



FairPoint Communications, Inc.
State of New Hampshire
Docket No. DT 07-011

Respondent: Brian Lippold
Title: Vice President, Business and
Wholesale Services

REQUEST: New England Cable and Telecommunications Association, Inc. and
Comcast Phone of New Hampshire, LLC - Rebuttal

DATED: September 20, 2007

ITEM: NECTA/CPNH - 34R Please provide documentation regarding the size and capabilities of
the "large order and billing management team" referred to on page 6,
lines 16-19 of Mr. Lippold's rebuttal testimony. Please state when
this team will be fully staffed and if the same team will be
responsible for operations in Vermont, Maine and New Hampshire.

REPLY: The current plan defines this group as 25 service representatives, 2
supervisors, and 1 management. The team will be fully staffed and
trained prior to cutover and will be capable of and responsible for
order receipt, tracking, fall-out order handling, ensuring orders are
completed and billed accurately, billing inquires and dispute
resolution, and order activity coordination with our wholesale
customers. The same team will be responsible for operations in
Vermont, Maine and New Hampshire. No other documentation is
available at this time.