

PRESS RELEASE

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FOR IMMEDIATE RELEASE

FairPoint Offering Rebates for E-mail Service Issues

Augusta: About 20,000 FairPoint Communications customers in Maine who lost e-mail service recently in the transition between telecom providers are eligible for credit rebates, says State Rep. Stacy Dostie.

FairPoint officials agreed to the rebates on March 12th at a meeting of the Legislature's Utilities and Energy Committee. Customers who lost service for a week or more will get one month's credit on their next bill. Customers who lost service for less than a week will get a \$10 credit. The refunds will apply to both commercial and residential accounts, and FairPoint agreed to accept customers' word on the outages if they file a complaint, said Dostie.

The next cut-over period, when Verizon will cease forwarding e-mail to FairPoint business customers, on April 30th, will be closely monitored, said Dostie.

Customers can reach FairPoint's customer service line at 1-866-984-2001.