THE STATE OF NEW HAMPSHIRE

CHAIRMAN
Thomas B. Getz

COMMISSIONERS Graham J. Morrison Clifton C. Below

EXECUTIVE DIRECTOR AND SECRETARY Debra A. Howland



PUBLIC UTILITIES COMMISSION 21 S. Fruit Street, Suite 10 Concord, N.H. 03301-2429

April 9, 2009

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TDD Access: Relay NH 1-800-735-2964

Website: www.puc.nh.gov

Re: DT 07-011, Verizon New England, et al

Transfer of Assets to FairPoint Communications, Inc.

Post Status Conference Requirements

To the Parties:

By Order No. 24,947 (March 13, 2009), the Commission scheduled a status conference in the above-captioned matter for April 3, 2009, requiring FairPoint to provide a detailed description of its progress in the post-cutover process.

On April 3, 2009, a status conference was held to gather information on FairPoint's post-cutover transition and its plan to stabilize operations to acceptable levels. The Commission heard from and questioned FairPoint executives regarding cutover matters. Staff, parties and members of the public also made statements at the status conference regarding cutover and related matters.

The Commission has determined that additional actions are required in this docket. It is imperative that FairPoint return to business-as-usual as soon as possible and it is critical that it take immediate action to mitigate the ongoing, adverse impact on its retail and wholesale customers. Accordingly, FairPoint is directed to:

- 1. Not later than April 10, 2009, file an up-to-date organizational chart outlining the management and personnel roster and the associated areas of responsibility;
- 2. Not later than April 10, 2009, file a copy of any and all contracts between FairPoint and Capgemini along with an organizational chart for Capgemini;
- 3. Not later than April 13, 2009, provide each of its CLEC customers and Staff with detailed contact information for the appropriate FairPoint single point of contact, including, but not limited to, full name, business addresses all direct telephone numbers, email address, title, job description and direct supervisor contact information;

- 4. Not later than April 14, file a benchmark report, as of April 1, 2009, in its native format, of the measurements required on the attached reporting spreadsheet;
- 5. Not later than April 14, file a daily report, in its native format, of the measurements required on the attached reporting spreadsheet;
- 6. Not later than April 14, establish and file a detailed list of the milestones that FairPoint expects to achieve each week, from now through June 30, 2009, for the measurements shaded in the attached reporting spreadsheet;
- 7. Not later than April 17, 2009, meet with Staff and interested parties along with representatives from KPMG and HHCG, LLC to provide specific information about these companies, their backgrounds, credentials and the scope and statement of their work with FairPoint. In advance of this meeting, FairPoint shall provide copies of any and all written contracts with these companies, as well as copies of any other documents associated with the companies' work with FairPoint related to the post-cutover issues:
- 8. Not later than April 17, 2009, file detailed written descriptions of the existing or new business processes designed to immediately return service to acceptable levels for: retail and wholesale escalations from receipt to completion; escalations or appeals from PUC staff from receipt to completion; resolution of backlog of orders received prior to February 9; LSRs and ASRs; resolution of retail held orders resulting from post-cutover issues; disconnection of retail and wholesale customers from receipt of request through the final bill; and hotcuts; and
- 9. Not later than the 7<sup>th</sup> day of each month, file a report on New Hampshire-specific and total company financial information for FairPoint on accounts payable past 30 days, capital expenditures made in the previous month and planned for the following month, free cash flow, number of new broadband connections, line loss, the debt to equity leverage ratio, the interest coverage ratio and the liquidity ratio, and shall file such report for March 2009 no later than April 15, 2009.

Not later than April 17, Staff is directed to review and report on FairPoint's compliance with the terms of the Settlement Agreement dated January 23, 2008, in this proceeding.

Not later than April 24, Staff is directed to report on its discussion with OCA and FairPoint regarding the confidentiality of data redacted in FairPoint's stabilization plan.

April 9, 2009 Page three

To the extent Maine or Vermont require similar information in a different format, Staff may work with FairPoint to develop consistent filings, provided that the information required above is filed by the dates specified.

Sincerely,

Debra A. Howland

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**Executive Director** 

Encl.

cc: Docket File

[Decele all other series	**************************************											
Resale all other services		-	*			4						
Wholesale Advantage POTS												
Wholesale Advantage all other services		•										
UNE- L < DS1								•				
UNE- L > or equal to DS1						*						
Special Access < DS1			*									
Special Access > or equal to DS1												
Switched Access trunks												
							1					
Billing Retail	(excluding format	Daily \$ amount of billing adjustments						<b>-</b>				
Wholesale (Resale)			•		-					•		
Wholesale ( all other)	•	•	•		•	•	•			•	•	
Access bills	•	•	-	•	•		•					
7.100000 0.110				•		•	•			Week to da	te ava (M-F	3
		Calls	Calls Answered <20	Calls Answered >20	Calle	Percent	Service	AHT (in	Average	•	Service	
Call Centers	Calls offered		seconds	seconds			Level			Abandoned		Average wait time
CSSC	Calls Offered	Handled	seconus	seconds	Abandoned	Abandoned	Level	minutes)	wait tille	Abandoned	Level	wait time
BSSC	*											
Repair							:				•	
Керан							•	*				
Daily System Defect Management	Total Defects since cutover		Total Open Defects - medium priority	Total Open Defects - low priority							-	
Pre-order (wholesale)												
Wisor									•	•		
Ordering and provisioning			•	•	:		•	•	*			
Maintenance and Repair		4							*			
Indian constraint												
Billing wholesale	•		•	•		•		•		•		
Billing Retail	•	•	•		•	•	•	•	•			

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VD – Broadband Services Manual/Mechanized Firm Order				***************************************							 
XD – Broadband End User Services Manual/Mechanized Firm Orde	er	:									
Other	-		•		•		k.				
•	•			•	•	•					
Wholesale ASRs (Orders not requiring a dispatch)	Total Ordera	Walled ask and	Service		Service Pending (Total	Service Pending (not	_	Average Delay Days (provisioned date - FOC	receipt to	complete within standard	
EA – End User Special Access Manual/Mechanized Service Reque	10tal Orders	Valid rejects	Complete	Unsubmitted	Orders)	late)	(late)	due date)	date.	interval	
ED – End User Special Access Manual/Mechanized Service Reque	st										
LD – CCS Link Manual/Mechanized Firm Order		-									
MA – Trunking Manual/Mechanized Service Request		•								•	•
MD – Trunking Manual/Mechanized Service Request MD – Trunking Manual/Mechanized Firm Order											
SA – Special Access Manual/Mechanized Service Request											
SC - Not Defined		•				•					
SD – Special Access Manual/Mechanized Firm Order		•			•						
SG – Special Access - Access Service Request		•				•					
VD – Broadband Services Manual/Mechanized Firm Order			•			•					
XD – Broadband End User Services Manual/Mechanized Firm Orde	er	•									
Other					*						
	Total orders still pending completion	-									
Mean Time to Repair and Trouble Report Rate Retail POTS	Total trouble reports		Trouble report rate (total trouble reports/total lines inservice)	Percent repair appoinitments met							
Retail xDSL		•				*	1				
Retail all other services Resale POTS											

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Wholesale LSRs not requiring a dispatch	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - FOC due date)		complete within		
LSR Non-Dispatch Total												
AB - Loop												
BB - Loop with Number Portability (hot cuts)												
CB - Number Portability												
DB - Ret/Bnld Loop & Port w/o Cage Platfm EB - Resale		•										
FB - Unbundled Loc Switching (Port)	*									-		
JB - Standalone DL only VZ Added		•										
KB - Resale Private Line												
MB - Loop&UnbnldLocSwitchPortw/Cage		•										
NB - DID/DOD/PBX												
IPB - CENTREX Resale										•		
IQB - Isdn Bri/Pri Service												
SB - LIDB Verizon Added												
Cibb Velizon Added			-									
Wholesale ASRs (Orders requiring a dispatch)	Total Orders		Service Complete	Uncubmitted	Service Pending (Total	Service Pending (not		date - FOC	Number of orders >20 days from order receipt to current	complete within standard (not extended)		
EA – End User Special Access Manual/Mechanized Service Reque	rotal Olders	valiu rejects	Complete	Unsubmitted	Orders)	late)	(late)	due date)	date.	interval		
ED – End User Special Access Manual/Mechanized Service Reque	291		:									
LD – CCS Link Manual/Mechanized Firm Order	•		,					•				
MA – Trunking Manual/Mechanized Service Request		•						-		-		
MD – Trunking Manual/Mechanized Firm Order				•								
J				•								
ISA – Special Access Manual/Mechanized Service Request												
SA – Special Access Manual/Mechanized Service Request SC - Not Defined				*								
SA – Special Access Manual/Mechanized Service Request SC - Not Defined SD – Special Access Manual/Mechanized Firm Order				•		•					-	

SB - LIDB Verizon Added

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Move and Migrate Record		•				•				,		
Resume and Suspend				÷								
Update (change ordes)				•								
All other product types (Orders not requiring a dispatch)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	Service Pending (late)	Average Delay Days (provisioned date - committed date)	Number of orders >20 days from order receipt to current date.	complete within standard		
Delete		•		•	•		•					
Move and Migrate			•	•				•				
Record	*	•	•	•				•	•			
Resume and Suspend			•									
Update (change ordes)					*							
	•	•	•		-		•	•				
Wholesale	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total	Service Pending (not		(provisioned date - FOC	receipt to current	complete within standard (not extended)		
LSR Dispatch Total	Total Orders	valid rejects	Complete	Onsubmitted	Orders)	late)	(late)	due date)	date.	interval		
AB - Loop			-			**	*					
BB - Loop with Number Portability (hot cuts)						•	,					
CB - Number Portability			•	· r	•	•		•				
DB - Ret/Bnld Loop & Port w/o Cage Platfm	•				•	•			•			
EB - Resale		•	•		•	~	•					
FB - Unbundled Loc Switching (Port)				•		+	•					,
JB - Standalone DL only VZ Added						•						
KB - Resale Private Line			•			*	•					
MB - Loop&UnbnldLocSwitchPortw/Cage	1						•					
NB - DID/DOD/PBX						•	,					
PB - CENTREX Resale			•						٠. ,			4
QB - Isdn Bri/Pri Service						•						-

Retail xDSL (Orders requiring a dispatch) Add Delete	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Service Pending (not Pending late) (late)			complete within standard
Move and Migrate		*							
Record				,					
Resume and Suspend	*								
Update (change ordes)						•			
Retail xDSL (Orders not requiring a dispatch) Add Delete Move and Migrate Record Resume and Suspend Update (change ordes)	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Service Pending (not Pending late) (late)	Average Delay Days (provisioned date - committed date)	from order receipt to	complete within standard
All other product types (Orders requiring a dispatch) Add Delete	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Service Pending (not Pending late) (late)	Average Delay Days (provisioned date - committed date)	from order	complete within

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Record Resume and Suspend Update (change ordes)											
Retail POTS (Orders not requiring a dispatch) Add	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not	Service Pending (late)	Average Delay Days (provisioned date -	Number of orders >20 days from order receipt to current	complete within standard	
Delete											
Move and Migrate	*										*
Record	*		•	•							
Resume and Suspend			•	•	•		•				
Update (change ordes)					•						

Retail POTS (Orders requiring a dispatch) kdd Delete	Total Orders	Valid rejects	Service Complete	Unsubmitted	Service Pending (Total Orders)	Service Pending (not late)	(provisioned date -	from order receipt to current	standard	
								Number of orders >20 days	complete within	
ELGH F O 1 O	•		•							
etail POTS	Percent dial tone installed within 3 days for new service									
B - LIDB Verizon Added			:							
B - Isdn Bri/Pri Service					1					
3 - DID/DOD/PBX 3 - CENTREX Resale	•		•	•						
3 - Loop&UnbnldLocSwitchPortw/Cage	•									
- Standalone DL only VZ Added 3 - Resale Private Line										
3 - Unbundled Loc Switching (Port)		•								
3 - Resale										
3 - Ret/Bnld Loop & Port w/o Cage Platfm	•									
B - Loop with Number Portability (hot cuts) B - Number Portability			•							
3 - Loop				•						
holesale LSRs (Total)										
etail xDSL etail all other product types										
tail POTS	(current day)	(current day)	weeks)	weeks)						
owthrough	Total Orders		(rolling 4	Percent Flow Through (rolling 4						

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