

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

DATED: June 11, 2007

ITEM: NECTA/CPNH
FDR III-16 Please confirm the statement by Capgemini at the Technical
Session on June 4, 2007 that Capgemini does not have experience
with system conversions in the wireline industry like the system
conversions from Verizon to FairPoint.

REPLY: The above characterization of statements made by Mr. Arthur
Kurtze of Capgemini are not accurate. Mr. Kurtze's statements
were to the effect that Capgemini had not been previously engaged
to do a full system suite start-up and data migration for a large
ILEC. In fact, Capgemini is unaware of any previous ILEC full
system suite start-up other than the Hawaiian Telecom project.
Capgemini has informed FairPoint that it has been previously
engaged by 7 of the 10 largest ILECs (referring to Table 7.3 in the
FCC's Trends in Telephone Service, February 2007). Those
engagements have included work in customer care and ordering
systems, billing systems, wholesale systems, network management
and OSS systems, and accounting and financial systems. They
have also been involved with data migrations and data conversions
involving millions of customers. Additionally, Capgemini has done
full system suite start-ups for CLECs and very large wireless
telecommunications carriers. Capgemini has also been involved
with very significant network technology in-service migrations.