



FairPoint Communications, Inc.
State of New Hampshire
Docket No. DT 07-011

Respondent: Michael Haga
Title: Director of Billing and
Operations Support Services

REQUEST: New England Cable and Telecommunications Association, Inc. and
Comcast Phone of New Hampshire, LLC - Rebuttal

DATED: September 20, 2007

ITEM: NECTA/CPNH - 72R Please refer to page 27, lines 15-17. Please identify each specific risk
associated with the cutover process.

REPLY: As explained in Mr. Haga's and Mr. Kurtze's testimony, FairPoint,
Capgemini and Verizon are working closely and devoting substantial
resources to minimizing any risks of the cutover. The following
identifies potential risks for each subset of the cutover process:

Data Conversion

- * Incomplete data or inaccurate data mapping, which could result in FairPoint's systems being unable to function as designed.
- * Conversion process duration is too long, which would result in an extended transition period.

Systems

- * Level of automation not equal to existing Verizon levels or high fall-out rates, which could result in FairPoint needing additional staff to operate the business.
- * Delay in the acquisition of hardware or software, which could delay the program schedule.

Business Operations

- * Process not defined, documented and communicated, which may result in poor customer satisfaction and/or employee morale.

Staffing

- * Insufficient staffing levels or training of existing labor force on new systems, which may result in less than desired customer satisfaction.