



FairPoint Wholesale User Forum

Agenda & Opening Remarks

John Berard, Director, Wholesale Customer Relations

May 28, 2008

Agenda - Opening Remarks

- Webex/Conf Bridge Etiquette
 - Mute Phones when not speaking *6 (*6 again to un-mute)
 - Never put your phone on hold to take another call (avoids music on hold)
 - State your name and company when speaking
 - Ask Questions at the end of the slide not in the middle.
 - Two options (raise hand on Webex or un-mute and ask your question)

Agenda – Morning Session (9:00AM to 11:30AM)

9:00 AM to 9:10 AM	Introductions – Agenda
9:10 AM to 9:20 AM	Follow-up on Close/ Cutover Schedule Update – John Berard
09:20 AM to 09:50AM	Maine E911 Project Update – Alesia Truxell
09:50 AM to 10:00AM	Close Update – John Berard CO Access Update
10:00 AM to 10:30AM	CARE Process – Pat Block
10:30 AM to 10:45AM	Morning Break
10:45 AM to 11:30 AM	Cutover Update – John Berard OSS Test Plan Update Phase II and III OSS Test Plan Training Schedule Reminders: Cutover Planning Collaborative Sessions Billing Questionnaire TCAP Services Questionnaire Next Session: Face to Face – Portland, ME June 25, 2008



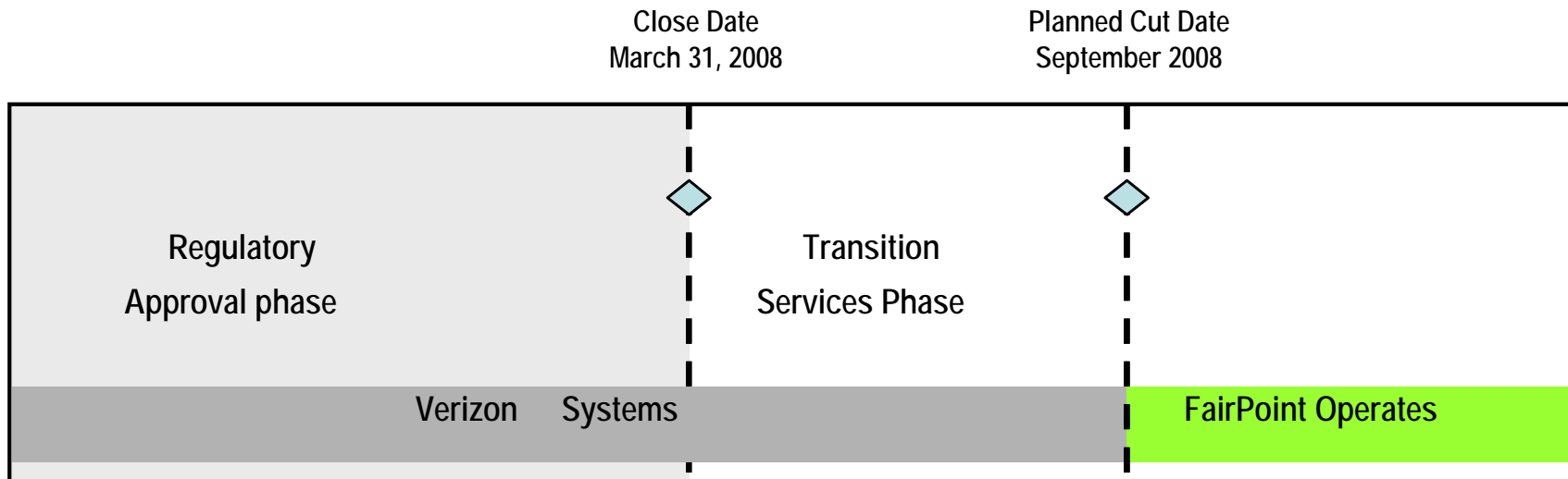
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Close and Cut-Over Schedule Update

John Berard, Director Wholesale Customer Relations

May 28, 2008

Close and Cut-Over Update - Transaction Timelines





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E911 Project - State of Maine

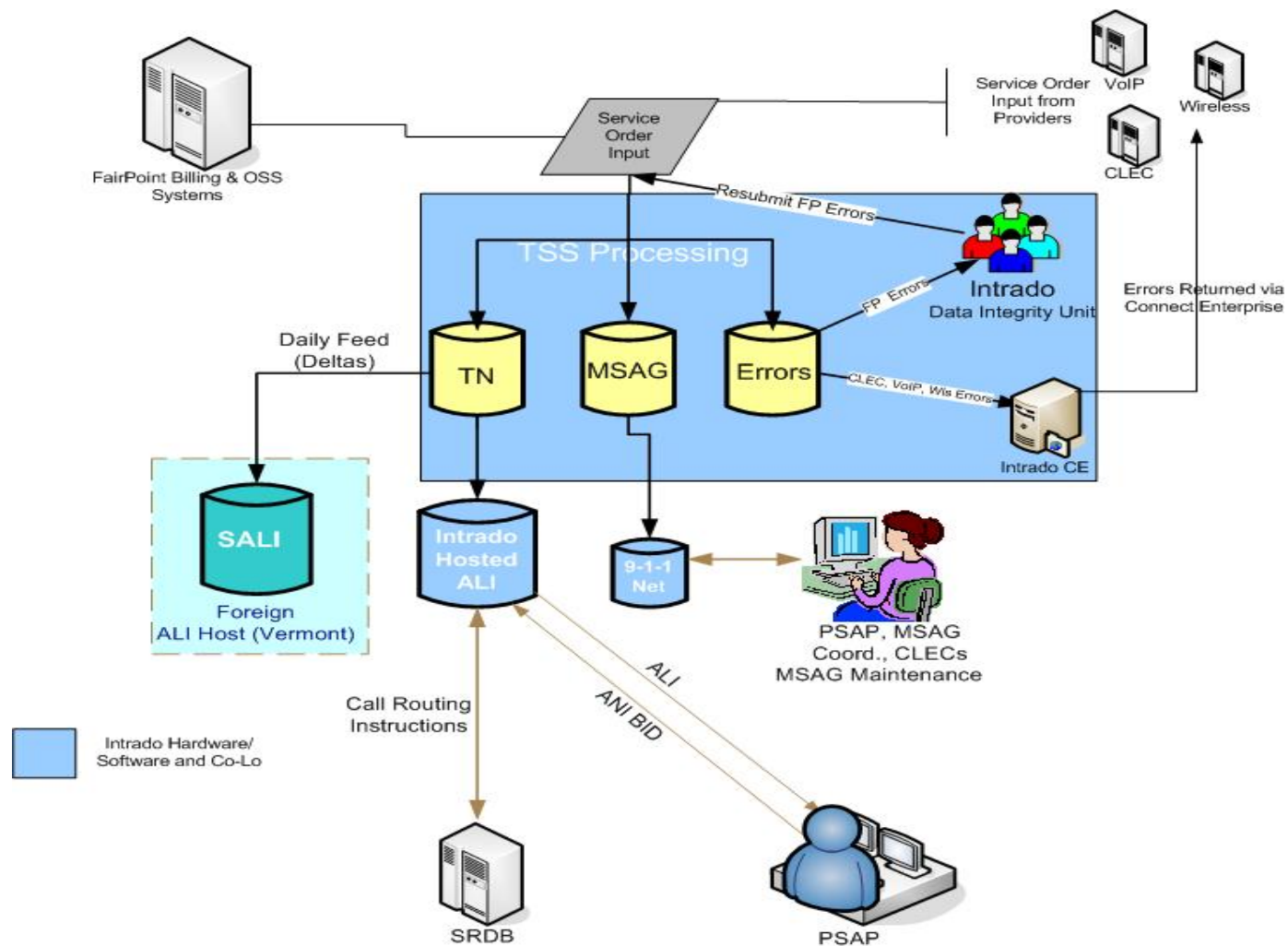
Alesia Truxell, Network Engineering

May 28, 2008

Network Engineering - E911 State of Maine

- FairPoint partners with Intrado
- FairPoint chose Intrado because over the past two decades Intrado has developed an unparalleled track record, expertly managing the massive and complex databases that make it possible to transmit and retrieve vital information in seconds.
- Intrado's state-of-the-art infrastructure and real-world experience uniquely prepares us to manage the vital connections between people and the critical information on which they depend.

Network Engineering *Service Model – Data Flow Overview*



Network Engineering - E911 State of Maine

- ***Service Order Processing***
- ***ALI Database Updates***
- ***ALI Discrepancy Resolution***
- ***MSAG Management Service***
- ***Local Number Portability Processing***

Network Engineering - E911 State of Maine

- Questions





FairPoint Wholesale User Forum

Customer Account Records Exchange - CARE

Pat Block, Director Wholesale Billing FairPoint

May 28, 2008

Customer Account Records Exchange - CARE

What is CARE?

- a set of guidelines used to facilitate the mechanized exchange of customer account-related information between local telephone service providers and long distance companies
- CARE uses transaction codes (TCs) and status indicators (SIs) to provide full information on the end user activity.
- FairPoint has chosen NeuStar as its vendor to support the CARE Process in our region.

Customer Account Records Exchange - CARE

What is a transaction code and status indicator (TCSI)?

- CARE uses 2-byte transaction codes to convey the type of activity reported on:
 - Transaction Codes 01 to 19 are generated by inter-exchange carriers (IXCs)
 - Transaction Codes 20 to 61 are currently supported by local service providers (LSPs).
- Status indicators are used to define more clearly the transaction code activity.
- Because both TC and SI are essential to provide full information on the end user activity, they are usually thought of as one entity – TCSI.

Customer Account Records Exchange - CARE

When is CARE used?

- In general, a CARE transaction needs to be generated when any of the following situations occur:
 - A new customer signs up for service with a local service provider and selects a primary long-distance carrier.
 - Changes are made to an existing customer's account (e.g., an update to billing information, change to class of service, etc.)
 - A long-distance company submits an order to switch a customer to its long-distance service.
 - A long-distance company requests the billing name and address for a customer in order to bill usage (BNA Request).

Customer Account Records Exchange - CARE

- **NeuStar is compliant with all OBF CARE activity, which includes the new FCC mandated records exchange activity.**
 - **Under the new rules, a LEC will be required to supply customer account information to an IXC when:**
 - (1) the LEC has placed an end user on the IXC's network;
 - (2) the LEC has removed an end user from the IXC's network;
 - (3) an end user that is presubscribed to the IXC makes certain changes to its account information via its LEC;
 - (4) the IXC has requested billing, name and address (BNA) information for an end user who has usage on the IXC's network but for whom the IXC does not have an existing account; and
 - (5) the LEC rejects an IXC-initiated order to change a customer's presubscribed interexchange carrier (PIC). In addition, an IXC will be required to supply customer account information to a LEC when an end user contacts the IXC directly either to select or to remove the IXC as his PIC.

Customer Account Records Exchange - CARE

- **Can CARE be exchanged with non-participants?**
 - **Yes, CARE can be exchanged with non-participants via our fax gateway and spreadsheets.**

Customer Account Records Exchange - CARE

- Next Steps

- FairPoint Accessible Letter to Interexchange Carriers –
 - Identify IXC's that are already connected to NeuStar via NDM, FTP or their GUI.

 - Identify IXC's that currently are not connected to NeuStar and outline options to connect to their clearinghouse or use the Manual Option of submitting (via email) a mechanized CSV file which is a spreadsheet that will be provided by NeuStar

Customer Account Records Exchange - CARE

- Questions





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Close Update

John Berard, Director Wholesale Customer Relations

May 28, 2008

Close Update - Collocation Access

- **Project upgrading all of the Central Office Electronic Key Access Systems is well underway.**
- **All Central Offices with Wholesale Customer Collocations were first on the list and are now complete.**
- **Contact info added to FairPoint Wholesale Website:**
- **For any Collocation Access Issue please call our 24-hour Security (Risk Mgmt) Hotline: 877.746.3198**

Close Update - Collocation Access

- Questions



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On Break



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Cutover - Update

John Berard, Director Wholesale Customer Relations

May 28, 2008

Cutover Update - OSS Test Plan

TEST PHASE	Dates	DESCRIPTION
PHASE I: Internal Testing	02/01/08 to 04/01/08	FairPoint/Capgemini to conduct product, integration and system testing of all OSS/back office systems and Wholesale application. Wholesale Customers begin to work with FairPoint to establish connectivity.
PHASE IIA and IIB: Wholesale Customer Integration Testing	04/01/08 to 05/30/08	NeuStar/FairPoint and CapGemini working collaboratively on LSR and ASR pre-order and Order ebonded Test Deck EDI Scenarios for LSOG 9.9.4 and XML Scenarios for ASOG 36 FairPoint acts as Wholesale Customer testing WISOR GUI Test Deck Scenarios Ebonded Wholesale Customers continue to work with FairPoint/WISOR to establish connectivity to the WISOR Gateway.
Phase III: Wholesale Customer Certification	06/02/08 to 06/27/08	Capgemini and Wholesale Customers conduct comprehensive testing of preorder, order, and trouble management functionality that meet the results mandated for certification approval.

Cutover Update – OSS Test Plan

Test Milestones & Activities	Planned Finish Date	Status (R,Y,G)	Comments
CLEC Phase 1 – Internal Testing	05/23/08	G	<ul style="list-style-type: none"> ▪ Pre-Orders <ul style="list-style-type: none"> ▪ 21 out of 21 CLEC Pre-ordering scenarios passed - COMPLETE ▪ LSR and ASR Orders: <ul style="list-style-type: none"> ▪ 39/41 scenarios have passed. 2 Partially Passed ▪ Trouble Admin <ul style="list-style-type: none"> ▪ 23/23 scenarios passed – COMPLETE <p style="text-align: right; margin-top: 20px;"> R = Significant risk or > 2weeks schedule impact Y = At risk of > 1 week schedule impact G = On schedule </p>

Cutover Update - OSS Test Plan

Test Milestones & Activities	Planned Finish Date	Status (R,Y,G)	Comments
CLEC Phase 2A - FairPoint Testing	05/23/08	G	<ul style="list-style-type: none"> ▪ Trouble Admin <ul style="list-style-type: none"> ▪ 23/23 scenarios passed - COMPLETE ▪ Pre-order <ul style="list-style-type: none"> ▪ 19/21 executed ▪ All 19 pre-orders passed ▪ Orders <ul style="list-style-type: none"> ▪ FRP team started executing LSR orders from WISOR VFO on 4/28. ▪ Run 23 LSR orders that have been released for testing 16 Passed; 7 Failed

Cutover Update - OSS Test Plan

Test Milestones & Activities	Planned Finish Date	Status (R,Y,G)	Comments
CLEC Phase 2B - Neustar Testing	05/30/08	R	<ul style="list-style-type: none"> ▪ Connectivity Testing: <ul style="list-style-type: none"> ▪ Neustar - WISOR - OM Connectivity testing for LSRs orders successfully completed on 4/25. ▪ Pre-Order Testing: <ul style="list-style-type: none"> ▪ Started on 4/29. Executed 19 pre-orders through their eBonded application. <ul style="list-style-type: none"> ▪ Pass 6; Failed 13 ▪ In general, issues identified so far are related to EDI inconsistencies with Verizon's business rules and Wisor business rule validation errors ▪ Key Open Defects: <ul style="list-style-type: none"> ▪ 5880, 6148, 6150, 6151, 6152 - These defects have been fixed; Pending close after verification by Neustar ▪ 6151, 6153 (RESID field validation) - In progress. ▪ 5880 (Invalid TXACT for Direct TN reservation) - Fix deployed. Neustar to retest

Cutover Update – OSS Test Plan

Test Milestones & Activities	Planned Finish Date	Status (R,Y,G)	Comments
CLEC Phase 2B – Neustar Testing	05/30/08	R	<ul style="list-style-type: none"> ▪ LSR Order Testing: <ul style="list-style-type: none"> ▪ Started on 5/5. 26 order scenarios have been tested through Neustar's e-bonded application. <ul style="list-style-type: none"> ▪ Passed=13; Failed=13 (NOTE: All passed scenarios have passed with exception because of VER issue 6457) ▪ Key Open Defects: 6457 – Null VER field issue; 6459 – DDD issue; 6462 – CCNA to TN mapping issue; ▪ Wisor defects: 6480, 6489, 6536, 6537, 6540, 6491, 6458, 6449 ▪ ASR Orders: <ul style="list-style-type: none"> ▪ ASR order testing is behind schedule by two weeks. Connectivity testing was completed on Thursday 5/22. We were successfully able to send transactions from Neustar to Wisor and back only on Friday 5/23.. No ASR orders have been tested so far. Currently working through some ASR format issues with the Request messages which Neustar has raised. ▪ Schedule: <ul style="list-style-type: none"> ▪ LSR Orders – 5/5/08 – 5/19/08 ▪ ASR Order – 5/12/08 – 5/30/08 ▪ NeuStar/FairPoint/WISOR have not been able to complete LSR testing before the 5/19/08 due date. ▪ NeuStar/FairPoint/WISOR will not have completed ASR testing before the 5/30/08 due date.

Cutover Update - OSS Test Plan

OSS Test Plan Phase III Participants – Training Schedule

For VFO – GUI Users Only (all sessions via Webex)

May

May 28, 2008 – ASR – 1:00 PM – 5:00 PM (EDT)

May 29, 2008 – LSR – 1:00 PM – 5:00 PM (EDT)

May 30, 2008 – TA – 1:00 PM – 3:00 PM (EDT)

June

June 03, 2008 – ASR – 1:00 PM – 5:00 PM (EDT)

June 04, 2008 – LSR – 1:00 PM – 5:00 PM (EDT)

June 05, 2008 – TA – 1:00 PM – 3:00 PM (EDT)

Cutover Update - Accessible Letters

Cutover Planning Collaborative Sessions

1st Meeting: Wed June 11, 2008 10AM to 12Noon Webex

2nd Meeting: Wed June 25, 2008 2:00PM to 4:00PM Face to Face/Webex

3rd Meeting: Wed July 9th, 2008 10AM to 12Noon Webex

4th Meeting: Wed July 23rd, 2008 2:00PM to 4:00PM Webex

If your company is interested in participating in this collaborative please send an e-mail to FairPointCMP@fairpoint.com . In the subject line please include: FairPoint Cutover Planning – Collaborative and the following information:

Company Name:

Primary Collaborative Member Name:

Primary Collaborative Member E-mail:

Secondary Collaborative Member Name:

Secondary Collaborative Member E-mail:

Cutover Update - Accessible Letters

Billing Questionnaire – Send Responses to:
billingconnectivity@fairpoint.com

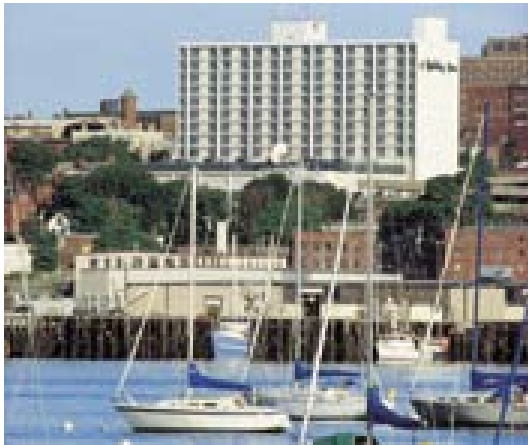
TCAP Services Questionnaire – Send Responses to:
TCAPServices@fairpoint.com

Cutover Update

- Questions



Next Wholesale User Forum June 25, 2008



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June 24th and 25th) Special Rate \$155 per night

Mention 'FairPoint Wholesale User Forum' when calling

- No Better way to stay connected with all the changes coming up at FairPoint then to attend the next WUF Face to Face
- No Better time than Summer to be in Portland, Maine
- We will be in the middle of Phase III of the OSS Test Plan – Lots to Share.
- There will be a June 25th Afternoon Collaborative Planning for Septembers Cutover.