



# FairPoint Wholesale Cutover Collaborative

## Agenda & Opening Remarks

**John Berard, Director, Wholesale Customer Relations**  
**Joe Centrella, Manager**

**August 13, 2008**

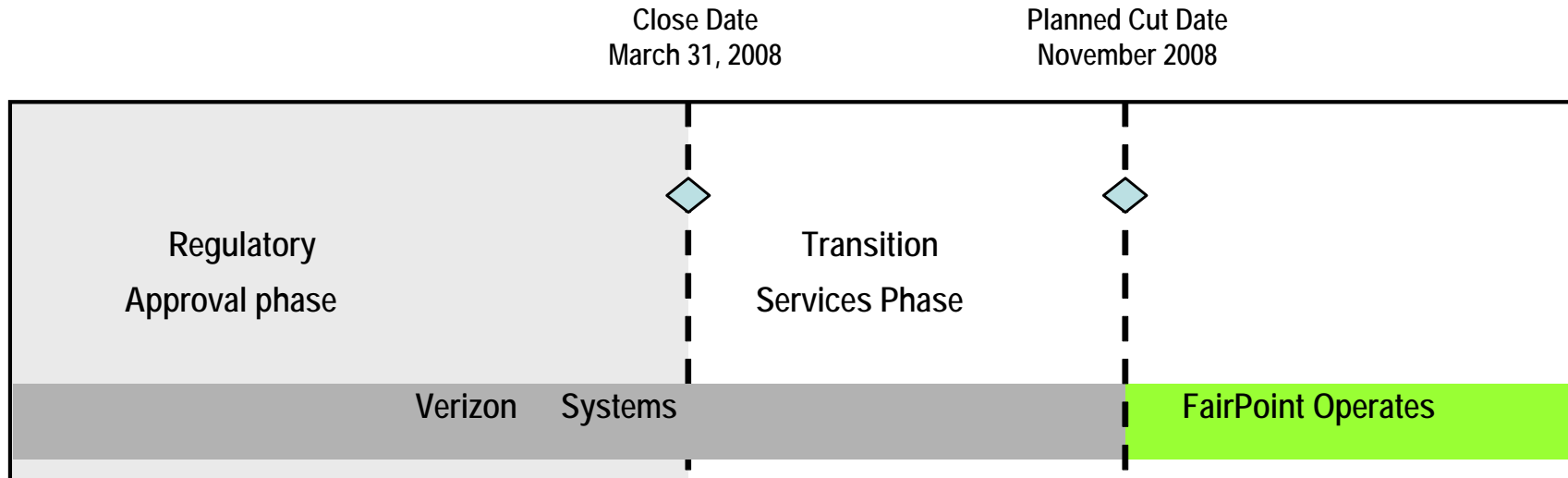
## Agenda - Opening Remarks

- Webex/Conf Bridge 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

11:00 AM to 11:05 AM	Introductions – Agenda
11:05 AM to 11:10 AM	Follow-up on Close/ Cutover Schedule Update – John Berard Collaborative Mission Statement
11:10 AM to 11:30 AM	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
11:30 AM to 12:30 PM	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	Transitional Services Agreement FairPoint Operates - Using Verizon Systems	CUTOVER	FAIRPOINT'S SYSTEMS TURNED ON												
March 31, 2008	<b>April 01 - Nov 28, 2008</b> <b>FairPoint Wholesale Customers continue to use Verizon online Trouble Admin Systems</b>	<b>Nov 29 - Dec 04, 2008</b>	<b>Dec 04, 2008</b>												
	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 33%;"></td> <td style="width: 33%;"></td> <td style="width: 33%; text-align: center;"> <b>Nov 28</b> </td> </tr> <tr> <td></td> <td></td> <td> <b>Data Extracts:</b> Sent to FRP                 </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:</b> Turned Off                 </td> </tr> </table>			<b>Nov 28</b>			<b>Data Extracts:</b> Sent to FRP			<b>In-flight Trouble Tickets sent to FairPoint from Verizon</b>			<b>VZE Systems:</b> Turned Off	<b>Provisioning Systems:</b> Not operational  <b>Network Surveillance Systems Operational</b>  <b>Repair Handled via FairPoint ACD in the MCO</b>	<b>FairPoint Systems Up Online</b>  <b>WISOR Gateway Operational for Trouble Administration</b>
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