



FairPoint Wholesale User Forum

Agenda & Opening Remarks


John Berard, Director, Wholesale Customer Relations

December 17, 2008

Agenda - Opening Remarks

Webex and Conference Call Etiquette



- Mute Phones when not speaking *6 (*6 again to un-mute)
- Never put your phone on hold to take another call (avoids music on hold) 
- State your name and company when speaking
- Ask Questions at the end of the slide not in the middle.
 - Two options (raise hand on Webex or un-mute and ask your question)



Agenda - 09:00AM to 12:00PM

09:00AM to 09:10AM	Introductions – Agenda – John Berard
09:10AM to 11:00AM	Getting Ready for Cutover: Wholesale Website Updates, Profile Management, VFO Forms, eBonding Connectivity Testing, Training and use of the Simulator, Remittance Process, Jep Process Review, Review of Embargo and In-Flight Order & Trouble Ticket Management.
11:00AM to 11:50AM	Update on Question and Answer Log
11:50AM to 12:00PM	Closing



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Getting Ready for Cutover

Rich Murtha, AVP Wholesale Customer Operations

John Berard, Director Wholesale Customer Relations

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FairPoint Wholesale Website Updates

Scheduled Updates to FairPoint Wholesale Website:

January 5th, 2009 Release

- New Link to Virtual Front Office (VFO) added to Home Page
- New Escalation Lists posted to Website (effective 11:59 PM on 1/30/08)

FairPoint Wholesale Profile Management Update

Existing 'Verizon' profiles sent out on 11/2 and 11/3 with request to update information into the FairPoint online form. Follow-up email sent 2 weeks later to those that had not yet updated their profile. For those still missing the Account Team is reaching out to again request that the profile information be filled out on line.

This is important to insure that FairPoint has all of your company codes loaded into the backend systems.

Any questions please send email to FairPointcmp@FairPoint.com

FairPoint Virtual Front Office Form

In order to use FairPoint's Virtual Front Office Web Application to submit ASR's, LSR's or Trouble Tickets we must receive your completed VFO Form. The original request with the form was sent out on 10/27/08 in an accessible letter. A 2nd notice was sent out on 11/24/08.

The Account Team is now reaching to those companies that have still not submitted their VFO form.

Any questions please send email to FairPointcmp@FairPoint.com

FairPoint eBonding Connectivity Test - Production

FairPoint has scheduled connectivity tests to the Production Servers with all eBonded Customers. We are targeting to have all customers connectivity confirmed to the production environment by December 23rd, 2008.

Any questions please send email to FairPointcmp@FairPoint.com

FairPoint -Administrator's - VFO and Portal

FairPoint requested on October 31, 2008 that Wholesale Customers provide an Administrator for the Virtual Front Office and the Wholesale Customer Portal. FairPoint has distributed the Administration Log-in and Password for the VFO to those customers that have provided the completed form and designated an Administrator.

Note that the Account Team is now reaching out to those companies that have not yet designated Administrators.

Any questions please send email to FairPointcmp@FairPoint.com

FairPoint Training in January - Train-the-Trainer

Virtual Front Office ID Administrators Training Sessions

(One Hour Sessions)

January 06, 2008 01:00PM to 02:00PM ET

January 07, 2008 10:00AM to 11:00AM ET

Virtual Front Office Training – Trouble Ticket Administration - Maintenance Transactions (3 Hour Sessions)

January 08, 2008 01:00PM to 04:00PM ET

January 09, 2008 09:00AM to 12:00PM ET

FairPoint Training in January - Train-the-Trainer

WISOR GUI Training - Pre-Order and Order Transactions – LSR

(Two 3 hour sessions)

Part 1: January 12, 14 09:00AM to 12:00PM, 1:00PM to 4:00PM

Part 2: January 13, 15 09:00AM to 12:00PM, 1:00PM to 4:00PM

WISOR Training - Pre-Order, Order Transactions – ASR

(Two 3 hour sessions)

Part 1: January 19, 21 09:00AM to 12:00PM, 1:00PM to 4:00PM

Part 2: January 20, 22 09:00AM to 12:00PM, 1:00PM to 4:00PM

FairPoint Remittance Payments post cutover

- **Where do I remit payments by check?**
 - Effective February 1, 2009, Wholesale customers should send payments by check to:
 - **FairPoint Communications, Inc.**
 - **PO Box 257**
 - **Lewiston, ME 04243-0257**
 - Please make checks payable to “FairPoint Communications” and be sure to
 - include remittance document.
- **What do I need to do to remit electronic payments via Wire**
- **Transfer?**
 - Contact Tim Ricket or Mindi Carley: Tricket@fairpoint.com or
 - Mcarley@Fairpoint.com to secure bank routing information.
- **Are there other bill payment options?**
 - No, Wire Transfer and checks are the only two options.
- **Remittance Document**
 - Remittance documents should be included with either payment option, or
 - posting of payment to billing account(s) may be delayed.

FAIRPOINT COMMUNICATIONS' CUTOVER - TIME MAP - Order Management

CLOSE	Transitional Services Agreement FairPoint Operates - Using Verizon Systems	CUTOVER	FAIRPOINT'S SYSTEMS TURNED ON			
March 31, 2008	April 01 - Jan 30, 2009	Jan 30 - Feb 06, 2009	Feb 09, 2009			
	<p style="text-align: center;">Voluntary Due Date Embargo in Verizon's Systems starts January 23, 2009 (Customers are requested to either voluntarily hold orders or to begin placing orders into WISOR if Due Date is past 01/23/09)</p>		<p>Orders: Released from WISOR Gateway to FRP backend systems</p>			
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="text-align: center;">Jan 05, 2009</td> <td style="text-align: center;">Jan 23, 2009</td> <td style="text-align: center;">Jan 30, 2009</td> </tr> </table>	Jan 05, 2009		Jan 23, 2009	Jan 30, 2009	<p>Provisioning Systems: Not operational</p> <p>Emergency Only Provisioning Requests : Handled during this phase</p>
Jan 05, 2009	Jan 23, 2009	Jan 30, 2009				
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%; vertical-align: top;"> <p>WISOR / FRP Systems Operational for Order Management (no Pre-Order Functionality)</p> </td> <td style="width: 33%; vertical-align: top;"> <p>Last Day for Due Dated Orders in VZ Systems:</p> <p>Voluntary Due Date - Block Out</p> </td> <td style="width: 33%; vertical-align: top;"> <p>Data Extracts: Sent to FRP</p> <p>VZE Systems: Turned Off</p> </td> </tr> </table>	<p>WISOR / FRP Systems Operational for Order Management (no Pre-Order Functionality)</p>	<p>Last Day for Due Dated Orders in VZ Systems:</p> <p>Voluntary Due Date - Block Out</p>	<p>Data Extracts: Sent to FRP</p> <p>VZE Systems: Turned Off</p>		
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FairPoint Wholesale Help Desk (WHD)

Wholesale Help Desk:

- Toll Free: 877-648-3038
- Email: whd@fairpoint.com
- Goes live on 1-5-09
- Only for FairPoint Wisor/system issues (use PSCC for VZ issues)
- Phones staffed 8AM – 5PM Eastern Time
- Ticketing Tool available 24 X 7 (may not be live by 1/5/09)
- Acknowledgement: within 1 hr. during business hours (resolution time will vary)

FairPoint - Trouble Admin Dark Period Tool

Trouble Admin During Cutover:

- Accessible Letter sent out December 2, 2008 requesting Wholesale Customer Provide an email address for FairPoint to send In-Flight Trouble Tickets the evening of Cutover.
 - Please send email address to DPT@FairPoint.com
 - Test of email address will take place December 22, 2008
 - Sample Trouble Report to be sent January 10, 2009

FairPoint - JEP Process Pre-Cutover

JEP Process Pre-Cutover:

- Accessible Letter sent out December 3, 2008 requesting Wholesale Customers provide an email address for FairPoint to send JEP notice reports. This process is being set up to assist the customer in cleaning out JEP orders prior to cutover.
 - Please sent email address to JEP@FairPoint.com
 - Test email to be sent December 22, 2008
 - Customer reports to begin January 2nd, 2009.

- Note all order in “Customer” JEP status will be canceled at the time of cutover. All “FairPoint” JEP status orders will become in-flight orders at the time of cutover.

Getting Ready for Cutover

- Questions





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Question and Answer Review

Rich Murtha, AVP Wholesale Customer Operations

John Berard, Director Wholesale Customer Relations

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