



**Process to transfer Wholesale CLEC End User Customer
to FairPoint (now Fidium Fiber, Inc.) Under Chapter 290
Section 13 (d) State of Maine**

If a qualified Wholesale Customer determines to transfer a residential customer to FairPoint (now Fidium Fiber, Inc.) under Chapter 290 Section 13 (d) of the Maine Public Utilities Commission rules, the following process must be followed:

1. The qualified Wholesale Customer contacts its Fidium Fiber Wholesale Service Center (WSC) at 866-925-8971 to inform Fidium Fiber it will be transferring the basic service of a current end user with a physician's certification of a medical emergency to Fidium Fiber.
2. The qualified Wholesale Customer must provide the WSC with the end user service address and contact information, as well as official documentation of the end user's medical emergency certification.
 - The medical emergency certification must be on official letterhead from a licensed medical doctor's office, practice, or medical facility. The certification must clearly state that the end user or an end user's family member residing at the end user premises suffers from a serious medical condition for which basic phone service is required for the safety of the patient. The medical emergency certification must be signed by a licensed physician or other certified agent (i.e., Physician's Assistant, Nurse Practitioner or Nurse) working at the medical facility.
 - Only an end user referred through this process by the qualified Wholesale Customer will be accepted for this type of basic service transfer.
3. The Fidium Fiber WSC receives and validates the end user's emergency medical certification. Once validated, the WSC refers the end user's address, contact information and proof of medical condition to Fidium's Retail Consumer channel to negotiate the basic service transfer with the end user.
4. Fidium Fiber's Retail Consumer channel will attempt to contact the end user customer within 24 hours of receiving the validated request from the WSC.
5. The qualified Wholesale Customer is responsible for the standard non-recurring charges associated with the transfer of the end user's basic service to Fidium Fiber. Upon completion of the transfer, Fidium's Wholesale Services will bill these charges directly to the qualified Wholesale Customer.
6. The standard Winback Loss Provider Notification serves as the confirmation to the qualified Wholesale Customer that the end user's basic service has been transferred to Fidium Fiber.