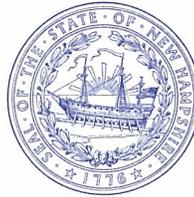


THE STATE OF NEW HAMPSHIRE

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January 13, 2009

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FOR IMMEDIATE RELEASE

In late January, FairPoint will begin a transition period that may have an impact on its customers as well as customers of other telephone carriers for local or toll service. During this transition, FairPoint will transfer customer and network data from the Verizon-owned IT systems currently in place to new FairPoint IT systems. The transfer is one result of the sale of Verizon New Hampshire to FairPoint that occurred in early 2008, and will result in state-of-the-art IT systems suited for future telecommunications services.

During this transition period, telephones will work, E9-1-1 service will continue, and FairPoint will carry out repairs and storm recovery. Thus, most customers will not be affected by the transition. However, if you want to sign up for new telephone service, transfer your service to a new location, or add new options to your existing service, it is likely you will have to wait for at least a few days – or longer – to do so. The length of the delay will vary depending upon the service you request, the telephone carrier you use, and the backlog that develops.

Customers with complicated changes, such as businesses, may experience delays beginning the second week of January. For residential customers, delays will begin in late January or early February. The best thing that you as a consumer can do is to plan ahead, decide whether your telephone service will be changing in January or early February, and call your telephone company to talk over your request.

Conversions to new computer systems are complex. The best advice is to be patient, plan ahead, and talk to your telephone company with any questions you have.

If you experience difficulty during this transition period contact your telephone company first. If you have an emergency and need further assistance, please contact the Public Utilities Commission's Consumer Affairs Division. Calls from within New Hampshire may be dialed using 1-800-852-3793.

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