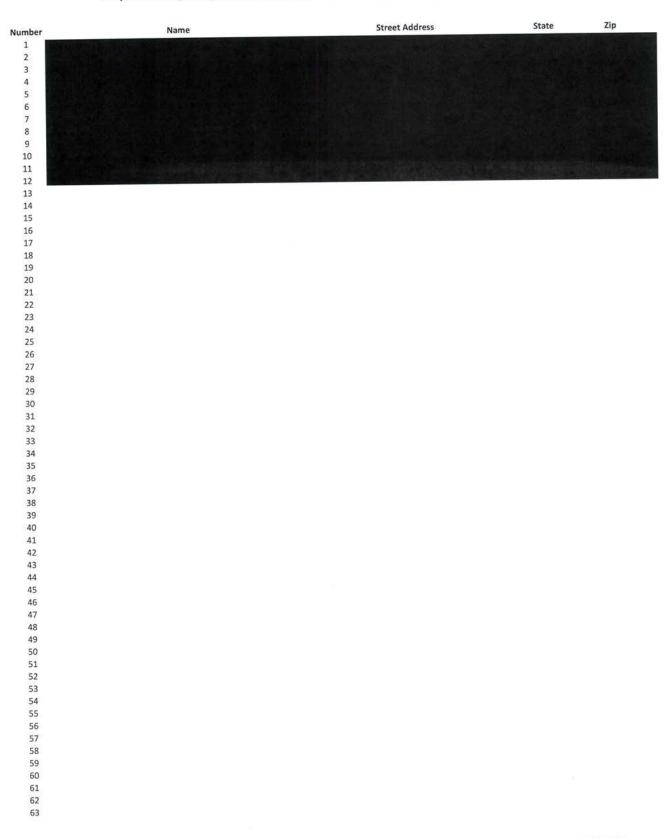
The pricing of the company's voice service and Broadband service rate are no more than two standard deviations above the applicable national average urban rate for voice and broadband services, as specified in the most recent public notice, FCC 17-167 released on February 14, 2017.

For Rates See Attachment: (700) Company Price Offerings (voice)

(710) Company Price Offerings (broadband)

# FCC Form 481 OMB Control No. 3060-0986

# Template for Reporting Community Anchor Institutions (Lines 2018, 3012B, and 4003B)



# Please complete the statement below:

The total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations is:

Year 3



FCC Form 481 OMB Control No. 3060-0986

Please use this tab to report census block information indicating where funding was spent.

assigned operating npany code (OCN)	Study Area Code (SAC)
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## Please use this tab to report Geocoded Information.

Census block information (Federal Information Processing Standard (FIPS) code)	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Common Language Location Identifier (CLLI) code	Latitude (to six decimal places)	Longitude (to six decimal places)
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FCC Form 481 OMB Control No. 3060-0986 Instructions: Please use this tab to report duplicated (if two or more locations have identical latitude and longitude coordinates) Geocoded information and provide an explanation for the duplication (e.g., two apartments that are vertically aligned).

Census block information (Federal Information Processing Standard (FIPS) code)	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Common Language Location Identifier (CLLI) code	Latitude (to six decimal places)	Longitude (to six decimal places)	Explanation
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CC For	m 481 - Carrier Annual Reporting  Data Collection Form	ACTED - FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210329	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com	
	Form Type	54,313 and 54.422	

(200) Service Outage Reporting (Voice)

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

Study Area Code	210329	
Study Area Name	GTC, INC.	
Program Year	2018	
Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
Contact Telephone Number - Number of person identified in data line <030>		
Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
	Study Area Name Program Year Contact Name - Person USAC should contact regarding this data Contact Telephone Number - Number of person identified in data line <030>	Study Area Name GTC, INC.  Program Year 2018  Contact Name - Person USAC should contact regarding this data Barbara Galardo  Contact Telephone Number - Number of person identified in data line <030>  2075354126 ext.

<210> For the prior calendar year, were there any reportable voice service outages?

<9>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h>&gt;</h>
NORS Referen Number		Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
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<010> Study Area Code <015> Study Area Name <020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> <039> Contact Email Address - Email Address of person identified in data line <030> <300> Unfulfilled service request (voice) Name of Attached Document <320> Unfulfilled service request (broadband)	300) Unfulfille Data Collection	ed Service Request on Form		FCC Form 481 OMB Control No. 3060-0986/ July 2013	OMB Control No. 3060-0819
<020> Program Year <030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> <036> Contact Email Address - Email Address of person identified in data line <030> <030> Unfulfilled service request (voice) <310> Detail on attempts (voice) Name of Attached Document	<010> Stud	dy Area Code	210329		
<030> Contact Name - Person USAC should contact regarding this data <035> Contact Telephone Number - Number of person identified in data line <030> <036 Contact Email Address - Email Address of person identified in data line <030> <030> Unfulfilled service request (voice) <310> Detail on attempts (voice) Name of Attached Document	<015> Stud	dy Area Name	GTC, INC.		
<035> Contact Telephone Number - Number of person identified in data line <030> 2075354126 ext. <039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com <300> Unfulfilled service request (voice) <310> Detail on attempts (voice) Name of Attached Document	<020> Prog	gram Year	2018		
<035> Contact Telephone Number - Number of person identified in data line <030> contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com <300> Unfulfilled service request (voice) <310> Detail on attempts (voice) Name of Attached Document	<030> Con	ntact Name - Person USAC should contact regarding this data			
<300> Unfulfilled service request (voice)  <310> Detail on attempts (voice)  Name of Attached Document	<035> Con	ntact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<310> Detail on attempts (voice)  Name of Attached Document	<039> Con	ntact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com		
Name of Attached Document					
·		Nam	ne of Attached Document		
<330> Detail on attempts (broadband)  Name of Attached Document	<330> Detail		-		

400) Numbe Data Collecti	er of Complaints per 1,000 customers on Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013			
<010>	Study Area Code	210329				
<015>	Study Area Name	GTC, INC.				
<020>	Program Year					
<030>	Contact Name - Person USAC	should contact regarding this data	Galardo			
<035>	Contact Telephone Number - Number of person identified in data line <030>					
<039>	Contact Email Address - Email <030>	Address of person identified in data line	bgslardodfairpoint.com			
<400>	voice complaints (zero or grea	to indicate how you would like to report ter) for voice telephony service in the prior area in which you are designated an ETC for t, lease, or otherwise utilize.	Offered only fixed voice			
<410>	Complaints per 1000 custome	rs for fixed voice				
<420>	Complaints per 1000 custome	rs for mobile voice				
<430>	end-user customer complaints the prior calendar year for each	t to indicate how you would like to report (zero or greater) for broadband service in the service area in which you are designated wn, operate, lease, or otherwise utilize.	Offered only fixed broadband			
<440>	Complaints per 1000 custome	rs for fixed broadband				
<450>	Complaints per 1000 custome	rs for mobile broadband				

	ppliance With Service Quality Standards and Consumer Protection Rules ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0 July 2013	
<010>	Study Area Code	210329		
<015>	Study Area Name	OTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com		
<500>	Certify compliance with applicable service quality standards and consumer pro	otection rules Yes		
		210329FL510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Ru	iles Compliance		
<515>	Certify compliance with applicable minimum service standards			

REDACTED - FOR PUBLIC INSPECTION

	unctionality in Emergency Situations ollection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210329	
<015>	Study Area Name	OTC. INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 wxt.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardosfairpoint.com	
<600>	Certify compliance regarding ability to function in emergency situations	Yes	
<610>	Descriptive document for Functionality in Emergency Situations	210329FL610.pdf	

2	ice Offerings including Voice Rate Data Illection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210329	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data	line <030> 2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data	line <030> bgalardo@fairpoint.com	
	Residential Local Service Charge Effective Date  1/1/2017 Single State-wide Residential Local Service Charge		

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Γ	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fe
r	State	Excluding (IEEE)	une (ezio)						
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(710) Broadbrand Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	10329
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<∞	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select
			See attac worksheet -					

	erating Companies ection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		210329	
<015>	Study Area Name		GTC, INC.	
<020>	Program Year		2018	
<030>	Contact Name - Person	USAC should contact regarding this data	Barbara Galardo	
<035>		nber - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address	Email Address of person identified in data line <030>	hgalardo@fairpoint.com	
<810>	Reporting Carrier	GTC, Inc.		
<811>	Holding Company	FairPoint Communications, Inc.		
<812>	Operating Company	GTC, Inc.		

( ) - ( ) ( ) - ( )	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
		See attached worksheet	

(900) T	ribal Lands Reporting		FCC Form 481
Data Co	ollection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
			July 2013
<010:	•	210329	
<015		GTC, INC.	
<020		2018	
<0303		Barbara Galardo 2075354126 ext.	
<039	property of parenty and the contract of the co	bgalardo@fairpoint.com	
<900>	and the same of th	No	
4500	bots the hims entity offer tribariant services: (1/14)		
<910>	Tribal Land(s) on which ETC Serves		
<920>	Tribal Government Engagement Obligation		
		Name of A	attached Document
lf vour	company serves Tribal lands, please select (Yes,No, NA) for each these boxes		
	irm the status described on the attached PDF, on line 920,		
	strates coordination with the Tribal government pursuant to	Select	
	(3(a)(9) includes:	Yes or No or	
	Needs assessment and deployment planning with a focus on Tribal	Not Applicable	
	community anchor institutions.		
922>	Feasibility and sustainability planning;	44444444	
923>	Marketing services in a culturally sensitive manner;		
924>	Compliance with Rights of way processes		
925>	Compliance with highest of way processes  Compliance with Land Use permitting requirements		
926>	Compliance with Earld use permitting requirements  Compliance with Facilities Siting rules		
927>	Compliance with Environmental Review processes		
<928>	Compliance with Cultural Preservation review processes		
<929>	Compliance with Tribal Business and Licensing requirements.		

<015> Stud <020> Prog <030> Con <035> Con	dy Area Code		
<020> Prog <030> Con <035> Con <039> Con	*/************************************		210329
<030> Con <035> Con <039> Con	dy Area Name		GTC, INC.
<035> Con <039> Con	gram Year		2018
<039> Con	stact Name - Person USAC should contact regarding this data		Barbara Galardo
<039> Con	ntact Telephone Number - Number of person identified in data line <0	)30>	2075354126 ext.
<1000>	tact Email Address - Email Address of person identified in data line <	030>	bgalardo@fairpoint.com
<1010>	Voice services rate comparability certification  Attach detailed description for voice services rate	Yes	e_Broadband Service Rate Comparability.pdf
(1010)	comparability compliance		Name of Attached Document
<1020>	Broadband comparability certification	Yes the	- Pricing is no more than the most recent applicable benchmark announced by Wireline Competition Bureau
<1030>	Attach detailed description for broadband comparability compliance		Name of Attached Document

	lo Terrestrial Backhaul Reporting llection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	210329		
<015>	Study Area Name	GTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	:4	
<035>		2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com		
<1100>	Certify whether terrestrial backhaul options exist (Y/N)	Yes		
<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256			

Lifeline	rms and Condition for Lifeline Customers ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210329
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<1210> <1220>	Terms & Conditions of Voice Telephony Lifeline Plans  Link to Public Website  HTTP	Name of Attached Document .tariffs.net/fairpoint/tier.asp?cid+1644
or the we	heck these boxes below to confirm that the attached document(s), on line 1210, obsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:	
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	
<1222>	Details on the number of minutes provided as part of the plan,	
<1223>	Additional charges for toll calls, and rates for each such plan.	

(2005) Price Cap Carrier Additional Documentation Data Collection Form			FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-081	
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers			July 2013	
<010>	Study Area Code	210329		
<015>	Study Area Name	GTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com		

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

# Incremental Connect America Phase I reporting

		NO.	
<2011>	3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of	Yes	
<2022>	Incremental Support.  Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for	Yes	
<2023>	projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.  The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of	Yes	
<2024A>	census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only. Round 2 Recipient of Incremental Support?	Yes	210329FL2024.xlsm
<2024B>	Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only. Round 2 Recipient of Incremental Support?	Name of Attached Document Listing Required Information	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	Name of Attached Document Listing Required Information	210329FL2025.xlsm
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		Not Applicable

ata Collection Fo	Carrier Additional Documentation orm Return Carriers affiliated with Price Cap Local Exchange Carriers	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<2016>	p Carrier Connect America ICC Support {47 CFR § 54.313(d)} Certification support used to build broadband America Phase II Reporting {47 CFR § 54.313(e)}	Not Applicable	
<2017A>	Connect America Fund Phase II recipient?	No	
<2017C>	Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.		
<2018>	Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)	Name of Attached Document Listing Required Information	
<2019>	Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)		

(3005) Rate Of Return Carrier Additional Documentation Data Collection Form					FCCForm 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code				
<015>	Study Area Name		210329		
<020>	Program Year		GTC, IN	IC.	
27E45		E.A.O.	2018		
<030>	Contact Name - Person USAC should contact regarding this c	lata	Barbara	Galardo	
<035>	Contact Telephone Number - Number of person identified in	data line <030>	20753541	L26 ext.	
<039>	Contact Email Address - Email Address of person identified in	n data line <030>	bgalard	lo@fairpo	int.com
financial r	n the drop down menu or check the boxes below to eporting requirements set forth in 47 CFR 54.313(f)( pelow is accurate.	note complianc 2). I further cert	e with 54.313( lify that the in	f)(1). Privately formation repo	held carriers must ensure compliance with the rted on this form and in the documents
(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)				
(3010A)	Certification of Public Interest Obligations {47 CFR § 54.313{f}(1)(i)}				
(3010B)	Please Provide Attachment	Name of Attach	ed Document Li	sting Required	
(3012A)	Community Anchor Institutions {47 CFR §	Information			
(3012B)	54.313(f)(1)(ii)} Please Provide Attachment	Name of Assaul	ad Dagum + 11	cting Personal	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR	Name of Attach Information (Yes/No)	ed Document Li	Sting Required	
(3014)	§ 54.313(f)(2)} If yes, does your company file the RUS annual report	(Yes/No)	0	0	
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows				
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required	Name of Attache Information	ed Document Li	sting Required	
(3018)	documentation If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or	(Yes/N	0)	0	
5015)	(2) a financial report in a format comparable to RUS				
3020)	Operating Report for Telecommunications Borrowers Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows				
3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission on line				
3022)	3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers				
3023)	Underlying information subjected to a review by an independent certified public accountant				
3024)	Underlying information subjected to an officer certification.				
3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows				
3026)	Attach the worksheet listing required information	Name of Attache	d Document Lis	ting Required	

### REDACTED - FOR PUBLIC INSPECTION

FCC Form 481	
OMB Control No. 3060-0986/ON	1B Control No. 3060-0819
July 2013	
	OMB Control No. 3060-0986/ON

Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

(4005) Rural Broadband Experiment Additional Documentation FCC Form 481 **Data Collection Form** OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	210329
<015>	Study Area Name	ore, inc.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data li	
<039>	Contact Email Address - Email Address of person identified in data I	

### 4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

### Public Interest Obligations - FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

### Community Anchor Institutions - FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

### If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses Name of Attached Document Listing Required Information of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

### Broadband Deployment Locations - FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing Name of Attached Document Listing Required Information deadline for the FCC Form 481.

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband Name of Attached Document Listing Required Information speed and data usage allowances available in the relevant geographic area.

	ion - Reporting Carrier ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210329
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

# TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

# Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate. Name of Reporting Carrier: GTC, INC. Signature of Authorized Officer: CERTIFIED ONLINE Date 06/23/2017 Printed name of Authorized Officer: Mike Skrivan Title or position of Authorized Officer: V. P. Regulatory Telephone number of Authorized Officer: 2075354150 ext. Study Area Code of Reporting Carrier: 210329 Filling Due Date for this form: 07/03/2017 Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

	ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013		
<010>	Study Area Code	210329			
<015>	Study Area Name	GTC, INC.			
<020>	Program Year	2018			
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo			
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.			
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com			

# TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent)_ also certify that I am an officer of the reporting carrier; my res agent; and, to the best of my knowledge, the reports and data	y that (Name of Agent) is authorized to submit the information reported on behalf of the reportire retify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent is accurate.				
Name of Authorized Agent:					
Name of Reporting Carrier:					
Signature of Authorized Officer:		Date:			
Printed name of Authorized Officer:		× 1000			
Title or position of Authorized Officer:					
Telephone number of Authorized Officer:					
Study Area Code of Reporting Carrier:	Filing Due Date for this form:				

# TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier						
I, as agent for the reporting carrier, certify that I am au the data reported herein based on data provided by the	thorized to submit the annual reports for universal service support recipe reporting carrier; and, to the best of my knowledge, the information r	plents on behalf of the reporting carrier; I have provided eported herein is accurate.				
Name of Reporting Carrier:						
Name of Authorized Agent Firm:						
Signature of Authorized Agent or Employee of Agent:		Date:				
Name of Authorized Agent Employee:		380/80				
Title or position of Authorized Agent or Employee of Ager	nt					
Telephone number of Authorized Agent or Employee of A	Agent:					
Study Area Code of Reporting Carrier:	Filing Due Date for this form:					
Persons willfully making false statements on this for	m can be punished by fine or forfeiture under the Communications Act of 1934, 18 of the United States Code, 18 U.S.C. § 1001.	47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title				

Attachments

### REDACTED - FOR PUBLIC INSPECTION

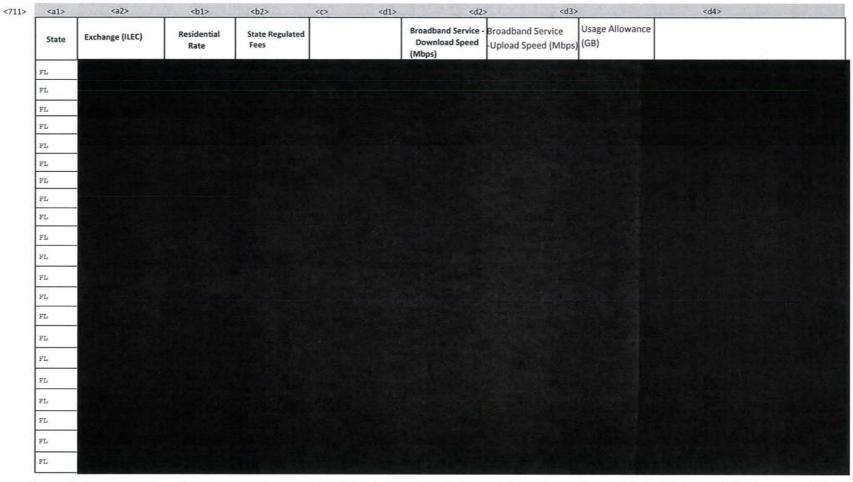
105 - 20 - 25.0	ce Offerings including Voice Rate Data lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210329	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<701>	Residential Local Service Charge Effective Date 1/1/2017	>	
<702>	Single State-wide Residential Local Service Charge		

\* <703>

<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<bs></bs>	<b>&lt;</b> C>
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and Fee
FL	Perry		FR	17.0				
FL	Keaton Beach		FR	17.0				

(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210329
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com



	adband Pri ection Forn	ice Offerings n						FCC Form 4 OMB Contr July 2013	81 ol No. 3060-0986/OMB Control No. 3060-081		
10>	Study Area	a Code			210329	210329					
15>	Study Area				GTC, INC.						
20>	Program Y				2018						
30>			uld contact regarding	this data	Barbara Galar	io					
35>	The state of the s										
39>		mail Address - Email Add				oint.com					
11>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c> <d1></d1></c>	<d2< td=""><td>&gt; <d3></d3></td><td></td><td><d4></d4></td></d2<>	> <d3></d3>		<d4></d4>		
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees		1	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)			
	FL	To the same	-				A TOP				
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FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	210329
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bqalardo@fairpoint.com

<810>	Reporting Carrier	GTC, Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	GTC, Inc.

<a>&gt;<a>&gt;</a></a>	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Bentleyville Communications Corporation	170145	dba FairPoint Communications Inc.
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications Inc.
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications Inc.
Chautauqua & Erie Communications, Ltd		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications Inc.
China Telephone Company	100004	dba FairPoint Communications Inc.
Chouteau Telephone Company	431981	dba FairPoint Communications Inc.
Columbine Telecom Company	452204	dba FairPoint Communications Inc.
Columbus Grove Telephone Co.	300604	dba FairPoint Communications Inc.
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co	100015	dba FairPoint Communications Inc.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance
C-R Telephone Company	341009	dba FairPoint Communications Inc.
El Paso Long Distance Company		dba FairPoint Long Distance
El Paso Telephone Company	341004	dba FairPoint Communications Inc.
Ellensburg Telephone Company	522412	dba FairPoint Communications Inc.

(800) Operating Companies Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210329	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	

<810>	Reporting Carrier	GTC, Inc.
<811>	Holding Company	PairPoint Communications, Inc.
<812>	Operating Company	GTC, Inc.

3> <a1></a1>	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Elltel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri Inc.		
FairPoint Broadband, Inc.		
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications Inc.
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc. (TG)	143331	dba FairPoint Communications Inc.
Germantown Independent Telephone Company	300618	dba FairPoint Communications Inc.
Germantown Long Distance Company		dba FairPoint Long Distance
GTC, Inc.	210291	(Florala) dba FairPoint Communications Inc
GTC, Inc.	210329	(Perry) dba FairPoint Communications Inc.
Maine Telephone Company, INC	100025	dba FairPoint Communications Inc.
Marianna Scenery Hill Telephone Company	170185	dba FairPoint Communications Inc.
Marianna Tel., Inc.		
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC (NNE)	125113	dba FairPoint Communications Inc.
Northern New England Telephone Operations LLC (NNE)	105111	dba FairPoint Communications Inc.
Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications Inc.
Odin Telephone Exchange, Inc	341065	dba FairPoint Communications Inc.
Orwell Communications, Inc.		dba FairPoint Long Distance

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210329
<015>	Study Area Name	GTC, INC.
:020>	Program Year	2018
030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<810>	Reporting Carrier	GTC, Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	GTC, Inc.

<813>		<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Telephone Company	300649	dba FairPoint Communications Inc.
-	Peoples Mutual Long Distance		
_	Peoples Mutual Telephone Co	190244	dba FairPoint Communications Inc.
	Quality One Technologies, Inc.		dba FairPoint Long Distance
33	Ravenswood Communications, Inc.		
, s	Sidney Telephone Company	103313	dba FairPoint Communications Inc.
-	ST Enterprises, Ltd.		
-	ST Long Distance, Inc.		dba FairPoint Long Distance (Kansas, Colorado, Oklahoma
×-	St. Joe Communications, Inc.	210339	dba FairPoint Communications Inc.
	Standish Telephone Company, INC	100025	dba FairPoint Communications Inc.
_	Sunflower Telephone Co	461835	dba FairPoint Communications Inc.
	Taconic Technology Corp.		
-	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	150084	dba FairPoint Communications Inc.
	Telephone Operating Company of Vermont LLC (NNE)	145115	dba FairPoint Communications Inc.
	UI Long Distance, Inc.		dba FairPoint Long Distance
	Utilities, Inc.		dba FairPoint Communications Inc.
	YCOM Networks, Inc.	522453	dba FairPoint Communications Inc.
_		-	
_			
-			
<u> </u>			

GTC. Inc., Perry 210329

# GTC Inc. (Perry) Florida 210329 Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

GTC Inc., hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) maintaining a publicly-accessible website which discloses the rates, terms and conditions of service to customers in accordance with Florida requirements; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,1 the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." 2 The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."3

GTC Inc., d/b/a/FairPoint Communications does not have any service quality reporting requirements with the Florida Public Service Commission. The telecommunications industry was largely de-regulated on retail services in 2011.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

1 Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Ma	r. 17,
2005) ("2005 ETC Order").	
2 <i>Id.</i> at para. 28.	

210329fl510.pdf



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

## **Business Continuity Plan Overview**

### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan ("BCP") is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope
- BCP Components
- Plan Maintenance

### **BCP Scope**

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical infrastructure systems, the ability for all other FairPoint business operations (back / front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff and equipment, service utilities, telecommunications and data network, IT network, and related infrastructure based items.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- Information Technology ("IT")
- · Administrative and Support Operations
- Inside and Outside Plant Operations
- Network Operations Center ("NOC")
- Enhanced 9-1-1 ("E-911")
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents. All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

## **BCP Components**

The BCP consists of several components:

- Operational Preparedness for Expected Events (i.e. weather related events)
- Event / Crisis Communication Plan
- Redundancy Mapping
- Department Recovery Plans
- Information Technology Continuity Plan

The following is a brief summary of the plan components.

### Operational Preparedness for Expected Events

Weather events such snow, ice and wind can negatively impact power and communications infrastructure. While this threat cannot be eliminated, FairPoint takes steps to mitigate a storm's impact through preparedness and response. Steps include:

- Pre-event planning based on information provided by National Oceanic and Atmospheric Administration ("NOAA")
- Coordinate planning and recovery efforts through state emergency management groups
- Engage supply chain vendors to delivery additional stock prior to the expected event
- Inspect, test and fuel emergency generators in anticipation of a power outage
- Reallocate / relocate staff in order to respond to the pending event

### **Event / Crisis Communication Plan**

Communications is a key element to respond and recover business operations. Event / Crisis Communications are facilitated by FairPoint's Risk Management Team who assume the role of incident command from the onset of the event until normal operations are resumed.

FairPoint uses a dual level communication strategy as part the Event Communication Plan. The primary level is the workgroup comprised of both employees and vendors that are directly involved in the recovery work. The secondary level consists of internal interested parties made up of our Strategic Leadership Team. The role of the secondary level is to facilitate communications both internally and externally regarding the event and our path to response and recovery. For 2014, FairPoint has partnered with SunGard and will be deploying a hosted event communication platform in order increase our speed and reach of communications during an event.

#### Redundancy Mapping

The process of redundancy mapping reviews operations within the FairPoint organization to identify alternate facilities and work locations that can be used in the event a primary location is not accessible. Given the geographic spread of FairPoint's Northern New England footprint, capabilities exist to relocate operations from event impacted areas. Through the mapping process, FairPoint is able to identify single points of failure and develop alternative work processes.

#### **Department Recovery Plans**

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements, along with E-911 needs, have a high level of consideration in addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations. The recovery plans are built around a 24hour to 72hours response plan. This methodology



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

focuses on the immediate steps that need to be taken to recover functional operations within short duration events (less than 24 hours) and well as long term plans to maintain functionality during an extended event (up to, or greater than 72 hours).

### IT Recovery Plan

Like most operations, FairPoint is dependent on an IT infrastructure to conduct business and serve customers. Because of its importance, FairPoint has a continuity plan established specifically for IT operations. The IT continuity plan addresses security and access control of data sites, onsite / offsite data backup methods, processes for sequencing of system(s) recoveries and ultimately the use and execution of our established Disaster Recovery Site located outside the FairPoint footprint.

# Plan Maintenance and Exercising

The BCP is a so called "living" document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are reviewed with oversight from FairPoint's Risk Management Team. In 2013, FairPoint began the process of migrating the BCP onto a cloud based solution which will allow access to the plan components from any computer, smartphone and tablet.

FCC FORM 481 Line 1010 – Voice Service Rate Comparability Line 1030 – Broadband Service Rate Comparability

The pricing of the company's voice service and Broadband service rate are no more than two standard deviations above the applicable national average urban rate for voice and broadband services, as specified in the most recent public notice, FCC 17-167 released on February 14, 2017.

For Rates See Attachment: (700) Company Price Offerings (voice)

(710) Company Price Offerings (broadband)

# Please complete the statement below:

The total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations is:

Year 3

FCC Form 481 OMB Control No. 3060-0986

Please use this tab to report census block information indicating where funding was spent.

Census block information (Federal Information Processing Standard (FIPS) code)	Funding spent per census block	NECA assigned operating company code (OCN)	Study Area Code (SAC)
	State of the State	329	210329
		329	210329
		329	210329
72-517-77-7		329	210329
		329	210329
		329	210329
		329	210329
		1	

## Please use this tab to report Geocoded Information.

Census block information (Federal Information Processing Standard (FIPS) code)	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Common Language Location Identifier (CLLI) code	Latitude (to six decimal places)	Longitude (to six decimal places)
	0339	210329	(8)/4-1 (4 (1) st 0)	Busher School Parking	A Control of the Cont
	0339	210329			
THE RESERVE OF THE PARTY OF THE	0339	210329			
	0339	210329	<b>全点2</b> 字等点		
F-12-13-13-13-13-13-13-13-13-13-13-13-13-13-	0339	210329	LUS GENERAL		
	0339	210329			
	0339	210329			
	0339	210329			
SECTION NUMBER	0339	210329			
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	0339	210329			
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12 17 21 18 19 35 4	0339	210329	S. T. T. and Co.		
Service Services	0339	210329			
	0339	210329			
	0339	210329			
	0339	210329			
CTS DE CENT	0339	210329			
PERSONAL STATE	0339	210329			
	0339	210329	<b>建设。</b>		
CONTRACTOR OF THE PARTY OF THE	0339	210329			
A THE SECOND	0339	210329	<b>自治</b> 第一章		

FCC Form 481 OMB Control No. 3060-0986

Instructions: Please use this tab to report duplicated (if two or more locations have identical latitude and longitude coordinates) Geocoded information and provide an explanation for the duplication (e.g., two apartments that are vertically aligned).

Census block information (Federal Information Processing Standard (FIPS) code)	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Common Language Location Identifier (CLLI) code	Latitude (to six decimal places)	Longitude (to six decimal places)	Explanation
	-					
		(				
		-				
	1					

CC For	m 481 - Carrier Annual Reporting  Data Collection Form	DACTED – FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo	
<035>	Contact Telephone Number: Number of the person identified in data line <030	2075354126 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com	
	Form Type	54.313 and 54.422	

	vice Outage R ection Form	eporting (Voi	ce)						ON	C Form 481 MB Control No. 3060 y 2013	-0986/OMB Control N	o. 3060-0819
<010>	Study Area Co	ode				210291						
<015>	Study Area Na	ame				GTC, INC.						
<020>	Program Year					2018						
<030>	Contact Name	e - Person USA	should contac	t regarding this	s data	Barbara Gal	ardo					
<035>	Contact Telep	hone Number	- Number of pe	rson identified	in data line <0	30> 2075354126	ext.					
<039>	Contact Email	Address - Ema	il Address of pe	erson identified	l in data line <0	)30> bgalardo@fa	irpoint.com					
<210>	For the prior	r calendar yea	ar, were there	any reportal	ble voice serv	ice outages?				-		
<220>	<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h></h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date	Outage End Time	Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventativ Procedure

ALCOHOL MANAGE	fulfilled Service Request ection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291		
<015>	Study Area Name	GTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com		
<300> U	Infulfilled service request (voice)			
<310> [	Detail on attempts (voice)		_	
	Name	e of Attached Document		
<320>	Unfulfilled service request (broadband)	0		
<330>	Detail on attempts (broadband)			
\330×		Name of Attached Document		

(400) Numbe Data Collecti	r of Complaints per 1,000 customers on Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code 210251	
<015>	Study Area Name	
<020>	Program Year	
<030>	Contact Name - Person USAC should contact regarding this data	
<035>	Contact Telephone Number - Number of person identified in data line <030>	
<039>	Contact Email Address - Email Address of person identified in data line bgalardosfairpol <030>	nt.com
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	only fixed voice
<410>	Complaints per 1000 customers for fixed voice	
<420>	Complaints per 1000 customers for mobile voice	
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	only fixed broadband
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

QSTRENS	npliance With Service Quality Standards and Consumer Protection Rules ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	210291	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardowfairpoint.com	
<500>	Certify compliance with applicable service quality standards and consumer pro	otection rules Yes	
		210291FL510.pdf	
<510>	Descriptive document for Service Quality Standards & Consumer Protection Ru	ules Compliance	

#### REDACTED - FOR PLIBLIC INSPECTION

NSTREE	unctionality in Emergency Situations ollection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291	
<015>	Study Area Name	ore, inc.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	J
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<600>	Certify compliance regarding ability to function in emergency situations	Yes	
<610>	Descriptive document for Functionality in Emergency Situations	210291FL610.pdf	

	ice Offerings including Voice Rate Data llection Form		FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data	line <030> 2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data	line <030> bgalardo@fairpoint.com	

	<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<b>&lt;</b> C>
	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area Service Charge	Total per line Rates and F
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(710) Bro	padbrand Price Offerings		FCC Form 481	
Data Coll	ection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013	
<010>	Study Area Code	210291		
<015>	Study Area Name	GTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <0.	30> 2075354126 ext.		

<039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com

<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select
			See attac	hed				
			worksheet -					

	erating Companies lection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291		
<015>	Study Area Name	GTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galard	lo	
:035>	Contact Telephone Number - Number of person identified in data line <030	> 2075354126 ext		
:039>	Contact Email Address - Email Address of person identified in data line <030		point.com	
810>	Reporting Carrier GTC, Inc.			
<811>	Holding Company FairPoint Communications, Inc.			
<812>	Operating Company GTC, Inc.			
<813>	<a1></a1>		<a2></a2>	<a3></a3>
	Affiliates		SAC	Doing Business As Company or Brand Designation
539				
55 63		See atta	iched workshe	eet
224 224 224		See atta	iched workshe	eet
234 235 236 238		See atta	iched workshe	eet
23 24 24 25 25		See atta	iched workshe	eet
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28 28 28 29 29 20 24 24		See atta	iched workshe	et
28 28 28 28 28 28 28 28 28 28 28 28 28 2		See atta	iched workshe	et
28 28 28 28 28 28 28 28 28 28 28 28 28 2		See atta	iched workshe	et
20 20 20 20 20 20 20 20 20 20 20 20 20 2		See atta	iched workshe	et
28 28 28 28 28 28 28 28 28 28 28 28 28 2		See atta	iched workshe	et
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		See atta	iched workshe	et
		See atta	iched workshe	et
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	ibal Lands Reporting llection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291	
<015>		GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<900>	Does the filing entity offer tribal land services? (Y/N)	No	
<910>	Tribal Land(s) on which ETC Serves		
:920>	Tribal Government Engagement Obligation	Name of Attack	hed Document
to conf demon	company serves Tribal lands, please select (Yes,No, NA) for each these boxes irm the status described on the attached PDF, on line 920, strates coordination with the Tribal government pursuant to 3(a)(9) includes:	Select Yes or No or Not Applicable	
921>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions.		
922>	Feasibility and sustainability planning;		
923>	Marketing services in a culturally sensitive manner;		
924>	Compliance with Rights of way processes		
	Compliance with Land Use permitting requirements		
925>			
	Compliance with Facilities Siting rules		
926>			
925> 926> 927> 928>	Compliance with Facilities Siting rules		

S	oice and Broadband Service Rate Comparability ection Form		FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819  July 2013
<010>	Study Area Code		210291
<015>	Study Area Name		GTC, INC.
<020>	Program Year		2018
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data li	ine <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data I	ine <030>	bgalardo@fairpoint.com
<1000>	Voice services rate comparability certification	Yes	
<1010>	Attach detailed description for voice services rate comparability compliance	Voice	Broadband Service Rate Comparability.pdf
			Name of Attached Document
<1020>	Broadband comparability certification		- Pricing is no more than the most recent applicable benchmark announced by Wireline Competition Bureau
<1030>	Attach detailed description for broadband comparability compliance		
		-	Name of Attached Document

	lo Terrestrial Backhaul Reporting llection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
×1100>	Certify whether terrestrial backhaul options exist (Y/N)	Yes	
<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256	kbps	

(1200) Te Lifeline	rms and Condition for Lifeline Customers		FCC Form 481 OMB Control No. 3060-0986/OMB Control No.	3060-0819
	ection Form		July 2013	3000-0013
<010>	Study Area Code		210291	
<015>	Study Area Name		GTC, INC.	
<020>	Program Year		2018	
<030>	Contact Name - Person USAC should contact regarding this data		Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line		2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line	<030>	bgalardo@fairpoint.com	
<1210> <1220>	Terms & Conditions of Voice Telephony Lifeline Plans  Link to Public Website		Name of Attached Document	
<1220>	Link to Public Website	HTTP w	www.tariffs.net/fairpoint/tier.asp?cid+1644	
or the we	neck these boxes below to confirm that the attached document(s), on line 121 bsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:	0,		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,	1		
<1222>	Details on the number of minutes provided as part of the plan,	1		
<1223>	Additional charges for toll calls, and rates for each such plan.	<b>√</b>		

OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
July 2013
int.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

## Incremental Connect America Phase I reporting

<2011>	3rd Year Certification 47 CFR §54.313(b)(1)(ii) - Note that for the July 2017 certification, this applies to Round 2 recipients of Incremental Support.	Yes	
<2022>	Recipient certifies, representing year three after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for	Yes	
<2023>	projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.  The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of	Yes	
	census blocks indicating where funding was spent. This covers year three - 54.313(b)(2)(ii). Round 2 recipients only.		
<2024A>	Round 2 Recipient of Incremental Support?	Yes	210291FL2024.xlsm
<2024B> <2025A>	Attach list of census blocks indicating where funding was spent in year three - 54.313(b)(2)(ii). Round 2 recipients only. Round 2 Recipient of Incremental Support?	Name of Attached Document Listing Required Information	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 2 for year three) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-73, paragraph 35 (May 22, 2013).	Name of Attached Document Listing Required Information	210291FL2025.xlsm
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		Not Applicable

2005) Price Cap (	Carrier Additional Documentation	FCC Form 481		
Data Collection Fo	orm	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013		
ncluding Rate-of-	Return Carriers affiliated with Price Cap Local Exchange Carriers			
Price Cap	Carrier Connect America ICC Support {47 CFR § 54.313(d)}			
<2016>	Certification support used to build broadband	Not Applicable		
Connect	America Phase II Reporting {47 CFR § 54.313(e)}			
<2017A>	Connect America Fund Phase II recipient?	No		
<2017C>	Total amount of Phase II support, if any, the price cap carrier used for capital expenditures in 2016.			
<2018>	Attach the number, names, and addresses of community anchor			
	institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(1)(ii)(A)	Name of Attached Document Listing Required Information		
<2019>	Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(1)(ii)(C)			

(3005) Rate ( Data Collecti	Of Return Carrier Additional Documentation on Form				FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code		210291		
<015>	Study Area Name		GTC, IN	IC.	
<020>	Program Year		2018		
<030>	Contact Name - Person USAC should contact regarding this d	lata		Galardo	
<035>	Contact Telephone Number - Number of person identified in		ALERSON AND DE	auto To	-
	Contact relephone number - Number of person identified in	data lille 10302	20753541	lo@fairpo:	int com
<039>	Contact Email Address - Email Address of person identified in	n data line <030>	Dyararu	logialipo.	THE . COM
financial re	in the drop down menu or check the boxes below to eporting requirements set forth in 47 CFR 54.313(f)( selow is accurate.				
(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)				
(3010A)	Certification of Public Interest Obligations {47 CFR §				
(3010B)	54.313(f)(1)(i)) Please Provide Attachment	Name of Attach	ed Document Li	sting Required	
(3012A)	Community Anchor Institutions (47 CFR §	Information			
(3012B)	54.313(f)(1)(ii)} Please Provide Attachment	Name of Attach	ed Document Li	sting Required	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR	Information (Yes/No)	0	0	
(3014)	§ 54.313(f)(2)} If yes, does your company file the RUS annual report	(Yes/No)	0	0	
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:  Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)  Document(s) with Balance Sheet, Income Statement		]		
(3017)	and Statement of Cash Flows If the response is yes on line 3014, attach your	Name of Attach	ed Document Li	sting Required	
(3018)	company's RUS annual report and all required documentation If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line	Information (Yes/N	0)	0	
(3019)	3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS				
(3020)	Operating Report for Telecommunications Borrowers Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows				
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit. If the response is no on line 3018, please check the boxes below to confirm your submission on line				
(3022)	3026 pursuant to § 54.313(f)(2), contains: Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers				
(3023)	Underlying information subjected to a review by an independent certified public accountant				
(3024)	Underlying information subjected to an officer certification.				
(3025)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows				
(3026)	Attach the worksheet listing required information	Name of Attache	ed Document Lie	sting Required	

#### REDACTED - FOR PUBLIC INSPECTION

(3005) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210291
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
		boalardo@fairpoint.com

inancial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	

(4005) Rural Broadband Experiment Additional Documentation
Data Collection Form

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	210291	
<015>	Study Area Name	OTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data Barbara (Balando		
<035>	Contact Telephone Number - Number of person identified in data li	ine <030> 20753354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data I	ine <030> bgalardo#fairpoint.com	

#### 4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

#### Public Interest Obligations - FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001,

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

### Community Anchor Institutions - FCC 14-98 (paragraph 79)

**4003a.** RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

### If yes to 4003A, please provide a response for 4003B.

**4003b.** Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

#### Broadband Deployment Locations - FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

June 1st immediately preceding the July 1st filing Name of Attached Document Listing Required Information

**4004b.** Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.

must at least detail the pricing, offered broadband Name of Attached Document Listing Required Information

Certification - Reporting Carrier Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-08 July 2013
<010>	Study Area Code	210291
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

## TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

	lities include ensuring the accuracy of the annual reporting requirements for universal service support
recipients; and, to the best of my knowledge, the information rep	orted on this form and in any attachments is accurate.
Name of Reporting Carrier: GTC, INC.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/26/2017
Printed name of Authorized Officer: Mike Skrivan	
Title or position of Authorized Officer: V.P. Regulatory	
Telephone number of Authorized Officer: 2075354150 ext.	
Study Area Code of Reporting Carrier: 210291	Filling Due Date for this form: 07/03/2017

Certification - Agent / Carrier Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-081 July 2013	
<010>	Study Area Code	210291		
<015>	Study Area Name	GTC, INC.		
<020>	Program Year	2018		
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo		
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com		

# TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent)_ also certify that I am an officer of the reporting carrier; m agent; and, to the best of my knowledge, the reports and	y responsibilities include ensuring the accuracy of the annual d	information reported on behalf of the reporting carrier. I ata reporting requirements provided to the authorized
Name of Authorized Agent:		
Name of Reporting Carrier:		
Signature of Authorized Officer:		Date:
Printed name of Authorized Officer:		
Title or position of Authorized Officer:		
Telephone number of Authorized Officer:		
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	

## TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	Authorized to File Annual Reports for CAF or LI Recipients	on Behalf of Reporting Carrier
	orized to submit the annual reports for universal service support reci reporting carrier; and, to the best of my knowledge, the information	
Name of Reporting Carrier:		
Name of Authorized Agent Firm:		
Signature of Authorized Agent or Employee of Agent:		Date:
Name of Authorized Agent Employee:		
Title or position of Authorized Agent or Employee of Agent		
Telephone number of Authorized Agent or Employee of Ag	ent:	
	Filing Due Date for this form:	

Attachments

#### REDACTED - FOR PUBLIC INSPECTION

(700) Price Offerings including Voice Rate Data  Data Collection Form			FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030	> 2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030	> bgalardo@fairpoint.com	
<701>	Residential Local Service Charge Effective Date  1/1/20 Single State-wide Residential Local Service Charge	17	

<703>

Exchange (NEC) Florala Wing Laurel Hill	SAC (CETC)	Rate Type	Residential Local Service Rate	State Subscriber Line Charge	State Universal Service Fee	Mandatory Extended Area	
Florala Wing		2002	16 97		State Offite Sal Sel tice Fee	Service Charge	Total per line Rates and Fed
			10.55				
Laurel Hill		FR	16.97	250 A.A. C.			
		FR	17.0				
Paxton		FR	17.0				
			-				
			-				

(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210291
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

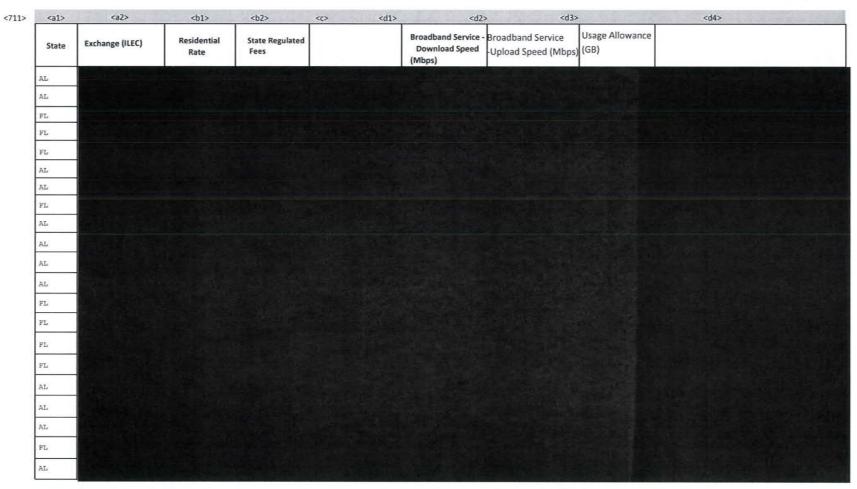
<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c> <d1></d1></c>	<d2:< th=""><th>&gt; <d3></d3></th><th></th><th><d4></d4></th></d2:<>	> <d3></d3>		<d4></d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees			Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	
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	edband Pri lection Forn	ce Offerings n							FCC Form 481 OMB Control July 2013	No. 3060-0986/OMB Control No. 3060-08
<010>	Study Area	Code			21	0291				
<015>	Study Area	Name			GT	C, INC.				
<020>	Program Y	ear			20	18				
<030>	Contact Na	ame - Person USAC shou	ld contact regarding	this data	Ва	rbara Galard	0			
<035>	Contact Te	lephone Number - Num	ber of person identi	fied in data line <030	> 20	75354126 ext	S1			
<039>	Contact Er	nail Address - Email Add	lress of person ident	ified in data line <030	bg	alardo@fairpo	oint.com			
<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<b>&lt;</b> C>	<d1></d1>	<d2:< td=""><td><d3></d3></td><td>A STATE OF STATE</td><td><d4></d4></td></d2:<>	<d3></d3>	A STATE OF STATE	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees			Broadband Service - Download Speed (Mbps)	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	
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	AL	THE REAL PROPERTY.								
	AL	BOAT BALL								

page no 24

(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210291
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com



(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210291
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c> <d1></d1></c>	<d2></d2>	-		<d4></d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Broadband Service - Download Speed (Mbps)	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	
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(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210291
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c> <d1></d1></c>	<d2></d2>	> <d3></d3>		<d4></d4>
State	Exchange (ILEC)	Residential Rate	State Regulated Fees			Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
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		1						
		+						
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		1						

	erating Companies ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	

FairPoint Communications, Inc.

GTC, Inc.

<811> Holding Company

<812> Operating Company

(al)	<a2></a2>	<a3></a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Bentleyville Communications Corporation	170145	dba FairPoint Communications Inc.
Berkshire Cable Corp.		dba FairPoint Long Distance
Berkshire Cellular, Inc.		
Berkshire New York Access, Inc.		
Berkshire Telephone Corporation	150073	dba FairPoint Communications Inc.
Big Sandy Telecom, Inc.	462192	dba FairPoint Communications Inc.
Bluestem Telephone Company	411835	dba FairPoint Communications Inc.
Chautauqua & Erie Communications, Ltd		
Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications Inc.
China Telephone Company	100004	dba FairPoint Communications Inc.
Chouteau Telephone Company	431981	dba FairPoint Communications Inc.
Columbine Telecom Company	462204	dba FairPoint Communications Inc.
Columbus Grove Telephone Co.	300604	dba FairPoint Communications Inc.
COM Networks, Inc.		
Comerco, Inc.		dba FairPoint Long Distance
Community Service Telephone Co	100015	dba FairPoint Communications Inc.
C-R Communications, Inc.		
C-R Long Distance, Inc.		dba FairPoint Long Distance
C-R Telephone Company	341009	dba FairPoint Communications Inc.
El Paso Long Distance Company		dba FairPoint Long Distance
El Paso Telephone Company	341004	dba FairPoint Communications Inc.
Ellensburg Telephone Company	522412	dba FairPoint Communications Inc.

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	210291
<015>	Study Area Name	GTC, INC.
<020>	Program Year	2018
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<810>	Reporting Carrier	GTC, Inc.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	GTC, Inc.

<813>	cal>	<a2></a2>	<a3></a3>		
	Affiliates	SAC	Doing Business As Company or Brand Designation		
	Elltel Long Distance Corp.		dba FairPoint Long Distance		
	Enhanced Communications of Northern New England Inc.				
	ExOp of Missouri Inc.				
	FairPoint Broadband, Inc.				
-	FairPoint Business Services LLC				
-	FairPoint Carrier Services, Inc.				
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications Inc.		
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)				
	FairPoint Vermont, Inc. (TG)	143331	dba FairPoint Communications Inc.		
	Germantown Independent Telephone Company	300618	dba FairPoint Communications Inc.		
	Germantown Long Distance Company		dba FairPoint Long Distance		
-	GTC, Inc.	210291	(Florala) dba FairPoint Communications Inc.		
	GTC, Inc.	210329	(Perry) dba FairPoint Communications Inc.		
	Maine Telephone Company, INC	100025	dba FairPoint Communications Inc.		
-	Marianna Scenery Hill Telephone Company	170185	dba FairPoint Communications Inc.		
_	Marianna Tel., Inc.				
	MJD Services Corp.	-			
	MJD Ventures, Inc.				
-	Northern New England Telephone Operations LLC (NNE)	125113	dba FairPoint Communications Inc.		
	Northern New England Telephone Operations LLC (NNE)	105111	dba FairPoint Communications Inc.		
-	Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications Inc.		
-	Odin Telephone Exchange, Inc	341065	dba FairPoint Communications Inc.		
-	Orwell Communications, Inc.		dba FairPoint Long Distance		

	erating Companies lection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	210291	
<015>	Study Area Name	GTC, INC.	
<020>	Program Year	2018	
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo	
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com	
<810>	Reporting Carrier GTC, Inc.		
<811>	Holding Company FairPoint Communications, Inc.		

GTC, Inc.

<812> Operating Company

(a1)	<a2></a2>	<a3> Doing Business As Company or Brand Designation</a3>		
Affiliates	SAC			
Orwell Telephone Company	300649	dba FairPoint Communications Inc.		
Peoples Mutual Long Distance				
Peoples Mutual Telephone Co	190244	dba FairPoint Communications Inc.		
Quality One Technologies, Inc.		dba FairPoint Long Distance		
Ravenswood Communications, Inc.				
Sidney Telephone Company	103313	dba FairPoint Communications Inc.		
ST Enterprises, Ltd.				
ST Long Distance, Inc.		dba FairPoint Long Distance (Kansas, Colorado, Oklahoma		
St. Joe Communications, Inc.	210339	dba FairPoint Communications Inc.		
Standish Telephone Company, INC	100025	dba FairPoint Communications Inc.		
Sunflower Telephone Co	461835	dba FairPoint Communications Inc.		
Taconic Technology Corp.				
Taconic TelCom Corp.		dba FairPoint Long Distance		
Taconic Telephone Corp.	150084	dba FairPoint Communications Inc.		
Telephone Operating Company of Vermont LLC (NNE)	145115	dba FairPoint Communications Inc.		
UI Long Distance, Inc.		dba FairPoint Long Distance		
Utilities, Inc.		dba FairPoint Communications Inc.		
YCOM Networks, Inc.	522453	dba FairPoint Communications Inc.		

GTC. Inc., Florala 210291

# GTC Inc. (Florala) Florida/Alabama 210291 Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

GTC Inc., hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Florida Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its 2005 ETC Order,1 the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers." 2 The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."3

GTC Inc., d/b/a/FairPoint Communications does not have any service quality reporting requirements with the Florida Public Service Commission. The telecommunications industry was largely de-regulated on retail services in 2011. GTC Inc., d/b/a/FairPoint Communications reports does not have any service quality reporting requirements with the Alabama Public Service Commission. The telecommunications industry was largely de-regulated on retail services in 2005.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement.

Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at consumer@fairpoint.com. The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

210291FL510.pdf

<sup>1</sup> Federal-State Joint Board on Universal Service, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").
2 Id. at para. 28.



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

### **Business Continuity Plan Overview**

#### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan ("BCP") is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope
- BCP Components
- Plan Maintenance

#### **BCP Scope**

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- <u>Customer Interfacing</u> It is recognized that a "business impact" only occurs when an <u>external-interfacing</u> element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity Without critical infrastructure systems, the ability for all other FairPoint business operations (back / front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff and equipment, service utilities, telecommunications and data network, IT network, and related infrastructure based items.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- Information Technology ("IT")
- Administrative and Support Operations
- Inside and Outside Plant Operations
- Network Operations Center ("NOC")
- Enhanced 9-1-1 ("E-911")
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents. All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

#### **BCP Components**

The BCP consists of several components:

- Operational Preparedness for Expected Events (i.e. weather related events)
- Event / Crisis Communication Plan
- Redundancy Mapping
- Department Recovery Plans
- Information Technology Continuity Plan

The following is a brief summary of the plan components.

#### Operational Preparedness for Expected Events

Weather events such snow, ice and wind can negatively impact power and communications infrastructure. While this threat cannot be eliminated, FairPoint takes steps to mitigate a storm's impact through preparedness and response. Steps include:

- Pre-event planning based on information provided by Administration ("NOAA")
   National Oceanic and Atmospheric
- Coordinate planning and recovery efforts through state emergency management groups
- Engage supply chain vendors to delivery additional stock prior to the expected event
- Inspect, test and fuel emergency generators in anticipation of a power outage
- Reallocate / relocate staff in order to respond to the pending event

#### **Event / Crisis Communication Plan**

Communications is a key element to respond and recover business operations. Event / Crisis Communications are facilitated by FairPoint's Risk Management Team who assume the role of incident command from the onset of the event until normal operations are resumed.

FairPoint uses a dual level communication strategy as part the Event Communication Plan. The primary level is the workgroup comprised of both employees and vendors that are directly involved in the recovery work. The secondary level consists of internal interested parties made up of our Strategic Leadership Team. The role of the secondary level is to facilitate communications both internally and externally regarding the event and our path to response and recovery. For 2014, FairPoint has partnered with SunGard and will be deploying a hosted event communication platform in order increase our speed and reach of communications during an event.

#### Redundancy Mapping

The process of redundancy mapping reviews operations within the FairPoint organization to identify alternate facilities and work locations that can be used in the event a primary location is not accessible. Given the geographic spread of FairPoint's Northern New England footprint, capabilities exist to relocate operations from event impacted areas. Through the mapping process, FairPoint is able to identify single points of failure and develop alternative work processes.

#### **Department Recovery Plans**

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements, along with E-911 needs, have a high level of consideration in addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations. The recovery plans are built around a 24hour to 72hours response plan. This methodology



FairPoint Communications 1 Davis Farm Road Portland, ME 04103

focuses on the immediate steps that need to be taken to recover functional operations within short duration events (less than 24 hours) and well as long term plans to maintain functionality during an extended event (up to, or greater than 72 hours).

#### IT Recovery Plan

Like most operations, FairPoint is dependent on an IT infrastructure to conduct business and serve customers. Because of its importance, FairPoint has a continuity plan established specifically for IT operations. The IT continuity plan addresses security and access control of data sites, onsite / offsite data backup methods, processes for sequencing of system(s) recoveries and ultimately the use and execution of our established Disaster Recovery Site located outside the FairPoint footprint.

# Plan Maintenance and Exercising

The BCP is a so called "living" document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are reviewed with oversight from FairPoint's Risk Management Team. In 2013, FairPoint began the process of migrating the BCP onto a cloud based solution which will allow access to the plan components from any computer, smartphone and tablet.

FCC FORM 481 Line 1010 – Voice Service Rate Comparability Line 1030 – Broadband Service Rate Comparability

The pricing of the company's voice service and Broadband service rate are no more than two standard deviations above the applicable national average urban rate for voice and broadband services, as specified in the most recent public notice, FCC 17-167 released on February 14, 2017.

For Rates See Attachment: (700) Company Price Offerings (voice)

(710) Company Price Offerings (broadband)

# Please complete the statement below:

The total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations is:

Year 3

FCC Form 481 OMB Control No. 3060-0986

Please use this tab to report census block information indicating where funding was spent.

Census block information (Federal Information Processing Standard (FIPS) code)	Funding spent per census block	NECA assigned operating company code (OCN)	Study Area Code (SAC)
	<b>建筑是是是是一种的人的。</b>	291	210291
		291	210291

## Please use this tab to report Geocoded Information.

Census block information (Federal Information Processing Standard (FIPS) code)	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Common Language Location Identifier (CLLI) code	Latitude (to six decimal places)	Longitude (to six decimal places)
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	291	210291	I STELL BUILD		
	291	210291			
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	291	210291	12 To 12 To		
	291	210291	The library		
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	291	210291	A SHOW A SHOW		
	291	210291			
	291	210291	STATE OF THE PARTY.		
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FCC Form 481 OMB Control No. 3060-0986 Instructions: Please use this tab to report duplicated (if two or more locations have identical latitude and longitude coordinates) Geocoded information and provide an explanation for the duplication (e.g., two apartments that are vertically aligned).

Census block information (Federal Information Processing Standard (FIPS) code)	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Common Language Location Identifier (CLLI) code	Latitude (to six decimal places)	Longitude (to six decimal places)	Explanation
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