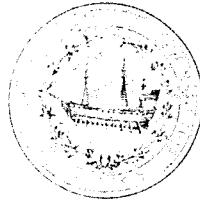


THE STATE OF NEW HAMPSHIRE

CHAIRMAN
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COMMISSIONERS
Graham J. Morrison
Clifton C. Below

EXECUTIVE DIRECTOR
AND SECRETARY
Debra A. Howland



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

Website:
www.puc.nh.gov

April 9, 2009

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;

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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 7th 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.

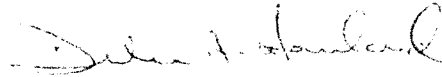
Not later than April 17, Staff is directed to review and report on FairPoint's compliance with the terms of the Settlement Agreement dated January 23, 2008, in this proceeding.

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.

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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,

A handwritten signature in black ink, appearing to read "Debra A. Howland". The signature is written in a cursive style with a large initial "D".

Debra A. Howland
Executive Director

Encl.

cc: Docket File

SB - LIDB Verizon Added

