



SUCCESS STORY



FairPoint Communications

CUSTOMER PROFILE

Challenge

Expand quickly and easily into new markets across the United States.

Solution

Connectivity with VeriSign's SS7 network, VeriSign's Line Information Database (LIDB), and Toll-Free Database services, as well as services for Local Number Portability (LNP).

Results

- VeriSign's services are extremely cost-effective.
- VeriSign's services are highly reliable.
- VeriSign staff is knowledgeable and provides proactive and responsive expertise.

+ Expanding into Rural Markets across the United States

Telecommunications services tend to be more concentrated in urban areas, leaving rural subscribers with fewer choices. No carrier is more aware of this trend than FairPoint Communications, a company that was founded in 1991 specifically to address the needs of those who live outside of America's metropolitan centers. Today, FairPoint Communications provides telecommunications services to more than 119 rural communities throughout 17 states. To support this rapid expansion, FairPoint needed to partner with a telecommunications provider with unmatched Signaling System 7 (SS7) capabilities, and one that could provide top-tier services. For these reasons, FairPoint Communications partnered with VeriSign, Inc. In addition to providing industry-proven infrastructure and security services for the Internet, VeriSign runs the largest private SS7 network in the world and provides telecommunications carriers with a full spectrum of solutions in order to enable full-featured, secure, reliable communications. VeriSign operates Intelligent Communications, Commerce, and Content services that enable carriers to rapidly provision new revenue-generating services while mitigating today's cost, complexity, and security challenges.

+ An Extensive, Full-Featured Network

VeriSign's SS7 network has direct access to all of the local access and transport areas of the Regional Bell Operating Companies (RBOCs) and major Incumbent Local Exchange Carriers (ILECs). In addition, VeriSign continuously monitors the network and can quickly switch routes as needed to keep carriers up and running. "We needed VeriSign's SS7 connectivity to extend our business," explains Bob Ingram, senior vice president of



Where it all comes together.™



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"VeriSign allows us to be much more efficient in the way we conduct our business."

Bob Ingram
Senior Vice President of Operations
and Engineering
FairPoint Communications

operations and engineering at FairPoint Communications. "Currently, more than three-quarters of our business is supported by VeriSign's network." Ingram initially chose VeriSign's network because it was the most cost-effective solution available, but he soon grew to appreciate the reliability that the network offered. "VeriSign demonstrated that the company had a strong record," says Ingram.

+ Easing the Transition to Number Portability

Ingram appreciated the comprehensive portfolio of services that VeriSign offers. When FairPoint Communications faced the challenge of complying with the new regulations concerning wireless number portability, the company used VeriSign's Number Portability (NP) services, which provide carriers with a single, secure Web interface with which to connect to all applicable Number Portability Administration Centers (NPACs). This greatly simplifies order-entry and provisioning tasks, since carriers can avoid the time-consuming process of maintaining individual connections with each NPAC. "The Number Portability services that VeriSign offers is a gigantic benefit for a company like us," says Ingram. "We would not be able to afford to hire the expertise required to administer local number portability ourselves."

+ A One-Stop Shop

Impressed with its services, FairPoint Communications turned to VeriSign for database services as well. VeriSign's Toll-Free Database service gives subscribers access to every 800 number in the United States and Canada, unlike some services that provide only regional offerings. "VeriSign's toll-free services are a great value," says Ingram. "Because VeriSign is so well-connected, we don't have to maintain relationships with other 800 database providers, which is much more efficient for us. VeriSign makes our job easier from an engineering and operations perspective."

FairPoint Communications also took advantage of VeriSign's Line Information Database (LIDB) services, which allow carriers to provide services to subscribers for blocking select calls or validating account information. VeriSign's databases are highly secure, since they are backed up on multiple, fully redundant servers stored in military-grade facilities for continuous failsafe operations.

Ingram was impressed by the expertise and professionalism demonstrated by VeriSign personnel. "VeriSign has some bright people," says Ingram, referring to one meeting he recalled. "They conceptually understood what we wanted, and we felt right away they could deliver what they promised. They were the perfect model of responsiveness."

+ Looking Ahead

Ingram also appreciates that when he's working with VeriSign, he's working with a company that is already looking ahead to the future. "We think that VeriSign has a vision of how to support the emerging IP-based networks while minimizing costs and maximizing our opportunities," says Ingram. FairPoint Communications plans to soon begin a few trials of IP-based networks.

In the near future, with VeriSign as a trusted partner, FairPoint Communications is hoping to expand from a 17-state footprint to rural areas throughout the entire country.

Visit us at www.VeriSign.com for more information.

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