

January 7, 2010

Debra A. Howland  
Executive Director & Secretary  
New Hampshire Public Utilities Commission  
21 S. Fruit St., Suite 10  
Concord, NH 03301-2429

Dear Ms. Howland:

FairPoint Communications Inc. submitted a report to the commission late last year on the work it commissioned Accenture to do regarding its widely reported service problems. Hundreds of customers have been affected by processing delays, billing errors and other service issues and there is widespread interest in FairPoint's efforts to resolve its problems.

I respectfully request a copy of the Accenture report and cover letter filed by FairPoint on Nov. 30, 2009, under RSA 91-A, the state's Right to Know Law, and specifically request under RSA 378:43, III, that the PUC determine whether the record satisfies the requirements of RSA 378:43, II.

FairPoint's customer improvement project affects tens of thousands of customers in New Hampshire and northern New England and should not be cloaked in secrecy.

Thank you for your consideration,

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