

**Verizon New England Inc.
d/b/a Verizon New Hampshire**

State of New Hampshire

Docket No. DT 07-011

Respondent: Stephen E. Smith
Title: Vice President – Business
Development

REQUEST: Office of Consumer Advocate, Rebuttal Data Request

DATED: September 17, 2007

ITEM: OCA R-20 Re page 9, lines 5-10 regarding stage 5 of the cutover process:
describe in detail what consumers will not be able to do or accomplish
with their telecommunications services during this 3-5 day period, by
geographic area or service type to the extent applicable, once stage 5 of
the cutover process begins.

REPLY: At Cutover, customers will be able to do all things that they can do
prior to Cutover, including order service, request repair, or make bill
inquiries. FairPoint's response to these customer actions may be
impacted during the 3-5 day period. For example, orders will be taken,
but delivery intervals may be extended by 1-3 days. Bill inquiries may
require call-backs to customers if the original inquiry occurs within the
3-5 day period. Repair service will be unaffected.

VZ# 934