

From: David Unavailable [mailto:davidsmithabc@gmail.com]
Sent: Friday, August 14, 2009 10:43 AM
To: Admin@LibertyConsultingGroup.com
Subject: Fwd: Information about Fairpoint that PUC should know

Please accept my apologies for having to remain anonymous. My relationship with Fairpoint would be jeopardized if my identity was known so I am not comfortable providing my name.

I was part of the team in Atlanta when Fairpoint was working with CapGemini to develop and implement the new systems (MetaSolv; Remedy; Siebel). There were many of us and needless to say the atmosphere was chaotic and grossly inefficient. Most people sat for days without any direction or work. Those who were stunned by the lack of leadership were not in a position to do anything about it and those who were, seemed oblivious and apathetic to the situation.

The details that are important now, however are around the testing and the presentations done for the Liberty Consulting group. As January neared and it appeared to everyone on site in Atlanta that there would be another delay, suddenly Peter Nixon and Gene Johnson made the announcement that the cut to the new systems would take place at the end of January and the relationship with Verizon would end. Most people were stunned as it did not appear feasible.

During this time the Liberty consulting group came in to review Fairpoint's progress since they needed to give approval. Some of the Fairpoint team then worked with CapGemini to develop small blocks in the system that were specifically designed with certain telephone numbers and circuits. These scenarios were created in each system. **In other words, when Liberty was watching what they thought was 'flow thru' within a system and from one system to another, they were really only seeing a small program that was created to assimilate what they wanted the systems to do. They were not actually in the systems at the time nor were they in the test systems. They were in a newly created small program that used screen shots from the real system to deceive the audience into believing that they were watching a real demonstration.** I am not clear on whether this fake simulation was done all on one server or if they used a small block of space on each server but in any case, what Liberty saw those few days was not real. (I believe that Fairpoint believed between the approval date from Liberty and the actual 'cut date' there would be enough time to correct the actual problems, but clearly that did not happen.)

I know that this happened for the Wholesale organization presentation and I believe may have also happened for the Network / Engineering organization. This readily explains why during the simulations everything appeared fine to the Liberty Consulting group as well as to the CLECs that were following the process. Someone should subpoena and force questions to be answered under oath. You might start with Rich Murtha, Gwen Hammond, Susan Surette, Joe Centrella and include members of the CapGemini team. Under pressure, someone will ultimately tell the truth.

It is not a pleasant situation for me to be doing this but I feel angry that the lying and cheating has threatened so many peoples financial situation and has caused so much stress for employees. I can be reached at this email address but I cannot come forward publicly.

Thank you for your assistance in this matter.

cc: Maine PUC; Vermont Public Service Board; Congressional Members; Liberty Consulting Inc.;

On Sat, Aug 15, 2009 at 2:22 PM, Charles King <charlesking@optonline.net> wrote:

We appreciate your sending this information to Liberty. We certainly understand your desire to remain anonymous, given the circumstances. However, we would be interested in hearing any additional information you can provide about this matter. Do you have additional specific facts you can provide so we can pursue this further?

Thank you,

Chuck King

Executive Consultant

The Liberty Consulting Group

908-647-7893

908-242-6857 (cell)

From: David Unavailable [mailto:davidsmithabc@gmail.com]
Sent: Sunday, August 16, 2009 3:51 PM
To: Charles King
Subject: Re: FW: Information about Fairpoint that PUC should know

I will provide whatever I can as long as it does not jeopardize my identity. I do not have the names of the servers or exactly what program they used but I know that they developed the scheme so that each screen would appear as if it came up based on, for example, how MetaSolv was suppose to work, but it was not really MetaSolv moving from one screen to the next, it was all set up ahead of time to appear that way.

There is a gentleman that worked for CapGemini in Atlanta (I cannot remember if he was a full time employee or a consultant for them) but later he came to work for Fairpoint as a Consultant. He may not be working any longer for either company but I can look for his name if you think that would help. If he agreed to cooperate with you, I believe he might be able to provide more detail. He spoke openly once about it and it appeared he was not that uncomfortable in discussing it, possibly because he was not a full time employee; where as the rest of the people who are aware of this do not bring it up, as far as I know or, if they have, it has been silenced.

I continue to think that if one of the State Commissions forced certain employees under oath to testify in front of them, they would ultimately begin to uncover the truth but this other individual might be of help.

On Mon, Aug 24, 2009 at 3:59 PM, Charles King <charlesking@optonline.net> wrote:

Thank you for answering my last email.

In order to pursue this matter further, we would like to get the answers to a few additional questions if you are willing to provide them:

1. Can you tell me more precisely when the fake simulations you are talking about were shown to Liberty (which month and if possible which days)?
2. How did you find out about these fake simulations?
3. Did you personally observe the creation, testing, or execution of the fake simulations?
4. Can you tell me the name of the Capgemini person you referred to in your last response to me, or can you have that person get in touch with me?
5. Can you name any other Capgemini or FairPoint people who were aware of this?
6. Do you know if the fake simulations were created and shown only to Liberty or if they were used for other purposes, like the test environment the CLECs used?
7. Do you know if the fake simulations were used only for wholesale transactions or whether they were also used for other types of transactions (retail ordering and provisioning, repair, billing, etc.)? If the latter, what other transactions?
8. Do you know if there are any records of these fake simulations in the Capgemini or FairPoint test logs (for example, in Mercury Test Director) or whether there are any other records of the these simulations?

Again, I understand your caution given the situation, but would much appreciate your responding if you can.

Chuck King

The Liberty Consulting Group

From: David Unavailable [mailto:davidsmithabc@gmail.com]
Sent: Tuesday, September 01, 2009 7:52 AM
To: Charles King
Subject: Re: FW: Information about Fairpoint that PUC should know

Good Morning

I sent a note to the attorney for the Vermont commission to clarify something and couldn't remember if I had provided the information to you also. In my original email there were a couple of lines missing from the end of one of the paragraphs. Probably my own fault as I was cutting and pasting in order to make my note clear and concise. In these lines I explained that all of this information came from the person that I mentioned to you whom I did not really know.

I was in Atlanta but I only saw what others saw and, of course, only some of it. I had no reason to question it until this gentleman told me what i relayed to you and the commission. It seemed that there could be some truth to it especially as things began to break down after the cut. It all wore on my conscience so I felt a need to at least report it. I explained it as well as I could based on what he told me. I don't know what he presumed versus what he knew as absolute.

I wish I had asked him more questions at that time, but it was alarming and uncomfortable. I am explaining this because I do not have any other information and cannot answer any of your questions. This man seemed credible, although I have always questioned why he would discuss it with me since he did not know me very well. I can only conclude it was bothering him. It also leads me to believe that he shared it with others but no one seems to be coming forward.

I did not mean to imply that any of the people that I mentioned did anything wrong but I believed that if this man knew something that others must also. However, with all of the people that the attorneys for Fairpoint questioned, and nothing came out, then possibly this man was confused about something. If Liberty does not have anything specific to go on, than I feel less suspicious.

I still think it was best that I reported the information because it would have always bothered me but at this point I don't think we can go any further.

From: David Unavailable [mailto:davidsmithabc@gmail.com]
Sent: Wednesday, September 02, 2009 7:37 AM
To: charlesking@optonline.net
Subject: Fairpoint

Good Morning

Just to let you know, I read Fairpoint's response and I am satisfied. Again, I appreciate everyone's efforts. I had the information and I felt it was appropriate to report it because, under the circumstances, it seemed to make sense. It would have continued to bother me if I had not. Based on Fairpoint's response, I do see how there might have been confusion with interpreting some of the simulations and everything that was going on. The investigation Fairpoint did seems to have been thorough and I feel comfortable at this time in accepting it. Thank you