STATE OF NEW HAMPSHIRE

BEFORE THE

PUBLIC UTILITIES COMMISSION

DT 10-025

Request for Approvals in Connection with the
Reorganization Plan of FairPoint Communications, Inc., et al.

PREFILED TESTIMONY OF
RICHARD T. MURTHA
ON BEHALF OF FAIRPOINT COMMUNICATIONS, INC.

FEBRUARY 24, 2010

Summary: Mr. Richard Murtha reviews FairPoint's recent organizational changes and the company's renewed focus on addressing the concerns of competitive local exchange carriers. Mr. Murtha also reports on the status of the improvements made to the operational support systems and procedures for serving wholesale customers. Mr. Murtha also discusses (i) the wholesale customer user forums that FairPoint held in September 2009, (ii) the development of a specific task list to address the systems issues that were raised at these forums, and (iii) FairPoint's progress in accomplishing these tasks.

Mr. Murtha sponsors the following Exhibits:

| | |
|---|---|
| Exhibit RM-1 | Mr. Mutha's Current Resume |
| Exhibit RM-2 | Analysis of Order Flow-Thru (February - December 2009) |
| Exhibit RM-3 | Project Summary Monthly Status |
| Exhibit RM-4 | Focus Item Status |

**Q. State your name.**

A. My name is Richard T. Murtha.

**Q. What is your position, and by whom are you employed?**

A. I serve as Vice President of Wholesale Operations for FairPoint Communications. Exhibit RM-1 is a copy of my resume.

**Q. What is the purpose of your testimony?**

A. The purpose of my testimony is to describe what FairPoint has done to address the issues and concerns raised by our wholesale customers following FairPoint's cutover to new back-office systems from the systems of Verizon New England Inc. ("Verizon") in early 2009. I will elaborate on FairPoint's recent organizational changes and the company's renewed focus on addressing the concerns of competitive local exchange carrier ("CLEC") customers. I report the status of the improvements we have made in the systems and procedures for serving wholesale customers. I also discuss (i) the wholesale customer user forums that FairPoint held in September 2009, (ii) the development of a specific task list to address the systems issues that were raised at these forums, and (iii) FairPoint's progress in accomplishing these tasks.

**Q. Please describe the organizational changes that FairPoint's has made to better serve its wholesale customers.**

A. FairPoint reorganized and refocused its wholesale business group beginning in September 2009. My organization is responsible for all matters that pertain to wholesale operations except for billing, collections and sales. In addition to operating two wholesale call centers, my organization coordinates with the FairPoint information technology ("IT") organization and Capgemini to ensure that CLEC system issues are resolved.

In addition to my appointment, Mr. Allen appointed Michelle Hymson to lead the sales group for CLEC customers and Thomas Nolting took over the responsibility for wholesale billing, dispute resolution and collections. Ms. Hymson, as Assistant Vice President of Wholesale Sales, reports directly to Mr. Allen, who also has experience in establishing and operating a CLEC. Mr. Nolting, as Vice President of Billing and Revenue Assurance, reports to Steven Rush, Senior Vice President of Customer Care, as do I. With both of us reporting to Mr. Rush, we can better ensure that customer issues are addressed on an end-to-end basis under the leadership of a single organization.

Our efforts to address the post-cutover issues raised by wholesale customers have been supported by FairPoint's Internal Business Solutions ("IBS") group led by Ms. Vicky Weatherwax, Vice President of Internal Business Solutions, which is involved in developing short- and intermediate-term solutions. With the assistance of the Project Management Organization ("PMO") within that group, we developed a plan for meeting with CLEC customers, understanding and recording their specific concerns with systems issues, and resolving those issues.

In addition, the Internal Business Solutions group has been working with a consultant, Accenture ("Accenture"), to review FairPoint's wholesale processes, from pre-ordering through ordering, order flow-through, billing and collections. Accenture has recommended long-term system and process improvements for the wholesale business, and FairPoint is currently working to implement Accenture's recommendations as part of the Customer Delivery Improvement Program ("CDIP"). Greater detail regarding the CDIP Program is provided in Ms. Weatherwax's testimony.

**Q. Please explain briefly how wholesale customers place orders and interact with FairPoint's systems.**

A. Wholesale customers interface with FairPoint through an automated order management and service provisioning system, provided by Synchronoss Technologies, Inc., either through a web-based Graphic User Interface ("GUI") or by "e-bonding" with FairPoint directly over either a local area network or a T1 circuit. The orders placed through the Synchronoss system are processed by the "MetaSolv M6" service fulfillment operations support system provided by Oracle Corporation and then are provisioned through the relevant FairPoint back office systems, which deliver the service according to the service request type.

**Q. Could you describe generally the kinds of problems that CLEC customers experienced after the cutover from Verizon systems?**

A. The wholesale customers were experiencing problems with pre-order processes (for example, incorrect information about loop qualification or telephone number availability), poorly explained error messages during order placement, orders "falling out" of the system and failing to be processed, directory listing orders not properly flowing through the system, and billing errors. (Many of the order flow-through issues affected FairPoint's retail and business customers as well.)

**Q. What has FairPoint done to identify and resolve the post-cutover issues that have affected wholesale customers?**

A. FairPoint has cataloged the issues relating to wholesale systems from February 2009 to the present. The major issues involved the following areas:

- Preordering
- Access Service Requests ("ASRs")
- Local Service Requests ("LSRs")
- Customer Service Inquiries ("CSI")
- Customer Service Requests ("CSR")
- Loop Qualification
- Loop Makeup
- Telephone Number Inquiries
- Order Creation
- Error Messages
- Service Order Inquiry

- Trouble Administration
- Address Validation
- Directory Listings
- Migrations

FairPoint has made many improvements in these areas that have ensured that fewer orders drop out of the system and more orders are completed in a more efficient manner, as demonstrated by Exhibit RM-2, which shows the overall improvement in order flow-through from February 2009 (49% flow-through rate) through December 2009 (89% flow-through rate). We also have improved the administration of our trouble repair process and have provided wholesale customers with clearer error messages that better explain why an order has stalled. For example, FairPoint's Daily Summary report for January 28, 2010 demonstrates that of the pending LSR orders, 95% originated in January (i.e. were less than 30 days old) and only 3% originated before November.

**Q. How have you notified wholesale customers of issues that have been resolved?**

A. When a problem is resolved, FairPoint sends out an "Industry Notification -- Accessible Letter." To date, FairPoint has posted over 200 of these letters; about one-quarter of the letters have addressed process changes and three-quarters of the letters have addressed the systems. These industry letters are posted to our website at: http://fairpoint.com/wholesale/customer_resources/accessible_and_industry_letters/accessible_and_industry_letters.jsp.

1 **Q. How else does FairPoint communicate with wholesale customers?**

2 A. FairPoint held four "CLEC Face to Face Forums," which were full working day sessions
3 with wholesale customers in Portland, Maine on September 15 and 16 and September 29
4 and 30, 2009. The sessions were also webcast for those wholesale customers that were
5 unable to attend in person. In addition, FairPoint has held regular Wholesale Users
6 forums, which began in November 2007, and began monthly Change Management
7 meetings in June 2009.

8

9 **Q. Who attended the September sessions?**

10 A. Twenty-two representatives from the CLEC community attended, representing 16
11 different CLECs. A representative from Liberty Consulting Group also attended the
12 sessions. Thirty FairPoint subject-matter experts and representatives attended the
13 sessions over the course of the four days. These FairPoint employees represented the
14 major groups that play a role in wholesale operations within FairPoint, including Billing,
15 Network Operations, Wholesale Operations, IT and Business Solutions.

16

17 **Q. What was the result of these CLEC Forums?**

18 A. The participants generated a list of twelve specific "Focus Items." They are:

19 1) Synchronoss to M6[1] Reconciliation

20 2) M6 to Siebel[2] Reconciliation

21 3) Directory Listing

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[1] M6 is a MetaSolv order management application.

[2] Siebel is an Oracle customer relationship management application.

4) Related Orders and Related PONs[3]

5) Provisioning Plans/Tasks & Plan Selection

6) Disconnect in Error (Winback and Snapback)

7) Loop Qualification and Loop Make-up Information

8) Dispatch In and OUT/Demarc

9) Hot Cuts

10) Jeopardy Messaging

11) Dual Service

12) SPUNE/SWUNE[4]

In addition, the participants generated 162 action items, most of which relate to the twelve Focus Items.

To address the issues identified in the CLEC forums, FairPoint established a "Business Process Solution Initiative" consisting of three phases:

1) end-to-end analysis of current processes with internal (FairPoint) and external (CLEC) subject-matter experts;

2) project teams created to work on critical issues identified in end-to-end sessions; and

3) implementation of the project team recommendations.

**Q. What is the status of the Business Process Solution Initiative?**

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[3] Purchase Order Numbers.

[4] Special Access to Unbundled Network Element/Switched Access to Unbundled Network Element.

A. The Business Process Solution Initiative is currently in the third phase described above. The FairPoint project management team has created a detailed report on the progress of the projects that relate to the twelve Focus Items, examples of which are attached to this testimony as Exhibits RM-3 and RM-4.

Furthermore, as of February 19, 2010, 141 of the 162 total items I previously referenced are completed, subject to real-world testing and verification by wholesale customers. (Three of these have been reopened, and we are analyzing them further.) Of the remaining 21, we plan to have 9 of them completed in Q1 of 2010, with the remainder completed by the end of Q2. Every week, we provide a progress report to our wholesale customers. The items on this report are identified either in relation to one of the twelve Focus Items or as a standalone item.

**Q. What is FairPoint's plan for continuing to work with CLEC customers in the coming months to resolve their remaining issues?**

A. FairPoint plans to continue to work on all wholesale customer issues until they are resolved. If we or our wholesale customers identify additional system or other issues, a new project plan will be developed to resolve them. FairPoint currently meets with wholesale customers on a weekly basis to discuss the current progress. Additionally, FairPoint provides wholesale customers with bi-weekly updated reports similar to the reports attached to this testimony as Exhibits RM-3 and RM-4. Furthermore, my

organization will continue to work with the Internal Business Solutions group on the projects that are part of the CDIP Program.

**Q. Do you have anything else to add?**

A. In addition to the efforts I have previously described, the wholesale team has been working on CDIP projects that will provide additional benefit to wholesale customers. One important project that directly affects wholesale customers is the Cross Systems Data Synchronization project, described in Mr. Nolting's testimony, which will improve all aspects of the customer order experience, including flow-through, customer on-time delivery, average handling time, order rejection and billing accuracy. Another important project is the End-to-End Flow-Through Improvement (CRM-Provisioning-Billing) project, which also will improve customer delivery, flow-through provisioning, and billing accuracy. I am also the executive sponsor of the Wholesale Order Provisioning & Billing Improvements project, which will improve the quality of orders entered, enhance the capability for representatives to complete an order more efficiently, increase flow-through for high capacity circuit orders, and improve billing accuracy. These and additional CDIP projects will have a positive effect on our wholesale customers. We have received several favorable comments from some of our wholesale customers, and we realize the need to further improve in the delivery of services to FairPoint's wholesale customers..

1 **Q. Will the Plan of Reorganization adversely affect your efforts to serve wholesale**
2 **customers?**
3 A. Definitely not. There will be no effect from the filing of the plan of reorganization, as the
4 wholesale customer service centers will be processing orders as usual.
5
6 **Q. Does this conclude your testimony?**
7 A. Yes.

**Exhibit RM-1**

**Richard T. Murtha**

4 Liberty Lane Unit 16
South Portland, Maine 04106

Home: 207-232-2139
E-Mail: richmurtha@yahoo.com

## Summary

High-performing operations-management executive with expertise in building/optimizing organizational processes, measurement systems, and infrastructure to maximize business results in communications and customer service operations nationwide, including Fortune 100 business partners.

Skilled strategist who transforms strategic plans into workable solutions and benchmarks performance against key operational targets/goals.

ISO 9000, TL 9000 and Six Sigma professional with extensive scope of responsibility, proven success, and track record of delivering optimal results in high-growth environments through initiatives that exceed operational performance targets and yield measurable outcomes:

- Operational improvements
- Reduced product deployment time
- Cost reductions through improved process performance
- Reduced tactical cycle time
- Productivity gains
- Revenue growth

***Areas of Expertise Include*:**

- Operational Process Analysis
- Strategic Planning and Leadership
- Organizational Design and Development
- Productivity and Efficiency Improvement
- Project Planning/Execution
- Customer Satisfaction
- Multi-Site Operations
- Process Redesign
- Change Management
- Performance Management
- Total Quality Management
- Cross-Functional Team Leadership
- Revenue Goal/Growth Attainment
- Financial Plan Development
- Six Sigma Methodology
- Negotiation, Persuasion, and Communication
- Training and Leadership Development
- Problem Solving
- Decision Making
- Planning and Deployment of Operational Assets

## Professional Experience

### FairPoint Communications, Portland Maine

### Vice President of Wholesale Operations 2007 - Present

Direct the Wholesale organization order processing team and Service Management organization for Local and Hi Cap services for FairPoint Communications. Direct a team responsible for providing support, including partnering with field operations, product and technology, Information Technology, and developing ongoing process improvement to aide in daily production support. Analyzed the existing operations of Verizon and coordinated FairPoint's objectives and developed innovative solutions and plans to meet these objectives. Coordinated the development and production of operations metrics used

to analyze for trends and gaps and develop short and long term remedial solutions. Responsible for producing plans, quantitative analysis and recommendations for presentation to senior leadership of FairPoint.

- Directed a workforce of management, unionized, and contract employees in multiple physical locations.
- Reduced penalties paid for missed wholesale operations metrics.
- Managed a 25% increase in work volume by coordinating the restructure of provisioning plans.
- Reduced overtime by over 60% since cutover by revamping work plans and eliminating unnecessary work steps which has allowed for efficient order processing.
- Planned and managed the transfer of the wholesale work from Verizon to FairPoint while coordinating effort with Verizon.
- Developed a turnkey operation in Portland Maine to manage wholesale work that was previously completed outside the new FairPoint territory.

**Key Skills:** Recruit, direct and motivate world-class teams. Conceptualize and implement organizational change. Understand new technologies. Adapt business practices to maximize results. Analyze and resolve complex business challenges. Identify new business opportunities. Create and maintain focus on customer. Drive revenue and profits.

**Verizon,** Irving Texas

**Director of Operations**, 2003 to 2007

- Oversee 440 employees and $28 million expense budget in driving process improvements throughout the operation, as well as improving operating performance of customer order processing, billing issuance, maintenance, and customer service.
- Orchestrated multiple teams in improving business processes and ensuring optimum performance.
- Provided ongoing operational process analysis, communicated status, and identified and resolved operational issues and constraints.
- Managed resources, progress, completion timeframes, and budget while exceeding key operational performance targets, with results that include:
  - 90 percent decrease in metric penalties
  - 70 percent improvement in order production
  - 55 percent improvement in average answer speed
  - 40 percent reduction in online errors
  - 30 percent reduction in employees due to increased system processes
  - 18 percent reduction in billing errors

**Operations Manager** 2000 to 2003 Chesapeake Va.

- Provide developmental opportunities that maximize employees' capabilities and contribute to the achievement of organizational goals; developing leadership in others through coaching and mentoring.
- Inspired people to focus on capturing future opportunities while developing ideas aimed at meeting new demands and customer service satisfaction. Worked to create and communicate a clear vision for the organization through effectively involving my team to commit to a shared vision.

- Increased employee morale and involvement with representatives and management by clearly defining projects and effectively delegating tasks.

**Team Leader** 1994 to 2000 Pittsfield Ma

- Designated specialists assigned to manage and administer the workflow between planning, engineering and construction groups.
- Responsible for scheduling and forecasting the specific and routine program for an area encompassing 3000 square miles and a budget in excess of $25 million dollars in Capital.
- Developed and organized a tracking system that has led to best in class results using Microsoft Access and Microsoft Project.
- Produced and prioritized strong financial results while obtaining improved customer service requirements.
- Appointed to serve as safety, ergonomics and Y2K coordinator for Western Massachusetts.

## Education

| | | | |
|---|---|---|---|
| Empire State College | Bachelor's Degree | Business Management | 1996 |
| George Washington | Masters Certificate | Project Management | 2000 |
| Empire State College | MBA | Business Management | 2002 |

## Security Clearance

Held Top Secret Security Clearance while serving in United States Marine Corps

## References

Available upon request

**Exhibit RM-2**

ANALYSIS OF ORDER FLOW-THRU
FEB. TO DEC. 2009

| Month | SERVICETYPE | Data<br>Sum of Flowthru | Sum of Total | % Flow Thru |
|---|---|---|---|---|
| 2 | AB | 529 | 1235 | 43% |
| | BB | | 65 | 0% |
| | CB | 3197 | 7523 | 42% |
| | DB | 339 | 878 | 39% |
| | EB | 54 | 124 | 44% |
| | JB | 4816 | 8325 | 58% |
| | KB | | 1 | 0% |
| | PB | | 5 | 0% |
| | QB | | 4 | 0% |
| 2 Total | | 8935 | 18160 | 49% |
| 3 | AB | 963 | 1741 | 55% |
| | BB | | 147 | 0% |
| | CB | 5628 | 9261 | 61% |
| | DB | 330 | 1413 | 23% |
| | EB | 47 | 237 | 20% |
| | JB | 8699 | 13077 | 67% |
| | KB | | 1 | 0% |
| | NB | | 1 | 0% |
| | PB | | 11 | 0% |
| | QB | | 13 | 0% |
| 3 Total | | 15667 | 25902 | 60% |
| 4 | AB | 807 | 1763 | 46% |
| | BB | | 307 | 0% |
| | CB | 7387 | 8361 | 88% |
| | DB | 372 | 1676 | 22% |
| | EB | 44 | 324 | 14% |
| | JB | 9044 | 14971 | 60% |
| | NB | | 1 | 0% |
| | PB | | 18 | 0% |
| | QB | | 8 | 0% |
| 4 Total | | 17654 | 27429 | 64% |
| 5 | AB | 763 | 1787 | 43% |
| | BB | | 223 | 0% |
| | CB | 4911 | 7206 | 68% |
| | DB | 238 | 1287 | 18% |
| | EB | 31 | 291 | 11% |
| | JB | 10971 | 16608 | 66% |
| | KB | | 5 | 0% |
| | NB | | 4 | 0% |
| | PB | | 18 | 0% |
| | QB | | 8 | 0% |
| 5 Total | | 16914 | 27437 | 62% |
| 6 | AB | 1047 | 1829 | 57% |

| | | | | |
|---|---|---|---|---|
| | BB | 1 | 349 | 0% |
| | CB | 5427 | 7408 | 73% |
| | DB | 421 | 1405 | 30% |
| | EB | 40 | 286 | 14% |
| | FB | | 2 | 0% |
| | JB | 15425 | 15836 | 97% |
| | KB | | 3 | 0% |
| | MB | | 1 | 0% |
| | NB | | 4 | 0% |
| | PB | | 25 | 0% |
| | QB | | 6 | 0% |
| 6 Total | | 22361 | 27154 | 82% |
| 7 | AB | 1120 | 1836 | 61% |
| | BB | 1 | 330 | 0% |
| | CB | 5223 | 8084 | 65% |
| | DB | 543 | 1681 | 32% |
| | EB | 64 | 332 | 19% |
| | JB | 14226 | 14434 | 99% |
| | KB | | 3 | 0% |
| | MB | | 1 | 0% |
| | NB | | 1 | 0% |
| | PB | | 35 | 0% |
| | QB | | 9 | 0% |
| 7 Total | | 21177 | 26746 | 79% |
| 8 | AB | 973 | 1675 | 58% |
| | BB | | 206 | 0% |
| | CB | 4440 | 6223 | 71% |
| | DB | 460 | 1402 | 33% |
| | EB | 72 | 270 | 27% |
| | JB | 13572 | 13738 | 99% |
| | KB | | 1 | 0% |
| | NB | | 3 | 0% |
| | PB | | 33 | 0% |
| | QB | | 26 | 0% |
| 8 Total | | 19517 | 23577 | 83% |
| 9 | AB | 1209 | 1768 | 68% |
| | BB | | 222 | 0% |
| | CB | 4353 | 5777 | 75% |
| | DB | 672 | 1482 | 45% |
| | EB | 126 | 300 | 42% |
| | JB | 14437 | 14623 | 99% |
| | KB | | 4 | 0% |
| | NB | | 5 | 0% |
| | PB | | 21 | 0% |
| | QB | | 12 | 0% |
| 9 Total | | 20797 | 24214 | 86% |
| 10 | AB | 1393 | 1953 | 71% |

| | | | | |
|---|---|---|---|---|
| | BB | | 201 | 0% |
| | CB | 4775 | 5992 | 80% |
| | DB | 762 | 1476 | 52% |
| | EB | 119 | 316 | 38% |
| | JB | 14827 | 15099 | 98% |
| | KB | | 4 | 0% |
| | NB | | 7 | 0% |
| | PB | 1 | 38 | 3% |
| | QB | | 8 | 0% |
| | (blank) | 166 | 185 | 90% |
| 10 Total | | 22043 | 25279 | 87% |
| 11 | AB | 1047 | 1380 | 76% |
| | BB | | 315 | 0% |
| | CB | 4478 | 5557 | 81% |
| | DB | 859 | 1386 | 62% |
| | EB | 144 | 326 | 44% |
| | JB | 13466 | 13643 | 99% |
| | KB | | 2 | 0% |
| | NB | | 4 | 0% |
| | PB | | 15 | 0% |
| | QB | | 6 | 0% |
| 11 Total | | 19994 | 22634 | 88% |
| 12 | AB | 1237 | 1620 | 76% |
| | BB | | 230 | 0% |
| | CB | 4118 | 4964 | 83% |
| | DB | 880 | 1432 | 61% |
| | EB | 195 | 383 | 51% |
| | JB | 14326 | 14643 | 98% |
| | KB | | 3 | 0% |
| | NB | | 9 | 0% |
| | PB | | 29 | 0% |
| | QB | | 2 | 0% |
| 12 Total | | 20756 | 23315 | 89% |
| Grand Total | | 413354 | 543667 | 76% |

# Exhibit RM-3

| Project Summary Monthly Status | | | | |
|---|---|---|---|---|
| **Project/Charter** | **Data Source** | **November Update** | **Historical Summary** | **Remarks** |
| Address Reconciliation | Vicky Gronquist | **11/16**<br>1.) CR 647 -MSAG validation on all address records in M6. We have completed reviewing all of the Maine address records in M6 and have modified 8,000 address records to be 911 MSAG valid.<br>• Initiative was to improve 911 record creation to the third party ALI database provider- Intrado and minimize 911 error fall out for both FairPoint and Wholesale Resale carriers The ARG backlog is currently at 210 open request. We are now 72 hours behind across all business units. We continue to work Loop Qualification request sent to us by Wholesale same day so our ARG interval is less than 8 business hrs to get these addresses built in. | | |
| Loop Qualification | Mike Nollet | **11/16**<br>Loop Qualification Status - We pulled all addresses in FairPoint territory and identified approximately 30% of the addresses did not have loop qualification information.<br>Step 1: The 30% that had no loop qualification information was bashed against the addresses from the Verizon data in IView. We found approximately 1000 records from this effort that we were able to update.<br>Step 2: Currently reviewing the next layer of defined logic which involves technical components that result in each loop not qualified reason. We believe this will take us into January to finish the analysis. Any quick hits identified in this ongoing analysis will be implemented in parallel with ongoing analysis.<br>Step 3: We are investigating the automated method that Verizon used for qualifying loops. We estimate an automated solution would not be available until Q3 2010 at the earliest. | | |

| Project Summary Monthly Status | | | | |
|---|---|---|---|---|
| **Project/Charter** | **Data Source** | **November Update** | **Historical Summary** | **Remarks** |
| Provisioning Plan Improvement | Bryan Lamphere | **11-16**<br>The Provisioning Plan Project goal is to review all product provisioning plans for Wholesale and Retail products to streamline the provisioning process. This entails an in-depth review, analysis, resulting in task addition and/or elimination of unnecessary system and manual tasks within the plan.<br>In November, the team shortened the implementation interval for changes and/or new plans to go from a bi-weekly build to a weekly build. The process follows: a weekly meeting is held on Wednesday with Provisioning and FairPoint IT SME's to review all new provisioning plans requests and change requests that have been proposed. Next, the team finalizes the requirements and schedules the MetaSolv build for the following Monday.<br>Currently, two plans are in progress for Wholesale. The first plan is the LSR PRI CONVERSION which is when a customer goes from Retail to Wholesale Resale. Currently the plans have been laid out, however we are still working on the process piece of how the orders will be entered into M6. The anticipated build date is 11/23/09, however this could be pushed out an additional week depending on testing results. | | |

| Project Summary Monthly Status | | | | |
|---|---|---|---|---|
| **Project/Charter** | **Data Source** | **November Update** | **Historical Summary** | **Remarks** |
| E2E Database Reconciliation | Layne Siemer | **11-16**<br>The E2E Database Reconciliation Project Executive Team met last Thursday to discuss the project scope and initial project charter draft. The draft is under revision based on the call. The project kick-off meeting is scheduled for this week, where further scope and charter detail will be fleshed out. The next steps include project charter approvals, and project plan creation.<br>Per Brian, Step 1: Secured a vendor to assist with the analysis of the data. Specifically to review mismatches between GE, M6, Siebel, CDG and Kenan.<br>Step 2: Completed pilot for DSL resulting in the identification 5200 data discrepancies between systems. Currently working on resolving the 5200 discrepancies within the systems.<br>Step 3: Started analysis of specials circuits for ESG and Wholesale Currently in analysis phase pulling data for review. See GESW/M6 Tab | **11-11** Multiple data synchronization efforts are underway. It is a complex process as there are multiple components between systems that have to be reviewed and prioritized.<br>Utilizing a methodical approach to data analysis as no singular solution resolves all problems. The plan is to drill down from the most common elements to the detailed technical components and fields between systems. The priority is to ensure implementation of data changes improves the output and performance of the targeted systems.<br>Project Charters have been initiated to track the multiple components of work being performed: Directory Listing Charter. Loop Qualification Charter, and M6 to Siebel Data Reconciliation Charter<br>We will continue to communicate and notify you of any changes that we expect to improve performance through these efforts. | 10-28 Tom's lead is Linda Renkleson who will provide the CLEC customer facing summary going forward. |
| Synchronoss to M6 Reconciliation | Jaime Strickland | **11-16**<br>440 ACK ACCEPT as of11/16/09 (Down from 1984 on 10/22/09). 1 created and awaiting FOC, 395 past FOC, (no FOC was posted)<br>For several of these we do see an FOC in EAI and are working with Synchronoss to understand why. 44 not created, but no reject was posted and are under research by the IT team. | | |

| Project Summary Monthly Status | | | | |
|---|---|---|---|---|
| **Project/Charter** | **Data Source** | **November Update** | **Historical Summary** | **Remarks** |
| Directory Listings | Emily Jennings | **11-16**<br>**1.** Flow through for all REQTYPs has improved. Most straight line and migration listings are batching within 2-3 days. The exception had been migrations with an ELT=B or blank where a fix was just deployed 10/29 for that scenario as well. For the 9/18 book close the directory team keyed around 600 listings, for the 11/6 book close only 52.<br>2. ITC is now current and we are keying what comes in the same day as it comes in.<br>The project has addressed major issues which were holding ITC listings in "For Review" status, preventing them from reaching Idearc and 411. (Incorrect ITC Code and Missing Service Address issues.)<br>3. The "In Progress" status has been reduced to 2-3 days since they are all now changed per file rather than per book. The Team is investigating entering Wholesale Directory Listings to mirror ITC and Retail's Service Request where a service request is closed, which changes the status to "For Extract". The change would eliminate the need for Manual intervention on IT's apart which would free resources to be used in better, more productive ways.<br>4. The team begun pulling the "For Review" reports before book close, previously never touc<br>5. Nine books out of 41 were completed in SharePoint. This is reducing the "For Review" iss<br>6. Training meetings were held on 10/21 and 10/22 to define and document procedures for up<br>8. Additionally, worked with our counterparts in Retail with the Complex List queue so we ca<br>9. DL backlog- As far as DL is concerned, there is no specific backlog. (Stand alone Directo<br>DL 11/15/09 DL Report Results (See chart to right)<br>• Overall LSRs which have been processed as of 11/16 is 304,691<br>• Percent of orders unprocessed is 2.45% | **10-28** Directory Listing Project Team continues to meet twice weekly with Idearc to review files, file errors, and Incident Reports. The team is using the approach of small groups of Incident Reports and resolving the items, which has been very effective over the past 2 weeks.<br><br>DL and LSR reps worked OT this past Saturday to work through the backlog of ITC listings. They keyed 1,107 listings in a 5 hour period which has gotten those listings to the best spot they have been in since Cutover.<br><br>DL team, training, and M&P writers, along with one of our Idearc counterparts met for two afternoons last week to plan additional training for reps and additional documentation for the DL fields/screens in Siebel.<br><br>DL team and IT are partnered continue to work with VoltDelta on file issues and meet every Thursday. | 10-28 Per John B, Shari requested data provide DL Backlog #, and what is being done to reduce. |

| Project Summary Monthly Status | | | | |
|---|---|---|---|---|
| **Project/Charter** | **Data Source** | **November Update** | **Historical Summary** | **Remarks** |
| Directory Listings Backlog Data from IT | Juan Jacome | **11-16**<br>**Current FairPoint Directory Backlog:**<br>M6 to DL Tables Fallout Backlog: 7,460<br>DL Tables to Idearc Backlog: 0 – Files get generated twice a week<br>DL Tables to VoltDelta Backlog: 0 – Files get generated twice a week<br>DL Tables to White Pages Backlog: 0 – Files get generated as requested (weekly/Monthly/on demand)<br>DL Tables to DAL's Backlog: 0 – Files generated twice a week<br><br>FairPoint is currently working on the following items in order to reduce the time for listings being updated to Idearc for DL and VoltDelta for 411:<br>- Developing process to move to a daily update process for DL and DA<br>- Sending files in parallel to Idearc and VoltDelta | | |

# FOCUS ITEM STATUS

Chart Revised 2/18/10. Next Revision 2/23/10

Note: Completion Impact measurement is based on the significance of the items completed that week. If no new items completed, impact rating does not change.

Effective 10-16 Please note the focus item list and associated results, have been rearranged to reflect the CLEC desired priority.

| Focus Item Priority | Focus Item Name | NEW | NOT STARTED | WIP | FP Complete | FP Reopen | CLEC Reopen | TYPE TOTAL | Current Week Completion Impact | 2/23/10 Completion Impact Summary |
|---|---|---|---|---|---|---|---|---|---|---|
| Stand Alone | Non Categorized Items | 0 | 0 | 5 | 39 | 0 | 0 | 44 | High | No New Completions. |
| 1 | Synchronoss to M6 Reconciliation | 0 | 0 | 2 | 9 | 0 | 0 | 11 | Medium | No New Completions. |
| 2 | M6 to Siebel Reconciliation | 0 | 0 | 2 | 3 | 0 | 0 | 5 | Low | No New Completions. |
| 3 | Directory Listing | 0 | 0 | 0 | 1 | 0 | 0 | 1 | Low | No New Completions. |
| 4 | Related Orders and Related PC | 0 | 0 | 0 | 5 | 0 | 1 | 6 | Medium | No New Completions. |
| 5 | Provisioning Plans/Tasks & Plan Selection | 0 | 0 | 1 | 4 | 0 | 0 | 5 | Low | No New Completions. |
| 6 | DISCO in Error (Winback and Snapback) | 0 | 0 | 0 | 9 | 0 | 0 | 9 | Medium | No New Completions. |
| 7 | Loop Qual and Loop Make-up Info | 0 | 0 | 4 | 15 | 0 | 0 | 19 | Low | No New Completions. |
| 8 | Dispatch In and Out/Demarc | 0 | 0 | 2 | 18 | 1 | 0 | 21 | Medium | The 2 additional completion results in no change to impact. |
| 9 | Hot Cuts | 0 | 0 | 4 | 9 | 0 | 0 | 13 | Medium | No New Completions. |
| 10 | Jeopardy Messaging | 0 | 0 | 1 | 9 | 0 | 0 | 10 | Medium | No New Completions. |
| 11 | Dual Service | 0 | 0 | 0 | 4 | 1 | 0 | 5 | Medium | No New Completions. |
| 12 | SPUNE/SWUNE | 0 | 0 | 0 | 13 | 0 | 0 | 13 | High | No New Completions. |
| | Total | 0 | 0 | 21 | 138 | 2 | 1 | 162 | Medium | There are 3additional FairPoint items completed. The overall impact remains at Medium. There are 24 WIP items remaining to complete this project. |

| WIP Status | | |
|---|---|---|
| Date | # of Items | Focus Item Priority # |
| 3/2/2010 | 1 | 8 |
| 3/15/2010 | 4 | 4,5,9, Stand Alone |
| 3/18/2010 | 1 | 2 |
| 3/23/2010 | 1 | 8 |
| 3/29/2010 | 2 | 1,9 |
| 6/1/2010 | 9 | 7, 9, 10, 11, Stand Alone |
| 6/10/2010 | 2 | 8,9 |
| 6/17/2010 | 1 | 2 |
| | | |
| | | |
| | | |
| | | |
| | | |
| Total | 21 | |

| Focus Item Key | |
|---|---|
| Focus Item Priority | Focus Item Name |
| Stand Alone | Non Categorized Items |
| 1 | Synchronoss to M6 Reconciliation |
| 2 | M6 to Siebel Reconciliation |
| | |
| 3 | Directory Listing |
| 4 | Related Orders and Related PONs |
| 5 | Provisioning Plans/Tasks & Plan |
| 6 | DISCO in Error (Winback and |
| 7 | Loop Qual and Loop Make-up Info |
| 8 | Dispatch In and Out/Demarc |
| 9 | Hot Cuts |
| 10 | Jeopardy Messaging |
| 11 | Dual Service |
| 12 | SPUNE/SWUNE |