



Exhibit MDP-12

News Reports Describing FairPoint's Customer
Service Problems in New England

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FairPoint customers blanked

By Bruce Edwards STAFF WRITER - Published: June 9, 2009

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As yet another sign of its ongoing problems, about 12,000 of FairPoint Communications customers in Vermont lost Internet service Monday.

FairPoint's Internet service in parts of the state went down at 2:50 p.m. The outage affected both high-speed and dial-up customers. A recorded message on the company's technical support line said there was no estimated time when service would be restored and advised customers to call back for an update.

Shortly before 10:30 p.m., service was restored to about 12,000 customers, according to Fairpoint spokeswoman Beth Fastiggi.

"We do have an issue that is affecting some customers in Vermont. However, it is not impacting all FairPoint Internet customers in the state," Fastiggi said in an e-mail late Monday afternoon.

Fastiggi confirmed that the outage was isolated to parts of Vermont and was related to a hardware issue. She said Maine and New Hampshire customers were not affected.

Stephen Wark, a spokesman with the state Department of Public Service, said the department received phone calls Monday from customers who lost service.

"The basic information we have is that it's probably under 12,000 customers but other than that we don't know exactly how many or what areas are particularly affected," Wark said. "We do know FairPoint has said they're working on the problem."

Fastiggi said the number of customers who lost service represent a minority of the company's Internet customers in the state.

FairPoint has had ongoing problems with service in the three northern New England states since switching to its own systems from the Verizon network in January.

Wark said FairPoint's service issues in Vermont remain a concern.

"Essentially FairPoint is suffering from difficulties in the market that have made it difficult for them to keep up with their promises," he said. "Nonetheless, Vermont consumers deserve to have quality service and we're going to continue to fight to make sure that they get decent quality telecommunications."

As the incumbent telecommunications provider in the state, Wark said FairPoint "needs to start acting

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FairPoint statistics off base Executives grilled on report's veracity

By Chelsea Conaboy Monitor staff

July 28, 2009 - 12:00 am

Tracking the progress of FairPoint Communications has been no easy task for state regulators and consumer advocates. That became clear yesterday during a technical session in which company executives told New Hampshire officials they had given them misleading statistics on the company's performance.

FairPoint purchased Verizon's landline network in New Hampshire, Maine and Vermont last year for \$2.4 billion and took over operations at the end of January. The takeover has prompted an unprecedented number of complaints from customers in the three states, and the company is struggling financially.

FairPoint submitted a status report last month that said many aspects of the business had been returned to levels comparable to those before the switch from Verizon. But New Hampshire Consumer Advocate Meredith Hatfield and the staff of lawyers and analysts who support the state Public Utilities Commission were skeptical of that report.

During yesterday's meeting, they prodded five company leaders for information on how they track their own progress, who is in charge of certain aspects of their recovery, and what their plan is for improving service to both retail customers and wholesale customers - competitors who lease parts of FairPoint's networks.

On Monday, eight wholesale or business customers lost service during business hours because of a problem processing "migration orders," requests to move from one telephone provider to another.

Rich Murtha, vice president of business and wholesale operations for FairPoint, said during the morning session that the information technology team was working to fix the problem, which Kate Bailey, director of the PUC telecommunications division, called "business-crippling."

Murtha said orders were being handled manually while the problem with the computers was being fixed.

"We should not be taking any more customers out of . . . service," he said.

But Murtha returned to the afternoon session to say more customers had lost service because of migration orders that morning. Again, he said, the problem was being addressed.

State officials looked exasperated later in the day when they questioned the executives about the performance of their computer systems. Some orders for new or changed service are designed to flow through the computer systems without human intervention.

In a July 8 status report, the company said 97 percent of changes to retail phone lines were flowing through the system properly, which was more than the 90 percent objective the company had promised to meet by the end of June. The report said retail internet orders were flowing through at 84 percent.

But yesterday, Executive Vice President Jeff Allen said those numbers aren't exactly accurate. He said that the retail phone flow-through is closer to the low 80s and that internet is in the high 60s.

Members of the consumer advocate's office asked for documentation of the actual numbers for all categories of orders and questioned why they weren't provided that information beforehand.

"It's not helpful for us to have four different flow-through numbers with different dates," Hatfield said.

After the technical session, Hatfield said micromanaging FairPoint is a strain on state resources.

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FairPoint statistics off base

Executives grilled on report's veracity

By Chelsea Conaboy
Monitor staff

July 29, 2009 - 12:00 am

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"You just want them to run the business within the framework (laid out in regulations) and do it the best way possible," she said. "The problem is FairPoint's not doing that. . . . It requires regulators to go to this level."

The company has improved service at most of its call centers and reduced billing errors. A series of three system glitches at the end of June slowed things down, but overall the company has reported improved customer service.

The technical session will continue tomorrow morning. New Hampshire's three commissioners were not present yesterday. The various parties will make a recommendation to them for further action later this month.

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By dennis r soucy on Wed, 07/29/2009 - 18:34

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Fairpoint

By henry winters on Wed, 07/29/2009 - 06:50

Why is anyone surprised at this outcome? Everyone knew Fairpoint was a company too small and too young to effectively meet its out-of-this-world promises. But despite all sorts of evidence, our regulators put out the red carpet anyway. And now they complain that trying to monitor this trainwreck is straining resources???

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FairPoint tries to tackle New Hampshire billing issues

August 3, 2009 — 11:48am ET | By [Sean Buckley](#)

It seems like every week one of the states in FairPoint's New England region has an operational issue with the lines it bought from Verizon earlier this year. Following an order from the Maine Public Utility Commission to pay \$400,000 in penalties because of poor service they provide to other local service providers, New Hampshire's PUC reported late last week that two to four times as many customers have filed complaints about the ILEC's service, compared to other service providers. According to an article in the *New Hampshire Union Leader*, state PUC staff attorney Robert Hunt said during a technical session for the New Hampshire Public Utilities Commission staff on FairPoint's Stabilization Status Report that there were 190 "escalations" as complaints that were filed with the agency. Most notably, customers have been receiving bills from FairPoint after they cancelled their service.

Not surprisingly, FairPoint's President Peter Nixon downplayed the situation by saying that there were only 130 escalations. Nixon said that FairPoint put together an escalation group to help resolve billing issues. Previously, FairPoint's Chairman and CEO David Hauser realigned its management team and appointed Vicky Weatherwax to the position of vice president of business solutions to come up with a plan to quickly resolve customer issues.

Despite the ILEC's moves, Hunt remained unsatisfied with FairPoint's progress. "What is happening to address these specific people, who I can tell you when they call are very upset and want something done?" Hunt asked.

For more:

- [New Hampshire Union Leader](#) has this article

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