

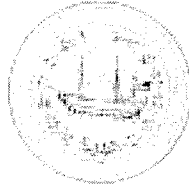
THE STATE OF NEW HAMPSHIRE

Tel: (603) 271-2431

CHAIRMAN
Thomas B. Getz

COMMISSIONERS
Graham J. Morrison
Clifton C. Below

EXECUTIVE DIRECTOR
AND SECRETARY
Debra A. Howland



PUBLIC UTILITIES COMMISSION
21 S. Fruit Street, Suite 10
Concord, N.H. 03301-2429

FAX (603) 271-3878
TDD Access: Relay NH
1-800-735-2964

Website:
www.puc.nh.gov

March 3, 2009

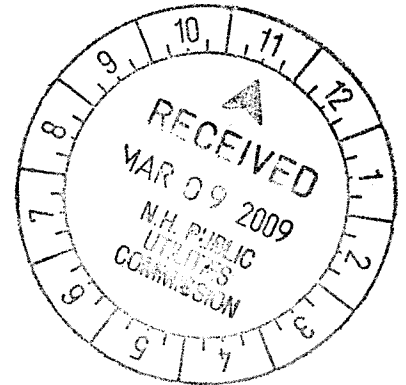
Peter Nixon, President
FairPoint Communications
521 East Morehead Street, Suite 250
Charlotte, North Carolina 28202

Re: DT 07-011 Operational Support Systems Cutover

Dear Mr. Nixon

The Commission's Telecommunications Division and Consumer Affairs Division have received numerous inquiries from both wholesale and retail customers about delayed service installations, which causes great concern about the progress of FairPoint's cutover to its new operational support systems (OSS). Please file the following information with the Commission by the close of business, Friday, March 6, 2009:

1. A written description of the process FairPoint is using to diagnose the extent of and root cause of both system defects and data defects affecting pre-ordering, ordering, provisioning, maintenance, and billing transactions both for retail and wholesale, and how FairPoint plans to address each issue until FairPoint achieves its stated design objective of 90% flow-through for all orders.
2. Daily reports of metrics based on Liberty's recommendations and discussions with you to assist in understanding the magnitude of the problems and to track progress as defects are repaired.
3. An explanation of how FairPoint is clearing the backlog of orders. Specifically, confirm that orders which require manual intervention are being processed in the order in which they were received, beginning with the orders first received during the embargo. Please also confirm whether orders are being pushed through to provisioning and tracked manually to get around system defects that are blocking orders.



4. The status of the process and delivery of DUF files to wholesale carriers, indicating the extent to which carriers have received useable DUF for all their daily usage records since cutover.

If you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in cursive script that reads "Kathryn M. Bailey".

Kathryn M. Bailey
Director, Telecommunications

Cc: Kevin Shea