

Exhibit
OC-18
10-025
5/24/10

**State of New Hampshire
Public Utilities Commission**

**Docket No. DT 10-025
FairPoint Communications, Inc., et al.**

Respondent: Gary Garvey
Title: Senior Vice President, Human Resources

REQUEST: NHPUC Staff
Set 1

DATED: March 17, 2010

ITEM: STAFF-25 Mr. Giammarino and Mr. Allen both refer to significant organizational changes since July 2009 when David Hauser was brought on as CEO. With the exception of the hiring of Mr. Allieri and most recently a permanent CIO, please explain how the reassignment of duties and responsibilities among the existing management represents significant organizational changes, and how it enables FairPoint to provide a higher level of service to customers.

REPLY: Since July of 2009:

Northern New England Operations were consolidated under Jeff Allen who subsequently consolidated all call center activity (including, most recently, billing activity under Steve Rush, Sr. Vice President, Customer Sales & Service). The consolidation of customer-facing call center activity under the leadership of one individual will provide for more efficient communications between the repair, consumer, small business, wholesale, collections, and billing organizations.

Mr. Allen also eliminated a level in the sales function, whereby the sales leadership team by market directly report to him, putting him closer to the customers, their issues, and requirements.

Mr. Allen separated engineering from operations, making this function a direct reporting relationship to him to provide more emphasis on the completion of the NGN network as well as provisioning of orders in the network operations center.

The company reorganized the External Affairs function under Peter

Nixon, President, to provide a stronger interface with the state commissions and legislative bodies by hiring Presidents in each of the three northern New England states with the authority to manage, among other responsibilities, escalations and customer issues.