



# FairPoint Wholesale User Forum

## Agenda & Opening Remarks

**John Berard, Director, Wholesale Customer Relations**

August 28, 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 – 9:00AM to 3:00PM

9:00 AM to 9:10 AM	Introductions – Agenda
9:10 AM to 9:15 AM	Review Close/Cutover Schedule – John Berard
9:15 AM to 9:30 AM	FairPoint Billing Systems Update – Pat Block, Mike Tartaglione, Dave Bergeron
9:30 AM to 9:50 AM	Directory Listings Presentation – Jean Santora, Product Manager
9:50 AM to 10:15 AM	Website Updates – Escalation Lists and Accessible Letters – John Berard
10:15 AM to 10:30 AM	Maine E911 Project Update
10:30 AM to 10:45 AM	Morning Break
10:45 AM to 11:15AM	OSS Test Plan Update Phase II and III – John Berard
11:15 AM to 12 Noon	Cutover Plan Discussion – Order Management – Gwen Hammond
12 Noon to 1:00 PM	Lunch Break
1:00 PM to 1:30 PM	Cutover Plan Discussion - Repair
1:30 PM to 3:00 PM	Review Question and Answer Log



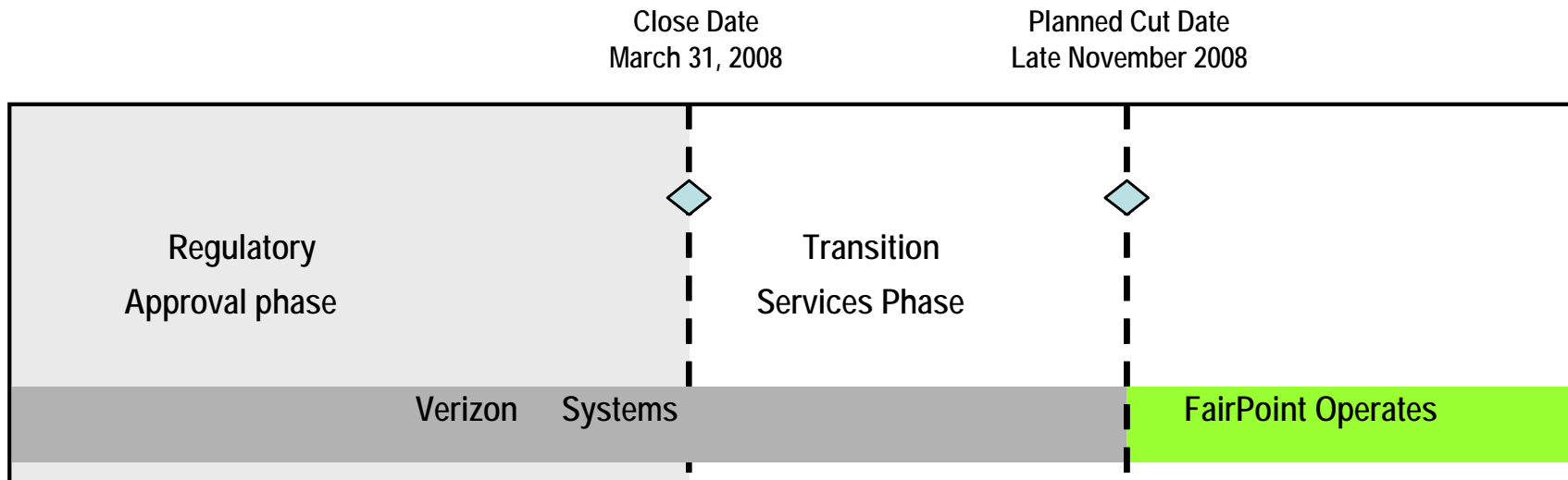
# FairPoint Wholesale User Forum

Close and Cut-Over Schedule Update

**John Berard, Director Wholesale Customer Relations**

August 27, 2008

# Close and Cut-Over Update - Transaction Timelines



## Notice of Operational Readiness Schedule

September 12th	Liberty Consulting issues Draft Report to state commissions
September 15th	Liberty issues Final Report and FairPoint issues a Provisional Notice of Readiness With Rebuttal to Liberty Report
September 17th	Presentation to Vermont Board – status conference /technical hearing
September 19th	Joint Technical Conference in New Hampshire with the Staffs of the Maine and New Hampshire PUCs
September 24th	Hearing in Vermont
September 26th	Hearing in New Hampshire
September 29th	Hearing in Maine
September 30th	Deadline for state commission decisions

Source: State of Maine PUC Site - Docket No. 2008-108



# FairPoint Wholesale User Forum

## Wholesale Billing Update

**Pat Block, Director, Wholesale Billing**

**Michael Tartaglione, Manager, Wholesale Billing**

August 27, 2008

## FairPoint Wholesale Billing (at cutover)

- CDG is FairPoint's selected vendor to issue Wholesale bills
  - Customers include – IXC's, CLECs, Wireless Providers, UNE- P, UNE -L
  - Bill medium types are FTP, CD ROM and Paper
- Wholesale payment options
  - Wire Transfer
  - Check
- Industry notifications are being published, distributed and posted to FairPoint Wholesale website
  - Provides specific instruction, contact & address information

## FairPoint Wholesale Bill Medium (at Cutover)

- Electronic – via secure FTP site
  - Requires receipt of completed FTP Access form to establish account / gain access to site
  - Requires customer to obtain FTP client and appropriate software to read BDT files
  - Notification provided as BDT files are posted, as they are only available for 15 days
- CD ROM
  - Request written request via email
- Paper
  - Default – no action required

## FairPoint Wholesale Payment Options (at Cutover)

- Electronic
  - Payments can be made via Wire Transfer
  - Requires email request to secure specific bank routing number and remittance file requirements
- Check
  - Payments by check will be via lockbox
  - Specific address will be provided in subsequent industry letter (Sept 2008)
- Electronic / Check payments should be directed to FairPoint commencing December 2008
- Payments made to Verizon after December 2008 may result in the delay of payment posting

# FairPoint Wholesale Billing

- Questions





# FairPoint Wholesale User Forum

## Directory Listings Update

Jean Santora, Product Manager - Wholesale OS/DA, Resale, and UNE-P

August 27, 2008

# What types of Directory Listing (DL) services are allowed?

Listing Services	Description
Non-published	<ul style="list-style-type: none"> <li>- Listing does not appear in published directory</li> <li>- Name / address included in Directory Assistance (DA), but not telephone number</li> </ul>
Non-listed	<ul style="list-style-type: none"> <li>- Listing only included in DA</li> <li>- Listing not published in White Pages</li> </ul>
Special Non-Listed	<ul style="list-style-type: none"> <li>- Listing not included in DA or published directory</li> <li>- Used when end user has other listed service either in DA or a complete listing in same name at same address</li> </ul>
Temporary Listed Name	<ul style="list-style-type: none"> <li>- Listing appears in DA only</li> <li>- Used when service installed, but disconnected prior to directory publication (e.g., campaign service)</li> </ul>
REQTYPs	AB – Standalone loop; BB – Hot Cut; CB – Coordinated conversion; DB – Wholesale Advantage; JB – Standalone Listing; and EB – Resale

# What are the Business Rules for DLs?

<b>Business Forms</b>	<b>Description</b>
Business Rules	- LSOG 9.9.4 Business Rules Document
Forms	- End User (EU) Form - Directory Listing (DL) Form

- Latest LSOG will be available at cutover.
- Forms are in the LSR.
- Captions can be faxed to FairPoint to show positioning only; order would still be submitted through WISOR.
- DL requests will be submitted via LSRs per the Business Rules.

# Will FairPoint provide a Directory Listing Verification Report (DLVR)?

***Yes, the DLVR will be available at cutover!***

**DLVR** - enables CLECs to confirm that DL information sent to IDEARC for its end users is accurate.

## **Process**

1. IDEARC issues DLVR in ME, NH, and VT ninety (90) calendar days prior to the Service Order close date of a specific closing directory.
2. CLEC retrieves its specific DLVR data from FairPoint's Wholesale website using its own CLEC-specific userid and password (available at cutover) for each directory containing its end user listings.
3. CLEC reviews DLVR and makes changes via LSRs prior to directory closing dates to ensure inclusion in the right directory.

# Where can CLECs find the Directory Production Schedule for ME, NH, and VT?

## Directory Production Schedule

- Issued by IDEARC each year for all 68 directories in ME, NH, and VT
- Specifies closing dates for White Page listings in each directory
- Will be posted on FairPoint's Wholesale website at cutover

### Example

Directory Name: AUGUSTA

State: ME

FRP Area: N

Directory Number: 000503

Pub Date: 12/15/08

Ship Date: 11/26/08

WP Book Extract Date: 09/28/08

Telco Close Date: 09/19/08

Final S.O. Date: 09/25/08

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—  
Telco Closure and Final S.O. Date - date by which Service Order for listing must be received and completed by IDEARC to ensure inclusion in next directory issue.

# When and how will Verizon's listings in ME, NH, and VT be transferred to FairPoint?

## **Process**

- 1.Data transfer will commence 11/26/08 for approximately seven (7) calendar days.
- 2.In this transfer, DLs will be moved out of Verizon's LIDB dB to FairPoint's National Listings Repository (NLR) and METASOLV.

## FairPoint Directory Listing

- Questions





# FairPoint Wholesale User Forum

FairPoint.com Website Updates:

Enhanced Escalation List and Accessible Letters

**John Berard, Director Wholesale Customer Relations**

August 27, 2008

# FairPoint.com Website Updates

- Enhanced Escalation List introduced to FairPoint Wholesale Website
  - New User Guide for the FairPoint Escalation Process
  - Direct links from FairPoint Website to VPS escalation lists
  - Much easier to find the business unit owners for your product and direct contact numbers on the Website
  - FairPoint Service Manager contacts added to Website and are now included in escalation process when business unit list is exhausted.
  
- Detailed descriptions added to Accessible Letter List
  
- ----- Let's go to the Website and take a peek

## FairPoint.com Website Updates

- Questions





# FairPoint Wholesale User Forum

## State of Maine E911 Update

**Alesia Truxell, Manager Regional Engineering**

August 27, 2008

## State of Maine 911 Selective Routing Testing Completed

- Tested connectivity and messaging between the Portland and Lewiston 911 tandems and the ALI databases in Longmont and Miami
- Verification of proper responses to allow for call routing to completion
- Tested failover of primary and secondary Selective Router Links
- Verified all alarming was visible at Intrado

## State of Maine 911 PSAP Testing Completed

- Extensive testing was done at the Vassalboro Training Center each of the call types were generated and verification of the proper response from the Intrado databases to confirm the ALI display on the attendant's terminal is accurate for each call type.
- Call to 911 from a residential line
- Call to 911 from a small business line (POTs Class of Service)
- Call to 911 from a line with a business Class of Service of Centrex or PBX
- Call to 911 from a line with a Pubcom/Coin Class of Service
- Call to 911 from a VOIP line
- Call to 911 from a Wireless TN
- NRF/RNF

# State of Maine Proposed 911 Service Order Dual Processing Schedule

- October 31- 5:00 AM Final ALI Extract from Verizon
- October 31- All carriers will be required to submit files to both Intrado and Verizon.
- November 1<sup>st</sup>-November 6<sup>th</sup> Intrado to load all records to TSS
- During the period of November 1-6. SOI files will be queuing for processing until final load is completed. All files received will be processed in sequential order

# FairPoint/Intrado E9-1-1 Database Transition

- Questions



# FairPoint Wholesale User Forum



# On Break



# FairPoint Wholesale User Forum

Wholesale OSS Test Plan - Phase III Update

**John Berard, Director Wholesale Customer Relations**

August 27, 2008

# Wholesale OSS Test Plan - Current Schedule

<b>OSS Test Plan Phase</b>	<b>Dates</b>	<b>Description</b>
Phase 1	02/01/08 to 05/23/08	FairPoint/Capgemini conducted product, integration and system testing of all OSS/back office systems and Wholesale application. Wholesale Customers began to work with FairPoint to establish connectivity.
Phase 2A	04/01/08 to 08/29/08	FairPoint acts as Wholesale Customer testing WISOR GUI Test Deck Scenarios.
Phase 2B	04/01/08 to 07/06/08	NeuStar/FairPoint and CapGemini working collaboratively on LSR and ASR pre-order and Order eBonded Test Deck EDI Scenarios for LSOG 9.9.4 and XML Scenarios for ASOG 36. (This has been rolled into Phase 3A)
Phase 3A	06/09/08 to 09/08/08	Wholesale Customers who elected to participate in Phase 3 testing will test WISOR GUI Test Deck Scenarios in Version LSOG 9.9.4 and ASOG 36. Wholesale eBonded Customers test connectivity to FairPoint LSOG 9.9.4 and ASOG 36. (Completed) NeuStar/FairPoint and CapGemini continue working collaboratively on LSR and ASR pre-order and Order eBonded Test Deck EDI Scenarios for LSOG 9.9.4 and XML Scenarios for ASOG 36.
Versioning	09/09/08 to 09/19/08	FairPoint upgrades to LSOG Version 9.11 and ASOG 37

# Wholesale OSS Test Plan - Current Schedule

<b>OSS Test Plan Phase</b>	<b>Dates</b>	<b>Description</b>
Phase 3B	09/22/08 to 10/10/08	NeuStar/FairPoint and CapGemini work collaboratively on LSR and ASR pre-order and Order ebonded Test Deck EDI Scenarios for LSOG 9.11 and XML Scenarios for ASOG 37.
Phase 3C	09/22/08 to 10/10/08	Wholesale E-bonded Customers test LSR and ASR pre-order and Order EDI Scenarios for LSOG 9.11 and XML Scenarios for ASOG 37.
Versioning	10/14/08 to 10/17/08	FairPoint upgrades to LSOG Version 9.12
Phase 3D	10/20/08 to 10/31/08	Wholesale E-bonded Customers test LSR and ASR pre-order and Order EDI Scenarios for LSOG 9.12. (Currently no CLEC changes in the draft version of this release)

# Wholesale OSS Test Plan - Phase III Update

Status of June – July VFO GUI Testing (Deck of 52)	
Total Scenarios Tested (20 Companies Tested)	233
Total Number of Reported Failures	67
Total Number of Defects Found	1 (Fixed 8/1/08)
<p>Common Reasons for Failures: Testers did not use data provided, Pre-order application was down, Documentation not clear from FairPoint missing data sheets, FairPoint not notified on TA tests requiring a manual back office response.</p>	

# Wholesale OSS Test Plan - Phase III Update

- As a Result of the types of Failures received in June and July we have made a change to the Testing Process to help eliminate User Errors
  - New FairPoint Test Case Portal Launched (eliminates the sending of large email files with test cases)
  - We keep a bridge open during testing to allow the Testing Customer to ask questions during the testing.
  - We will provide user guides and cheat sheets to assist the testers during testing.

## Wholesale OSS Test Plan - Phase III Update

Status of August VFO GUI Testing (Deck of 85, (81))	
Total Scenarios Tested (2 Companies Tested)	56
Total Number of Reported Failures	13
Total Number of Defects Found	1
Note: 10 of the reported Failures of the scenario was functioning as designed, however the testing Customer is requesting a design change.	

# Wholesale OSS Test Plan - Phase III Update

<b>eBonding OSS Testing Report 8-26-07</b>	<i>LSR</i>	<i>ASR</i>
Total # of Test Cases	41	14
# of Passing Test Cases	17	6
# of Failing Test Cases	21	
# Released to NeuStar for retest	3	8*
# Under review by CapGemini	20	0
# Failing with Cap Fix Identified w/ECD	11	
# Failing with Cap Fix Identified w/o ECD	5	
# Failing with Cap Fix not Identified	4	
# Under review by Wisor	1	0
# Failing with Wisor Fix Identified w/ECD		
# Failing with Wisor Fix Identified w/o ECD		
# Failing with Wisor Fix not Identified	1	

\*\* Monday nights build had to be backed-out of CLEC Test (L2) 8 pending fixes to allow 8 Test Cases to be retested are in this build. Will be ready for re-test on Wednesday.

\* FairPoint must Version to ASOG 37 for testing of the 8 remaining ASOG test cases.

## Wholesale OSS Test Plan - Phase III Update

- Questions





# FairPoint Wholesale User Forum

## Cutover Planning - Order Management

**John Berard, Director Wholesale Customer Relations**  
**Gwen Hammond, Manager, Wholesale customer Support**

August 27, 2008

# Agenda

- **Review Example of Sample Timeline**
- **Review Revised Cutover Escalation Process during Transition Period**
- **Review Q and A Log**

# FAIRPOINT COMMUNICATIONS

## TARGET CUTOVER - TIME MAP - Order Management

(Dates are for example only)

<b>CLOSE</b>	<b>Transitional Services Agreement FairPoint Operates - Using Verizon Systems</b>			<b>CUTOVER</b>	<b>FAIRPOINT'S SYSTEMS TURNED ON</b>
March 31, 2008	April 01 - Nov 28, 2008			Nov 29 - Dec 04, 2008	Dec 04, 2008
	<b>Due Date Embargo in Verizon's Systems starts November 19, 2008</b> <b>(Customers will be directed to begin placing orders into WISOR if Due Date is past 11/19/08)</b>			<b>Provisioning Systems:</b> Not operational  <b>Emergency Only Provisioning Requests :</b> Handled during this phase	<b>Orders:</b> Released from WISOR Gateway to FRP backend systems
	Nov 07	Nov 19	Nov 28		
	<b>WISOR / FRP Systems</b> Operational for Order Management (no Pre-Order Functionality)	<b>Last Day for Due Dated Orders in VZ Systems:</b>  <b>Due Date - Block Out</b>	<b>Data Extracts:</b> Sent to FRP  <b>VZE Systems:</b> Turned Off		

# FairPoint Wholesale User Forum



## On Lunch Break



# FairPoint Wholesale User Forum

## Cutover Planning - Repair

**John Berard, Director Wholesale Customer Relations**  
**Bill McDermott, Manager, MCO**

*August 27, 2008*

# Agenda

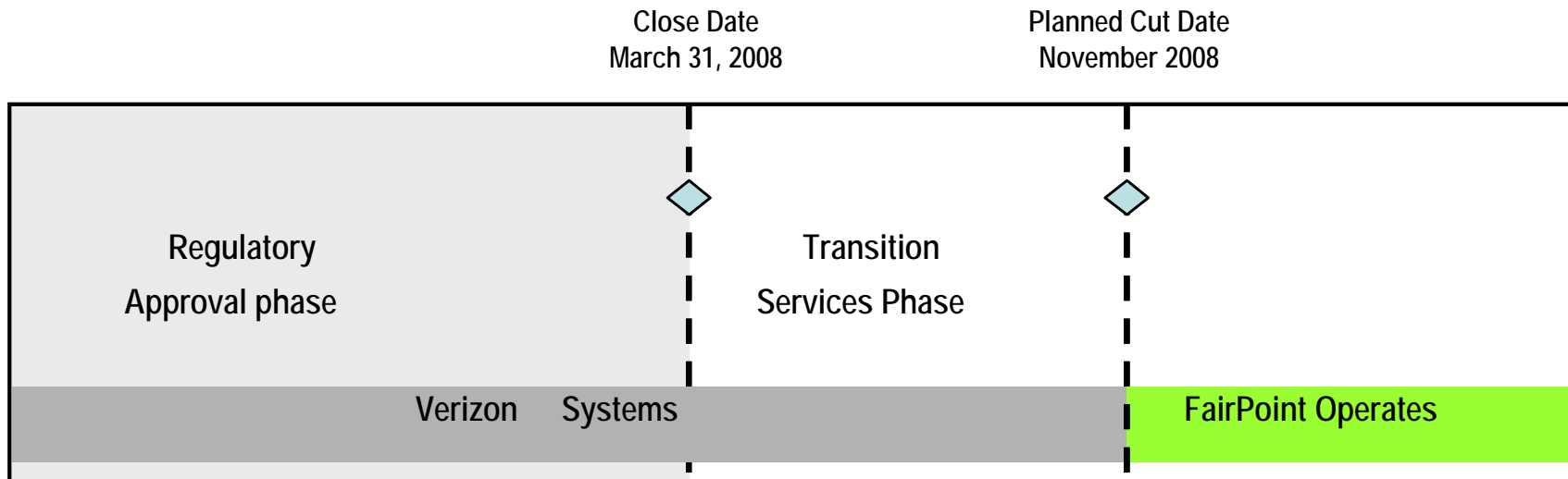
## Introductions – Agenda

FairPoint presents Proposed plan for handling Repair during Cutover Period

- Transfer of Open Trouble Tickets from Verizon to FairPoint
- Verification Process of Open Trouble Tickets with Wholesale Customers
- Open and Close Trouble Ticket Process during the Cutover Period

Review Question and Answer Log – Review new Questions

# Close and Cut-Over Update - Transaction Timelines



# Cutover Planning - Trouble Administration

- FairPoint will continue to accept and update all troubles during the Cutover Period.
- FairPoint is in the process of creating an internal tracking database for the MCO to use during cutover for in-flight trouble tickets.
- Verizon will provide a detailed list of all open troubles (with status) at the time of Cutover.
- All Trouble Tickets will be managed via the call center during the cutover period. (tickets opened, closed and status requests)
- FairPoint will be shifting resources from provisioning to repair during the cutover period in order to handle the load.
- FairPoint may be temporarily increasing the staff to handle the manual nature of receiving and closing out tickets during cutover.
- FairPoint will maintain surveillance and test capability during the cutover period. There may be short periods where systems will be down. (minutes not hours) We are also working to bring some systems online prior to cutover.

# FAIRPOINT COMMUNICATIONS' TARGET - CUTOVER - TIME MAP

## Trouble Administration

CLOSE	<b>Transitional Services Agreement FairPoint Operates - Using Verizon Systems</b>	CUTOVER	<b>FAIRPOINT'S SYSTEMS TURNED ON</b>													
March 31, 2008	<b>April 01 - Nov 28, 2008 FairPoint Wholesale Customers continue to use Verizon online Trouble Admin Systems</b>	Nov 29 - Dec 04, 2008	Dec 04, 2008													
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 25%;"></td> <td style="width: 25%;"></td> <td style="width: 25%; text-align: center;"> <b>Nov 28</b> </td> <td style="width: 25%;"></td> </tr> <tr> <td></td> <td></td> <td> <b>Data Extracts: Sent to FRP</b> </td> <td rowspan="3" style="background-color: #e0f0f0; vertical-align: top;"> <b>Provisioning Systems: Not operational</b>   <b>Network Surveillance Systems Operational</b>   <b>Repair Handled via FairPoint ACD in the MCO</b> </td> </tr> <tr> <td></td> <td></td> <td> <b>In-flight Trouble Tickets sent to FairPoint from Verizon</b> </td> </tr> <tr> <td></td> <td></td> <td> <b>VZE Systems: Turned Off</b> </td> </tr> </table>			<b>Nov 28</b>				<b>Data Extracts: Sent to FRP</b>	<b>Provisioning Systems: Not operational</b>  <b>Network Surveillance Systems Operational</b>  <b>Repair Handled via FairPoint ACD in the MCO</b>			<b>In-flight Trouble Tickets sent to FairPoint from Verizon</b>			<b>VZE Systems: Turned Off</b>	<b>FairPoint Systems Up Online</b>  <b>WISOR Gateway Operational for Trouble Administration</b>
		<b>Nov 28</b>														
		<b>Data Extracts: Sent to FRP</b>	<b>Provisioning Systems: Not operational</b>  <b>Network Surveillance Systems Operational</b>  <b>Repair Handled via FairPoint ACD in the MCO</b>													
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