

# STATE OF NEW HAMPSHIRE

Inter-Department Communication

DATE: April 21, 2009

AT (OFFICE): NHPUC

*DAG*

**FROM:** David Goyette, Utility Analyst III - Telecommunications

**SUBJECT:** DT 09-069 Fairpoint Communications - NNE  
Special Contract with Chordiant Software for ISDN-PRI Service

**TO:** Debra Howland, Executive Director  
Kate Bailey, Director - Telecommunications

On April 13, 2009, Northern New England Telephone Operations LLC d/b/a Fairpoint Communications - NNE (Fairpoint) filed a special contract between Fairpoint and Chordiant Software. Under the contract, Fairpoint will provide Chordiant Software with ISDN-PRI service, including Port, Local Distribution Channel, and Caller ID with Name, for a period of 24 months. During the first 12 months of the contract Chordiant Software is allowed, at any time, to order additional circuits. In support of the filing, Fairpoint submitted records and information, including contract terms and conditions, which are subject to confidential treatment pursuant to RSA 378:43.

Staff has reviewed the cost study data submitted by Fairpoint and confirmed that the contract rates exceed the price floor requirements as defined in Order Nos. 23,357 and 23,493 (Docket No. DT 99-018). Based on its analysis, Staff recommends that the special contract be allowed to go into effect pursuant to RSA 378:18-b, II(a).