

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

Respondent: Michael Haga
Title: Director of Billing & Operations
Support Systems

REQUEST: One Communications

DATED: June 11, 2007

ITEM: ONE FDR
III-4 Please refer to FairPoint's response to One-FP-III-3(d) in which FairPoint states that it will provide CLECs with "adequate notice of changes to the system" used for the provision of UNEs and services to CLECs:

- (a) Please specify exactly what minimum period of time FairPoint considers to be "adequate notice" of such changes.
- (b) In the event that CLECs believe notice of changes to the system is not adequate, please explain the course of action CLECs may take in response and the process FairPoint intends to use to resolve any such disputes.
- (c) Please provide copies of FairPoint's transition/cutover plans.

REPLY:

- (a) FairPoint expects to provide CLECs six months notice of system changes, if possible.
- (b) FairPoint will encourage its CLEC customers to contact their assigned account team to discuss the situation in an attempt to resolve the situation to the parties' mutual satisfaction. If that attempt does not provide resolution within what FairPoint's CLEC customers believe is a reasonable time frame, FairPoint will encourage its CLEC customers to escalate the issue according to the escalation schedule which will be provided prior to merger close. Of course, CLECs will always have the dispute resolution process and procedures contained in their ICAs and/or private contracts or tariffs.

- (c) The final cutover plan and task list will be provided prior to the end of June 2007, as noted during the New Hampshire Technical Conference.