

# Attachment 1

## Key Issues/Recommendations

### 1. Need for Third-Party Audit to Ensure Accurate Performance Data.

FairPoint's wholesale performance metrics (which include C2C and PAP metrics as well as any other performance measures reported by FairPoint to the FCC or state commissions) must be fully audited by a third party to ensure that: (1) the underlying data is being pulled from the correct systems and is valid/accurate; (2) any performance calculations are being done correctly; and (3) any exclusions/changes made to the metrics that are not documented are identified. Retail performance metrics should also be audited in order for a valid assessment regarding wholesale/retail parity.

### 2. Need for Improved Billing Dispute Resolution

The CLECs request a complete review/audit of the wholesale billing dispute resolution process, including data collection, process documentation, personnel and management, metric calculation and reporting, and timeframes for dispute resolution and credit/payment. In addition, DUF files must be reviewed for accuracy, given the revenue impacts of inaccurate records. Existing C2C metrics (and PAP metrics in some states?) require billing disputes to be acknowledged within 2 days, resolved within 28 days, and any credits made within 45 days. FairPoint's wholesale billing practices should be brought into compliance with these metrics no later than September 30, 2009.

### 3. Meeting with Vickie Weatherwax and Commission Staff

CLECs request a meeting with Vicky Weatherwax and Commission staff for the purposes of understanding her role and plans for improving wholesale performance. CLECs would like to hear her current understanding of the issues impacting wholesale performance and her proposed plans for addressing those issues. CLECs would then like the opportunity to provide her with both oral and written feedback. Ultimately, a comprehensive written plan for resolving wholesale issues should be developed with input from CLECs and the Commission Staff.

### 4. List of OSS Defects

CLECs should be provided with a complete list of OSS defects, both systems and process, which impact wholesale operations in any way. The list should include identification of all improper error messages and reject message that cause orders to "fall out" of the system OR to be handled manually. (This includes initial orders, rescheduled orders, and order cancellations, and the issuance of erroneous BCNs and PCNs. Defects in the flow through for ASRs also must be included.) Documentation should be provided which shows how defects are identified and how their correction is prioritized. FairPoint should implement a metric for correcting software defects such as

that in the BellSouth Change Management plan. This metric requires the ILEC to correct all defects within a designated timeframe.

5. Joint FairPoint/CLEC Review of Provisioning Process

In order to facilitate joint review of the wholesale provisioning process, FairPoint should provide copies of each of the "provisioning plans" for the major wholesale products (or any products that constitute a majority of a single CLEC's business). Joint meetings should be held with FairPoint wholesale and IT personnel, CLEC personnel, and relevant consultants. These meetings will seek to ensure that all necessary steps are included in the provisioning plans in the correct order and that the OSS provides for the correct flow of the order. They will also establish an expected flow through rate for evaluation of performance.

6. Need for Improved Operational Documentation for Wholesale Systems and Regression Testing on Systems Changes

FairPoint must improve its process for documenting and communicating changes to its operational systems. Today, neither CLECs nor internal FairPoint personnel are provided timely and adequate notification of changes to the systems, making it impossible to track FairPoint's progress, associate new errors with recent changes, allow new users to be trained on the systems, or ensure that SPOCs and CSRs have updated information when dealing with CLEC orders and problems. In addition, comprehensive regression testing must be completed before any changes to the operations systems are made.

7. Need for Re-evaluation of the Management of Wholesale Operations and the Structure of FairPoint-CLEC interaction

FairPoint must ensure that sufficient senior management resources are devoted solely to wholesale operations. Current retail and other operational duties must be shifted to personnel outside the wholesale organization. Given the significance of the continuing problems in the wholesale areas, FairPoint should hire a senior executive with extensive wholesale operations and management experience who will be tasked with bringing all wholesale operations in compliance with state and federal laws as well as all performance metrics. In addition, FairPoint management should not revise its process for interacting with CLECs, (i.e. eliminate the SPOC process) without consulting with the CLECs and not before the backlog of wholesale orders reaches a level agreed upon by FairPoint and the CLECs. In addition, comprehensive regression testing must be completed before any changes to the operations systems are made.

# Attachment 2



1 Davis Farm Road  
Portland, ME 04103

August 18, 2009

Susan M. Hudson, Clerk  
Vermont Public Service Board  
112 State Street, Drawer 20  
Montpelier, VT 05620-2701

RE: Docket No. 7270

Dear Ms. Hudson:

Attached is an original and six (6) copies of FairPoint Communication's Reply to the CLEC Recommendations made during the Board's Workshop on August 10, 2009.

Sincerely,

A handwritten signature in black ink, appearing to read "Michael L. Morrissey".

Michael L. Morrissey  
Vice President  
Government Affairs and  
Assistant General Counsel

cc: Service list

## RESPONSES TO VT WORKSHOP CLEC RECOMMENDATIONS

### 1. Need for Third Party Audit to Ensure Accurate Performance Data

The current Vermont PAP is based on the PAP Plan adopted by the New York Public Service Commission in 2000. Subsequent to its adoption, the wholesale performance metrics were subject to a rigorous audit by the outside consulting firm KPMG. An extensive audit at this time would be both costly and time consuming not to mention a major distraction to the FairPoint Wholesale group. Furthermore, both FairPoint and the CLECS have started the process to revise and simplify substantially the PAP Plan and its metrics. FairPoint respectfully suggests that the parties focus their time and effort on completing the simplified PAP.

### 2. Need for Improved Billing Dispute Resolution

FairPoint is, and has been, willing to meet with the CLECs individually or as a group to resolve all outstanding billing disputes. FairPoint believes it is in full compliance with the billing dispute metrics identified by the CLECs although it believes the metric for credits made is 60 days not 45 days. However, FairPoint will review the dispute process to determine if it can be streamlined to reduce the number of "touch points" and to ensure that the appropriate quality assurance steps are incorporated into the Company's practices.

### 3. Meeting with Vicky Weatherwax and Commission Staff

FairPoint will make Ms. Weatherwax available to meet with the CLEC community so that they may better understand her role particularly as it relates to wholesale performance. At the next Wholesale Users Forum, Mr. Murtha will discuss the best way logistically for Ms. Weatherwax to receive input from the CLEC community. Ms. Weatherwax will be on the call. She would also be available for conference calls with the CLEC community solely related to the issue of her involvement with wholesale issues and to hear the CLECS concerns and issues firsthand. Ms. Weatherwax will also meet with a smaller group of individuals representing CLECs selected by the CLEC community. FairPoint would suggest that the CLECs selected be representative of the different size, geography and product offerings and that their representatives be technically oriented rather than focusing on regulatory, policy or legal issues.

### 4. List of OSS Defects and 5. Joint FairPoint/ CLEC Review of Provisioning Process

Beginning with the CLEC call of 8/20, Mr. Murtha will establish a schedule of meetings with the appropriate CLEC representatives and FairPoint personnel to address OSS defects and provisioning process issues identified in items 4 and 5. FairPoint will invite the technical resources of a limited number of CLECS to work with FairPoint to review and provide input on the provisioning plan for the major wholesale products. FairPoint will identify those resources to the CLEC community and will consider other technical resources who may be suggested or offered by the CLEC community.

6. Need for Improved Operational Documentation for Wholesale Systems and Regression Testing on System Changes

FairPoint provides notification through the weekly Thursday call with all CLECs of the upcoming changes to FairPoint's systems for defect resolutions and enhancements. In addition, FairPoint provides assessable letters for customer impacting issues. See attached documents for current documentation from the 8/13 call and an assessable letter released on 8/13 as examples. In addition, the schedule for changes had been modified from 3 times a week to every other week to assure adequate regression testing and training.

7. Need for Re-Evaluation of the Management of Wholesale Operations and the Structure of FairPoint-CLEC interaction.

FairPoint's current organizational structure is appropriate for the Company's size and wholesale operations. The wholesale operations group is headed by Rich Murtha- VP- Wholesale Customer Operations, who is dedicated to the wholesale business segment. Business retail operations are the responsibility of Chris Broderick who reports to Steve Rush. A separate organization dedicated on a vertical basis solely to CLEC issues and operations would be inefficient considering FairPoint's size and service area. FairPoint will not revise its process for interacting with CLECs without consulting with the CLEC community. As indicated in the response to # 6 above, FairPoint has instituted changes to ensure that appropriate regression testing is accomplished before changes to operations systems are made.