

CRC 4P
DT 10-25

State of New Hampshire
Public Utilities Commission

Docket No. DT 10-025
FairPoint Communications, Inc., et al.

Respondent: Vicky Weatherwax
Title: Vice President of Internal
Business Solutions

REQUEST: NHPUC Staff
Set 1

DATED: March 17, 2010

ITEM: STAFF-49 On page 16 of Ms. Weatherwax's testimony she provides examples of "top problems" that the End-to-End Flow-Through Improvement projects are being addressed to improve order flow through. Ms. Weatherwax indicates on page 18 of her testimony that "Overall, the completion of these and other projects improve the rate at which orders flow through automatically." Please explain how each of the seven specific problems identified by Ms. Weatherwax will improve end-to-end order flow through.

REPLY: Begin Confidential