

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

Respondent: Arthur Kurtze
Title: Advisor, Capgemini

REQUEST: New Hampshire Public Utilities Commission Staff – Rebuttal

DATED: September 17, 2007

ITEM: RDR-24 On page 34, lines 10-13, of the joint rebuttal testimony of Michael Haga and Arthur Kurtze, Mr. Kurtze indicates that one of the main reasons Hawaiian Telcom’s customers encountered service problems was that Hawaiian Telcom’s “systems did not flow through on an end-to-end basis.” Is it FairPoint’s intention that 100% of its service orders, both retail and wholesale, will be designed to flow through end-to-end at cutover? If not, please provide a list of the order types that FairPoint currently plans to fall out of the flow-through process for manual handling. Alternatively, if it is FairPoint’s intent that 100% of the service orders it receives will flow through, will that be one of the testing criteria that is used by FairPoint to determine cutover readiness?

REPLY: FairPoint does not expect that 100% of all orders will “flow through.” At cutover, certain steps, orders, and transactions will be mechanized, while others will be either partially mechanized or manual by design. FairPoint expects that a very high percentage of routine orders for retail and wholesale services will flow through. Any orders that require significant design work, or orders where the existing data is ambiguous or incomplete, will require manual intervention. FairPoint’s testing criteria will measure the ability of the systems to correctly process orders and transactions as per the design, which will include flow through testing.