

Email addresses used to communicate information/inquires with the FairPoint Wholesale Teams.

Description	Email Address
Use to submit change requests items and issues for the CMP (Change Management Process) meetings	FairPointcmp@FairPoint.com
Use for submitting manual loop qual and look makeup requests	manualloopqual@FairPoint.com
Use to request a manual CSR when Wholesale customer is unable to pull from the VFO	manualcsr@FairPoint.com
Resale customer sends in the Certification Form for Lifeline and/or Link Up services	rslcert@FairPoint.com
Escalation to request a Directory Assistance listing update	411TT@FairPoint.com
Request to replay rejected orders to update the error messages	replayrejectedorders@FairPoint.com
For questions with any of FairPoint's applications or systems	WHD@FairPoint.com
Interconnection Requests	contractmanagement@FairPoint.com
Use when a new address needs to be manually built into FairPoint's inventory	newaddress@FairPoint.com
Use to submit DUF issues	ProductionSupport@FairPoint.com
This mailbox has been created to receive incoming billing questions, upload and track claims or queries that can also be distributed amongst customer assigned team members	wholesalebilling@FairPoint.com
This mailbox has been created to receive incoming large retail business service and billing queries	esgorder@FairPoint.com
Use to request/inquire about any signaling issues, adding a new switch, changes to a CLEC's SS7 provider, offnet signaling requests, etc	Ss7@FairPoint.com
General mailbox to provide feedback to FairPoint on specific accessible letters and projects. Example; Input for Simplified Metrics Plan	FairPointInput@FairPoint.com