



Wholesale Help Desk

As of November 21, 2008

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1.0 Wholesale Help Desk

General Information

The Wholesale Help Desk (WHD) group is the single point of contact for Competitive Local Exchange Carriers (CLECs) concerning:

System Availability

Problems/slowness with system interfaces for local service (EDI, Wisor, etc.)

System Errors

Returned responses inconsistent with Business Rules.

Billing

Technical issues, inconsistencies as well as Daily Usage Feed (DUF) and other technical billing issues.

Exceptions

Wisor/EDI notifiers, Loop Qualification and Line Loss errors issues.

Business Rules Coaching

Clarification of Business Rules and LSR/ASR submission processes to promote "single-pass" performance.

Responsibilities

The purpose of the WHD is to enable CLECs to report troubles. The WHD will quickly resolve the issue and communicate the resolution(s) to the customers.

The WHD is responsible for working with all FairPoint internal departments to bring about resolution. The WHD also works with CLECs to conduct joint diagnosis when necessary.

The WHD is responsible for all CLEC troubles that occur in the Production Environment. Any problems that occur in the CLEC Test Environment (CTE) should be referred to the CLEC's Testing Coordinator.

Hours of Operation

The WHD is available to support the customer 24 hours a day, 7 days a week *(see *Contacting WHD for details*).

Contacting WHD

Self Service

Customers can submit tickets on-line using the Wholesale Customer Portal Trouble Ticketing Tool. This “Self Service” tool is located on the web and the **URL will become available soon.**

Tickets submitted during the hours of 8AM to 5PM, Monday through Friday (excluding Holidays) will reach a WHD agent. Tickets submitted outside the hours mentioned above will be processed the next business day.

When using the CLEC Self Service Ticketing Tool, the customer will be able to choose from the following options:

1. System Availability Ticket
2. System Error Ticket
3. Billing Ticket
4. Line Loss Ticket
5. Loop Qual Ticket
6. PON Exception Ticket
7. Other Ticket

These selections will direct your request to the appropriate WHD personnel.

Call Center

A customer can also reach a WHD call agent at **1-877-648-3038** during the hours of 8AM to 5PM, Monday through Friday (excluding holidays). A voice mail recording will be reached during the following times: 5PM - 8AM, Monday through Thursday, 5PM – 12 Midnight on Friday, and all day Saturday and Sunday.

A WHD manager will return the voice message within 1 hour when a customer leaves an urgent message stating that they are unable to process any transactions and no manual work-around is available. For all other issues reported via voice message, the call will be returned by 9AM the next business day.

When calling the WHD to report a problem, the customer will be able to select from the following options:

1. System Availability
2. System Errors
3. Billing
4. Exceptions
5. Other

Trouble Reporting

When a customer contacts WHD and reports a trouble, the WHD will:

- Establish a ticket
- Document the trouble
- Investigate the trouble
- Work internally to troubleshoot and determine a solution
- Provide status to the customer during the investigation
- Present resolution to the customer

When a customer opens a ticket through CLEC Self Service, the WHD will:

- Investigate the trouble
- Work internally to troubleshoot and determine a solution
- Provide status to the customer during the investigation
- Present resolution to the customer

Tickets can be opened for the following:

- System Availability issues pertaining to on-line and application-to-application interfaces for local service. These issues include slow response times, time outs, loss of access/functionality and inability to download files or reports.
- System errors pertaining to FairPoint Systems not returning a response that is consistent with the response listed in the Business Rules.
- Billing Issues involving the Daily Usage Feed (DUF) and other technical billing issues.
- Line Loss Exceptions when a report of a loss of line on the customer's network is disputed.
- Loop Qualification Exceptions concerning transaction responses that have Zero loop length populated, a BTN not associated with an address or a BTN associated with multiple addresses.
- PON Exception issues involving notifiers - Acknowledgement (ACK), Local Service Confirmation (LSC), Provisioning Completion Notification (PCN) and Billing Completion Notification (BCN).

Other Troubles

Call the WHD and you will be directed to the appropriate center.

2.0 System Availability

Introduction to System Availability

System Availability pertains to on-line and application-to-application interfaces for local service. Issues including slow response times, time outs, loss of access/functionality and inability to download files or reports should be reported to Wholesale Help Desk.

Availability issues are categorized as follows:

System Outage – A FairPoint system outage has occurred that prevents connectivity or prevents transaction processing, rendering the customers unable to connect to FairPoint through the production interfaces (e.g. Wisor, EDI) and extends more than twenty minutes.

System Slow Response – FairPoint systems are responding to customers in a manner substantially slower than typical transaction processing through the production interfaces (e.g. Wisor, EDI) over a period extending more than 30 consecutive minutes.

System Availability Ticket Submission

Prior to contacting WHD, the customer should thoroughly investigate the issue from their end and gather as much information as possible to identify the potential problem and rule out user or CLEC system error.

When a customer has identified a System Availability problem, the customer will:

- Access CLEC Self Service Tool
- Select System Availability Ticket
- Input trouble data
- Submit and obtain a WHD ticket number

WHD will attempt to replicate the customer's access issue and resolve the problem.

The customer may be asked to submit a copy of the error message or file information. The Information should be sent to the whd@fairpoint.com mailbox.

Or

- Contact WHD at **1-877-648-3038**
- Request that a ticket be opened and an investigation conducted

WHD agents will ask a series of questions in order to gather as much information, as is necessary, to conduct a thorough investigation. The information required of the customer will include:

CONTACT INFORMATION:

- Company Name, Contact Name, Phone Number and e-mail address
- CLEC or Reseller

TRANSACTION INFORMATION

- Is the transaction being performed in the Production environment?
- What system is being used?(EDI , Wisor, Other)
- Time and Date of Transaction
- What type of transaction is being used?
- Input transaction ID(s) (BTN, PON, Indicator Number, Version, Date, Time, State, LSOG, User ID)
- Destination IP Address & Server (Box)

PROBLEM DESCRIPTION

- What is the transaction error message and/or error code?
- Is this problem occurring on all similar transactions?
- How many users or work sites are having this type of problem?

Additional questions may be asked based on the particular situation.

The WHD agent will attempt to replicate the customer's access issue and resolve the problem. If no resolution is found, the customer will be given a ticket number for future reference.

The customer may be asked to submit a copy of the error message or file information. The Information should be sent to the whd@fairpoint.com mailbox.

System Availability Notification

When a reported trouble impacts multiple customers, investigation status and final resolution is communicated to CLEC customers through WHD industry notification bulletins.

The following provides descriptions of the steps followed by WHD to notify the industry of system outage and slow response reports.

System Outage

- Initial industry notification

Within 20 minutes of the CLEC reporting the system outage to WHD, when the incident is related to connectivity, or within 1 hour, when the incident is related to transaction processing, WHD sends a System Outage Bulletin.

If the issue is resolved, the bulletin is marked "Final" in the report field. If the issue is not resolved, the bulletin is marked "Initial" in the Report field.

- Final industry notification.

Until the system outage is resolved, WHD will continue to distribute, every four hours, System Outage Bulletins (marked "Update").

Once the system outage issue is resolved, WHD creates a final System Outage bulletin to notify customers of a final resolution to the system outage incident. The bulletin is marked "Final" in the Report Field.

Slow Response

- Initial industry notification

Within 1 hour of the CLEC reporting the slow response, the WHD Slow Response Bulletin is sent, to notify CLECs of the slow response incident. If the issue is resolved, the bulletin is marked "Final" in the report field. If the issue is not resolved, the bulletin is marked "Initial" in the Report field.

- Final industry notification

Until the slow response is resolved, WHD will continue to distribute, every four hours, Slow Response Bulletins (marked "Update").

Once the slow response issue is resolved, WHD creates a final Slow Response bulletin to notify customers of a final resolution to the slow response incident. The bulletin is marked "Final" in the Report Field.

System Availability -- Ticket Escalation

When a customer requires that a ticket be escalated, the customer will first:

Contact WHD Call Center Manager:	WHD Center Manager: Matthew Bertsch 603-703-9335
If the customer is not contacted within 1 business day after escalation to the Call Center Manager or is not satisfied with the current status, escalate to:	Director, Wholesale Customer Relations: John Berard 207-648-3085
If the customer is not contacted within 1 business day after escalation to the Director or is not satisfied with the current status, escalate to:	Asst. Vice President, Wholesale Rich Murtha 207-797-1265

System Availability Ticket Closing

All customers reporting the problem will be contacted, via telephone call, when the issue has been resolved. WHD will close the ticket unless the customer is not satisfied with the resolution(s). If the customer is not available, a voice message will be left indicating that the issue is resolved and the ticket closed. If the customer is not satisfied with the

resolution(s), the customer must call WHD within 1 business day and ask that the ticket be reopened.

3.0 System Errors

Introduction to System Errors

CLEC customers may experience FairPoint on-line and application-to-application problems such as returned responses that are not consistent with the Business Rules. These system error issues should be reported to Wholesale Help Desk.

System Error Ticket Submission

Prior to contacting WHD, the customer should thoroughly investigate the issue from their end and gather as much knowledge and information as possible to identify the potential problem to rule out user and CLEC system error.

When a customer determines that there is a FairPoint system error, the customer will:

- Access CLEC Self Service Tool
- Select System Error Ticket
- Input trouble information
- Submit and obtain a WHD trouble ticket

Or

- Contact WHD at **1-877-648-3038**
- Request that a ticket be opened and an investigation conducted

WHD agents will ask a series of questions in order to gather as much information, as is necessary, to conduct a thorough investigation. The information required of the customer will include:

CONTACT INFORMATION:

- Company Name, Contact Name, Phone Number and e-mail address
- CLEC or Reseller

TRANSACTION INFORMATION

- Is the transaction being performed in the Production environment?
- What system is being used?(EDI, Wisor, Other)
- Time and Date of Transaction
- What type of transaction is being used
- Input transaction ID(s) (BTN, PON, Indicator Number, Version, Date, Time, State, LSOG, User ID)
- Destination IP Address & Server (Box)

PROBLEM DESCRIPTION

- What is the transaction error message and/or error code?
- Is this problem occurring on all similar transactions?
- How many users or work sites are having this type of problem?

Additional questions may be asked based on the particular situation. WHD will attempt to resolve the ticket on-line. If no resolution is found, the customer will be given a ticket number for future reference. The customer may be asked to submit a copy of the error

message or file information. The information should be sent to the whd@fairpoint.com mailbox.

System Error Severity Levels

WHD will assign each System Error ticket a severity code based on the following descriptions:

Severity 1

Interface Unusable – Customer Orders/Pre-Orders/Maintenance Requests cannot be submitted or will not be accepted by FairPoint. Manual work-arounds are not feasible. Change is considered essential to continued operation. FairPoint and the customer should work to resolve the discrepancy as quickly as possible.

Severity 2

Interface Affecting – Customer Orders/Pre-Orders/Maintenance Requests cannot be submitted or will not be accepted by FairPoint and require a work-around on the part of FairPoint and the customer(s). Change is considered significant to operations. FairPoint and the customers should work to resolve the discrepancy in a timely manner.

Severity 3

Process Impacting – Customer Orders/Pre-Orders/Maintenance Requests can be submitted and will be accepted through normal process/interfaces. Clarification or correction is considered critical to ongoing operations. FairPoint should work to provide appropriate documentation on an expedited basis.

System Error Ticket Status

WHD will acknowledge, via telephone call, assignment of the System Error Tickets within 1 business day of establishing the ticket. WHD will also provide status on the System Error Tickets throughout the investigation. All requests for status on tickets should be directed to the WHD personnel assigned to your ticket.

System Error Ticket Escalation

When a customer requires that a ticket be escalated, the customer will first:

Contact WHD Call Center Manager:	WHD Center Manager: Matthew Bertsch 603-703-9335
If the customer is not contacted within 1 business day after escalation to the Call Center Manager or is not satisfied with the current status, escalate to:	Director, Wholesale Customer Relations: John Berard 207-648-3085
If the customer is not contacted within 1 business day after escalation to the Director or is not satisfied with the current status, escalate to:	Asst. Vice President, Wholesale Rich Murtha 207-797-1265

System Error Ticket Closing

WHD will contact the customer via telephone call or email with the resolution(s). WHD will close the ticket unless the customer is not satisfied with the resolution(s). If the customer is not satisfied with the resolution(s), the customer must contact WHD within 3 business days.

4.0 Billing

Introduction to Billing: WHD handles the following types of local billing issues:

Requests for recreates or resends of DUF files when the original file was either never delivered or the file has errors and cannot be read.

Technical problems with Connect: Direct (NDM) electronic files. Content questions concerning field values or record types on DUF or BDT files.

Billing Ticket Submission

When a customer determines that there is a billing problem handled by WHD, the customer will:

- Access CLEC Self Service Tool
- Select Billing Ticket
- Input trouble data
- Submit and obtain a WHD ticket number

Or

- Contact WHD at **1-877-648-3038**
- Request that a ticket be opened and an investigation conducted

WHD agents will ask a series of questions in order to gather as much information, as is necessary, to conduct a thorough investigation. The information required of the customer will include:

CONTACT INFORMATION:

- Company Name, Contact Name, Phone Number and e-mail address
- Access, Unbundled Toll or Reseller

TRANSACTION INFORMATION

- Type of File
- Type of Medium
- Data File Name and Cycle
- OCN, ACNA/RSID, Account Number
- Error Code, Error Message Problem, Data Content and State.

WHD will attempt to resolve the ticket on-line. If no resolution is found, the customer will be given a ticket number for future reference.

If the inquiry involves more than four billing files, the customer will be asked to submit a file with the account numbers. The file should be sent to whd@fairpoint.com. The subject of the email should be in the format: Ticket #_Type of Billing trouble. (For example: TT#12345 Billing Content Problem).

The file will include:

- Account numbers
- Problem or issue
- Contact name and number
- Ticket number supplied by the WHD

Billing Ticket Status

WHD will acknowledge, via telephone call, assignment of the Billing Tickets and related accounts within 1 business day of establishing the ticket. WHD will also provide updates on the Billing Tickets as the status changes.

All requests for status on tickets should be directed to the WHD personnel that is assigned your ticket.

Billing Ticket Escalation

When a customer requires that a ticket be escalated, the customer will first:

Contact WHD Call Center Manager:	WHD Center Manager: Matthew Bertsch 603-703-9335
If the customer is not contacted within 1 business day after escalation to the Call Center Manager or is not satisfied with the current status, escalate to:	Director, Wholesale Customer Relations: John Berard 207-648-3085
If the customer is not contacted within 1 business day after escalation to the Director or is not satisfied with the current status, escalate to:	Asst. Vice President, Wholesale Rich Murtha 207-797-1265

Billing Ticket Closing

WHD will contact the customer via telephone call or email with the resolution(s). WHD will close the ticket unless the customer is not satisfied with the resolution(s). If the customer is not satisfied with the resolution(s), the customer must contact WHD within 3 business days.

5.0 Exceptions

Introduction to Exceptions

The customer may report an exception trouble to WHD. Exceptions fall into three categories:

- 1) **PON Exceptions** pertain to Wisor and EDI notifiers. These notifiers, responses to submitted Local Service Requests, include Acknowledgement (ACK), Firm Order Confirmation (FOC), Provisioning Completion Notification (PCN) and Billing Completion Notification (BCN).

Input "Requested Notifiers" in the Comments section of the ticket. Send the requested PONs in excel spreadsheet format to whd@fairpoint.com. Please note the WHD trouble ticket number in the subject of the email.

The spreadsheet of information must be received before the investigation can begin. If the specifics are not received within 24 hours, the ticket will be closed.

PON Exceptions Ticket Status

FairPoint will respond to the PONs submitted on an opened Trouble Ticket within 3 business days. PON Exception status information is provided to the customers in four different response files - Status, Reflow, Daily follow-up and Weekly follow-up. All files are available to the customer for a period of thirty- (30) calendar days after the response date.

Status File

Contains initial status of the PONS reported on the tickets opened. The data is in a file named "CLEC_TTINFO_MMDD.txt", with the following format: CLEC| Trouble Type| Trouble Ticket #| PON| PON Date | Version | FairPoint Version | Status | Status Date | Notifier | Notifier Ver | PCJ Type 1 Ind | PCJ Type 1 Date | PCJ Type 1 Code | PCJ Type 2 Ind | PCJ Type 2 Code | Reflow Indicator | Confirmation Type | Reason Code | Reason Code | Detail | Estimated Due Date | Comment.

Daily Follow-Up Files

Contains PONs that remain open and those that have been resolved. The data is in a file named "CLEC_FollowUP_MMDD.txt", is pipe delimited with the following format: Trouble Ticket # | State | PON | Version | Comments.

Weekly Follow-Up Files

Contains PONs that remain open and those that have been resolved. The data is in a file named "CLEC_FollowUP_MMDD.txt", is pipe delimited with the following format: Trouble Ticket # | State | PON | Version | Comments.

Reflow File

Contains all PONs reflowed on a specific date. FairPoint reflows the most current notifier for your PON if it is equal or later than the notifier you requested on your trouble ticket. The data is in a file named reflow_attachment_CLEC.txt is pipe delimited with the following format: CLEC | Trouble Ticket # | PON | Ver | Notifier | Notifier Ver

PON Exception Dispute Process

A customer may dispute the status of any resolved PON within 3 business days of the PON appearing as resolved on the Follow-Up file. The disputed PONs must be identified on an Excel spreadsheet and be submitted to the designated WHD management contact.

The PON exception dispute spreadsheet should include the following information:

- Trouble Ticket #
- State
- PON
- Version
- Comments
- Under Dispute

WHD management will investigate the disputed PONs and work with the customer to resolve the issue.

PON Exception Ticket Closing

WHD will contact the customer via telephone call or email with the resolution(s). WHD will close the ticket unless the customer is not satisfied with the resolution(s). If the customer is not satisfied with the resolution(s), the customer must contact WHD within 3 business days.

If the ticket was submitted through the on-line PON Exceptions Tool, the ticket will be considered closed when all PONs have been resolved.

- 2) Loop Qualification Exceptions** relate to errors executing Loop Qualification transactions in EDI and LSI. These include Zero loop length populated, a BTN not associated with an address or a BTN associated with multiple addresses.

Loop Qualification Exceptions Ticket Submission

When a customer determines that an error occurred executing a Loop Qualification transaction in EDI or LSI for PONs the customer will:

- Access CLEC Self Service Tool
- Select Loop Qual Ticket Entry
- Select Ticket Entry Online or Ticket Entry File Upload
- Input trouble data
- Submit and obtain a WHD ticket number

Ticket Entry Online

With Ticket Entry Online, the customer is presented with the following fields for input – CBR, Email, Comments, WTN, Address, Location, City, and State.

The following fields WTN, Address, Location, City, and State will be displayed in a single row for input. The customer can input up to 100 rows of Loop Qual information for each ticket. All input fields are labeled as either required or optional. "Submit" will commit the information for processing, and provide a trouble ticket number.

Ticket Entry File Upload

With Ticket Entry File Upload, the customer is presented with the following fields for input – CBR, Email, File Name, and Comments

When the file has been selected, the customer will depress Open and the file locations will be displayed. "Submit" will commit the information for processing, and provide a trouble ticket number, and date/time submitted.

Or

- Contact WHD at **1-877-648-3038**
- Request that a ticket be opened and an investigation conducted

WHD agents will ask a series of questions in order to gather as much information, as is necessary, to conduct a thorough investigation. The information required of the customer will include:

CONTACT INFORMATION:

- Company Name, Contact Name, Phone Number and e-mail address
- CLEC or Reseller

TRANSACTION INFORMATION

- Time and Date of Transaction
- Input transaction ID (WTN, State)

PROBLEM DESCRIPTION

- What is the transaction error message and/or error code?

The WCCC will send a template to the customer that will be used to indicate the exception information.

The Loop Qualification exception template includes:

- Line Numbers
- Address
- Location
- City
- State

The template will be returned to pon.exceptions@FairPoint.com. The subject of a Loop Qualification email will be in the format "CLEC TT# State" and the filename will be formatted as "CLEC_TT#_State.xls". The template must be received before the investigation will begin. If the template is not received within 24 hours, the ticket will be closed and the originator notified.

Loop Qualification Exceptions Ticket Status

The template will be returned to the customer once all Loop Qualification issues have been resolved. This template will come from a WHD Exception manager. Customers are also able to view and download Loop Qual resolved file information using the View Response Files option in CLEC Self-Service.

Loop Qualification Exceptions Ticket Closing

WHD will contact the customer via telephone call or email with the resolution(s). WHD will close the ticket unless the customer is not satisfied with the resolution(s). If the customer is not satisfied with the resolution(s), the customer must contact WHD within 3 business days.

If the ticket was submitted through the on-line Loop Qual Exceptions Tool, the ticket will be considered closed when all WTNs have been resolved.

- 3) **Line Loss Exceptions** relate to disputes of a Provider Notification report entry for a number.

Line Loss Exceptions Ticket Submission

When a customer disputes a Provider Notification report entry for a number, the customer will:

- Access CLEC Self Service Tool
- Select Line Loss Ticket Entry
- Select either Ticket Entry Online or Ticket Entry File Upload
- Input Trouble Data
- Submit and obtain a WHD ticket number

Ticket Entry Online

With Ticket Entry Online, the customer is presented with the following fields for input – CBR, Email, Comments, OCN, WTN, and State. OCN, WTN, and State will be displayed in a single row for input. The customer can input up to 100 rows of OCN, WTN, and State information for each ticket. All input fields are labeled as either required or optional. "Submit" will commit the information for processing, and provide a trouble ticket number.

Ticket Entry File Upload

With Ticket Entry File Upload, the customer is presented with the following fields for input – CBR, Email, File Name, and Comments.

When the file has been selected, the customer will depress Open and the file location will be displayed. “Submit” will commit the information for processing, and provide a trouble ticket.

Or

- Contact WHD at **1-877-648-3038**
- Request that a ticket be opened and an investigation conducted

WHD agents will ask a series of questions in order to gather as much information, as is necessary, to conduct a thorough investigation. The information required of the customer will include:

CONTACT INFORMATION:

- Company Name, Contact Name, Phone Number and e-mail address
- CLEC or Reseller

TRANSACTION INFORMATION

- Time and Date of Transaction
- Input transaction ID (WTN, State)

PROBLEM DESCRIPTION

- What is the transaction error message and/or error code?

The WCCC will send a template to the customer that will be used to indicate the exception information.

The Line Loss exception template includes:

- OCN (Operating Company Number)
- WTN (Working Telephone Number - no spaces, dashes or parentheses)
- State (two character)

The template will be sent whd@fairpoint.com. The subject of a Line Loss email will be in the format “Company Line Loss TT#” and the filename will be formatted as “Company Line Loss_TT#_OCN.xls”. The template must be received before the investigation will begin. If the template is not received within 24 hours, the ticket will be closed.

Line Loss Exceptions Ticket Status

As line loss issues are resolved, a completed file will be sent to the customer from the whd@fairpoint.com mailbox. Customers are also able to view and download

Line Loss resolved file information using the View Response Files option in CLEC Self-Service.

Line Loss Exceptions Ticket Closing

WHD will contact the customer via telephone call or email with the resolution(s). WHD will close the ticket unless the customer is not satisfied with the resolution(s). If the customer is not satisfied with the resolution(s), the customer must contact WHD within 3 business days.

If the ticket was submitted through the on-line Line Loss Exceptions Tool, the ticket will be considered closed when all WTNs have been resolved.

Exceptions Ticket Escalations

When a customer requires that a ticket be escalated, the customer will first:

Contact WHD Call Center Manager:	WHD Center Manager: Matthew Bertsch 603-703-9335
If the customer is not contacted within 1 business day after escalation to the Call Center Manager or is not satisfied with the current status, escalate to:	Director, Wholesale Customer Relations: John Berard 207-648-3085
If the customer is not contacted within 1 business day after escalation to the Director or is not satisfied with the current status, escalate to:	Asst. Vice President, Wholesale Rich Murtha 207-797-1265

6.0 BUSINESS RULES/COACHING/IMPROVEMENTS

Purpose

Beyond simply addressing/resolving crisis issues as they arise, it is the Wholesale Help Desk's intent to study root cause and driving influences behind such requests/tickets. By tracking volumes and details behind the issues that arise, it is expected that assumptions and action plans can be derived to address and hopefully prevent future recurrence of issues.

The ultimate goal of FairPoint is to serve all of our customers with a single touch, avoiding unnecessary rework at every opportunity.

Business Rule Coaching

The Wholesale Help Desk staff is interested in working between Account Management and the customer in addressing any issues that arise concerning customer submissions and the established business rules. As issues are identified, the Help Desk staff will work with the appropriate party in addressing the driving causes such as system inconsistencies, business rule education, etc.

System Setup/Evolution Issues

Incumbent within the various systems is the likelihood of conflicting criteria/methods/etc. Likewise, as new releases occur, there will most likely be coding conflicts that will arise that will cause issue with the customer from submitting their requests. The goal is to reach a "single-pass" performance for our customers, avoiding unnecessary rework at every opportunity.

Ideas/Brainstorming/Partnering

The Wholesale Help Desk pledges to listen to our customers for ideas that result in win-win scenarios. It is beneficial for both FairPoint and our Customers when we serve our customers on a single-pass.