

**2022-2024 VERMONT INCENTIVE REGULATION PLAN FOR
CONSOLIDATED COMMUNICATIONS**

Effective August 1, 2022

This 2022-2024 Vermont Incentive Regulation Plan (“Plan”) is established pursuant to 30 V.S.A. § 226b. The Plan establishes the method by which the Public Utility Commission (“Commission”) will regulate all retail intrastate telecommunications products and services offered in Vermont by Consolidated Communications of Vermont Company, LLC and Consolidated Communications of Northland Company (collectively “Consolidated” or the “Company”), during the term of the Plan.

I. Term of the Plan

- A. The Plan shall commence on August 1, 2022 and terminate on July 31, 2024. If the Commission finds that Consolidated is in material violation of any term or condition of the Plan, it may, at its option, terminate the Plan at any time in which case all further obligations under the Plan shall terminate.
- B. Consolidated shall confer with the Department of Public Service (“Department”) regarding a renewal of the plan or a successor plan at least one year prior to the conclusion of the Plan. Subsequent to conferring and consulting with the Department, but not less than ten months prior to the conclusion of this Plan, Consolidated shall convey to the Commission and Department the Company’s intention regarding a renewal or a proposal for a successor plan, if any. In no event may this Plan, continue in effect beyond the seven-year deadline set out in 30 V.S.A. § 226b(j).

II. Changes in pricing, terms, and conditions of Residential Basic Local Exchange Service

- A. The Company shall continue to provide existing residential basic local exchange services (“BLES”) throughout the term of the Plan to locations in its service territory that have been identified as not having a competitive wireline carrier, referenced in this Plan as “Non-competitive Municipalities.” For purposes of this Plan, Non-competitive Municipalities mean those municipalities where less than 97% of the total locations have access to broadband internet service of at least 4Mbps download and 1Mbps upload (“4/1”) or less than 91% of the locations have access to broadband internet access service of at least 25 Mbps download and 3 Mbps upload based on data compiled by the Department. The current Non-competitive Municipalities are listed in Attachment B to this Plan. Consolidated shall review these Non-competitive Municipalities with the Department on an annual basis and may modify these locations annually if subsequent municipalities achieve this level of broadband availability based on broadband availability data compiled by the Department or any other successor agency.

- B. Consolidated may increase or decrease BLES rates at any time for these Non-competitive Municipalities, upon submission of a notice to the Commission and Department, provided that the aggregate increase in BLES rates in any year during the term of the Plan shall not exceed the greater of eleven percent or \$2.00 per year (whichever is less). The Company may revise other BLES tariff terms and conditions only upon Commission approval.
- C. BLES shall mean the Company's residential basic local exchange service enabling calling within a local exchange area (dial tone and local measured service only), unbundled from any other service offering of the Company. To the extent the customer orders Broadband or a long distance package, they no longer have BLES service.
- D. Any increase or decrease in BLES rates shall be implemented at the same time in the same manner for all Consolidated BLES residential customers in the Non-competitive Municipalities.

III. Changes in the pricing, terms and conditions of all other Vermont intrastate retail telecommunications products and services

- A. This Plan applies only to the residential retail services described in Consolidated's Vermont PUC No. 1 Tariff offered on a standalone basis.
- B. Consolidated shall maintain a statement of rates terms and conditions of service for all retail services it offers, which shall be posted on the Company's website.
- C. During the term of the Plan, and at any time, the Company may increase or decrease prices, and change terms and conditions, for intrastate retail telecommunications products and services other than BLES services provided to residential customers in the Company's Non-competitive Municipalities.
- D. The Company may offer any product or service that is subject to price regulation on a promotional basis, for up to one year, without limitation as to dates, and times of the offerings, customers eligible to receive the offerings, and/or locations where offerings are made. Pricing terms and conditions of promotional offerings shall be at the sole discretion of the Company.
- E. Promotional offerings offered for a term exceeding three months must be posted on the Company website.
- F. Nothing herein prevents the Department from claiming that any prices, terms, conditions or promotional offerings not subject to price constraints under this Plan are inconsistent with generally-applicable laws.

IV. Exemptions

Sections 225, 226, 227, and 229 of Title 30 shall not apply, except as specified herein. Consolidated shall continue to file tariffs during the term of the Plan only with respect to BLES and switched access. Section 218(a) shall not apply, except as specified herein.

V. Service Quality

- A. The service quality standards, consumer protection standards, and privacy protections adopted by the Commission in Docket 5903 shall be modified as follows:
 - 1) The Docket 5903 standards only apply to residential customers in Non-competitive Municipalities;
 - 2) The current metrics: 1) Out of Service Troubles Cleared w/in 24 Hrs: Residential, and 2) Out of Service Troubles Cleared w/in 24 Hrs: Business, shall both be changed to measure the Out of Service Troubles cleared within 48 hours and shall measure the percentage customers that are out of service for 48 hours or more as opposed to 24. The Baseline standard for these metrics shall be changed from 70% to 80% and the Action Level shall be changed from 60% to 70%.
- B. Consolidated shall continue to comply with all other service quality standards in Docket 5903 (and as may be subsequently modified or incorporated into the rules).
- C. Consolidated shall comply with any wholesale service quality standards adopted in Docket 6255 and as modified in successor proceedings.

VI. Other Provisions

- A. Except to the extent provided herein, during the term of the Plan Consolidated shall comply with all applicable obligations imposed in Commission Docket 8881.
- B. The Company shall not be obligated to file reports with the Commission or Department during the term of this Plan other than (a) the reports identified in Attachment A (and any reports and other compliance filings the Company has agreed to file/submit in connection with specific Commission proceedings) and (b), upon request, copies of reports required to be filed with the Federal Communications Commission and Securities and Exchange Commission.
- C. Nothing herein shall be construed so as to preclude the Company from opting into any subsequently enacted regulatory scheme (if applicable).

VII. Modifications

Consolidated or the Department may petition the Commission to modify any of the terms or conditions of the Plan: (i) to reflect the impact of relevant provisions or decisions enacted or issued by federal or state legislative, judicial or administrative bodies subsequent to the Commission's approval of the Plan; or (ii) to seek a revised form of regulation of the Company's operations based upon changes in market conditions. In any proceeding, the burden shall be on the petitioner to establish a reasonable basis for the modification. A request for modification under this section shall be limited to events that are both material and were not reasonably foreseeable.

REQUIRED REPORTS:

1. Docket No. 6255 (or successor proceedings) Wholesale Service Quality.
2. Rule 7.600 Disconnection Report.
3. Annual Report filed pursuant to 30 V.S.A. § 22(a).

Addison	Dorset	Johnson
Albany	Dover	Kirby
Alburgh	Dummerston	Landgrove
Arlington	Duxbury	Lemington
Averill	East Haven	Lewis
Averys Gore	East	Lincoln
Bakersfield	Montpelier	Londonderry
Baltimore	Eden	Lowell
Barnard	Elmore	Lunenburg
Barnet	Enosburgh	Lyndon
Barton	Fairfax	Maidstone
Belvidere	Fairfield	Marlboro
Benson	Fairlee	Marshfield
Berkshire	Fayston	Mendon
Berlin	Ferdinand	Middlesex
Bethel	Ferrisburgh	Monkton
Bloomfield	Fletcher	Montgomery
Bolton	Franklin	Morgan
Bradford	Georgia	Morristown
Braintree	Glastenbury	New Haven
Brandon	Glover	Newark
Bridport	Goshen	Newbury
Brighton	Granby	Newfane
Brookline	Granville	Newport Town
Brownington	Greensboro	North Hero
Brunswick	Groton	Norton
Burke	Guildhall	Norwich
Cabot	Guilford	Orange
Calais	Halifax	Orwell
Cambridge	Hancock	Panton
Canaan	Hardwick	Pawlet
Charleston	Holland	Peacham
Chelsea	Hubbardton	Peru
Chittenden	Huntington	Pittsfield
Concord	Hyde Park	Pittsford
Corinth	Ira	Plainfield
Cornwall	Irasburg	Pomfret
Coventry	Isle La Motte	Poultney
Craftsbury	Jamaica	Pownal
Danville	Jay	Putney
Derby	Jericho	Randolph
		Reading

Readsboro
Richford
Ripton
Rochester
Royalton
Rupert
Ryegate
Salisbury
Sandgate
Searsburg
Shaftsbury
Sheffield
Sheldon
Somerset
St. Johnsbury
Stamford
Stannard
Starksboro
Stockbridge
Stowe
Strafford

Stratton
Sudbury
Sunderland
Sutton
Swanton
Thetford
Topsham
Townshend
Troy
Tunbridge
Underhill
Vershire
Victory
Walden
Waltham
Wardsboro
Warners Grant
Warren
Warren Gore
Washington
Waterbury

Waterford
Waterville
West Fairlee
West Haven
West Windsor
Westfield
Westford
Westminster
Westmore
Weston
Weybridge
Wheelock
Whiting
Whitingham
Windham
Windsor
Winhall
Wolcott
Woodbury
Woodford
Worcester