



800 Hinesburg Road
So. Burlington, VT 05403

August 10, 2015

Hon. Christopher Recchia, Commissioner
Vermont Department of Public Service
Peoples United Bank Building
112 State Street
Montpelier, VT 05620-2701

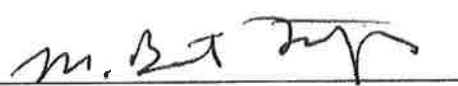
Re: Docket No. 8390

Dear Chris:

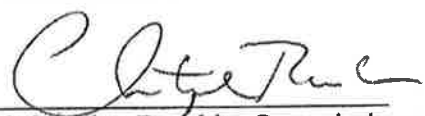
In connection with Memorandum of Understanding ("MOU") between Vermont Department of Public Service (the "Department") and Telephone Operating Company of Vermont LLC d/b/a FairPoint Communications ("FairPoint") in the above-captioned docket, FairPoint and the Department have agreed that FairPoint will give priority to the following customer groups when responding to complaints and requests (in this order): 1) services that affect public safety, including services with Telecommunications Service Priority designation; 2) customers with medical issues and should FairPoint have reason to believe that a customer is wrongly asserting a medical issues, the customer can be required to provide FairPoint with proof of a medical emergency (as defined in PSB Rule 7.623); and 3) customers that contact FairPoint and indicate they have a pending repair request for more than seven (7) days.

If this reflects your understanding, please sign where indicated below.

TELEPHONE OPERATING COMPANY
OF VERMONT LLC

By: 

Accepted and Agreed
VERMONT DEPARTMENT OF
PUBLIC SERVICE

By: 

Christopher Recchia, Commissioner

Dated: August 10, 2015