

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

Respondent: Chris Barron
Title: Director, Corporate
Development

REQUEST: Office of Consumer Advocate
Group II

DATED: April 13, 2007

ITEM: OCA 2-52 Re page 15, lines 8-14.

- a. Please provide Mr. Harrington's understanding of the service quality problems in New Hampshire. Identify any and all documents and/or conversations that inform this response.
- b. Is Mr. Harrington aware of any particular "problem areas in the network"?
- c. Has FairPoint or any entity on behalf of FairPoint prepared a plan for improving service quality? If so, please provide.

REPLY:

- a. As stated in Mr. Harrington's pre-filed Direct Testimony at page 15, FairPoint understands that, due to the ongoing nature of Docket 04-019, there have been no findings made regarding any service quality problems in New Hampshire. Once this docket is complete, FairPoint will be in a better position to comment upon such issues.
- b. No.
- c. FairPoint has not prepared a plan for improving service quality in New Hampshire.