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FairPoint Communications Now Offers Cloud Contact Center Application

Enables a modern, scalable, omnichannel customer service experience

Charlotte, N.C. (Oct. 18, 2016) – [FairPoint Communications, Inc.](http://www.fairpoint.com) (Nasdaq: FRP), a leading provider of advanced communications technology in northern New England, today announced the launch of its Cloud Contact Center application. This advanced call center management solution leverages Voice over IP (VoIP) technology to provide the tools necessary to manage a modern customer service operation that meets the evolving needs of today's consumers.

As a cloud-based feature enhancement to FairPoint's Hosted PBX and SIP Trunking solutions, FairPoint's Cloud Contact Center enables businesses to avoid expensive investments in on-premises hardware and in-house management while FairPoint provides regular upgrades and software maintenance. According to Frost & Sullivan, cloud contact center services delivered significantly lower total cost of ownership (TCO) than comparable premise-based systems for all configurations analyzed over three-year and five-year terms.

"Our research shows that companies are choosing cloud-based applications for greater speed and ease of deployment, lowered total cost of ownership, increased flexibility, as well as business continuity and disaster recovery features," said Brendan Read, Industry Analyst, Frost & Sullivan. "Offering cloud contact center functionality with hosted PBX enables organizations to productively connect with customers and meet their needs whether through formal or informal contact centers, with individual departments or representatives, and/or with subject matter experts. Having an integrated hosted solution like FairPoint's provides a convenient all-in-one application that promises to cover the breadth of companies' communications requirements."

FairPoint's Cloud Contact Center delivers critical call center capabilities – both through traditional voice support and also through multimedia applications like instant messaging, online chat, email and social media queuing. It offers automatic call distribution (ACD), interactive voice response (IVR), unified messaging, workforce management, computer telephony integration, performance analytics and more. FairPoint's Cloud Contact Center can also assist customers with their overall disaster recovery and business continuity requirements by enabling contact center agents to re-establish service from any location if their primary workspace is unavailable.

"Cloud Contact Centers offer numerous advantages for customer service operations, such as lower start-up costs, usage flexibility, and elimination of separate or multiple maintenance contracts," said Greg Ross, FairPoint Vice President of Product Management. "With regular software upgrades and maintenance included, businesses also benefit from continual feature enhancements."

FairPoint offers two subscription service tiers for Cloud Contact Center seats – Gold (\$79.99/month) and Platinum (\$149.99/month). For more information about FairPoint Cloud Contact Center solutions, visit <http://Business.FairPoint.com>.

About FairPoint Communications, Inc.

FairPoint Communications, Inc. (Nasdaq: FRP) provides advanced data, voice and video technologies to single and multi-site businesses, public and private institutions, consumers, wireless companies and wholesale re-sellers in 17 states. Leveraging an owned, fiber-core Ethernet network – with more than 21,000 route miles of fiber including approximately 17,000 route miles of fiber in northern New England – FairPoint has the network coverage, scalable bandwidth and transport capacity to support enhanced applications, including the next generation of mobile and cloud-based communications, such as small cell wireless backhaul technology, voice over IP, data center colocation services, managed services and disaster recovery. For more information, visit www.FairPoint.com.

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