

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.

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

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).

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 September 15, 2009 the current status of un-submitted is as follows:

Business Orders

Within last 30 Days – 490

30-60 Days – 170

60-90 Days – 91

Over 90 Days – 51

Consumer Orders

Within last 30 Days – 714

30-60 Days – 76

60-90 Days – 30

Over 90 Days – 26

Brian Lamphere is responsible for this response.