

PUBLIC VERSION

STATE OF NEW HAMPSHIRE

BEFORE THE

PUBLIC UTILITIES COMMISSION

DT 07-011

VERIZON NEW ENGLAND INC., BELL ATLANTIC COMMUNICATIONS, INC.,
NYNEX LONG DISTANCE CO., VERIZON SELECT SERVICES INC.,
AND FAIRPOINT COMMUNICATIONS, INC.

Transfer of Assets to FairPoint Communications, Inc.

**Responses to Oral Data Requests Issued on July 28 and July 30, 2009,
During Technical Session – Deposition**

The Oral Data Requests (“ODRs”) contained herein have been transcribed without the benefit of an official transcript of the above referenced Technical Session. FairPoint's counsel utilized their best efforts to record the ODRs as presented during the Technical Session and counsel requested that FairPoint's representatives respond to these ODRs accordingly. As of the date of this submission, FairPoint notes that the official deposition transcript has not been posted to the Commission's web site and FairPoint believes this relates to circumstances beyond the Stenographer's control.

The Respondent parties, as designated in each request, are:

Jeffery Allen
Mark Beightol
David Bergeron
Michael Haga
Brian Lamphere
Karen Mead
Richard Murtha
Peter Nixon
Steven Rush
Kevin Shea

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1. On a pre-cutover and post cutover basis, FairPoint must produce the ratio of business retail account representatives to the corresponding representatives employed in the business call center. The Staff will expect the ratio to be supported by the actual pre-cutover and post cutover number of employees and the dates of reference for the information. **[Murtha]**

Response:

As of January 15, 2009, FairPoint employed 52 representatives in its Business Sales and Service Center. As of July 15, 2009, FairPoint employed 48 representatives in its Business Sales and Service Center. However, FairPoint remains committed to hiring and training an additional 20 representatives for this department by the end of August.

As of January 15, 2009, FairPoint employed 31 representatives in the Business Service Response Center. As of July 15, FairPoint employed 30 representatives in its Business Service Response Center.

In the Business Sales Team in Jan, 2009 the sales team employed a group of 25 Sales managers for business and government working in the field, that team has grown to 100 in July of 2009. Thus the ratio of CSR's to Sales managers is 3.3 to 1 reps to sales managers in Jan 2009 versus 1.28 to 1 sales managers to CSR's in July 2009.

2. How many customers made repeat calls to the repair call center within the past 30 calendar days? **[Mead]**

Response:

It is our understanding this is a request for the "Subsequent Calls" report as previously provided by Verizon. FairPoint can not track this data at this time. FairPoint will advise when such information can be made available through a change request to its OSS.

3. FairPoint must produce the number of repeat troubles for March and June of 2009. **[Nixon]**

Response:

Mr. Nixon responded to this request at the Technical Session. The repeat troubles were as follows:

March:	347
June:	516

4. FairPoint must produce data related to the customers that lost service on Tuesday, July 28, 2009 (i.e., how long out of service) and produce a plan as to how such events shall be prevented in the future. **[Murtha]**

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Response:

As Mr. Murtha testified at the Technical Session, this scenario only applied to customers with past due orders for DBs and EBs. The accounts and the related information are as follows:

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The average time out of service ranged from 1 to 3 hours. The situation resulted from 2 defects, referenced as defect 8846 and defect 8790.

The first item is an intermittent defect (8846) on migration orders that have flowed through the system but are missing the link that forces the migration order to reuse facilities. This impacts EB and DB (Resale and Wholesale Advantage) migration orders with an act of 'V' or 'W'. The link that forces the reuse of facilities also forces the translation updates to be sent simultaneously to the switch for both orders. As a result of the link not being available, the customers experience a temporary loss of dial tone. The root cause has been identified. FairPoint currently is testing a solution that will resolve this item. Once testing is complete, FairPoint will provide an update on when this item will be deployed to production. In the mean time, FairPoint deployed an emergency patch on July 30, 2009, in an attempt to resolve the defect.

The second item is a migration defect (8790) related to orders that have hunting. Specifically this impacts migrations with an act of 'V' or 'W' that have hunting associated to the disconnect portion of the order. FairPoint IT currently is assessing the issue and will provide more details on root cause and long term resolution. In the short term, FairPoint has inserted a process to review all migration hunting orders one day prior to the due date to validate which orders need to be manually worked to prevent the loss of dial tone. The Wholesale Service Center will provide this list of fallout orders to the RCMAC to be worked between 7:00 AM and 8:00 AM on the Due Date. During this time, the customer may experience a short loss of dial tone as the RCMAC manually processes the migration to completion. The RCMAC will close out all switch tasks so the system can trigger the PCN and BCN notifications on the order. FairPoint has identified a fix for the defect and has scheduled the deployment for August 20, 2009.

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5. FairPoint must produce information (perhaps from the ROC) with respect to repeat troubles from wholesale customers by month starting with the cutover - source from telephone numbers or by customer. **[Murtha/Lamphere]**

Response:

Please refer to the attached document labeled "RESPONSE TO ODR 5." Confirmed data is available through June 2009.

6. FairPoint must provide written confirmation of the flow through data (by product type) utilized in its internal management reports, the source of that data and reconcile the data (by product type) to the information contained within the July 8, 2009 Stabilization Update Report. **[Allen]**

Response:

The flow through data contained in the July 8, 2009 Stabilization Update Report came from three sources. The POTS flow through data was taken directly from the 7/02/09 Daily Report for new orders that originated and completed in July. For the DSL and Retail other product types, the flow through percent came from our operations department. This was then compared with the daily report data. If the internal report showed a lower number for flow through than the daily report, then the lower percentage was used in the report as that would be a more accurate number. For example DSL flow through was stated at 84% in the operations report, while the 7/02/09 daily report reported it at 98%. The third report utilized was the Wholesale Executive Call Report that provides average flow through percentages through provisioning. This is an average of the results shown on the daily reports.

7. FairPoint must provide the number of orders (by product type) delivered "on time" that are **NOT** designed to flow through the operating support systems. **[Murtha/Haga]**

Response:

For the Month of August the following numbers can be reported for "On Time" orders that are not designed to flow thru.

4.1 LSRs

Data	Service Pending	
	Total	Not Late
Orders requiring a Outside Dispatch	166	69
BB - Loop with Number Portability (hot cuts)	82	22
KB - Resale Private Line		

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	1	-
MB - Loop&UnbnldLocSwitchPortw/Cage	-	-
NB - DID/DOD/PBX	-	-
PB - CENTREX Resale	-	-
QB - Isdn Bri/Pri Service	-	-
SB - LIDB Verizon Added	-	-
Orders NOT requiring a Outside Dispatch	5,466	3,910
BB - Loop with Number Portability (hot cuts)	225	125
FB - Unbundled Loc Switching (Port)	1	-
KB - Resale Private Line	4	-
MB - Loop&UnbnldLocSwitchPortw/Cage	10	-
NB - DID/DOD/PBX	9	1
PB - CENTREX Resale	55	15
QB - Isdn Bri/Pri Service	22	9
SB - LIDB Verizon Added	-	-

4.2 ASRs

Data	Service Pending	
	Total	Not Late
Orders requiring a Outside Dispatch	412	198
EA – End User Special Access Manual/Mechanized Service Request	-	-
EC - End User Special Access Firm Order	-	-
ED – End User Special Access Manual/Mechanized Firm Order	34	13
LD – CCS Link Manual/Mechanized Firm Order	-	-
MA – Trunking Manual/Mechanized Service Request	-	-
MD – Trunking Manual/Mechanized Firm Order	15	3

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SA – Special Access Manual/Mechanized Service Request	1	-
SC - Not Defined	5	3
SD – Special Access Manual/Mechanized Firm Order	339	175
SG – Special Access - Access Service Request	-	-
VD – Broadband Services Manual/Mechanized Firm Order	2	-
XD – Broadband End User Services Manual/Mechanized Firm Order	16	4
Orders NOT requiring a Outside Dispatch	1,002	625
EA – End User Special Access Manual/Mechanized Service Request	-	-
EC - End User Special Access Firm Order	1	1
ED – End User Special Access Manual/Mechanized Firm Order	51	30
LD – CCS Link Manual/Mechanized Firm Order	9	8
MA – Trunking Manual/Mechanized Service Request	-	-
MD – Trunking Manual/Mechanized Firm Order	65	26
SA – Special Access Manual/Mechanized Service Request	37	10
SC - Not Defined	15	11
SD – Special Access Manual/Mechanized Firm Order	787	519
SG – Special Access - Access Service Request	-	-
VD – Broadband Services Manual/Mechanized Firm Order	2	-
XD – Broadband End User Services Manual/Mechanized Firm Order	35	20

8. FairPoint must produce a report (by product type or order category) showing flow through data for comparable retail and wholesale products. This is a parity issue, with CLECs complaining that FairPoint does not provision wholesale orders in parity with FairPoint retail products. **[Murtha/Haga]**

Response:

The following is part of the daily report which shows both the Wholesale and Retail flow thru measurements for the same time period. It should be noted that this is flow thru through provisioning not Firm Order Confirmation.

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Data (Completed Orders ONLY)	Completed Orders Originating in AUG	
	Total Orders	% Provisioning Order Flow
Retail (Total)	14,845	
Retail POTS	9,952	80.10%
Retail xDSL	4,471	82.06%
Retail all other product and orders	422	36.33%
Wholesale LSRs (Total)	4,546	
AB - Loop	290	67.46%
BB - Loop with Number Portability (hot cuts)	12	0.00%
CB - Number Portability	524	74.09%
DB - Ret/Bnld Loop & Port w/o Cage Platfm	290	42.11%
EB - Resale	39	41.94%
FB - Unbundled Loc Switching (Port)	-	0.00%
JB - Standalone DL only VZ Added	3,389	99.58%
KB - Resale Private Line	-	0.00%
MB - Loop&UnbnldLocSwitchPortw/Cage	-	0.00%
NB - DID/DOD/PBX	-	0.00%
PB - CENTREX Resale	2	0.00%
QB - Isdn Bri/Pri Service	-	0.00%
SB - LIDB Verizon Added	-	0.00%

9. a. FairPoint must produce information related to its average time to "close" (or resolve) CSI/CSR requests.

b. In addition, FairPoint needs to produce a report to demonstrate the time interval from PCN and BCN (as applicable) to update CSR/CSI. **[Murtha]**

Response:

a. FairPoint does not track this data.

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b. FairPoint is measured on Timeliness of PCN and BCN under the metric plan for OR-4-16-1000 for PCN and OR-4-17-1000 for BCN. These show the time for processing a PCN for order completion and then a BCN after the PCN is issued. The CSR/CSI is then updated upon completion of the BCN. There is not a current report that shows the actual timeliness between BCN and CSR update.

10. FairPoint must advise of the mean and median time of the orders in the “unsubmitted queue”. In addition, for the orders in the unsubmitted queue, FairPoint must provide the percentage of the orders in the queue due to systems based problems or issues and the percentage of orders that should be in the queue due to true order issues (i.e., credit check). [Lamphere]

Response:

The mean and median age of un-submitted orders within the front end queue are not measurements that can currently be calculated as they are not tallied by day, but by monthly total. In order to provide an illustration of order aging in this status, FairPoint has categorized the orders into periods of less than 30 days, 30-60 days, 60-90 days, and greater than 90 days. It is important to keep in mind that there are several factors contributing to normal un-submitted orders such as credit hold, Third Party Verification (TPV), awaiting additional customer information, future dated order at customer request, 499 process, etc.

As of August 11, 2009 the current status of un-submitted is as follows:

Business Orders

Less than 30 Days – 227
30-60 Days – 543
60-90 Days – 114
Over 90 Days – 35

Consumer Orders

Less than 30 Days – 466
30-60 Days – 310
60-90 Days – 41
Over 90 Days – 6

11. FairPoint must produce information showing the number of customers who receive bills after terminating service. This information should be broken out for wholesale customers by customers who did not complete the disconnect versus the instances when CLECs did not accept the ported number. [Murtha]

Response:

After cutover FairPoint had to manually build in excess of 2500+ orders (1800 which were from Comcast) from the manual port out process. These orders each created a double billing issue. These orders were completed by early July. Each of the customers received an EBD (Effective

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Billing Date) on their order which created a credit on their account for the period that the account remained open or was involved in a double billing status.

12. FairPoint must produce statistics for the number of adjustments promised to customers and how successful FairPoint is with respect to reflecting adjustments on the next billing statement. **[Murtha]**

Response:

Please see the responses to ODR 17 and ODR 22.

13. FairPoint must provide a report showing the number of retail customers billing errors since cutover. **[Allen]**

Response:

Please refer to the attached documents labeled “RESPONSE TO ODR 13.”

14. With respect to wholesale customers, FairPoint must produce the number of closed billing disputes, the number of open billing disputes and the number of billing errors in each case relating to issues arising post cutover. **[Murtha]**

Response:

The table below provides a listing of disputes related to Wholesale accounts in New Hampshire processed since cutover and a summary of those currently pending. Disputes may consist of a number of “Claims.” Claims against a monthly invoice are often filed in batches, where a customer’s question regarding a particular charge cascades down to many -- potentially hundreds -- of instances where the associated charge has been applied to the invoice. For example, a customer may file one claim on a type of Dedicated Tandem Port monthly charge that is applied to many individual circuits on the monthly invoice.

The claim volumes have increased at a marginal level since cutover, due to individual cases such as the timeliness of discount plan rates being updated and customer’s increased attention to all monthly charges.

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Product	Claim Reason	# of Claims	# of ckts/Tn/EO	dollars disputed
Special Access-52%	Disconnected - Still Billing	10	33	\$ 13,642.00
	ICA- not billing per contract	1	65	\$ 33,354.00
	Monthly Charges*	141	1784	\$ 579.00
	NRC**	18	269	\$ 70,181.00
	Rates	9	81	\$ 90,210.00
	Taxes Surcharge	13	13	\$ 3,161.00
	Misc	4	126	\$ 10,653.00
		196	2371	\$ 221,780.00
Switched-9%	Monthly Charges*	8	154	\$ 94,330.00
	Rates	4	12	\$ 211,579.00
	Usage	41	365	\$ 1,758,729.00
			53	531
Collocation-1%	Monthly Charges*	5	19	\$ 2,023.00
	NRC**	2	4	\$ 17,724.00
	Usage	7	23	\$ 19,747.00
UNE-31%	Disconnected - Still Billing	20	225	\$ 2,144.53
	Monthly Charges*	50	1186	\$ 232,107.00
	NRC**	31	183	\$ 15,290.00
	Taxes Surcharge	19	50	\$ 29,595.00
	Usage	3	52	\$ 517.00
			123	1696
Resale-7%	Monthly Charges*	19	110	\$ 18,238.00
	ICA- not billing per contract	6	49	\$ 3,210.00
			25	159
Grand Totals		404	4780	\$ 2,607,266.00
Total Pending 8/14/09		59	778	\$ 803,896.00
* monthly charges = discount plans, mileage, EF/CT,				
** NRC=non recurring charges = installation, inside wiring, dispatch				
At Cutover	All pending claims completed prior to cutover during quiet period			

15. FairPoint must produce, by wholesale customer billing account number, the time frames from ACH payment or lock box payment to statement posting. **[Murtha]**

Response:

Please refer to the attached document labeled “RESPONSE TO ODR #15”. (This document is presented in Confidential and Public versions).

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16. FairPoint must confirm the number of accounts that were given a credit for \$1.3 million of last week related to the customers with minimum spend level business accounts.
[Haga]

Response:

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17. FairPoint must provide:
- a. the number of accounts/customers at issue with respect to the delay in sending resale bills and access bills **[Murtha]**
 - b. the cause of the delay in access billing and how the situation was corrected. **[Haga]**

Response:

- a. FairPoint had issues with electronically transmitting up to 167 Resale BDT accounts between February and June. However it should be noted that for all of the accounts that were set up as “BDT only,” Kenan produced a formatted invoice (in the paper format) which was loaded into CBM. These invoices were available for the customer to view through the web portal.
 - b. Access bills were only delayed due to the conversion activity. The process to convert and load CDG’s systems created the delay in normal bill cycle schedules. The delay in access billing lasted into early March. Since then, FairPoint has not experienced any delays in processing and delivery of Access bills.
18. With respect to the late pending orders, approximately 4,780 as of [July 27th], FairPoint must produce a report broken out by residential, business retail and wholesale orders. **[Lamphere]**

Response:

As of August 9, 2009, there were 5,093 late pending orders, broken down as follows:

Business – 691
Residential – 3190
Wholesale – 1212

Please also refer to the attached document labeled “RESPONSE TO ODR 18” for a more detailed breakdown as of July 29, 2009. Further information is also found in document “RESPONSE TO ODR 32,” also attached.

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19. Compare the number of wholesale billings with open items or disputes with the corresponding number of pre-cutover information. **[Murtha]**

Response:

FairPoint does not track this data.

20. Why did FairPoint not receive wholesale customer purchase order numbers from Verizon prior to cutover? **[Nixon/Murtha]**

Response:

Verizon provided data for local orders (historical LSRs from xRM) dating back approximately 3 years and access orders (historical ASRs from ACCORD) dating back approximately 7 years. FairPoint and Capgemini did not load any of this data into the backend as the data did not contain any information related to the services installed. In addition, without reviewing the confirmation or other notifiers, it is not always possible to link the order to the installed assets (as new circuits/TNs are generated as the order is provisioned and do not appear on the order themselves).

21. As a follow-up to ODR 14, which seeks information as to the current number of wholesale customer based billing disputes, FairPoint must provide the number of open wholesale billing disputes at cutover and the number of open retail billing disputes now and at cutover. **[Murtha]**

Response:

Please refer to the Response to ODR 14 regarding Wholesale disputes. FairPoint does not track the requested data beyond what is summarized in the Response to ODR 14.

22. SegTel, through its representative Kathleen Mulholland, requested information concerning the misapplication of SegTEL's billing payments to the various billing account numbers ("BANs") and whether the situation had been resolved. **[Murtha]**

Response:

FairPoint's Director of Revenue Assurance & Wholesale Collections, Mr. Thomas Nolting, communicated with Ms. Mulholland, on Friday, July 31, 2009, to investigate and correct SegTEL's bill payment history. Further communications will be necessary and FairPoint will follow-up. Prior mis-postings have been corrected with information provided by SegTel representative Desmond Lee.

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23. FairPoint must produce the confidential organization chart it provided to the Maine Public Utilities Commission to the New Hampshire Commission Staff and the Consumer Advocate.

Response:

FairPoint produced an updated organizational chart to the New Hampshire Commission Staff and the Consumer Advocate during the proceedings held on July 28.

24. With respect to the recent internal FairPoint reorganization of the wholesale services group, BayRing's representative requested the names of the individuals with whom Richard Murtha consulted prior to finalizing and implementing said reorganization (along with the names of the employers for each of such individuals). **[Murtha]**

Response:

The individuals Mr. Murtha consulted requested anonymity and FairPoint will not breach the request.

25. FairPoint must produce statistics related to its resale and wholesale out of service incidents cleared within 24 hours on a post cutover time frame. **[Beightol]**

Response:

Please refer to the attached documents labeled "RESPONSE TO ODR 25."

26. FairPoint must produce a list of "activities," or a list of work to be performed within the information technology department specific to wholesale customer based issues (i.e. ordering, provisioning, billing, etc.). **[Haga]**

Response:

Please refer to the document labeled "RESPONSE TO ODR 26."

27. FairPoint must produce information related to the amount of time it takes to repair defects (or implement patches to correct defects) in its operational support systems ("OSS") versus amount of it takes to implement solutions related to OSS change requests, and whether the repair of defects and implementation of solutions for change requests are completed "on time". **[Haga]**

Response:

FairPoint's IT department does not track the time it takes to identify and clear defects..

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28. FairPoint was requested to produce an analysis of Verizon order flow through pre-cutover versus order flow throw statistics issued by FairPoint on a per product basis, along with a list of products intended (or designated) to flow through each of the Verizon OSS and FairPoint's OSS. [Murtha]

Response:

Orders currently designed for auto order creation in M6 are as follows:

Order Type	Expected Shell/Manual v. Automatic Order Creation
Resold POTS with no hunting	Automatic Order Creation
Resold POTS with hunting	Shell/Manual
Wholesale Advantage with no hunting	Automatic Order Creation
Wholesale Advantage with hunting	Shell/Manual
Centrex (both resold and Wholesale Advantage)	Shell/Manual
ISDN BRI/PRI (both resold and Wholesale Advantage)	Shell/Manual
PBX/DID/DOD (both resold and Wholesale Advantage)	Shell/Manual
Resold Private Line	Shell/Manual
Line Share/split (TOS is %P%% or %R%%, if circuit is not in M6, may have been brought in as an ARDA circuit and FairPoint has a look-up table with this related circuit information upon order creation and order should create)	Automatic Order Creation
UNE Loop	Automatic Order Creation
Sub Loop (noted on order by SLI=B)	Automatic Order Creation with manual provisioning
UNE Port	Shell/Manual
LIDB updates	Shell/Manual
Port out	Automatic Order Creation
Port out with loop	Automatic Order Creation
Migrates as specified/as is with no hunting	Automatic Order Creation* (currently will be manual if migrating across platforms)
Migrates as specified/as is with hunting	Shell/manual
Resold POTS/Wholesale Advantage with LNA =Z	Shell/manual
Listings- complex listings (style code = SI or CI) will swivel chair to Siebel to be manually updated/created in Siebel	Automatic Order Creation
POTS Port In (NPI and NPDI fields are populated)	Automatic Order Creation*
TN Change (LNA=X)	Automatic Order Creation* (when new TN is not already in service. If

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	TN is already in service, this will be a shell)
POTS/Centrex to RCF and vice versa	Automatic Order Creation*

29. Otel’s representatives requested a link to the FairPoint website to the so-called wholesale customer “Differences Document”. **[Murtha]**

Response:

Select “Local” in the left navigation at FairPoint’s Wholesale web site located at www.fairpoint.com/wholesale and then the document may be found under “Local Business Rules.” Please refer to the attached document labeled “RESPONSE TO ODR 29.”

30. FairPoint must explain how its marketing department analyzes and determines which customers or potential customers receive letters with FairPoint’s product and service information, and to explain why the end customers of FairPoint’s wholesale customers receive such letters.

Response:

The disconnect process in the operations support system known as “Kenan” operates in phases such that the account status is not converted until the entirety of the order has been completed. Thus, FairPoint sent several “welcome letters” to accounts before Kenan reflected the accounts as having migrated to a wholesale customer. FairPoint remedied the situation on July 24, 2009, by adjusting the systems to ignore any account with disconnect or delete order activity. Wholesale customers have not complained about repeat instances of their end customers receiving such correspondence since FairPoint deployed the remedy. FairPoint also issued accessible letter number SYS 0126-08082009 - Fix Deployed on Reseller End Customers Direct Notice on August 8, 2009, to wholesale customers.

31. On a post cutover basis, FairPoint must produce information related to the percentage of orders which require actual manual handling or manual intervention. **[Allen/Murtha]**

Response:

Please reference the Response to ODR 8, which shows the number of orders that were not scheduled for flow through. Additional information is shown in the response to ODR 28 above.

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32. With respect to the number of late orders, FairPoint must produce information related to the number of orders outstanding (or late) for a period of time equal to or greater than 20 days. **[Lamphere]**

Response:

As of August 10, 2009, there were a total of 1,431 overdue orders greater than 20 days past due. Please refer to the attached documents labeled “RESPONSE TO ODR 18” and “RESPONSE TO ODR 32”.

33. With respect to all of FairPoint’s pending orders, FairPoint must produce an analysis on a product-by-product basis as to the number and percentage that will be delivered late (beyond standard intervals). **[Lamphere]**

Response:

At this time, FairPoint has not had the opportunity to conduct the necessary analysis required to support such metrics. FairPoint will agree to work with the New Hampshire Commission’s Staff to develop such metrics on a good faith basis.

34. On a product-by-product basis, FairPoint must determine what percentage of orders to be provisioned beyond standard intervals are acceptable on a business as usual basis. **[Allen]**

Response:

Please refer to the response to ODR 33 above.

35. FairPoint must detail the processes it implemented to deal with the installation of plain old telephone service (“POTS”) for those circumstances when facilities cannot be utilized due to a prior customer not disconnecting service on a timely basis. **[Allen]**

Response:

It is FairPoint’s policy not to disconnect and reuse facilities once they are assigned to a customer. In the case where a customer moves and does not disconnect their service, and the same facilities are requested by a new customer, FairPoint begins by doing everything possible to contact the original customer. This includes calling at all available numbers as well as writing to the customer. If the customer is in rental space, FairPoint will also contact the landlord in search of forwarding information. If all these attempts fail, FairPoint will continue to provide service to the original customer until they either cancel their service or stop paying for their service. In the latter case, normal disconnect for non-payment procedures would be followed and following that, the facilities would be available for use.

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36. With respect to complaints escalated through the New Hampshire Public Utilities Commission to the company, FairPoint must provide information related to the average time and/or days it takes to resolve complaints on a pre-cutover basis and a post cutover basis. **[Rush]**

Response:

State	Month/Year	Number of Complaints	Average Days	Timeframe
NH	Jan-08	57	4.23	VZ pre-sale
NH	Feb-08	52	2.99	VZ pre-sale
NH	Jan-07	42	6.64	VZ pre-sale
AVG		50.3	4.62	
NH	Dec-08	100	3.3	FRP pre-cut
NH	Nov-08	31	3.48	FRP pre-cut
AVG		65.5	3.39	
NH	May-09	342	16	FRP Post Cut
NH	Jun-09	324	9	FRP Post Cut
NH	Jul-09	261	8	FRP Post Cut
AVG		309	11	

37. FairPoint must provide a list of its OSS with a description or purpose of each of such systems. **[Haga]**

Response:

Please refer to the attached document labeled “RESPONSE TO ODR #37”.

38. FairPoint must produce an accessible letter and post said letter on its website for wholesale customers related to the timing of the implementation or uploading of upgrades to the OSS in order for wholesale customers to understand when they will not have access to their account information within FairPoint’s systems.

Response:

FairPoint posted “Wholesale Customer Communication System Availability/Modification” documents on July 31, 2009 and on August 3, 2009. Please refer to the attached documents labeled “RESPONSE TO ODR #38”.

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39. FairPoint must produce a prioritized systems defect list. In addition, FairPoint must produce information related to any existing or continuing defects within its OSS. **[Haga]**

Response:

Please refer to the attached documents labeled “RESPONSE TO ODR 39.”

40. FairPoint must produce to the Commission’s Staff and Consumer Advocate on a confidential basis the strategy document or business plan prepared by Ms. Vicky Weatherwax when complete. **[Allen/Nixon]**

Response:

The requested information is not yet available.

41. FairPoint must produce the operational plan prepared by Jeff Allen (which may be in a bullet point form) when complete. **[Allen]**

Response:

The requested information is not yet available.

42. FairPoint must quantify and provide information with respect to its personnel levels from a pre-cutover period of time through the present and this information must segregate independent contractors from FairPoint employees. **[Nixon/Allen]**

Response:

This information regarding FairPoint personnel is already provided to staff on a monthly basis. Contractor information will be provided going forward.

43. With respect to un-submitted orders, FairPoint must disclose what OSS tracks such orders and provide detail by product category if such information can be produced from said system. **[Lamphere]**

Response:

Un-submitted orders are tracked on a manual basis as the orders have not been entered into FairPoint’s OSS.

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44. FairPoint must provide the prior customer escalation reports for the month of July to the Consumer Advocate and continue to provide such information on a bi-weekly basis to the Consumer Advocate at the same time such information is disclosed to the Commission's staff. **[Shea]**

Response:

FairPoint has delivered the July 2009 escalation reports to the Consumer Advocate and has agreed to include the Consumer Advocate in the distribution list for ongoing bi-weekly submissions.

45. To the extent Ms. Weatherwax' strategy document or business plan is applicable to wholesale customers, FairPoint needs to provide some documentation or report as to how said plan would impact or effect wholesale customers. **[Allen]**

Response:

During the technical session FairPoint had committed to provide wholesale customers with information from Ms. Weatherwax' plans as applicable to the wholesale community.

46. FairPoint must provide information related to, or a list of internal company reasons as to, why an extensive number of late pending orders are classified as "actionable" by FairPoint. **[Lamphere]**

Response:

A majority of orders considered "actionable" by FairPoint do not have a jeopardy code associated with the particular order. On August 10, 2009, the total number of past due orders not held for customer reason or facilities shortages was 3,886. Of these orders, 410 are held for company reasons as discussed during the proceedings of July 28 and 30, 2009, and 3,426 have no associated jeopardy. Please see the attached list of all jeopardy codes that can (not all necessarily are) be used within Metasolv, labeled "RESPONSE TO ODR 46".

47. Provide a job description for the person who holds the position of Vice President & General Auditor.

Response:

Please refer to the attached document labeled "RESPONSE TO ODR 47".