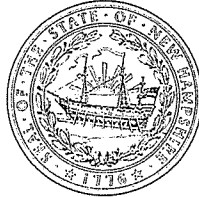


THE STATE OF NEW HAMPSHIRE

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AND SECRETARY
Debra A. Howland



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April 20, 2009

Kevin Shea
Vice President Government Relations - NH
FairPoint Communications – NNE
900 Elm Street, Suite 1922
Manchester, NH 03101-2008

Re: DT 09-039 Freedom Ring Communication d/b/a BayRing Communications
Complaint Against FairPoint Operating Systems

Dear Mr. Shea:

On March 3, 2009, the Commission forwarded to FairPoint Communications-NNE (FairPoint) pursuant to RSA 365:1 a complaint filed by Freedom Ring Communications d/b/a BayRing Communications (BayRing) regarding Operating Support Systems. Based on BayRing's complaint and FairPoint's answer, the Commission has determined that further investigation is merited. Accordingly, the Commission directs FairPoint to meet with BayRing and Staff no later than April 29, 2009 to discuss the business processes for wholesale escalations from receipt to completion, for resolution of backlogs for ASRs and for hot cuts. Participants shall further explore the status of pre-ordering and false completion notices and whether progress has been made to correct these issues. The person designated by FairPoint as the single point of contact for BayRing shall participate in this meeting.

Prior to the meeting, and no later than April 24, 2009, FairPoint shall provide a copy of the BayRing PAP reports for December 2008, January, February and March 2009, and an account of any applicable credits issued to Bay Ring as a result.

Following the meeting, Staff is directed to file a report on whether it is likely that an informal resolution of the operational issues raised by BayRing can be accomplished or a recommendation on how to proceed.

Sincerely,

A handwritten signature in cursive script, appearing to read "Debra A. Howland".

Debra A. Howland
Executive Director

cc: Docket File
Fred Coolbroth

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Docket #: 09-039 Printed: April 20, 2009

FILING INSTRUCTIONS: PURSUANT TO N.H. ADMIN RULE PUC 203.02(a),
WITH THE EXCEPTION OF DISCOVERY, FILE 7 COPIES (INCLUDING COVER LETTER) TO:
DEBRA A HOWLAND
EXEC DIRECTOR & SECRETARY
NHPUC
21 SOUTH FRUIT STREET, SUITE 10
CONCORD NH 03301-2429

PURSUANT TO N.H. ADMIN RULE 203.09 (d), FILE DISCOVERY

DIRECTLY WITH THE FOLLOWING STAFF

RATHER THAN WITH THE EXECUTIVE DIRECTOR

LIBRARIAN

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21 SOUTH FRUIT ST, SUITE 10

CONCORD NH 03301-2429

BULK MATERIALS:

Upon request, Staff may waive receipt of some of its multiple copies of bulk materials filed as data responses. Staff cannot waive other parties' right to receive bulk materials.

LEGAL DEPARTMENT

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