



**NORTHERN NEW ENGLAND TELEPHONE OPERATIONS LLC
D/B/A FAIRPOINT COMMUNICATIONS - NNE**

WHOLESALE USER FORUM QUESTIONS AND ANSWERS

Question Number 20080822-291

Will AT&T be provided with access to FairPoint's stand-alone address database?

FairPoint Response:

No. FairPoint does not maintain the E911 database for New Hampshire or Vermont. The address database can be requested from the relevant authorities in New Hampshire and Vermont. For Maine, access will be provided through Intrado's E911 net GUI.

Question Number 20080822-282

Will FairPoint provide a documented end-to-end process for processing repair and maintenance trouble tickets during cutover?

FairPoint Response:

This item is a duplicate of 20080813-240. (See Cutover Communications Plan for more detail)

Question Number 20080827-298

Wholesale Customers need to understand the process that will be used by FairPoint in staffing centers so that Wholesale Customers will be able to communicate with FairPoint, and understand how FairPoint will handle volumes and process and close tickets.

FairPoint Response:

These issues are described in detail in the Wholesale Cutover Communication Plan. Generally, FairPoint will maintain the existing Verizon process but will change the billing dispute form so that it matches the FairPoint billing system. The revised dispute form is posted in the billing section of the FairPoint Wholesale website together with the new dispute guide. See http://www.fairpoint.com/business_services/sample_bills.html.

Question Number 20080625-297

How will e-bonding customers know that orders have reached and are recognized by WISOR's Gateway? What ability will e-bonded Wholesale Customers have to place orders through WISOR during the cutover transition period?

FairPoint Response:

The WISOR Gateway will return a 997 acknowledgement or an 855 reject if there are any business rule errors. Firm order commitments will not be issued until the new FairPoint systems are brought online after cutover. During the transition, orders will go into a queue to be executed on a first-in first-out basis.

Question Number 20080813-296

With respect to items that are identified by FairPoint to be "pending documentation", items answered with reference to a posting to the FairPoint website or verbal responses provided by FairPoint shall not be deemed "closed" until the relevant wholesale customer has received the response in writing, reviewed it and agreed that the response is acceptable.

FairPoint Response:

Where FairPoint has identified a response as "pending", FairPoint will review the response with the relevant wholesale customers before the issued is moved to "closed".

Question Number 20080822-295

When will wholesale customers be able to test the WISOR system live?

FairPoint Response:

The WISOR system will be live and in service after cutover.

Question Number 20080822-294

Will wholesale customers continue to be supported on the same switches, or will they be moved to new FairPoint switches?

FairPoint Response:

FairPoint has acquired and is providing service through the Verizon switches. However, point code changes will be required, and these will take place during an 18-month period after cutover.

Question Number 20080822-300

When cutover occurs, will Wholesale Customer end users who have Verizon as their primary interexchange carrier be moved to FairPoint for long distance service?

FairPoint Response:

Verizon customers became FairPoint customers at the time of the closing on March 31, 2008. No long distance PIC or CIC changes will take place at cutover.

Question Number 20080827-292

Can questions and answers be reformatted based on subject matter?

FairPoint Response:

No.

Question Number 20080822-301

Please provide FairPoint's contingency plan regarding issues that may arise as the new systems are brought online after cutover and include the expected impact on Wholesale Customer orders.

FairPoint Response:

These issues are covered in the Wholesale Cutover Communication Plan.

Question Number 20080827-290

Can FairPoint post the training schedule on its website?

FairPoint Response:

The schedule was posted on FairPoint's website on August 28, 2008.

Question Number 20080827-289

For WISOR training, can wholesale customers suppress some of the fields for trouble tickets?

FairPoint Response:

Yes. Wholesale customers are able to create their own templates within WISOR that contain only required fields. This feature was covered in the trouble administration training and is also described in the VFO User Guide.

Question Number 20080827-288

Will the Verizon systems reject orders that are entered into WISOR in advance of cutover?

FairPoint Response:

WISOR is not connected to any Verizon systems. Therefore, there is no way that advance orders could be rejected by the Verizon systems. However, with regard to the timing of orders during cutover, please see the Wholesale Cutover Communication Plan.

Question Number 20080613-287

With the Verizon systems, there is a feature in LSI-TA , a feature verification tool, which allows a trouble administrator to validate the end user's long distance provider and vertical features. Will the FairPoint systems provide a similar functionality?

FairPoint Response:

The WISOR GUI contains pre-order, order and trouble administration functions in one interface, in contrast to the Verizon system, which has separate GUI interfaces. The wholesale customer will be able to access the pre-order tab and review the features available to the end-user customer. No additional log-in or passwords are needed.

Question Number 20080827-285

If an order placed through the Verizon systems is cancelled and a jeopardy notice is sent to Verizon, can a further supplement be sent to make sure that the order is cancelled?

FairPoint Response:

FairPoint will not be able to allow the submission of supplements during the embargo period immediately prior to cutover. If a jeopardy notice is received by the wholesale customer after the commencement of this transition, the order will be treated as an in-flight order and will not be cancelled. The wholesale customer will have the opportunity to answer the jeopardy when the FairPoint systems are in service.

Question Number 20080613-317

Are voided orders the same as cancelled orders? Are voided orders archived in a "dead order file"? Can voided orders be retrieved to reactivate the order?

FairPoint Response:

Voided orders are orders that have not passed through the WISOR gateway into the FairPoint backend systems. Such orders will not be archived. Cancelled orders have passed through the WISOR gateway into the FairPoint backend systems and will be archived. Neither voided nor cancelled orders can be reactivated. Wholesale customers must use the template function in WISOR and resend the previously cancelled order.

Question Number 20080822-293

Please provide the process for reporting troubles using the WISOR system after cutover? Will this process be posted on FairPoint's website?

FairPoint Response:

There will be two options for reporting troubles. The first, which is preferred, is to use the WISOR gateway. The second method is to call into MCO directly to report the trouble.

Question Number 20080822-308

What version of the CABS/BOS format will FairPoint be supporting?

FairPoint Response:

FairPoint will support CABS/BOS version 48 as of cutover.

Question Number 20080822-315

If FairPoint interfaces with a Directory Publisher, how does the wholesale customer interface with the publisher to receive directory information?

FairPoint Response:

FairPoint will interface with the Directory Publisher and provide the wholesale customer with listing verification reports. Wholesale customers should review the listing verification reports, verify the information and issue orders on or before the Publisher's book closing date.

Question Number 20080822-314

Does FairPoint interface with a Directory Publisher or refer the customer to a Directory Publisher?

FairPoint Response:

FairPoint interfaces with the Directory Publisher but not on the end user's behalf. End user issues must be resolved between the end user and the wholesale provider; the wholesale provider will then deal with FairPoint.

Question Number 20080822-312

For directory listings, does FairPoint interface with the Wholesale Customer at the customer's request?

FairPoint Response:

If a Wholesale Customer end user calls FairPoint about a directory listing issue, FairPoint will refer the end user to the end user's service provider. The wholesale customer would then submit the LSR to FairPoint.

Question Number 20080827-311

How will Yellow Pages be handled? Are there specific rules by state?

FairPoint Response:

Rules for Yellow Pages are set forth in FairPoint's Business Rules. Where applicable today, state specific Yellow Pages rules will continue to apply.

Question Number 20080822-299

What is the process for issuing WISOR IDs, resetting passwords on IDs and resolving any ID issues?

FairPoint Response:

FairPoint has requested each wholesale customer to assign a Log-in and Password Administrator for that company (See Accessible Letter SYS 0036 11182008). The administrator will have the ability to assign log-ins and passwords, reset passwords, etc. FairPoint also has the Wholesale Help Desk available for those customers that have questions with the new FairPoint systems.

Please refer to the VFO User Guide and the Administrator Training section of the FairPoint Wholesale website for additional information.

Question Number 20080822-309

If a wholesale customer received CABS/BOS bills from CDG today, when and how will that wholesale customer receive bills for FairPoint services from CDG after cutover?

FairPoint Response:

CDG will replicate the existing billing cycles and use the same transport medium as is used for the customer with the Verizon system today, unless the wholesale customer decides to change the method of billing.

Question Number 20080822-281

How is the ETTR returned by WISOR?

FairPoint Response:

This question is a duplicate of 01-07252008.

Question Number 20080822-307

For e-bonding, please provide information regarding the existing NDM connection termination.

FairPoint Response:

This information has been made available through Accessible Letter #SYS 0011-07152008, which is available on the FairPoint website.

Question Number 20080822-306

How will bills for local loops, Collocation and Special Access be processed with the CDG vendor? How will wholesale customers interact with the CDG?

FairPoint Response:

The wholesale customer should contact CDG for individual attention at johna@cdg.ws.

Question Number 20080827-305

Based on sample bills, please state how payments will be applied.

FairPoint Response:

For questions on payments and remittance please see the Frequently Asked Questions section contained in Accessible Letter SYS 0037-11192008. Payments will be applied as specified in the applicable contract or wholesale tariff.

Question Number 20080730-304

Will SOLIX be the biller for casual calling? If so, how is this process being tested, and how will the wholesale customer interface with SOLIX?

FairPoint Response:

Records for casual billing are sent from the billing and collection carriers to SOLIX. SOLIX will be collecting the records from all billing and collection carriers. SOLIX will send FairPoint feeds during the day to Mediation. Mediation will process these records and pass them to Kenan for end customer billing. Customers who have questions on their specific billed charges will contact the billing and collection team within FairPoint's wholesale service center. For carrier billing and collection questions about their billing charges, customers can contact the Wholesale Service Center, Billing by dialing 866-925-8971 and selecting the option for "B&C".

Question Number 20080822-303

Can FairPoint provide further information regarding vendor meetings, including contact information and expected topics?

FairPoint Response:

Please see the Vendor Meet Guide available in the Trouble Administration section of the FairPoint Wholesale website.

Question Number 20080822-302

Please confirm that FairPoint retail representatives will not be placing orders during the transition. Please confirm that there will be parity between retail and wholesale.

FairPoint Response:

FairPoint confirms that parity will be maintained. Please see the Wholesale Cutover Communication Plan.

Question Number 20080827-310

How will FairPoint validate its testing of the transition of the directory listing function to the new FairPoint systems?

FairPoint Response:

IDEARC will continue to produce the LVR reports on the same schedule, with the change being that FairPoint will be copied rather than Verizon.

Question Number 20081009-253

With regard to billing, when will the conversion take place? Will wholesale customers receive the same data on secondary feeds that they receive now from Verizon?

FairPoint Response:

Following cutover, wholesale customers will receive bills within 5-6 days following the close of the billing cycle. CDG will send forms to wholesale customers to set up testing. Bill validation is currently underway. Any differences will be disclosed before cutover.

Question Number 20080822-284

Which TSP codes will FairPoint honor for the restoration of TSP circuits during network outages?

FairPoint Response:

FairPoint will use the standard TSP processes as are defined by the Department of Homeland Security.

Question Number 20081009-261

Is WISOR a production gateway for MLT?

FairPoint Response:

No.

Question Number 20081009-260

Can wholesale customers test MLT in the testing environment at the present time?

FairPoint Response:

MLT testing is available now (TA-25) in test deck.

Question Number 20081009-258

For the MLT summary, can a wholesale customer select, copy and paste the response from MLT?

FairPoint Response:

Yes.

Question Number 20081009-257

What is the turnaround time on results for MLT submissions?

FairPoint Response:

This is a duplicate of 20080822-222.

Question Number 20081009-256

Will there be an escalation process?

FairPoint Response:

Yes. The escalation process is described in the Wholesale Cutover Communication Plan.

Question Number 20081009-263

Will the test deck include Metasolv test and responses?

FairPoint Response:

The test deck is designed to take the order up through the receipt of Firm Order Complete (FOC). The Test Environment is connected to Metasolv and you will receive the response from Metasolv via the Wisor VFO gateway.

Question Number 20081009-254

Is there a trouble ticket tool for WISOR problems?

FairPoint Response:

Yes. Wholesale customers can use the trouble ticket tool to submit tickets regarding problems with respect to WISOR. The trouble ticket tool is an alternative to calling in the trouble.

Question Number 20081009-264

A wholesale customer established a VPN connection in June. Will there be support on the first test window to confirm connectivity?

FairPoint Response:

Connectivity testing for both the test environment and production environment have been scheduled and/or completed with all wholesale customers.

Question Number 20081009-252

When will FairPoint cover BOS BDT files?

FairPoint Response:

This subject was covered at the October 2, 2008 Wholesale User Forum.

Question Number 20081014-388

Will smarts clock functionality be available?

FairPoint Response:

This is a duplicate of 20081014-366 and 20081002-47.

Question Number 20081009-250

When will wholesale customers receive DUF records?

FairPoint Response:

This is a duplicate of 20080703-194.

Question Number 20081009-248

A wholesale customer raises the same testing issue as in 2008009-247.

FairPoint Response:

This is a duplicate of 2008009-247.

Question Number 20080827-204

When will wholesale customers cease communication with Verizon? If FairPoint does not meet service intervals, will corresponding waivers be granted by the applicable commission for Wholesale Customers?

FairPoint Response:

Please see the Wholesale Cutover Communication Plan. Communication with Verizon should cease as of 11:59 p.m. on January 30, 2009. The interval issue has been addressed in the hearing process relating to cutover in each of the three states.

Question Number 20081009-255

If WISOR is experiencing problems in processing trouble tickets, will wholesale customers be notified, and, if so, how?

FairPoint Response:

A notification process is being developed. Wholesale customers will be able to sign up for access through the FairPoint website. This process, which will be similar to the process used today by Verizon for network events, will be in place prior to cutover.

Question Number 20080827-272

Is there a time parameter on network outages?

FairPoint Response:

Each network outage will be handled on a case-by-case basis with FairPoint working diligently and expeditiously to restore customer service.

Question Number 20080822-280

How will FairPoint technicians be identified on trouble tickets?

FairPoint Response:

Technicians will be identified by technician ID.

Question Number 20080822-279

What are the expected response times for MLTs with Toll Grade solution?

FairPoint Response:

This is a duplicate of 20080822-222.

Question Number 20080822-278

What are FairPoint's plans for cutover with regard to (i) state utility commission actions, (ii) processes for dealing with in-flight orders, (iii) trouble tickets that were in process prior to cutover and (iv) all trouble tickets?

FairPoint Response:

This is a duplicate of 20080813-240.

Question Number 20080822-277

Will FairPoint have special rules regarding the hours in which cuts will be made?

FairPoint Response:

FairPoint will perform hot cuts between 8:00 a.m. and 8:00 p.m. A process for out-of-hours hot cuts can be negotiated.

Question Number 20080822-276

Is there a site for all product due date order intervals?

FairPoint Response:

This is a duplicate of 20080822-224.

Question Number 20080822-275

If a wholesale customer submits a trouble ticket in the GUI, where is the estimated time to repair (ETTR) quoted?

FairPoint Response:

This is a duplicate of 20080222-246.

Question Number 20081009-262

Regarding the test environments for Metasolv & Remedy, will these environments be turned into the production environment at cutover?

FairPoint Response:

Yes, they will be production environments once the systems are brought up after cutover.

Question Number 20080625-273

Will Verizon's ticket history be available to FairPoint to review to identify chronic issues and possibly assist FairPoint on future troubleshooting?

FairPoint Response:

The Verizon ticket history will not be available at the WISOR gateway at cutover; however, FairPoint will have three years of history in remedy. It is recommended that wholesale customers maintain in their systems histories of Verizon and FairPoint trouble tickets. Trouble ticket histories will be maintained for all FairPoint trouble tickets within WISOR going forward.

Question Number 20081009-251

With regard to the secure FPT, is it designed to go through the VPN tunnel? Can wholesale customers use the same tunnel as they have for ordering?

FairPoint Response:

A secure FTP is designed to go through the VPN tunnel. However, the DUF tunnel is a different connection for ordering.

Question Number 20081009-270

Will wholesale customers be able to determine the status of a trouble ticket called in or will it only come through e-mail?

FairPoint Response:

Wholesale customers will be able to check the status through the portal or by calling into the help desk.

Question Number 20081009-269

When going live, what is the method for reporting troubles with the GUI?

FairPoint Response:

Wholesale customers should report the trouble through the Wholesale Help Desk or open a trouble ticket in PSCC, using the portal. This process is the same as is used by Verizon. The trouble ticket will be entered through the portal.

Question Number 20081009-268

Do wholesale customers need to arrange for access for everyone who is going to test in the portal?

FairPoint Response:

Wholesale customers should make this determination. Each wholesale customer receives one ID/PW and can use it to make access available to multiple users.

Question Number 20081009-267

A wholesale customer reports that when it performs tests with other ILECs, the ILECs provide a template so that results can be documented uniformly. Will FairPoint do so?

FairPoint Response:

Yes. A template is available in the test portal. The template provides the ability to identify specific test cases and enter schemas, responses and failures.

Question Number 20081009-266

A wholesale customer noted that certain test cases passed even though they are not valid for the consumer.

FairPoint Response:

FairPoint has reviewed the referenced test cases and is correcting them.

Question Number 20081009-265

A wholesale customer is set up for two slots and is inquiring about obtaining additional slots.

FairPoint Response:

Additional test slots will be available after the first week.

Question Number 20080625-274

If there is a ticket still open and in progress in the Verizon database on the date of cutover to WISOR, will the wholesale customer be required to open a new ticket?

FairPoint Response:

Wholesale customers will not be required to open a new trouble ticket. In flight trouble tickets will be provided to FairPoint from Verizon. The customer would need to call in for update of in-flight orders. Wholesale customers should assume that in-flight trouble tickets will not be in WISOR. Customers should maintain a history of in-flight orders.

Question Number 20080822-360

What are FairPoint's cost thresholds that determine Special Construction?

FairPoint Response:

FairPoint costs thresholds will vary by service level.

Question Number 20080827-353

Will wholesale carriers be able to enter 911 information using both the existing Verizon system and the new FairPoint system? Will there be a period of time over which this dual process will occur so that results can be tracked?

FairPoint Response:

Yes all carriers will do dual processing starting November 1, 2008. Dual processing will continue for approximately 3 weeks. Commencing November 24, 2008, carriers will only send their files to Intrado and not Verizon from that point on.

Question Number 20080822-367

What is FairPoint doing to resolve escalations for high capacity circuits during nights and weekends?

FairPoint Response:

This is a duplicate of 20080730-329

Question Number 20081014-366

What is the status of Issues regarding ETTR and Smart Clock Change Controls raised by a wholesale customer which have been escalated to senior FairPoint management?

FairPoint Response:

This is a duplicate of 20081002-47 and 20080822-281.

Question Number 20081014-365

What is the confirmation date on when FairPoint will have fully tested the DUF files.

FairPoint Response:

DUF file issues will be addressed and resolved on or before December 31, 2008.

Question Number 20081014-363

Will FairPoint provide a replacement for the Verizon profile tool?

FairPoint Response:

A part of the FairPoint portal will replace the Verizon profile tool.

Question Number 20080822-369

What will the repair contacts be for escalations after cutover for Local-Consumer?

FairPoint Response:

FairPoint will provide all contacts for escalations for all products and all centers 30 days prior to cutover. It will be posted on the website.

Question Number 20080822-361

Will directory assistance and operator services be branded as specified in interconnection agreements?

FairPoint Response:

Yes.

Question Number 20080822-370

Is there a process in WISOR to allow Repair & Maintenance to test customers' features / Blocks to see if they are working at the switch?

FairPoint Response:

This is a duplicate of 20080613-287

Question Number 20080822-359

What is the process for reporting WISOR system issues? For example, if an agent reports issues in WISOR to the wholesale customer's systems team, who would the wholesale customer contact at FairPoint?

FairPoint Response:

The wholesale customer should contact the FairPoint Wholesale Help Desk.

Question Number 20080822-358

Will the existing Verizon OCNs by state be maintained or will FairPoint assign new OCNs?

FairPoint Response:

The Verizon state-specific OCNs will be maintained and have already been transferred to FairPoint for Maine, New Hampshire and Vermont.

Question Number 20080822-357

Will FairPoint honor the wholesale customer's inside wire agreement with Verizon, which includes the jack in the wall? FairPoint states that it assumed all the LEC related Verizon contracts for the three-state territory. Was this type of contract included in that assumption?

FairPoint Response:

Yes. FairPoint assumed and will honor the Verizon inside wire agreements within the three states.

Question Number 20080822-356

Does FairPoint intend to simplify wholesale contracts, in comparison to the Verizon contracts of past?

FairPoint Response:

Due to the regulations that govern ILECs, and the complexity of interconnection agreements, FairPoint does not anticipate that contracts will be simpler than the Verizon wholesale contracts of the past.

Question Number 20080822-355

What is the FairPoint process for correcting E911 for a customer that is not correct? This process should include a scenario where the customer's address is changed after the order creation. For example, suppose a single family house is converted into a duplex.

FairPoint Response:

Carriers will be notified of MSAG changes via the Connect Enterprise Mailbox daily. MSAG and Service Orders will be updated in FairPoint systems once MSAG changes are received from the State.

Question Number 20080822-354

Is there a contact for E911 error resolution?

FairPoint Response:

FairPoint will have a toll-free number for the E-911 DBMC group (866-984-1610) starting on November 3, 2008. Any error resolution questions would go through the FairPoint E-911 DBMC team. Any escalations should go to Deb Wall. This information is included in the E-911 Activation Guide and will be part of the carrier training with regard to E-911.

Question Number 20080813-362

The following scenarios need to be clarified with regard to how end-to-end processes will be addressed and managed during cutover.

- Non-Pay restores
- Change TN for Legal Demand situation
- Change Directory Listing Legal Demand situation
- Disconnect in error or prior to provisioning due date
- New Service for “Medical” expedite
- Traps, Traces, subpoena, or Hostage scenario, all Emergency /Police/FBI/ or other Legal body.

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan section relating to Ordering and, in particular, Emergency Orders.

Question Number 20080822-379

Please provide a copy of the line loss report that will be made available to Wholesale Customer's.

FairPoint Response:

A copy of the line loss report is located on the FairPoint Wholesale website under the ASR and LSR section. The line loss user guide is also located in the same section.

Question Number 20081009-249

A wholesale customer expresses concerns regarding staffing of no more than 50 people to support manual workarounds. What items will be covered? Will the support be comparable to the support received from Verizon? How will wholesale customers support their end user customers?

FairPoint Response:

This issue was addressed with the requesting wholesale customer.

Question Number 20080827-318

Is there a process identified for directory publishing errors?

FairPoint Response:

There is an LVR listing verification process. An LSR can be issued at any time for a directory update or correction.

Question Number 20080822-387

Please provide order reject and jeopardy codes and descriptions.

FairPoint Response:

The codes have been posted. This is a duplicate of 20081002-114.

Question Number 20080905-386

Please provide an update with regard to e-bonding testing.

FairPoint Response:

This is a duplicate of 20080905-01

Question Number 20080625-385

With regard to line loss notification, what will be the means for obtaining these daily reports? Will FairPoint will provide LLN via FTP and not use notification supported via EDI 836 files?

FairPoint Response:

FairPoint does not support EDI 836 files for line loss notification. FairPoint does support FTP and also delivery via the wholesale customer portal.

Question Number 20080822-383

What are the FOC intervals?

FairPoint Response:

This is a duplicate of 20080822-224.

Question Number 20080827-368

Will FairPoint provide cell numbers for escalation contacts?

FairPoint Response:

This is a duplicate of 07302008-329.

Question Number 20080625-374

If WISOR today does not have the ability to handle stored orders on a FIFO (First In First Out) basis, how will FairPoint meet its undertaking to handle orders on this basis?

FairPoint Response:

This is a duplicate of 20080625-243.

Question Number 20080822-378

Is there a CSR escalation list?

FairPoint Response:

The contact list is posted on the FairPoint web site, under Customer Support. To request an escalation, wholesale customers should use the listed contacts.

Question Number 20080827-377

Please provide the escalation list in writing.

FairPoint Response:

The escalation list has been posted on the fairpoint.com wholesale web site. A new escalation list that will take effect at cutover will be posted 30 days prior to cutover.

Question Number 20080822-375

Please provide a copy of the DUF files that will be sent by FairPoint

FairPoint Response:

This is a duplicate of 20080703-194.

Question Number 20080813-373

What are the details of FairPoint's contingency plans?

FairPoint Response:

This is a duplicate of 20080827-298.

Question Number 20080822-372

Provide the FairPoint process for escalations at cutover.

FairPoint Response:

Please see the Wholesale Cutover Communication Plan.

Question Number 20080822-371

Does the ID administration process for issuing and resetting WISOR ID's include trouble shooting any ID issues?

FairPoint Response:

This is a duplicate of 20080822-299.

Question Number 20080822-381

Regarding line loss reports, will FairPoint have an FTP server that wholesale customers can use to retrieve the files.

FairPoint Response:

Yes.

Question Number 20080822-324

What are the options for obtaining access to online tools?

FairPoint Response:

There are multiple sources for wholesale customers to obtain information on connectivity. There is a "Connectivity Guide" on the FairPoint Wholesale web site. This guide explains in detail all of the options for connectivity to our Pre Order, Order and Trouble Administration systems.

See:

http://www.fairpoint.com/business_services/documents/EBonding/FairPoint_Connectivity_Guide_0108.pdf. There is also a connectivity check list for all FairPoint Systems that was sent out in an accessible letter. Accessible Letters are available at:

http://www.fairpoint.com/business_services/accessible_letter.html.

Question Number 20080822-333

Will FairPoint assign new BANs to the existing Verizon accounts? If so, how will these be converted? Will the wholesale customer be notified and, if necessary, trained?

FairPoint Response:

FairPoint is keeping the existing BANs

Question Number 20080613-330

Is there a way to copy the data over from Pre-Order to Order?

FairPoint Response:

Yes. Save the pre-order information, and cut and paste it.

Question Number 20080822-319

How will 'Special Construction' orders be handled?

FairPoint Response:

When orders are received by FairPoint, a facilities check will be performed. If it is determined that facilities are not available to fulfill the order, the appropriate engineering organization will engage the Account team. The Account team will begin the CNE/OM process to obtain costs and ultimately appropriate charges for the order. Once the CNE/OM process is complete, the Account team will provide a service order quote to the requesting party. If the charges are accepted by the wholesale customer, the order will continue through the process, and an implementation manager will be assigned to manage the status updates of the build process.

Question Number 20080730-329

Please provide the schedule through December 31, 2008 for WUF meetings.

FairPoint Response:

An Accessible Letter was sent out on August 1, 2008 and is posted to the fairpoint.com Wholesale website.

Question Number 20080613-328

Are there differences in how to input T1 in the TA in comparison to T3 information?

FairPoint Response:

No. There is no difference.

Question Number 20080613-327

If a wholesale customer populates different CCNA(s) on each order, will the wholesale customer see all of the orders in the working order list? Is there a way in the list to differentiate which order is for what CCNA(s)?

FairPoint Response:

Wholesale customers can view all orders by company or by CCNA.

Question Number 20080822-334

Will FairPoint test loops for POTS lines in the same manner as Verizon? If not, what method will be used?

FairPoint Response:

MLT is included as a function within the WISOR GUI. Wholesale Customers will have the ability to run an MLT using the WISOR GUI at the time of cutover.

Question Number 20080613-325

Is a login name and password good for more than one CCNA/Wholesale Customer company code? Can a wholesale customer submit NVA, LTP, CPO orders under the same password, or will new passwords be required for each CCNA?

FairPoint Response:

Log-in's are at the company level. A wholesale customer will be able to see all CCNA's for that company when it logs in.

Question Number 20080822-331

Will Fairpoint offer a service such as Verizon Online? Verizon Online is a bundled DSL and voice service reflected on the same monthly billing.

FairPoint Response:

FairPoint will be offering this product.

Question Number 20080613-323

Do the templates expire as they currently do with Verizon? How many templates are allowed per user per company?

FairPoint Response:

The templates will have no expiration date, and there is no limit on the number of templates .

Question Number 20080822-320

Please provide the regional OCN for FairPoint in Maine and New Hampshire. This coding is needed for DUF files. Are there any outstanding legal issues in this regard? On what date will FairPoint provide this information?

FairPoint Response:

After considerable research with NECA, FairPoint has determined that the carriers need not be concerned about the overall OCN for FairPoint, at this time. The carriers can use 5111 and 5113 for Maine and New Hampshire, respectively. Carriers can use these OCNs instead of the overall OCN. For Vermont (which does not and will not ever have an overall OCN), and carriers can use 5115.

Question Number 20080822-322

How will wholesale customers be able to prepare from a repair standpoint because before they see and trial the FairPoint repair system.

FairPoint Response:

Those wholesale customers that are not participating in Phase 3 OSS Testing will have the opportunity to participate in training and use the WISOR GUI in October during the production training sessions. Customers can also go to the Wholesale web site and take the on-line training available today.

Question Number 20080613-321

What metrics will FairPoint report for service quality (Order & Provisioning and Repair & Maintenance)? These data elements are required for PUC reporting.

FairPoint Response:

FairPoint will provide same functionality as Verizon and will issue and post the data for wholesale customers on FairPoint web site.

Question Number 20080827-352

Is there a big risk associated with sending files to both Verizon and Intrado?

FairPoint Response:

No, FairPoint will monitor the files being sent to each Service Provider. If FairPoint finds that a carrier did not send to both service providers on a given day, FairPoint will call the carrier to remind it of its obligation to send files to both databases. FairPoint will also have statistics regarding the number of service orders sent, the number that processed and the number that failed with corresponding error codes. All of this information will be charted and analyzed to make sure that the information furnished to both service providers stays in sync.

Question Number 20080822-376

The testing of Wholesale Customer connections to FairPoint for DUF files still needs testing.

FairPoint Response:

FairPoint will address DUF issues by December 31, 2008 as specified by the state commissions.

Question Number 20080822-326

One wholesale customer is concerned that it will not be ready for cutover at present. For example, Fairpoint changed the rules for implementation of an FTP communication to this customer to require that a VPN be set up.

FairPoint Response:

FairPoint has added the requirement of a VPN tunnel as part of the FTP for the Daily Usage File delivery process. The VPN tunnel does not require any additional equipment. It only requires a software setup for the Wholesale Customer. The software is free and FairPoint IT will work with the customer to assist in setting up this configuration.

Question Number 20080822-345

Can FairPoint support “Cut Back” in the event the test and turn-up is unsuccessful?

FairPoint Response:

No. There is no plan to return to the Verizon systems.

Question Number 20080625-351

What happens if a customer’s address is not in Intrado database?

FairPoint Response:

FairPoint believes that the question refers to the address not being in the MSAG within the Intrado E-911 database. The service provider would contact the addressing officer for the town in question, as is done today. If a change to the MSAG is necessary, the service provider would request that the town send an MSAG update form with the new or changed information to the MEGIS group in Augusta at megise911.oit@maine.gov. The service provider would call the MEGIS group with the information in advance of the form. The service providers can reach MEGIS at 207-624-9442 or fax 207-287-8087 between 8 a.m. and 4 p.m., Monday-Friday. The MEGIS group will research the information and build an MSAG change request into the Intrado 9-1-1NET system. Intrado will then build it into the E9-1-1 database. The service provider would then resend the telephone number record back to Intrado via the service provider’s SOI file. If the error is a 709, Intrado holds these for reprocessing once the MSAG is updated, and the Service Provider would not have to resend. This information is included in the E9-1-1 Activation guide and will be part of the Service Provider training.

Question Number 20080822-350

A wholesale customer is awaiting MLT results screen prints needed for internal consumer development.

FairPoint Response:

Screen prints were sent to this wholesale customer. An MLT Guide and VER codes have been posted to the FairPoint Wholesale web site. This guide includes input screens and sample results screen.

Question Number 20080813-349

A wholesale customer suggested that the Collaborative and the WUF meetings be joined.

FairPoint Response:

FairPoint provided a letter on August 18, 2008 agreeing with this suggestion, and the meetings will be joined going forward.

Question Number 20080822-348

A wholesale customer is awaiting MLT results screen prints needed for internal consumer development.

FairPoint Response:

This is a duplicate of 20080822-350.

Question Number 20080822-347

What are the Business Office hours for FairPoint, and what is the telephone number?

FairPoint Response:

This information is available on the FairPoint Wholesale web site.

Question Number 20080822-346

Will FairPoint provide directory listings?

FairPoint Response:

Yes. This information was provided at the August 27, 2007 wholesale user forum.

Question Number 20080822-335

Will the same method used today for sending and receiving tickets remain in place?

FairPoint Response:

No. Trouble administration will be handled via the new WISOR Gateway so that New Tickets can be opened along with status updates in the WISOR Gateway. Please refer to the WISOR VFO Guide on the FairPoint Wholesale Website.

Question Number 20080822-344

Is there a CSR contact for issues on a CSR?

FairPoint Response:

Yes. FairPoint wholesale customers with issues on a CSR will contact the WSC, and retail customers will contact FairPoint Business.

Question Number 20080822-343

When requesting a CSR, is an LOA required?

FairPoint Response:

Yes. Customers requesting a CSR must check the LOA box when submitting a preorder request within WISOR.

Question Number 20080822-338

Are there any limitations as to the number of IDs in the WISOR GUI?

FairPoint Response:

No.

Question Number 20080822-341

Who will be the FairPoint contact for Special Construction?

FairPoint Response:

The contact will be the sales engineer.

Question Number 20080822-340

If an order is submitted via NeuStar, can it be viewed on the Wiser GUI?

FairPoint Response:

Yes.

Question Number 20080822-339

Who will be the FairPoint address validation contact for database owners?

FairPoint Response:

The WSC will handle specific address issues.

Question Number 20080822-336

How will New Hampshire circuits being billed under Massachusetts BAN numbers be handled after the TSA to avoid double billing?

FairPoint Response:

Cross border BANS were split at the time of the closing on March 31, 2008. Please contact your account manager if any cross border BANS were not split at that time.

Question Number 20080822-342

How will Line Loss Reports be distributed?

FairPoint Response:

Line Loss Reports are available on the Wholesale Customer Portal (WCP).

Question Number 20080822-337

Can IDs and passwords be shared in the Wiser GUI?

FairPoint Response:

No. Each Wholesale Customer will have its own administrator for passwords. FairPoint does not recommend ID or password sharing for security purposes.

Question Number 20080822-221

Will MLT test results be in the same format as that currently provided by Verizon in Electronic Bonding?
Can wholesale customers cut and paste results without losing positional data from the FairPoint GUI to another system?

FairPoint Response:

Yes. FairPoint has confirmed that the VER Code will be in the first 6 characters of the Summary Response Field. The VER Codes are posted today on the Website. Screen shots of the input screens and the results screens will be posted to the Website. The MLT demonstration was given on October 8, 2008 to all users.

Question Number 20081002-67

What happens to orders that are queued into WISOR and receive jeopardy codes after firm order confirmation?

FairPoint Response:

Wholesale customers will receive normal rejects for tier one edits. The process with regard to in-flight orders is discussed in the Wholesale Cutover Communication Plan. Wholesale customers are urged to submit orders before the cutover process starts so that they are not in process during cutover.

Question Number 20080822-207

How will FairPoint provide DMARC information via WISOR?

FairPoint Response:

This item is a duplicate of 20081002-134.

Question Number 20081002-56

Will FairPoint send an Accessible Letter when new information is posted on the Website?

FairPoint Response:

Yes.

Question Number 20081002-61

Will FairPoint publish its 9.12.1 business rules?

FairPoint Response:

This item is a duplicate of 20080822-230.

Question Number 20081002-59

Will preorder rules and responses be posted on the website under LSOG 9.9.4 business rules?

FairPoint Response:

This item is a duplicate of 20080822-230.

Question Number 20080822-230

Will the WISOR fields change with the LSOG upgrade in September? If so please provide new business rules identifying the fields that changed.

FairPoint Response:

The LSOG 9.12 business rules have been posted to the Wholesale Website. Please see Accessible Letter SYS 0026-10132008.

Question Number 20081002-125

When will the Presentation be distributed?

FairPoint Response:

FairPoint's practice is to post all WUF presentations to the Wholesale website by close of business on the day after the User Forum. Please refer to the FairPoint Wholesale User Forum section of the website to see previously posted presentations.

Question Number 20080822-236

Will there be revised testing scenarios created after the September LSOG upgrade? Will these scenarios include the additional order types and test cases requested by the Wholesale Customer's?

FairPoint Response:

Yes. Revised testing scenarios have been created, some of which contain additional order types and test cases requested by the Wholesale Customers. See Accessible Letters SYS 0025 10132008 and SYS 0035 11182008.

Question Number 20081002-81

Go- no-go... decision how is it made?

FairPoint Response:

The decision has been made.

Question Number 20080822-235

Will FairPoint work with the Wholesale Customer's to place real customer orders in production prior to cutover to test internal systems? If not, what is the plan to monitor customer orders post cutover? Will a daily call be set up to report any issues experienced?

FairPoint Response:

FairPoint will not work with real customer orders in production prior to cutover but will open a daily conference bridge similar to Verizon releases.

Question Number 20081002-126

Will digital certificates be set up as one master and each company distribute?

FairPoint Response:

This item is a duplicate of 20081002-124.

Question Number 20081002-83

Will there be a cancellation fee if orders in jeopardy are cancelled?

FairPoint Response:

This item is a duplicate of 20081002-136.

Question Number 20081002-84

Will intervals be added to the cutover plan?

FairPoint Response:

This item is a duplicate of 2008102-104.

Question Number 20081002-130

When will the order Interval Guide be available? Will this guide include expected intervals post cutover prior to a return to “business as usual”?

FairPoint Response:

This item is a duplicate of 2008-10-02-104

Question Number 20081002-58

Will the Interval Guide be made more accessible on the website?

FairPoint Response:

FairPoint is working to make the Interval Guide be made more accessible and the website more user friendly.

Question Number 20081002-112

Will the SPID change in NPAC? If so, when and how will it change?

FairPoint Response:

The SPID will not change. Please refer to the Wholesale Cutover Communication Plan

Question Number 20081002-127

How will the manual special access conversion to UNE be handled? How will Wholesale Customers receive FOCs?

FairPoint Response:

This item is a duplicate of 20081002-129.

Question Number 20081002-79

What happens if a customer cannot be reconnected?

FairPoint Response:

Please see the Wholesale Cutover Communication Plan.

Question Number 20080904-192

Will FairPoint compensate wholesale customers for additional expenses associated incurred from incorrect dispatch?

FairPoint Response:

FairPoint will compensate wholesale customers for certain substantial and extraordinary costs that are directly related to cutover.

Question Number 20081002-104

When will FairPoint provide the Interval Guide?

FairPoint Response:

This item is a duplicate of 20081002-44.

Question Number 20080822-212

Will there be GUI training for MLT?

FairPoint Response:

Yes. FairPoint provided a demonstration of how WISOR will be used for MLT on October 9, 2008 and will provide an additional demonstration in November as part of production training.

Question Number 20080827-213

What is the plan for fixing errors in transferring a listing?

FairPoint Response:

If the mistake is made by the customer, the error would be addressed through an LSR. If the error is caused by FairPoint, FairPoint will manually fix the error without requiring an LSR.

Question Number 20081002-66

When will a jeopardy notice be sent?

FairPoint Response:

FairPoint will send jeopardy notices from the Verizon system through January 23, 2009 and will resume sending jeopardy notices once the FairPoint systems become operational on approximately February 9, 2009.

Question Number 20080822-223

Which of the two types of MLT tests will FairPoint run?

FairPoint Response:

FairPoint will continue to provide the same MLT as Verizon does currently.

Question Number 20080822-224

What are the due date order intervals for LNP number ports?

FairPoint Response:

This item is a duplicate of 20081002-44.

Question Number 20081002-43

Will the SMARTS clock be volume based if it has interval chart? How will FairPoint determine the interval?

FairPoint Response:

This item is a duplicate of 20081002-47.

Question Number 20081002-48

What is the implementation date for FairPoint to provide the SMARTS clock?

FairPoint Response:

This item is a duplicate of 20081002-47.

Question Number 20081002-6

Will there be timelines for FairPoint to address issues temporary work around issues?

FairPoint Response:

FairPoint will utilize temporary work arounds until such time as they are no longer needed. As the systems come up and as we address the work around in place, we will notify our customers as to status.

Question Number 20081002-46

Will any interval exceed the public utility commission mandated intervals?

FairPoint Response:

No such intervals will be exceeded after the cutover transition is complete.

Question Number 20081002-45

Will Wholesale Customers have to worry about dates being pushed out?

FairPoint Response:

FairPoint has provided retail and wholesale interval guides on the Wholesale website that describes intervals pre- and post-cutover. These can be found at the following location: http://www.fairpoint.com/business_services/interval_guides.

Question Number 20081002-50

Will there be a separation of retail and wholesale feature verification?

FairPoint Response:

No. The same group will perform feature verification without regard to whether the request relates to a wholesale or retail customer.

Question Number 20081002-55

The last WISOR guides were geared toward testing. Are these new guides?

FairPoint Response:

These are new guides on WISOR VFO.

Question Number 20081002-72

If a Verizon customer wants to port numbers during the embargo, is that treated as emergency?

FairPoint Response:

No. Ported numbers will be processed after the embargo period.

Question Number 20081002-71

Will preorder during embargo be available with Verizon?

FairPoint Response:

Yes. Preorder will be available with Verizon systems until January 30, 2009. However, we request that you honor the voluntary embargo and not place any orders in the Verizon System with a due date after January 23, 2009.

Question Number 20081002-65

If an order is due during the embargo period, would a jeopardy notice would go out on December 9, 2008?

FairPoint Response:

You will not receive a jeopardy notice in the Verizon systems specifically because your order has a due date within the embargo period. If the order does not complete all the way through BCN before 11:59PM on January 30, 2009, then the order will become an in-flight order and will be re-keyed and completed manually in the new FairPoint systems. You will be notified of your in-flight orders at e-mail address provided by you to FairPoint as requested in accessible letter SYS 0042 11282008.

Question Number 20081002-70

Where is the definition of emergency order?

FairPoint Response:

The definition is in the Wholesale Cutover Communication Plan.

Question Number 20081002-68

What will happen to orders with a due date of March 1, 2009?

FairPoint Response:

They will be in-flight orders and will be processed on a first-in-first-out basis.

Question Number 20081002-69

Orders can go into WISOR three weeks prior to cutover. What about preorder?

FairPoint Response:

Preorder will not be available during the embargo period.

Question Number 20081002-57

Will there be documentation on User Guides in the wholesale portal?

FairPoint Response:

Yes.

Question Number 20081002-19

When will testing happen?

FairPoint Response:

The testing schedule has been provided.

Question Number 20081002-3

What does FairPoint see as the required functionality for cutover.

FairPoint Response:

This issue is being addressed with oversight by the three state regulatory commissions.

Question Number 20081002-4

How will performance be assessed against a production rather than a test environment?

FairPoint Response:

FairPoint assessed performance using models that are equivalent to production.

Question Number 20081002-5

Does this Cap Gemini testing environment flow through the back end? Are other test cases being performed?

FairPoint Response:

The internal Cap Gemini testing was designed and intended to be a production equivalent and is modified as needed. Testing flows though all the way to billing, end to end.

Question Number 20081002-7

When and where will a list of workarounds and change requests relating to wholesale functionality be provided? How have those workarounds and change requests been defined? What change requests will be deferred.

FairPoint Response:

FairPoint currently has an internal database of change requests. These will be prioritized along with any wholesale customer change requests via the FairPoint Change Management Process. The first meetings will take place in the month after cutover.

Question Number 20081002-73

May a CSR be viewed between January 30, 2009 and February 6, 2009?

FairPoint Response:

No.

Question Number 20081002-9

What are forms on table for?

FairPoint Response:

The use of written questions enables FairPoint to clarify them and analyze them internally for complete response.

Question Number 20081002-10

Will there be a cutoff date for the availability of old service order data?.

FairPoint Response:

No. FairPoint will receive customer histories from Verizon and will provide customers trouble history data.

Question Number 20081002-11

Will FairPoint discuss freezing data and moving it over? Will FairPoint discuss moving data extracts.

FairPoint Response:

FairPoint has discussed at a high level the process to be used in move the data extracts from Verizon systems into FairPoint systems. Please refer to slide number 5 from the June 11, 2008 Cutover Collaborative Presentation for a graphical representation of the process.

Question Number 20081002-12

Has FairPoint corrected the process used to extract data to provide numeric and not alphabetic data?

FairPoint Response:

The data error, due to a difference in file naming, has been corrected and the data has been provided to customers.

Question Number 20081002-15

Are there change requests pending?

FairPoint Response:

FairPoint currently has an internal database of change requests. These will be prioritized along with any wholesale customer change requests via the FairPoint Change Management Process. The first meetings will take place in the month after cutover.

Question Number 20081002-16

If a wholesale customer already has an agreement with CDG, does it need to fill out a new form?

FairPoint Response:

If a wholesale customer already has a connection to CDG, no new form is necessary.

Question Number 20081002-8

Will it be possible to run work in dual mode to Verizon and FairPoint? Do we feel good about what we are seeing?

FairPoint Response:

FairPoint will not be able to run in dual mode. Through extensive simulation and testing, FairPoint will be ready for an orderly transition.

Question Number 20081002-18

Will files not be populated until after cutover?

FairPoint Response:

Correct. However, CDG will test prior to cutover.

Question Number 20081002-42

Can the ETTR be tested prior to production?

FairPoint Response:

Yes.

Question Number 20081002-20

A wholesale customer completed a comment form and has not been contacted.

FairPoint Response:

Contact Mike Tartaglione. His contact information is as follows:

Michael Tartaglione
Manager - Wholesale Billing
FairPoint Communications, Inc.
45 Forest Avenue, Portland ME 04104
207-648-3266
Email: mtartaglione@fairpoint.com

Question Number 20081002-21

A wholesale customer was not able to have its OSS people on a call and needs to have meeting with them on call.

FairPoint Response:

WebEX was repeated.

Question Number 20081002-23

Who are the contact persons for connectivity at FairPoint?

FairPoint Response:

FairPoint provided contact information.

Question Number 20081002-26

Will administrator training occur on November 15, 2008?

FairPoint Response:

Administrator training for WISOR will occur in November.

Question Number 20081002-27

Provide the number of different administrators required.

FairPoint Response:

Two administrators are required, one for the portal and one for WISOR.

Question Number 20081002-29

When will the new list of test scenarios be published? Will there be 12 days to test additional scenarios?

FairPoint Response:

This item is a duplicate of 20081002-35.

Question Number 20081002-30

Will FairPoint be correcting class of service on new scenarios for the consumer?

FairPoint Response:

Yes.

Question Number 20081002-31

Will there be updates to existing 85 scenarios?

FairPoint Response:

Test scenarios have been updated and made available via Accessible Letters.

Question Number 20081002-32

During the last set of testing, scenarios were unavailable because someone else was using them. Can multiple users now see the testing scenarios?

FairPoint Response:

Yes.

Question Number 20081002-33

Will users have the same number of windows available for testing?

FairPoint Response:

Yes. Users will have 8 windows available per day for 6 weeks, 4 for EDI and 4 for GUI.

Question Number 20081002-38

Will a list of unresolved fixes be provided prior to EDI testing?

FairPoint Response:

Yes.

Question Number 20081002-41

Will this be real-time on the ETTR or is there a wait period?

FairPoint Response:

Retail and wholesale customers will receive an automated response on the ETTR within minutes.

Question Number 20081002-17

Can customers submit the form after the September 15, 2008 deadline?

FairPoint Response:

Yes. The deadline has been extended for about 60 days due to the extension of the cutover date to January 30, 2009.

Question Number 20081002-118

With respect to billing, what is the date for transition of the confirmation form with CDG with respect to electronic bills.

FairPoint Response:

Customers must contact CDG to ensure that the electronic bill is set up.

Question Number 20081002-99

Will there be vendor meets during the dark period?

FairPoint Response:

Yes.

Question Number 20081002-101

Will the dark period run from January 30, 2009 to February 6, 2009?

FairPoint Response:

Yes.

Question Number 20081002-102

Is MLT open between January 23, 2009 and January 30, 2009?

FairPoint Response:

Yes.

Question Number 20081002-107

Will end users get a message when they can't reach 411?

FairPoint Response:

IVR will come on line as today. If a customer experiences a trouble, then it should submit a trouble ticket.

Question Number 20081002-109

Will private and unlisted numbers stay private?

FairPoint Response:

Yes.

Question Number 20081002-98

If there is a high capacity line trouble, is there remote access to the T1 Mux? Can a wholesale customer call in and be conferenced with a central office technician?

FairPoint Response:

Yes. FairPoint has a database to capture ticket information. The server is based in our data center.

Question Number 20081002-75

Will cancellations that occur during the embargo period be billed?

FairPoint Response:

Yes. FairPoint cannot stop billing until systems come back up.

Question Number 20081002-117

How is billing being handled now?

FairPoint Response:

Verizon currently handles billing.

Question Number 20081002-122

Will FairPoint validate LSR on all 4 fields, per FCC guidelines?

FairPoint Response:

FairPoint will validate LSR as Verizon does today.

Question Number 20081002-131

When will the additional 10 test scenarios be posted? Will wholesale customers be able to provide feedback?

FairPoint Response:

This item is a duplicate of 20081002-35.

Question Number 20081002-132

Please provide detailed technical documentation of connectivity configuration.

FairPoint Response:

Connectivity guides and documentation are available on the FairPoint Wholesale website both for billing and for ordering.

Question Number 20081002-139

Provide a complete list of wholesale change requests in the pipeline with dates for completion.

FairPoint Response:

FairPoint currently has an internal database of change requests. These will be prioritized along with any wholesale customer change requests via the FairPoint Change Management Process. The first meetings will take place in the month after cutover.

Question Number 20081002-2

Regarding defects in the systems, will the 50 FTE constraint on manual work arounds apply to the total business or separately for each line of business?

FairPoint Response:

The 50 FTE limit applies overall, but not to contingency staffing.

Question Number 20081002-110

Will there be regional OCNs

FairPoint Response:

No. There will be individual OCNs for the three states, as there are today.

Question Number 20081002-87

Will BANs change?

FairPoint Response:

No. BANS will stay the same. FairPoint will create new BANs for new accounts.

Question Number 20081002-97

Will repeaters be on the top of the list during the cutover period?

FairPoint Response:

If this question is referring to repeat trouble tickets, the answer is that repeat trouble tickets do receive priority over new tickets.

Question Number 20081002-76

Can customers dispute charges during the cutover period ?

FairPoint Response:

Yes. Please note that after the cutover period is over, if a disconnecting circuit was delayed due to the systems being down during the cutover period, FairPoint has the ability to back date the disconnect period so the customer does not incur additional usage charges.

Question Number 20081002-77

If customers are required to continue paying bills until the embargo is over, there will be disputes. FairPoint should create a dispute form.

FairPoint Response:

Please note that after the cutover period is over, if a disconnecting circuit was delayed due to the systems being down during the cutover period, FairPoint has the ability to back date the disconnect period so the customer does not incur additional usage charges.

Question Number 20081002-80

Training dates are in November. Will they be deferred further?

FairPoint Response:

These are good dates.

Question Number 20081002-86

Will CKT ID change?

FairPoint Response:

No.

Question Number 20081002-88

Will ACNAs change?

FairPoint Response:

No.

Question Number 20081002-89

Regarding E911, will Verizon and Intrado have the same MSAG?

FairPoint Response:

Yes.

Question Number 20081002-95

What is the turnaround time during the embargo period?

FairPoint Response:

FairPoint is unable to provide a turnaround time during the embargo period. FairPoint will look at the type of trouble in terms of normal intervals and work it out.

Question Number 20081002-94

How will MLT run during cutover?

FairPoint Response:

There will be no MLT during cutover. Trouble tickets will be managed in manual fashion over the phone and reported to FairPoint, and FairPoint will assign technicians to resolve the troubles.

Question Number 20081002-92

Will there be new IDs for new ckts?

FairPoint Response:

No.

Question Number 20081002-96

From status perspective, a wholesale customer quotes a standard interval and then follows up. How soon will the wholesale customer receive a response from the relevant technician? If customers are out of service for 24 hours, then what?

FairPoint Response:

FairPoint will not be able to provide status information. The customer can call in and FairPoint will work with the customer. FairPoint will keep track of each ticket with its status. FairPoint can determine the status and provide it over the telephone. FairPoint will also be able to query the technician while the customer is on hold.

Question Number 20080822-220

What payment process will ATT Finance implement with FairPoint

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080822-222

How much time will it take to manually test the MLT in the FairPoint GUI? Will there be a limit to how long an agent should wait for the MLT response?

FairPoint Response:

The MLT response will take the same time as it takes with Verizon.

Question Number 20080822-229

Please provide the FairPoint process for Annoyance Calls. Is there an Annoyance Call Bureau?

FairPoint Response:

This item is a duplicate of 20080822-228

Question Number 20080822-234

Please confirm that FairPoint will maintain soft dial tone on Vermont and Maine disconnects provisioned by the Wholesale Customer.

FairPoint Response:

FairPoint will maintain soft dial tone in Vermont. In Maine, the soft dial tone requirement does not apply to Wholesale Customers.

Question Number 20080822-237

Once AT&T connects with FairPoint via Unified Order Manager for ASRs (what is being called phase 2) how will DLRs be sent? Will they continue to be sent to AT&T via fax or is there capability for DLRs to be sent via UOM?

FairPoint Response:

The current plan is that FairPoint will use a manual mode, either fax or email, with the preference being to email the DLR as a Microsoft Word document.

Question Number 20080822-239

During cutover many Wholesale Customers have taken the position that having WISOR in service early to support TA (Trouble Administration) is needed, instead of having to “call-in” as the only means to report troubles/issues.

FairPoint Response:

FairPoint will establish an email box specifically for trouble tickets and will provide a template for use. FairPoint will continue to take trouble tickets via telephone. Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080625-243

During the embargo period, can new orders be placed in WISOR?

FairPoint Response:

FairPoint will receive daily extracts from WISOR of all order activity during the Due Date Embargo, as a back-up. FairPoint has developed a process for sorting orders so that they can be executed on a FIFO (First-In-First-Out) basis. Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080822-238

Can FairPoint confirm when Telecordia will reflect FairPoint ownership of OCNs, RAOs and NPA NXX line ranges acquired in Maine, New Hampshire and Vermont for industry reporting?

FairPoint Response:

The RAO and OCN codes have been transferred to Fairpoint. Fairpoint is negotiating dates for the NPA/NXX transfer. The tentative date is February 2, 2009. Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080827-217

Further information is requested regarding in-flight orders received but not completed.

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080625-197

More robust test cases are requested for VFO GUI testing, as well as an extended period to perform testing.

FairPoint Response:

The next phase of testing began on October 13, 2008 and is scheduled to run for 6 weeks. Additional test scenarios were added on October 20, 2008 and more will be added on November 3, 2008. FairPoint also added an additional test deck to more than double the available test windows.

Question Number 20080625-242

Is there an update regarding the “freeze/black-out” period, noted timeframe as being less than a month?

FairPoint Response:

FairPoint will provide the exact dates of the due date embargo and cutover period once the cutover date is received from Verizon. The TSA provides that FairPoint notifies Verizon when FairPoint is ready for cutover, then Verizon selects the date.

Question Number 20080813-240

Wholesale Customers request to see Cutover Plans in writing demonstrating all aspects of how business will run during this timeframe.

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080625-205

Information is requested regarding cutover and the manual handling of escalations, emergency numbers, installs and troubles.

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080827-202

If a due date is not allowed or is not available, how will it be handled? Will it go to next available due date?

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080827-201

If an order is put in WISOR with a due date during the embargo period, will FairPoint reject the order or will the system come up?

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan.

Question Number 20080827-199

What steps are being taken with regard to defects that arise during testing?

FairPoint Response:

Defects are recorded and are worked until fixed. They are then retested until the test case passes.

Question Number 20081002-119

Will FairPoint consider lengthening ASRs on automatic disconnects?

FairPoint Response:

FairPoint will lengthen the time period by up to two days.

Question Number 20080625-198

Currently, Verizon supports the mandated use of “soft dial tone” in the State of Vermont. Will FairPoint be doing the same in a scenario where a UNE-P Wholesale Customer disconnects the line? Would this be different for Maine?

FairPoint Response:

This item is a duplicate of 76-08222008

Question Number 20081002-82

Will the escalation list include DL?

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan.

Question Number 20081002-120

What is FairPoint's plan to respond to Wholesale Customer comments?

FairPoint Response:

FairPoint is providing responses to all comments.

Question Number 20081002-64

Will there be a published escalation process with regard to PCN and BCN?

FairPoint Response:

Escalation procedures are addressed in the Wholesale Cutover Communication Plan.

Question Number 20081002-52

Will FairPoint list by switch the products that are available for retail and wholesale?

FairPoint Response:

No.

Question Number 20080822-233

Will FairPoint track trouble tickets?

FairPoint Response:

Please refer to the Wholesale Cutover Communication Plan.

Question Number 20081002-100

How will tickets be put into WISOR?

FairPoint Response:

During the dark period trouble tickets will be managed via the e-mail process (or phone call) and trouble tickets will be entered into the Dark Period Tool (DPT). This tool will be used only during the dark period. All tickets entered into this tool will be completed in this tool. Wisor will be used for all new trouble tickets once the new FairPoint systems become operational.

Question Number 20080703-194

How are DUF and access records being tested? Can the customer (Wholesale Customer) get samples of these test records/bills?

FairPoint Response:

Most wholesale customers should have started the setup and testing process with FairPoint already. Any wholesale customers that have not already started the setup and testing process should contact Laura Talbert or Cheryl Engelhardt at billingconnectivity@fairpoint.com.