

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

**Respondent:** Peter G. Nixon  
**Title:** Chief Operating Officer

**REQUEST:** Office of the Consumer Advocate  
Follow-Up Data Requests Group II  
**DATED:** June 11, 2207

**ITEM:** OCA FDR II-17  
At the technical sessions it was not clear whether FairPoint intends to meet the PUC's current service quality standards in its newly acquired exchanges post-close.

- a. Please confirm that FairPoint intends to meet the PUC's service quality standards. If it does not intend to, please discuss the standards that the company proposes to meet.
- b. FairPoint indicated that it would be able to meet the standards "over time" after the close of the transaction. Please provide an estimate of the time lapse between the close of the transaction and when customers can expect service to meet PUC standards. Provide any and all workpapers, assumptions, documents, and other related materials upon which this estimate is based.
- c. Please provide an estimated budget to meet PUC standards.
- d. Please describe fully FairPoint's expectations, if any, regarding progress Verizon will make, pre-transaction, in moving service quality performance closer to PUC standards.
- e. Would FairPoint be willing to agree to automatic financial penalties for failure to meet service quality benchmarks as part of a condition of transaction approval?

- REPLY:**
- a. FairPoint will meet the PUC's service quality standards commencing six months after the cutover is complete. To do so will require an increase in technicians. FairPoint intends to hire those additional technicians.
  - b. Please refer to subpart (a) above. FairPoint cannot complete that analysis until after closing.

- c. FairPoint estimates that the operating expense increase to meet these requirements will be approximately \$1 million per year.
- d. FairPoint expects that Verizon will operate the business in the ordinary course consistent with past practice.
- e. No. FairPoint believes that the appropriate approach is to hire the additional technicians to be able to meet the requirements. FairPoint can report on its progress in adding technicians.