

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

Respondent: Michael Haga
Title: Director of Billing & Operations
Support Systems

REQUEST: One Communications

DATED: June 11, 2007

ITEM: ONE FDR III-28 Will there be a period, during or around the time of the cutover to FairPoint's systems as part of or following the transition, when ordering, provisioning and/or any other wholesale functionality and/or services provided to CLECs will be degraded, slowed or otherwise changed?

- (a) Please describe such period and what CLECs will need to do differently to order or provision service for their new or existing customers during that period.
- (b) Please state whether FairPoint intends to comply with the PAP and all other wholesale service obligations and quality requirements during that period.

REPLY: There will be a brief period after the cutover when there may be an impact to ordering or changing of services. This will be further defined in the subsets to this request.

- (a) FairPoint anticipates a transition period of approximately 5 days between the time Verizon cuts off their systems to begin the data extract process and the time when FairPoint has received, verified and loaded the data into its systems. During that time, routine, fully automated work processes may not be available. The date when this period will start will be determined at least 60 days in advance of the date and will be communicated to all appropriate parties, including CLECs as soon as it is known. FairPoint will establish work-arounds for use by CLECs to get priority activity accomplished.
- (b) In addition to the specific commitments FairPoint has made to assume existing agreements and abide by the PAP, FairPoint generally will abide by wholesale service obligations and quality requirements to which it is subject

under applicable federal and state law. However, FairPoint does anticipate that it will need a “grace period” of approximately 30 days prior to cutover and 90 days following cutover when the metrics set forth in the PAP should not apply.