FairPoint Communications
Internet Services Pricing

For

MAINE MUNICIPALITIES

October 2012

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David Maynard
Town Manager
Town of Milo

On behalf of the FairPoint Communications family of companies, I want to thank you for the opportunity to respond to a request for pricing for FairPoint Internet Services at the Town of Milo. Along with the pricing provided, FairPoint Internet service and the network it rides on are unique in Maine.

- Our services are provided over 100% FairPoint-owned network facilities. We install and support 100% of our services with FairPoint employees, totaling over 1,300+ in Maine; approximately 200 of these folks work in the Bangor area!

- We provided a highly diverse and redundant network with 2 diverse Internet access points in the network (Maine to Boston, and Vermont to NY), with dual, diverse paths to each. We will be adding a third Internet drain out of NH in the future.

- Our Internet Service is a full duplex/ full bandwidth service. This is full bandwidth, not “up to” a certain speed. This is not a burst-able or variable service.

- Bangor is a critical hub in FairPoint’s VantagePoint IP network with significant local support.

- We have priced our service aggressively showing we understand your need to be responsible with your constituents’ money.

- Dedicated Account Team: Our Government and Education Account Team understands what is important to municipal government and how you execute business. We are here to support you from sales, engineering, support and billing.

- Local in every sense: FairPoint Communications employs over 1,300 people in Maine. FairPoint Communications has invested over $200 million in the Maine, New Hampshire, and Vermont networks, and spent millions of dollars on local products and services in 2009, 2010 and 2011 fueling the local economy. When you consider all these components, FairPoint Communications becomes a very attractive company to do business with, as we support the communities of your constituents and your employees.

Aside from the tremendous network that will deliver your services, you will be supported by a dedicated Account Team that will be responsive and supportive to your needs. FairPoint is committed and strongly motivated to provide services and we appreciate the opportunity.

Sincerely,

Elizabeth McCarthy
Senior Account Manager, Government and Education
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**FairPoint Internet Access Pricing**

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**VantagePoint Ethernet Dedicated Internet Services**

FairPoint offers a wide range of high-speed Internet connectivity services for our customers through its VantagePoint Ethernet Dedicated Internet Services. This service is the right solution for businesses that require large bandwidth to the Internet or who have outgrown T-1 or T-3 service. This symmetrical Internet transport service delivers reliable, scalable Ethernet-based connectivity with speeds that range from 1 Mbps to 1 Gbps.

Ethernet Dedicated Internet Access service seamlessly integrates from your local access network (LAN) to FairPoint’s Internet Gateway. The service is flexible so bandwidth requirements can easily be changed as you deploy new applications.

Redundancy of the VantagePoint Network is a key advantage of FairPoint’s Ethernet Dedicated Internet Service. The VantagePoint Network’s fully meshed core network provides 5 nines reliability and exponential redundancy. The core network provides the
interconnectivity of FairPoint’s Internet Gateways. Quality and reliability through diversity are assured with our redundancy and load sharing network design.

The communication circuit between your premises to the FairPoint VantagePoint Network is a dedicated point-to-point Ethernet circuit. The typical connection model connects the customer’s internal local area network (LAN) to a LAN interface on the customer’s router. An Ethernet port on the router is connected to the FairPoint VantagePoint Network then delivered to a FairPoint Internet Gateway

**FairPoint Enhanced Internet Services for Business**

Whether you want to boost productivity, improve security or enhance your online functionality, our enhanced services can help you get the most out of your FairPoint Internet connection. Services include online backup and storage, security and virus protection, static IP address block(s), email special services and web hosting.

**VantagePoint Network**

FairPoint’s Internet service is supported by our VantagePoint Network. FairPoint is the only provider in northern New England to provide a ubiquitous, IP/MPLS-based network. The VantagePoint Network is our reliable, fully redundant, self-healing network with ADSL2+ technology. We deliver the speed and reliability you need for everything from data and file transfers to supporting remote workers. Plus the VantagePoint Network is designed to easily accommodate new technology like next generation Internet Protocol version 6 (IPv6).

**Dedicated Technical Support**

Our Internet services come with 24/7/365 dedicated technical support exclusively for business customers. When you call 1.800.314.9209, your call is expedited to knowledgeable technicians who will work with you to keep your service running smoothly.

**Redundancy Options**

FairPoint’s Ethernet Dedicated Internet Access service is flexible so you can design your connection in a way that meets your budget and bandwidth needs.

- **Protected Circuit 1+1 (Switched/Layer 2):** A second circuit is provisioned as a mirror image of the primary circuit, using the same path and configuration. Both circuits are equivalent in bandwidth and are terminated at the same FairPoint Internet Gateway. The primary circuit is in an “always-on” configuration and the secondary circuit is in “standby” status.

- **Diversity Circuit 1:1 (Routed/Layer 3):** A second circuit is provisioned into a diverse hub, providing layer 3 diversity. Both circuits are equivalent in bandwidth and are terminated at the same FairPoint Internet Gateway. The primary and secondary circuits are “always-on”. A diversity circuit requires Border Gateway Protocol (BGP) routing be
enabled. BGP runs exclusively on routers connected to other autonomous systems.

VantagePointSM Backbone Network Topology