

CRC 15  
DT 10-25

**CRC Communications of Maine, Inc.**

**Exhibit No. CRC-15**

**E-mail Concerning SPOC Process**

CRC 15  
DT 10 - 25

## Trina Bragdon

---

**From:** Jennifer Dunn  
**Sent:** Thursday, May 20, 2010 11:58 AM  
**To:** 'McLennan, Nick (Contractor)'; Sandy Lyon; Janice Farrin  
**Cc:** Schreiber, Shannon (Temp); Ainsle, Jason (Temp); Trina Bragdon; Rob Souza; Nick Winchester  
**Subject:** RE: FairPoint SPOC Update  
**Importance:** High

Hi Nick,

While I understand that you are requesting these limitations because you are only able to single-handedly handle a certain amount of work, we have some serious concerns about this proposal and the entire process in general. My biggest concern is that, because of ongoing FP systems issues, we typically encounter *80-120 new rejections each week* that need FP research and resolution. With the plan you outline below, we will never make any progress on the backlog of outstanding orders and may even continue to increase it. The 600-900 orders you get on the sheet represent only a portion of the orders that need correction. Our total backlog of rejected DL orders stands at 2,811 as of today. Each one of those represents either a customer issue (missing listing or wrong listing) or a billing issue (continued billing for listings we cannot delete because of system issues). Is it truly FairPoint's position that they will not allocate resources to reducing this backlog and the huge volumes of customers impacted by it?

Secondly, operating in this manner would be extremely time-consuming for us. It already takes us a considerable amount of time to put together these lists and cull through the results. It would be next to impossible labor-wise to try to keep track of which 100 PON's were submitted in a given week, which "follow-up" list they end up on, and which of the remaining 2,800+ orders have never been sent to you. FP's systems issues have already placed a significant burden on our ability to complete our work and serve our customers in a timely manner. Adding to this burden in the manner you describe below is impossible.

I have copied Trina Bragdon, our Director of Regulatory Affairs, and our executive team of Vice President Rob Souza and Senior Vice President Nick Winchester on this email so that they can see first-hand how FairPoint's lack of dedication to resolving outstanding issues is impacting us (and likely other CLEC's). Once again, I appreciate all you have done and continue to do. You have been extremely helpful, and we are grateful to have you as part of our "team." However, we cannot operate a successful CLEC if FairPoint refuses to allocate the appropriate resources to remedying their (and our) long-outstanding issues.

Thank you,

Jennifer M. Dunn  
Director of Wholesale Provisioning  
Mid-Maine Communications & Pine Tree Networks - A DIVISION OF OTELCO  
56 Campus Dr, New Gloucester ME 04260  
Office: 207-688-8277  
Cell: 207-615-8477  
Fax: 207-688-8860  
[www.midmaine.com](http://www.midmaine.com) / [www.pinetreetworks.com](http://www.pinetreetworks.com)

-----Original Message-----

From: McLennan, Nick (Contractor) [mailto:nmclennan@fairpoint.com]  
Sent: Wednesday, May 19, 2010 4:34 PM  
To: Sandy Lyon; Jennifer Dunn; Janice Farrin  
Cc: Schreiber, Shannon (Temp); Ainsle, Jason (Temp)

Subject: FairPoint SPOC Update

Good Afternoon Sandy and Jennifer,

I'm e-mailing you both to discuss some changes that need to be made with the day to day procedures that we are currently working through. I'm not sure how aware you are of how the 'retail' group (aka former Mid-Maine) is handling and transitioning to Pine Tree and their contact with me being I've inherited all orders done by them and additional Phone calls, spreadsheets and e-mails. To accommodate the additional work load we need to make a few small adjustments to how we work through orders, and I'll be sending a very similar e-mail to them very shortly as well. First and foremost we deal with the weekly spreadsheet most and that is my top priority and always has been, the changes that I'm requesting are the following; all current 'builds', 'Cap Escalations' and 'Portland Escalations' will obviously remain in their respective tabs and will be worked until full resolve, but the reject/ack tab needs to be managed a little differently. Right now that tab stands anywhere from 600 to 900 rejected PONs, this needs to be reduced. Under the new procedure those PONs will be cleared off and 100 PONs (Of any DD, Act, Issue) will be added, and be deemed as a priority. I will work through all 100 PONs each and every week and move them to the corresponding tab whether it be BCN, Sup 1, or Escalation. After I send the completed spreadsheet back to Sandy, 100 more PONs can now be added and so forth. In terms of e-mails and phone calls, things can stay for the most part the same, e-mails can be sent to me with obvious priority PONs (which the majority are sent from Cathy and Sandy, with the odd one from Jean) and phone calls are not an issue with you guys. I'm hope this helps the transition between Pine Tree and Mid-Maine agents and orders, and keeps things very organized. I'm very happy with the way things have gone over the last 10 months or so with Pine Tree and wanted to keep this as close to normal as I could and I hope this is acceptable on your end as well.

On a happier note, I've attached the most recent spreadsheet; I've added a new tab named 'ongoing trackers', I've entered PONs that fall into various issues such as the current SUP 1/BCN issue. This should help me track your issues and allow you quick access to the issues for CLEC calls and such.

Nick K. McLennan || LSR Rep || Mon-Fri 8am-4:45pm  
Contact : 866-925-8971 ext 86146  
FairPoint Communications || Wholesale Service Center

---

This e-mail message and its attachments are for the sole use of the intended recipients. They may contain confidential information, legally privileged information or other information subject to legal restrictions. If you are not the intended recipient of this message, please do not read, copy, use or disclose this message or its attachments, notify the sender by replying to this message and delete or destroy all copies of this message and attachments in all media.

CRC15  
DT 10-25

## Robin Graves

---

**From:** McLennan, Nick (Contractor) [nmclennan@fairpoint.com]  
**Sent:** Friday, May 21, 2010 9:07 AM  
**To:** Robin Graves; Cathy Emery; Shelly Bourgoin  
**Cc:** Angela Cyr; Schreiber, Shannon (Temp); Ainsle, Jason (Temp); Jodi Klimas; Eric Chambers  
**Subject:** RE: FairPoint SPOC Update

Good Morning Robin,

I do understand your concern and I totally expected that the formats would not match the ideal procedures for your retail department, wholesale department, and myself all at the same time, but at this moment based on the current business situation this is the most efficient and productive way for me to address the retail and wholesale departments separately and to address my individual responsibilities outside of being the Pine Tree SPOC. You do have other options and resources at your disposal, as mentioned you have the ability to contact the Wholesale Service Center option 6 for all future dated orders that need resolution, updates, or even just basic questions answered. You also have the Wholesale Service Center option 5 for all past due orders that require assistance and escalation. I've spoken with my manager many times over last couple days and she does suggest a possible conference call to talk about this.

Nick K. McLennan || LSR Rep || Mon-Fri 8am-4:45pm Contact : 866-925-8971 ext 86146 FairPoint Communications || Wholesale Service Center

---

**From:** Robin Graves [mailto:robin.graves@midmaine-telplus.com]  
**Sent:** Thu 5/20/2010 4:50 PM  
**To:** McLennan, Nick (Contractor); Cathy Emery; Shelly Bourgoin  
**Cc:** Angela Cyr; Schreiber, Shannon (Temp); Ainsle, Jason (Temp); Jodi Klimas; Eric Chambers  
**Subject:** RE: FairPoint SPOC Update

Hi Nick,

I am struggling with the format. You see, all of our orders are a priority to us and when rejected for often times invalid reasons it is difficult for us to have to wait for room on a spreadsheet that only holds 10 PONs. I've been thinking about this quite a bit today and would like to discuss other options for communicating our issues. With Paul we send emails or call him with PONs that need his attention and he works on them and responds with resolutions, updates, etc. If that is not possible in this case, are we able to expand the spreadsheet to include all of the orders that need your attention, adding to it as needed? Having 1 person in this group manage a spreadsheet for 8 provisioners would be quite time consuming.

Please let me know if this is negotiable.

Thank you,

Robin Graves  
Commercial Services Delivery Supervisor  
Mid-Maine Communications & Pine Tree Networks, A DIVISION OF OTELCO 207-992-9950 Ofc  
207-299-4383 Cell  
207-992-9997 Fx  
900D Hammond Street  
Bangor, Maine 04401  
www.midmaine.com / www.pinetreenetworks.com

-----Original Message-----

**From:** McLennan, Nick (Contractor) [mailto:nmclennan@fairpoint.com]  
**Sent:** Thursday, May 20, 2010 4:11 PM

To: McLennan, Nick (Contractor); Cathy Emery; Shelly Bourgoin; Robin Graves  
Cc: Angela Cyr; Schreiber, Shannon (Temp); Ainsle, Jason (Temp); Jodi Klimas; Eric Chambers  
Subject: RE: FairPoint SPOC Update

Good Afternoon,

I didn't receive any feedback on the contact person for the spreadsheet so I'll simply attach it here.

Nick K. McLennan || LSR Rep || Mon-Fri 8am-4:45pm Contact : 866-925-8971 ext 86146 FairPoint  
Communications || Wholesale Service Center

---

From: McLennan, Nick (Contractor)  
Sent: Thu 5/20/2010 11:40 AM  
To: cathy.emery@midmaine-telplus.com; shelly.bourgoin@midmaine-telplus.com; robin.graves@midmaine-telplus.com  
Cc: angela.cyr@midmaine-telplus.com; Schreiber, Shannon (Temp); Ainsle, Jason (Temp); jodi.klimas@midmaine-telplus.com; eric.chambers@midmaine-telplus.com  
Subject: FairPoint SPOC Update

Good Morning All,

I wanted to just follow up on the below e-mail and further keep you guy informed as to my plans for today. As we speak I'm compiling a spreadsheet of all the individual PON I've received via e-mails and phone call which will set a good base for our 10 PON priority spreadsheet. I'll be devoting the majority of my afternoon to that and hope to have it fully completed by 4pm today and will send it back to you. Can you please let me know who you'd like me to send these spreadsheets to at some point today?, thank you.

Nick K. McLennan || LSR Rep || Mon-Fri 8am-4:45pm Contact : 866-925-8971 ext 86146 FairPoint  
Communications || Wholesale Service Center

---

From: McLennan, Nick (Contractor)  
Sent: Wed 5/19/2010 4:38 PM  
To: cathy.emery@midmaine-telplus.com; shelly.bourgoin@midmaine-telplus.com; robin.graves@midmaine-telplus.com  
Cc: angela.cyr@midmaine-telplus.com; Schreiber, Shannon (Temp); Ainsle, Jason (Temp)  
Subject: FairPoint SPOC Update

Good Afternoon Shelly, Robin, and Angela

I'm reaching out to you guys to better assist you and your transition to Pine Tree/O-Telco (or whatever the official title shall be going forth). I know over the last week there has been a lot of confusion with who your current point of contact is and the best way to get orders and questions taken care of quickly and efficiently, and I'm hoping to set some reasonable procedures into place that work best for both yourselves and myself going forward. I also handle the wholesale side of Pine Tree and need to find a comfortable medium when it comes to assisting both wholesale and the newly inherited retail side. First and foremost priority PONs need to be addressed and I believe it would be best to submit a priority spreadsheet of 10 PONs (whatever ReqTyp and ACT you'd like) on a set schedule possibly along the lines of submitting a spreadsheet to myself at the end of every night and allowing myself 36 hours to provide FULL updates on all 10 PON (i.e. submitting a 10 PON spreadsheet to myself on a Monday evening and allowing me Tuesday to work through it and submitting it back to you by 12:30pm Wednesday) and so on. Once PONs move to completion, new PON can be added to the standard 10. In terms of e-mails and phones calls; with non-pirority PONs that are future due dated, please contact the WSC at 866-925-8971 option 6, and for past due dated escalation orders please contact the WSC at 866-925-8971 option 5. For immediant or urgent updates on pirority PONs previously send to me I personally would rather e-mails, as it gives myself time to gather more precise information and once all this is straightened out I'll be pretty quick to respond. So far I've only had contact with Angela and brief contact through a couple phone calls today with Eric, so who ever you'd like to manage your spreadsheet through is up to you just please let me know who will be handling it so I know who to expect it from and who to send it

back too. To quickly expand on what order types I can support, I handle all AB, DB, EB, and JB's. All CB-V go to another agent within our center who I work with, his e-mail address is lmyatt@fairpoint. I look forward very much to working with your group and have enjoyed work very much with the wholesale group at Pine Tree and hope this eases the recent and upcoming transition.

Nick K. McLennan || LSR Rep || Mon-Fri 8am-4:45pm Contact : 866-925-8971 ext 86146 FairPoint Communications || Wholesale Service Center

---

This e-mail message and its attachments are for the sole use of the intended recipients. They may contain confidential information, legally privileged information or other information subject to legal restrictions. If you are not the intended recipient of this message, please do not read, copy, use or disclose this message or its attachments, notify the sender by replying to this message and delete or destroy all copies of this message and attachments in all media.

---

This e-mail message and its attachments are for the sole use of the intended recipients. They may contain confidential information, legally privileged information or other information subject to legal restrictions. If you are not the intended recipient of this message, please do not read, copy, use or disclose this message or its attachments, notify the sender by replying to this message and delete or destroy all copies of this message and attachments in all media.