

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Angela Matherly  
Title: Director, Risk Management

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 1 Please provide the company's current emergency management plan in an electronic .pdf format.

REPLY: A copy of the non-confidential FairPoint Disaster Response Plan (DR Plan) Summary has been provided. The FairPoint DR Plan is confidential and proprietary. Due to the document's structure and size, the FairPoint's Disaster Response Plan will be provided on a CD and submitted under separate confidential cover.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Angela Matherly  
Title: Director, Risk Management

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 2 How often does your company update its emergency management plans?

REPLY: FairPoint's Disaster Response Plan is structured to simplify the audit of resource documentation and updates to specific departmental disaster recovery plans. All resource documentation is audited and updated at least once per year on a rotating quarterly basis. Specific departmental disaster recovery plans are reviewed and updated following material changes in a department's personnel, methods & procedures or scope of responsibilities.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications – NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Angela Matherly  
Title: Director, Risk Management

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 3 Please provide the process that is used to update your emergency management plan.

REPLY: Changes to the Disaster Response Plan document must be reviewed by legal and approved by senior management. Resource documentation (Appendices Files) is sent to Owner at least once per year for review, update and approval. Updates are reviewed by Director, Risk Management before being posted to the DR Plan files. Changes to a Departmental Recovery Plans must be approved by the appropriate Vice President or other senior manager. Changes to the Physical Incident Response Playbook must be approved by the Director, Risk Management and changes to the Workforce Disruption Playbook must be approved by the VP, Human Resources.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications – NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Angela Matherly  
Title: Director, Risk Management

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 4 Who participates in the development of your emergency management plan? Please include details on the approval process.

REPLY: Risk Management is tasked with developing, maintaining, updating, testing and training of the FairPoint Disaster Response Plan. The DR Plan was developed through a collaborative process, including interaction with all functional groups. The Plan documentation is structured to support a continual evolution of our disaster response strategies and mitigation efforts. While Risk Management is primarily responsible for the upkeep of the DR Plan, each functional group is accountable for mitigating potential impacts and maintaining current and valid response strategies and resource documentation. Specific approval processes were identified in Item: Set 1-3.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications – NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Richard Powell  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 5 Does your company subscribe to any professional weather forecasting services?

- a. If yes, please provide the name or names of the company or companies.
- b. Please also provide how long your company has subscribed to the service.
- c. Please provide a description of the services provided to your company.
- d. If no, please explain why.

REPLY:

FairPoint does not subscribe to any professional weather forecasting services.

- a. Not applicable
- b. Not applicable
- c. Not applicable
- d. FairPoint routinely monitors various weather channels on the television network. Additionally FairPoint monitors local radio forecasts along with web based applications such as [www.accuweather.com](http://www.accuweather.com), [www.wunderground.com](http://www.wunderground.com) and the National Weather Service at [www.nws.noaa.gov](http://www.nws.noaa.gov).

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 6 Please describe the process used to alert personnel within your company about the possibility of the December 2008 ice storm.

REPLY: FairPoint Operations Management Team conducts daily conference calls to review force and load for the current day and the near future days. On those calls, Operations, Field and Dispatch Center managers review current work load, next day's workload, and anticipated weather conditions, based on publicly available forecasts.

FairPoint was very aware of what the weather channels were reporting and anticipated the need for additional workforce. During the Ice Storm, twice a day calls were conducted with managers and field managers.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: D Pouliot / R. Powell  
Title: Directors of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 7 Please describe in detail the process used to determine the resource needs of your company for a major restoration event.

REPLY: FairPoint Operations Management Team primarily assess the incoming trouble volume to determine the field resources needed for Outside Plant restoration. In addition, we utilize the field management team to conduct “on the ground” assessments of the damage within each Local Manager’s turf area. The Directors of Operations are responsible to formulate the necessary response, based on the multiple streams of incoming data. The decisions are then communicated through to the field organization by a minimum of two daily conference calls, with participation from the field teams and the Dispatch and Construction Control Centers.

FairPoint has experienced and seasoned crews and area aware of what is required for a storm event. Some of the tasks associated with such an event were: fuel all the vehicles, check all the generators and assess the cable reserves.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 8 Please describe the activation process of command centers, work centers, staging sites, and call centers. Please indicate the timeframe of the activation in relation to anticipated impact of the December 2008 storm.

REPLY: FairPoint operates, on a normal basis, the Dispatch Resource Center (DRC) which is engaged in the organization and distribution of repair work; two Control Centers for the organization of Construction activity and call centers engaged in repair resolution. The activity within these centers increased in the aftermath of the Ice Storm and FairPoint supplemented the available work hours through overtime. Additionally, there are two Construction Control Centers, which function to take incoming information from the field and make required communications to dispatch on the event. Municipalities as well as NH Electric companies have the appropriate numbers to call into these centers. After business hours, there are centers established as well to handle call volumes and dispatch appropriately to events. One such center that the Construction team relies upon is the Emergency Response Center (ERC). It is staffed after normal business hours to ensure there is coverage around the clock. Furthermore, the Construction team established a command center in the Keene, NH Construction facility once it was recognized that there was major destruction in the area of the state that this garage serves, which was approximately December 17th.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 9 Was an emergency call center set up specifically to respond to service outages due to the December 2008 ice storm?

REPLY: No. The existing call centers were utilized and force availability was supplemented with overtime hours. However, the Emergency response Center (ERC), which is utilized for broken poles & dig safe issues, was activated on a 24 hours X 7 days basis in place of the normal work hours of 3 PM to 7AM daily.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Scott Aubrey  
Title: Director –Network Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 10 Please provide the process used to disseminate information to utility call center staff and any other utility staff responsible for responding to customer inquiries during an outage. Please include the frequency of the information updates and the age of the information provided in the updates.

REPLY: The methods used to disseminate information to call center staff include:

- Live messaging via trouble reporting system (CAD & VRepair).
- E-mail notifications.
- Electronic sign board messages in the call centers

The information is updated as required or as conditions change. The frequency will vary.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Scott Aubrey  
Title: Director, Risk Management

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 11 Please provide the trunking capacity of the call center or centers that handle customer calls. What level of staffing is normally maintained at those call centers and what level was maintained during the December 2008 ice storm? What call volume do these levels of staffing correspond to? What was the daily call volume for the period December 11 – December 31, 2008? How does that compare to normal call volumes?

REPLY: FairPoint does not have trunks into the Repair Resolution Center as it is served by an Automatic Call Distributor (ACD). That ACD provides one-to-one lines from the serving Central Office into each of the Customer Service Representative (CSA) positions. Therefore, for example, if there are 22 CSAs ‘plugged-in’ and ready to receive calls, 22 calls can then be answered and a 23<sup>rd</sup> call would be in queue until a CSA becomes available to receive a call.

Normal staffing is 43 CSAs on three shifts. During the period 12/11 to 12/31, there were three (3) CSAs on vacation each week and five (5) absences on various days. Overtime was used to bring in CSAs earlier onto the day shifts when required.

Typical call volumes on 12/1 to 12/10 were 1263 calls daily; during 12/11 to 12/31 the average calls daily were 2373 with the two highest days being 12/12 (5731 calls) and 12/15 (4317).

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Scott Aubrey  
Title: Director, Risk Management

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 12 How is automation used in your call answering system to provide information to customers during an outage? What percentage of customers selected the menu option of speaking to a representative during the December 2008 ice storm? How does that percentage compare to the percentage of customers selecting the option of speaking to a representative under business as usual conditions?

REPLY: A recorded announcement can be placed up front to alert customers to potential delays at times of high call volumes caused by unusual storm conditions.

The current Automatic Call Distributor/Interactive Voice Response (ACD/IVR) configuration does not allow customers an option at this time. They must speak with a representative to report a trouble.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Scott Aubrey  
Title: Director, Risk Management

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 13 Please describe the process for identifying and prioritizing service restoration to medical emergency customers as defined in Puc 1202.12.

REPLY: When/if our customers cite a Medical Emergency we record that narrative onto the trouble ticket and quote a 4-hour commitment to repair the problem. We then contact the fixer group, typically the Dispatch Resource Center (DRC) for an outside type trouble, to inform them about the condition.

Dispatch managers and dispatch clerks load the critical orders out with the highest priority. Notification phone calls are made to the local field manager or the Area Manager if timely dispatch cannot be achieved. Field technicians are notified when dispatched of the urgent requirement.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Jill Wurm  
Title: Corporate Communications Manager

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 14 Please identify all customer outreach and customer communications utilized during an outage to provide timely and responsive information to customers regarding the outage and projected restoration times.

REPLY: FairPoint responded individually to customers as they called in to Sales and Service Centers and the Repair and Resolution Center.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Ryan Taylor / Tom Gardiner  
Title: Area Managers – CXM/I&M

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 15 Please describe the training in-house employees receive concerning outages and restoration.

REPLY: From FairPoint’s perspective, the training concern that is highlighted during restorations is safety. There are specific points that are reviewed: 1) working on restoration where the Electric Utilities are working - assume all power whether on the pole line, or on the ground are live; 2) Use of Personal Protective Equipment - rubber gloves, electrical testing equipment (188A), hard hats, safety glasses, visible safety vest; 3) Proper Work Zone Protection - including use of signage, cones and proper traffic protection; 4) proper pre-survey of a job site which includes the ability to locate any safety hazards; 5) Aerial safety - use of lanyard, and truck chocks for stability.

FairPoint employees are required to go through extensive safety training during the year and must complete their training annually.

By and large, our field workforce, whether on the Construction team or the Repair team, perform work operations daily in the four (4) seasons that New Hampshire offers. Our teams are well trained to work in adverse weather conditions. Safety reviews of voltage testing, storm conditions, driving hazards, and use of personal protective equipment are featured daily during tailgate sessions with the supervisors/local managers.

Garage specific field updates, remote sites restored to commercial power, road closures, known hazardous locations were all featured daily in crew meetings.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Ryan Taylor  
Title: Area Manager – Construction

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 16 Please describe training requirements for contract employees and those used in mutual aid agreements (if different than those for in-house); include frequency, duration, location, written records and names of trainers.

REPLY: There is no stated difference in training requirements for contract employees within FairPoint Communications.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 17 Please include a break-out of field personnel as well as support personnel, with responsibilities and duties for each in an outage and restoration scenario.

REPLY:

**Repair Resolution Center (RRC)**

The Repair Resolution Center (RRC) is staffed by Customer Service Assistants (CSA's). The CSAs are responsible for answering customer trouble calls in a timely fashion and based on customer comments and test results, dispatch the trouble to the correct fixer group.

**Dispatch Resource Center (DRC)**

The DRC is responsible for dispatch of all installation and maintenance technicians in New Hampshire. Additionally the DRC dispatches technicians to repair network element alarms (i.e. Digital Loop Carrier (DLC) systems and customer premise DS-1 and above services). This work is dispatch between the 13 major garage locations in New Hampshire. These garages are strategically located to serve customers in the most efficient manner. The DRC also advises field forces of needs to balance force and load during normal work hours and manages appointments for installation and commitments for repair.

**Installation & Maintenance Field Technicians**

Splice Service Technicians (SSTs), which also included loans to the Installation/Maintenance Dept. (I/M), repair and or replace damaged service drops to customer locations; clear defective cable troubles in the cable distribution network; provide temporary power to a remote terminal; refuel portable generating equipment; and change out circuit packs in damaged loop carrier equipment.

**Local Manager I/M-** patrols the storm damaged areas; oversee field safety and work prioritization; coordinate portable generator deployment; and coordinate restocking of field supplies.

**Construction Center & Field Technicians**

Within the Construction Dept., there are 2 types of field personnel that respond to outage and restoration scenarios: 1) Splice-Service Technicians (SST) and 2) Outside Plant Technician (OPT). Their job descriptions are contained in the following answer (#18).

From a support personnel perspective, Construction has 2 Control Centers in the state, which staff nine (9) Administrative Assistants (AAs) who are responsible for supporting the field. The SST's, OPT's and AA's all report to a first level supervisor (Local Manager), who in turn reports to a second level manager (Area Manager).

**Network Operations Center (NOC)**

This center is manned by Central Office Technicians and management for the purpose of monitoring network functionality in its entirety. When a network outage condition arises, the NOC analyzes the condition, troubleshoots, and determines whether a dispatch is required to repair a Central Office or Outside Plant fault.

**Proact**

This group responds to and repairs various air pressure related alarms, including dryers, pressure and flow devices; powers air dryers where required; provides an alternate air pressure source via air tanks where needed; assists with powering DLC sites and power related troubles; and assists the repair trouble load.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Richard Powell  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 18 Please provide your company’s definition of and job description for the following:  
a) line crew  
b) tree trimming crew  
c) bucket crew

REPLY: The following are job descriptions for:  
**a.) Outside Plant Technician (line crew)**

**Summary**

Outside Plant Technicians place, rearrange, repair, and remove all outside plant structures. Outside Plant Technicians drive to and from each work location in Company vehicles, and perform their work out of doors in all weather conditions. They must be knowledgeable in and abide by all National Electrical Safety codes and Company Safety Practices.

**General Duties**

- A. Climbs poles and ladders, enter tunnels, buildings, vaults, trenches, crawl spaces or manholes to place, maintain or remove equipment.

- B. Perform construction work such as digging holes, placing poles, laying cable in the ground, unreeling, pulling and stringing wire and cable from pole to pole. Place fiber cable from Central Office through conduit or attach pole lines to customer business or distribution points in the loop.
- C. Dismantle, move or remove aerial, underground or building wire, cable, associated equipment, poles and hardware.
- D. Work in remote and rough terrain locations.
- E. Operate power equipment such as compressors, pumps, blowers, winches, etc., and hydraulic equipment such as aerial lifts (buckets), diggers-derricks mounted on trucks, etc.
- F. Work with heavy-duty power equipment and hand tools in the construction, repair and maintenance of outside plant facilities.
- G. Load tools and equipment onto trucks and/or trailers.
- H. Perform various splicing operations on Polyethylene Insulated Conductors (PIC), connected cables and/or lightguide (Fiber).
- I. Connect wires and cables to terminals, and attach or detach various kinds of hardware to wires, cables, buildings or poles.
- J. Use test equipment to check for gas in manholes; may have to empty water and other debris from manholes.
- K. Move and/or lift weights of 100 pounds or more.
- L. Perform work with other utilities such as gas, electric, cable TV, water, sewage. Works safely in consideration of self, civilians, and other utility workers.
- M. Work outside and will be exposed to all weather conditions as well as dirt, grease and wood preservatives, poison ivy, oak, bee stings, etc.
- N. Wear appropriate safety equipment and follow established safety practices and procedures.
- O. May be assigned to work out of town for various lengths of time.

- P. Work in various surroundings and may have contact with customers.
- Q. May be required to perform additional duties and tasks as required by the Company.

**b) Trimming Crew -Definition of a Bucket Crew:**

Bucket Crew can consist of either 2 or 3 men with a Foreman and 1 or 2 Ground men. The bucket truck has either a 50' or 55' lift with a chip box, equipped with a brush chipper, chain saws, hydraulic tools, and all other necessary tools and supplies.

**c) Splice Service Technician (bucket crew)**

**Summary**

Splice Service Technicians install, remove, adjust, clean and replace cable, coin facilities and equipment. They travel between work locations in Company vehicles, perform their work outdoors in all weather conditions, and interact with customers in order to meet the customer's communications needs. They must be knowledgeable in and abide by all National Electrical Safety Codes and Company Safety Practices.

**General Duties**

Duties include, but are not limited to, the following:

- A. Reviews, interprets and analyzes service requests, work orders, and circuit diagrams in order to complete required work.
- B. Climbs poles and ladders and works aloft with hand tools, enters tunnels, buildings, trenches, crawl spaces or manholes to place, maintain or remove equipment.
- C. Installs, rearranges, changes, removes, repairs, adjusts, cleans, or replaces cable, coin facilities, and equipment. Also reviews and analyzes complex schematic drawings to determine tasks to be completed and sequence of tasks.
- D. Maintains detailed record of all work activity including names, times, changes and dates of contracts.

- E. Plans and installs inside wiring, which may include stapling wire or drilling holes, and prepares newly installed cables and conductors preparatory to splicing by removing outer sheath and insulation. Installs and maintains various types of subscriber loop electronics equipment and fiber optics.
- F. Rearranges and reconnects pairs of wires at pole, underground or building terminals. Splices wires by twisting and soldering or by joining with connectors and splicing tool in aerial, underground, buried, submarine and building, multiple conductor cable, co-axial cable, light wave cable and other wire. Terminates wires on various types of equipment by soldering or mechanical wire wrapping method. Covers conductors with insulating materials.
- G. Examines equipment and establishes cross-connections by connecting color codes wires, and identifies conductors in adjoining cable sections according to diagrams and specifications using various methods.
- H. Coordinates repair of customer's lines and uses electrical instruments and various test equipment to determine and verify defective wire and cable.
- I. Makes wire cross connections by connecting color-coded wires. Works with hot metal, torches, small hand tools, mechanical equipment, test equipment, color coded and test signal identified wires in the connection of wires and cables to other telephone equipment and connecting cable pairs together. Closes splices by enclosing with various approved waterproof cases or fitting and wiping a lead sleeve over splice opening..
- J. Moves and/or lifts items such as ladders, tools, test equipment, cables, and reels, and loads required tools and equipment on Company vehicle.
- K. Operates power equipment such as pumps, blowers, winches, generators and hydraulic aerial lifts (buckets) and ladders mounted on trucks.
- L. Wears appropriate safety equipment and follows established safety practices and procedures.

- M. Works in various types of buildings and surroundings, i.e., basements, attics, residences, offices, etc., and has frequent contact with customers.
- N. Works both inside and outside and is exposed to all weather conditions as well as dirt, grease and wood preservatives.
- O. Usually travels to and from and works on assignments alone.
- P. May be assigned to work out of town for various lengths of time.
- Q. May be required to perform additional duties and tasks as required by the Company.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 19 Please provide the number of crews employed full-time by your company for each of the following years: 2004, 2005, 2006, 2007 and 2008, differentiating numbers for internal and contract crews for each of the following:

- a) line crews
- b) tree trimming crews
- c) bucket crews

REPLY:

	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Line Crews (OPTs)	73	81	82	73	65
Bucket Crews (SSTs)	340	347	360	313	356
Tree trimming crews	5	5	6	5	4
Contracted Line Crews	10	12	14	16	16

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Kathleen Dumaine  
Title: Manager-Construction

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 20 Please provide a general description of the obligation of contract crews for storm restoration.

REPLY: **Contractors Obligation to FairPoint during Storm Restoration:**

Our contractors, Lucas Tree and JCR Construction, are the largest tree trimming and pole placing companies in the New England area. FairPoint is one of their major customers in New Hampshire. Upon notice, these contractors provide FairPoint with all the necessary additional resources during storm restoration.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 21 Please provide any restrictions or enhancements from labor contracts that are included in restoration planning efforts.

REPLY: FairPoint Communications operates within the framework of its collective bargaining agreement with the IBEW, as described below:

### **ARTICLE P3**

#### **Overtime**

#### **OVERTIME LIMITATIONS**

**P3.05** An employee will be required to work no more than a total of twelve (12) hours overtime in any payroll week during June, July, August, September and October, and no more than a total of ten (10) hours overtime in any payroll week during the remaining seven (7) calendar months except in case of emergency, long term service difficulties or if the employee consents to such overtime.

**P3.06** In Plant, an "emergency" is an event of national importance, fire, explosion, or other catastrophe, severe weather conditions, major cable and equipment failures, or an act of God. When an emergency related to severe weather conditions occurs, the Director involved shall discuss it with the Local Union's Business Manager and the Director – Labor Relations or his representative prior to suspending overtime limitations. The Union's views on how to best deal with the situation should be solicited and considered.

When an emergency related to any other event occurs, the Director involved shall notify the Local Union's Business Manager and the Director – Labor Relations or his representative as soon as possible after the event.

## **ARTICLE P5**

### **Working Fifteen (15) Hours or More Within a Twenty-four (24) Hour Period**

**P5.01** When an employee is required to actually work fifteen (15) or more hours in a twenty-four (24) hour period following his or her normal starting time, the employee will be excused with pay at the straight time hourly rate during the employee's assigned hours, if any, beginning at the expiration of this twenty-four (24) hour period. Such excused time with pay shall not exceed eight (8) hours.

Note: When hours worked are continuous to the normal start time, the twenty-four (24) hour period shall begin at the start of such hours.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 22 Please provide the timeframe in which your company sought additional crews, if any, for the December 2008 ice storm. Please provide actual times and dates when you contacted outside crews, the names of the companies whose crews were contacted, and the number and types of crews requested. Please also provide a description of the internal process and criteria by which those companies were chosen.

REPLY: FairPoint Communications did not seek nor utilize outside companies for plant restoration activities.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 23 Please provide the timeframes in which mutual aid companies confirmed that crews were available and line crews actually began working in the field (include travel time, quartering time, training time and other time periods that are required before start time). Please provide breakdowns by company and crew.

REPLY: FairPoint Communications did not seek nor utilize mutual aid companies.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 24 Please provide the total number of crews available for each day of the December 2008 ice storm starting on December 11 and ending on the last day of restoration. Please provide them both in total for your company and by division and area work center. Please break out the crews by line service crews, bucket crews, tree trimming crews and other (describe). Please indicate whether the crews were the company’s own crews, those of an affiliate or an outside contract crew.

REPLY: **2008 NH Ice Storm Recovery**

Date	Total Force on Repair				Air Pressure			CXM		
	<u>SST</u>	<u>SST</u>	<u>SST</u>	<u>SST</u>	<u>SST</u>	<u>SST</u>	<u>SST</u>	<u>OPT</u>	<u>OPT</u>	<u>OPT</u>
	South	North	CXM	Total	South	North	Total	North	South	Total
11-Dec	77	96	0	173	17	10	27	0	0	0
12-Dec	80	88	1	169	17	11	28	20	32	52
13-Dec	104	113	2	219	3	4	7	15	26	41
14-Dec	101	78	0	179	1	4	5	16	26	42
15-Dec	94	122	19	235	18	3	21	22	37	59
16-Dec	93	118	20	231	13	4	17	21	35	56
17-Dec	95	134	9	238	15	4	19	24	37	61
18-Dec	110	121	13	244	9	4	13	24	37	61
19-Dec	101	119	15	235	11	4	15	22	36	58
20-Dec	127	85	17	229	8	7	15	14	24	38

21-Dec	123	76	10	209	8	8	16	10	18	28
22-Dec	124	99	22	245	10	11	21	20	31	51
23-Dec	113	96	24	233	14	11	25	15	28	43
24-Dec	63	65	17	145	12	10	22	4	12	16
<b>25-Dec</b>	21	10	0	31	2	0	2	0	0	0
26-Dec	98	74	3	175	10	9	19	6	12	18
27-Dec	114	58	5	177	2	6	8	6	13	19
28-Dec	111	49	2	162	1	5	6	4	13	17
29-Dec	136	92	30	258	13	10	23	18	28	46
30-Dec	129	93	30	252	13	10	23	15	20	35
31-Dec	164	68	25	257	14	9	23	12	16	28
<b>1-Jan</b>	152	20	11	183	2	4	6	4	10	14
2-Jan	142	86	21	249	13	5	18	3	6	9
3-Jan	174	89	0	263	1	0	1	6	10	16
4-Jan	115	44	4	163	0	0	0	3	7	10

The number of contract crews available for each day of the December 2008 Ice Storm starting on Dec.11 and ending on the last day of restoration.

At the beginning of the storm we provided FairPoint with approx. 4 crews in Maine and 6 crews in NH. Each day Lucas had available another 20 crews if needed.

**CONTRACT CREWS ON STAND-BY TIME**

At the request of FairPoint, Lucas Tree Co. provided 2 crews in NH for stand-by on 12/10/08 at 6:00 PM

<u>Date</u>	<u>TRIM CREW</u>	<u>GROUND CREW</u>
12/11/08	2	0
12/12/08	4	0
12/13/08	3	0
12/14/08	5	0
12/15/08	8	0
12/16/08	9	2
12/17/08	9	1
12/18/08	8	1
12/19/08	7	1
12/20/08	7	1
12/21/08	5	1
12/22/08	4	1
12/23/08	4	1
12/24/08	5	1

12/29/08	0	1
12/30/08	0	1
12/31/08	0	1
01/09/09	1	0
01/12/09	1	1
01/13/09	1	0
01/14/09	1	1
01/15/09	1	1
01/16/09	1	0
01/19/09	1	0
01/21/09	2	1
01/22/09	2	0
01/23/09	2	0
01/26/09	1	0
01/27/09	2	0
01/28/09	0	0
01/29/09	1	0
01/30/09	1	0
02/02/09	1	0
02/03/09	1	0
02/04/09	1	0
02/05/09	0	0
02/25/09	2	0
02/26/09	2	0
02/27/09	0	0
03/02/09	1	0
03/03/09	1	0
03/04/09	1	0
03/05/09	1	0
03/06/09	0	0
03/09/09	1	0
03/10/09	1	0
03/11/09	1	0
03/12/09	1	1
03/13/09	0	1
TREE TRIMMING COMPLETED		

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Ryan Taylor  
Title: Area Manager - Construction

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 25 Please describe any communication and coordination efforts your company undertook with the electric utilities in your service areas in the wake of the ice storm.

REPLY: Communications within the Construction team were handled at the local levels. There were no regularly scheduled calls between TELCO/ELCO, however, there were multiple communications daily between companies to pass information, prioritize work, and communicate work plans for the following day.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 26 Please describe any difficulties encountered in providing for hotel and meal accommodations for restoration workers when the public is competing for the same facilities due to power outages. .

REPLY: FairPoint did not encounter any issues with securing lodging for any employees during this event.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 27 Please describe methods used to keep crews fed during restoration efforts so as to maximize restoration work hours. Are box meals used for lunches, breakfasts, and dinners in an effort to limit the travel time needed to go to area restaurants?

REPLY: FairPoint Communications, in an effort to balance safety with the restoration effort, continued to allow its field employees to take a full 30 minute lunch break each day, to rest and allow themselves to recoup from the physically challenging work and natural elements.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 28 Please indicate when the company considers the last customer restored associated with the December 2008 ice storm.

REPLY: January 4, 2009

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications – NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 29 Please provide the number of damage assessment personnel used by your company during the December 2008 ice storm. Please provide their names and a description of their experience in assessing damage.

REPLY: There were forty-one (41) employees that assessed the damaged areas.

<u>Name</u>	<u>Experience level</u>
Andrews, Travis	25 years of experience as both a craftsman and manager in Outside Plant Construction
Blocksidge, Jack	35 years of Telecommunications experience, including time as a craftsman and manager in Outside Plant Construction Department and Installation & Maintenance
Brennan, Robert	34 years of Telecommunications experience, including time as a craftsman and manager in Outside Plant Construction Department and Installation & Maintenance
Breton, Darlene	12 years of experience in Installation & Maintenance
Burrington, Dianne	25 years of experience as a crafts worker in Outside Plant Construction
Caliri, Michael	11 years of experience in Outside Plant Engineering
Clement, Bruce	25 years of experience as a craftsman and manager in Outside Plant Construction
Coffill, Russell	4 years of experience in Outside Plant Construction
Couchon, Robert	37 years of experience in Outside Plant Construction, including time as a craftsman and manager
Cunha, Jason	5 years of experience in Installation & Maintenance
Dighello, Dean	25 years of experience as a craftsman and manager in Installation & Maintenance

Doherty, James	22 years of experience as both a craftsman and manager in Installation & Maintenance
Doherty, Veronique	25 years of Telecommunications experience in both Installation & Maintenance as well as Outside Plant Construction
Foley, Jennifer	22 years of experience in Outside Plant Construction
French, Patrick	19 years of experience as both a craftsman and manager in Installation & Maintenance
Gallagher, Michael	38 years of experience in Outside Plant Engineering
Giantisis, James	35 years of Telecommunications experience, including time as a craftsman and manager in Installation & Maintenance
Guillemette, Louise	4 years of experience in Outside Plant Engineering
Hackett, Betty	35 years of experience in Outside Plant Engineering
Hackett, Wayne	35 years of experience in Outside Plant Engineering, Outside Plant Construction, Installation & Maintenance
Harte, Daniel	35 years in Telecommunications experience as both a craftsman and manager in Installation & Maintenance and Outside Plant Construction
Johnson, Joy	12 years of experience in Outside Plant Engineering
Karr, Ed	44 years in Telecommunications experience; which included time as a craftsman as well as time in Outside Plant Engineering
Langley, Robert	24 years of experience as both a craftsman and manager in Installation & Maintenance
Lechluder, Wayne	24 years in Installation & Maintenance, including time as a craftsman and manager
MacIntosh, Ken	36 years of Telecommunications experience, including time as a craftsman and manager in Outside Plant Construction, Outside Plant Engineering and Installation & Maintenance
Mackey, Carol	26 years of experience in Outside Plant Engineering
McQuade, Doug	25 years experience in Installation & Maintenance
Mendonca, Eddie	8 years of experience in Outside Plant Construction
Mercurio, John	41 years in Telecommunications experience as both a craftsman and manager in Installation & Maintenance, Outside Plant Construction and Corporate Safety
Mullen, Michael	14 years of experience in Outside Plant Engineering
Murdock, Marcia	30 years of Telecommunications experience in Outside Plant Construction
Muzzey, Eric	36 years of Telecommunications experience, including time as a craftsman and manager in Outside Plant Construction, Outside Plant Engineering and Installation & Maintenance
Myers, Martin	25 years of Telecommunications experience as both a craftsman and manager in Construction
Paris, Judith	4 years of experience in Outside Plant Engineering
Ross, Stephanie	20 years experience as a crafts worker and manager in Installation & Maintenance

Sirles, Shane	25 years of experience as a craftsman and manager in Installation & Maintenance and Outside Plant Construction
Stratton, Tricia	22 years of experience in Outside Plant Construction
Sullivan, Glenn	20 years experience as a craftsman and manager in Installation & Maintenance
Wallin, Leo	28 years of Telecommunications experience as both a craftsman and manager in Outside Plant Engineering and Outside Plant Construction
Walz, Jeff	14 years of experience in Outside Plant Engineering

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 30 For any co-owned poles broken in your company's maintenance area as a result of the ice storm, please indicate when the pole was last inspected prior to the December 2008 storm and what, if any, maintenance was performed on it.

REPLY: The former owner of this company, Verizon, did not track this information.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Richard Powell  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 31 Does the company have a system in place that tests lines to identify those lines that are out of service? If not, why not? Are there plans to implement such a system?

REPLY: FairPoint continuously monitors all our host central offices, remote central offices off the hosts, interoffice network, customer DS1's and above, as well as all remote digital loop carrier locations in New Hampshire.

FairPoint's monitoring systems do not go down to the end user level on dial tone service. There are no plans in place to implement this type of system monitoring.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Jill Wurm  
Title: Corporate Communications Manager

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 32 Please describe community and public relations efforts employed during the storm, including the number of people employed and the number of communities assigned to local governments.

REPLY: Corporate Communications responded to all media requests for information regarding the impact of the December 2008 storm on our customers in New Hampshire. There are four people in the Corporate Communications department.  
Local area managers from the Network organization reached out as needed to the cities and towns in their turf area. The City of Kingston, NH presented a plaque to the manager and construction crew from the Greenland garage for their help during the storm.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot  
Title: Director of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 33 Please explain the process used to assign and deploy resources among affiliates across state lines for handling simultaneous outages in neighboring states? What processes are in place to ensure NH customers are receiving maximum resources, including crews, management focus, customer relations, and public relations support?

REPLY: The Directors of Operations for FairPoint - Northern New England utilize the data described in questions above to allocate force across the NNE region. (see answer to Set 1-7, 1-8)

FairPoint Operations Management team structured calls two times per day throughout the peak period of the ice storm to communicate needs and evaluate resource allocation. On these calls, all critical parties to restoral (Installation & Maintenance Dept., Dispatch Resource Center and Construction Dept. were represented across all 3 Northern New England (NNE) states. If needs were identified to send resources to prioritized areas, the communication calls were the platform to do that.

During the height of the storm, forty (40) Splice Service Technicians (SSTs) from Maine and Vermont were utilized in NH for storm restoration.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications – NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot / Kevin Shea  
Title:

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 34 Please identify post-storm activities completed and those still to be completed, with a schedule for completion times (*e.g.*, for ramp down, internal critiques of lessons learned, industry-shared results of lessons learned, debris removal, cleanup efforts, post-event related tree trimming, replacement of any temporary repairs put in place to expedite restoration).

REPLY: Damage assessment of the Monadnock area was made by field reviews completed by teams on Jan 7<sup>th</sup> and 8<sup>th</sup>. Much of the work identified was not service affecting but clean up type work of temporary repairs that is being allocated to local crews during slower periods. This work is maintained by the Dispatch Resource Center in Portland ME. Some of the roads and access to seasonal cottages will not be able to be completed until after the spring thaw. All attempts to complete this work will be made before the customers return to their seasonal homes.

Northern New England Telephone Operations LLC  
d/b/a FairPoint Communications - NNE

State of New Hampshire

Docket DT – December 2008 Ice Storm Review

Respondent: Daniel Pouliot / Richard Powell  
Title: Directors of Operations

REQUEST: Staff Information Request – Telephone Utilities Set 1

DATED: March 20, 2008

ITEM: Set 1 – 35 Please provide any internal post-December 2008 ice storm reports that your company has prepared that include, for example, summaries of experience, lessons learned, total outages reported, steps taken to address post-storm restoration, etc.

REPLY: One lesson from the 2008 Ice Storm is that FairPoint Communications must mobilize damage assessment teams earlier and in greater numbers than was done in this instance. Drawing on the experience of the New Hampshire Electric Utilities, highly visible, turf assessment teams would have provided us with more comprehensive data on the outage and allowed us to respond more effectively to areas where the damage was not reported by customers directly.

Another lesson learned was the lack of generators in a centralized location. FairPoint has since secured additional generators and placed them in centrally located facilities.