

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

Respondent: Michael Haga
Title: Director of Billing and
Operations Systems

REQUEST: Office of Consumer Advocate - Rebuttal

DATED: September 19, 2007

ITEM: OCA R-62 Please state whether the billing system being developed by FairPoint for use in the northern New England states will be capable of providing customer credits on the bill (e.g, credits for not meeting service quality standards):

- a. On a wire center basis;
- b. On a per customer basis.
- c. If the answer is "no" to either a or b, above, please explain why the billing system being developed will not be capable of providing such credits, and an estimated cost to configure the billing system so that such credits can be provided.

REPLY: Kenan BP is capable of providing customer credits on the bill. FairPoint can apply credits on a single customer within the application's user interface or we can generate and process a batch of credits (for example, all customers within a wire center, customers with a particular product, etc.).