

# FairPoint in Vermont

## Making Meaningful Connections

**FairPoint has improved its operations and expanded its network significantly.** Its operating and technology platforms are positioned to meet its customers' needs by providing them with reliable and secure connections and ready access to what matters most to them. FairPoint has:

### **Superior Network**

- 17,000 route miles of fiber in New England, with **1100 new miles and over \$100 million invested in its fiber-based infrastructure in Vermont since 2008**
- Largest ubiquitous fiber network in Vermont and Northern New England, serving multiple wholesale customers including wireless and other communications carriers in addition to FairPoint's direct retail business and residential customers

### **Project Management and Development Capacity**

- Improved operations platform to serve customers
- Track record of disciplined management and execution of complex projects on time and on budget, including Vermont's leading-edge Next Generation 911 system last summer
- Talented and knowledgeable people working collaboratively to develop and deploy market-driven, industry-leading products across the full spectrum of customers

FairPoint is using these assets to strengthen its business for the benefit of its customers:

**First, FairPoint will focus on providing excellent customer service.** As the face of the FairPoint brand, its operations team will build upon the changes implemented in the past year and continue to enhance processes to efficiently deliver reliable and responsive service to its customers.

**Second, FairPoint will further enhance its network.** FairPoint will do this by:

- Strategically investing to extend & strengthen the network to make it more resilient;
- Reaching unserved & under served areas through its own investments, Phase II of the Connect America Fund program & other funding sources; and
- Contributing to the economic success of its communities through continued infrastructure investment & new partnerships.

**Third, FairPoint will anticipate customer needs by continuing to develop and deploy new technologies that enhance services and improve the customer experience.** FairPoint has recent success in deploying regional advanced data centers, Next Generation 911 technology, fiber-to-the-curb service, and other higher speed broadband technologies that show its ability to innovate and deliver.

The success of the FairPoint network is of critical interest to the state, and the company's desire for growth aligns closely with the State's desire to improve communications services for all Vermonters. **By taking these steps, FairPoint will improve its ability to succeed and grow in Vermont.**

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