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October 14, 2020

Sarah Davis, Esq.
Consolidated Communications of
Northern New England Company, LLC
5 Davis Farm Road
Portland, ME 04103

Re: DT 20-134 Consolidated Communications of Northern New England Company, LLC
Petition For a Waiver of the Wholesale Performance Plan

Dear Ms. Davis:

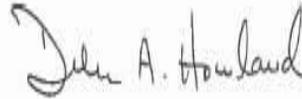
On August 19, 2020, Consolidated Communications of Northern New England Company, LLC (Consolidated) filed a Petition for a Waiver Under the Wholesale Performance Plan (WPP) Section 1(c) (Petition). In the Petition Consolidated stated that, beginning late at night on June 18, 2020, its systems were affected by a cybersecurity attack that attempted to penetrate its systems to access certain data. As a result of that cyberattack and its defensive measures, Consolidated's provisioning system was offline. Wholesale provisioning orders were unable to reach the downstream operational systems to access data needed to fully respond to those orders. On June 19, 2020, Consolidated's systems were not able to complete functions necessary to process orders and preorders submitted by competitive local exchange carriers (CLECs). That inability occurred over a period of 13 hours on June 19, and the resulting WPP penalties were calculated to total approximately \$4,450 for New Hampshire.

Under the WPP, CLECs and other interested parties were permitted to file an initial reply to the Petition within 21 calendar days after its filing. The Commission solicited comments by secretarial letter on August 25, 2020, requiring comments to be filed no later than September 9, 2020. The Commission received no comments.

On September 28, 2020, Commission Staff (Staff) filed a memorandum recommending that the Commission grant Consolidated's requested waiver of the specified WPP penalties. Staff acknowledged the current challenging circumstances. Staff stated its belief that the nature and timing of the cyberattack and the overall environment in which it occurred should be taken into consideration in evaluating Consolidated's waiver request. Staff further recommended that the Commission also affirm "an ongoing expectation that Consolidated be vigilant and proactive with regard to cybersecurity, taking all reasonable steps to mitigate future such events and ensuring that access to its wholesale systems is protected to the same degree that its internal systems are protected."

The Commission has reviewed and approved the recommended waiver request, finding that it meets the standards for waiver stated in WPP Section 1(c), under the specific set of circumstances related to the June 18-19 event. Accordingly, the Commission has granted the waiver requested by Consolidated in the Petition. In addition, the Commission has affirmed its ongoing expectation that Consolidated should be vigilant and proactive with regard to cybersecurity. The Commission expects that Consolidated will take all reasonable steps to mitigate future cybersecurity events and ensure that access to its wholesale systems is protected to the same degree that its internal systems are protected.

Sincerely,

A handwritten signature in black ink that reads "Debra A. Howland". The signature is written in a cursive style with a large initial 'D'.

Debra A. Howland
Executive Director

cc: Docket File
Service List

Service List - Docket Related

Docket# : 20-134

Printed: 10/14/2020

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