

Appendix L - URL information in effect at time of filing

Reference #1 http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf

Reference 1: Information contained on web-site

http://www22.verizon.com/wholesale/attachments/VZ_E_2002_Holiday_Sched.pdf , referenced in the PO-1 section of the C2C guidelines, at the time of the January, 2003 C2C guidelines filing is as follows:

Date	Holiday	DC	MD	VA	WV	PA	DE	NJ
01/01/2002	New Year's Day	Y	Y	Y	Y	Y	Y	Y
02/18/2002	President's Day	Y	Y	Y	Y	Y	Y	Y
03/29/2002	Good Friday	N	N	N	N	Y	Y	N
05/27/2002	Memorial Day	Y	Y	Y	Y	Y	Y	Y
07/04/2002	Independence Day	Y	Y	Y	Y	Y	Y	Y
09/02/2002	Labor Day	Y	Y	Y	Y	Y	Y	Y
10/14/2002	Columbus Day	N	N	N	N	N	N	Y
11/11/2002	Veteran's Day	Y	Y	Y	Y	Y	Y	Y
11/28/2002	Thanksgiving Day	Y	Y	Y	Y	Y	Y	Y
11/29/2002	Day After Thanksgiving	Y	Y	Y	Y	N	Y	N
12/25/2002	Christmas Day	Y	Y	Y	Y	Y	Y	Y

Appendix L - URL information in effect at time of filingReference #2 <http://128.11.40.241/east/wholesale/contact/master.htm>**Reference #2:** Information contained on web-site<http://128.11.40.241/east/wholesale/contact/master.htm> referenced in section PO-3 of the C2C guidelines at the time of December, 2002 filing appeared as follows:

VERIZON
National Market Center
Escalation List for MD, VA, WV, DC, PA, DE, NJ
Call Center Hours of Operation: Monday - Friday 8:00 A.M. - 6:00 P.M.

Contact	MD, VA, WV, DC (Platform, Resale, UNE)	PA, DE (Platform, Resale, UNE)	NJ (Platform, Resale, UNE)
Point of Entry Service Representative	(888) 847-6288 Menu Selection #1	(888) 847-6288 Menu Selection #2	(888) 847-6288 Menu Selection #3
First Level NMC Escalation	Holly Fry (301) 282-8287	Holly Fry (301) 282-8287	(888) 847-6288 Menu Selection #3, 7
Second Level NMC Escalation	Cyndi Blair (301) 282-8928 Cornell Hunter (301) 282-4050	Kate Evanchec (412) 633-3616	Barbara Fair (973) 649-6509
Third Level NMC Escalation	Terry Charlton (301) 989-4229	Charlene Sanders (412) 473-4444	Charlene Sanders (412) 473-4444
Director Level	Steve Herring (301) 236-3337		

Regional CLEC Maintenance Center Escalation List

For RCMC Out of Hours Escalations, call 888 270-1800 and ask for the duty supervisor.

Escalation Level 1: Customer Care

POTS / Resale / UNE-P	DSL / Line Sharing / Hicaps
804 204 2137	973 649 8881

Escalation Level 2: Customer Care Supervisors

POTS / Resale / UNE-P		DSL / Line Sharing / Hicaps	
Maxine DunMoodie	804-340-4923	Mary Curry	973 497 4444
Leonard Jackson	804 340 4807	Alien Finklin	973 649 3415
Eric Wade	804-340-4937	Cherisse Rheubottom	973 497 4459
		Mary Rose Gitto	973 497-9624

Escalation Level 3: Center Managers

POTS / Resale / UNE-P		DSL	
Bruce Nugent	804 340 4932	Charlie Amato	973 649 0651
EQCU / Line Sharing		UNE Hicap	
John Romanovsky	973 350-3129	Charlie Amato	973 649 0651

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Escalation Level 4:

Maureen Davis Executive Director – CLEC Operations 301 282 8983

Escalation Level 5:

Tom Maguire Vice President – Verizon North CLEC Operations 212 395 3430

Clare Beth Nogay Vice President – Verizon South CLEC Operations 973 350 5111

For RCMC Out of Hours Escalations, call 888 270 1800 and ask for the duty supervisor



Resale Standard Intervals

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Resale Standard Intervals

Verizon-South Residence

SERVICE REQUEST	INTERVAL
<p>SERVICE REQUEST (applies to initial negotiation only):</p> <p>See "A" procedure for subsequent requests</p> <p>Unless otherwise noted, cut off time for LSR receipt is 3 p.m.</p> <p>Product Name Changes for DE, NJ, PA Only.</p>	<p>DUE DATE INTERVAL TO OFFER (all intervals are business days):</p> <p>The timing of the interval starts when Verizon receives an accurate LSR from the CLBC.</p> <p>Offered date is in pre-order DDA function.</p> <p>Example: Count Date Due As Follows: Today is Monday, day zero; Tuesday is day 1; Wednesday is day 2; Thursday is day 3</p>
One Main Line – No Cut Through	Offer date in preorder DDA function
One Main Line – With Cut Through	LSR received before 12 Noon: Next day or any day thereafter LSR received after 12 Noon: 2 days or any day thereafter
2-5 Lines – With or without service already existing at premise	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ
Additional Lines* - N&T: Up to and including 5 lines (existing service) (1-5) N&T up to and including 5 lines (no existing service) (1-5)	Standard 5 day interval or offered date in preorder DDA function (whichever is greater). Not to exceed 5 days in NJ
*The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations	LSR's received via fax require additional one day to be added to the intervals listed.
6 or more lines	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.
Cheap FX (non-designed-MD and VA only): 1-9 lines	DDA
Cheap FX (non-designed MD and VA only) 10+ lines	Negotiated*
LINE CHANGES	
Hunting Rearrangement: 1-20 lines	1 Day
Hunting Rearrangement: 20+ lines or complex	Negotiated*

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Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

SERVICE REQUEST	INTERVAL
POTS (Plain Old Telephone Service) Regrades	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Telephone Number Changes	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
No Access on Original Order	2 days before 3 PM. After 3PM, 3 days
Medical Emergency	See Escalation Procedure
Critical Situation	See Escalation Procedure
PIC/LPIC Changes Intra Lata and Inter Lata	Same Day (can take up to 48 hours to complete) or Desired Due Date (whichever is greater)
FEATURES	
Call Gate & Do Not Disturb	2 days
Easy Voice	3 days
Ultra Forward & Remote Call Forwarding	2 days
Home Voice Mail (MD/WV)	LSR received before 12 Noon - Today LSR received after 12 Noon – Next Day
Home Voice Mail (DE, NJ, PA)	2 Days
Telephone Protection Plan (DE)	1 Day
Message Waiting Indicator	3 Days
Talking Call Waiting (NJ)	LSR received before 2 PM: Today LSR received after 2 PM: Next Day (same as regular Call Waiting)
Call Intercept	1 day. Available in the following LATAs only: Phila. LATA 228 (Philadelphia Metro Area - 215, 267, 484, 610; includes DE) PA (LATA 226 Capital; Area Codes: 717, 610 & 814) PA (LATA 230 Altoona; Area Code: 814) PA (LATA 232 Northeast; Area Codes: primarily 570, some 717, 610 & 808) PA (LATA 234 Pittsburgh; Area Codes: 412 & 724) Wash. Met. (LATA 236) NJ (LATAs 220, 222, 224; Area Codes: 201, 609, 732, 856, 908 & 973) MD (all LATAs; Area Codes: 301, 240, 410 & 443) VA (Area Codes: 540, 571, 703, 804 & 757) WV (LATA 256 Clarksburg; LATA 254 Charleston)
Distinctive Ring (formerly Identia-Ring)	1 day
Caller ID & Deluxe	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Change from one type of Caller ID service to another type of Caller ID service	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Distinctive Ring (formerly Identia-Ring)	1 Day
Select Call Forwarding	LSR received before 12 Noon - Today LSR received after 12 Noon - Next Day
Call Forwarding Busy Line Don't Answer	LSR received before 2PM: Today LSR received after 2PM: Next Day
Call Forwarding Busy Line	LSR received before 2PM: Today LSR received after 2PM: Next Day
Call Forwarding Don't Answer	LSR received before 2PM: Today LSR received after 2PM: Next Day
All other IQ services	LSR issued before 12 Noon – Today LSR issued after 12 Noon – Next Day

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SERVICE REQUEST	INTERVAL
Directory Assistance Listing Update	2 Days from Service Order Completion
Disconnect of Feature	Same Day
Party Line (Regrades)	Offered date in preorder CDA function
700/900 Block or Toll Block	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Temporary Suspend and Restore	LSR received before 3 PM – Today LSR received after 3 PM – Next Day

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Verizon-South Business

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only): See "A" procedure for subsequent requests	DUE DATE INTERVAL TO OFFER (all intervals are business days): Offered date is in pre-order DDA function. Example: Count Date Due As Follows: Today is Monday, day zero; Tuesday is day 1; Wednesday is day 2; Thursday is day 3
INWARD POTS/MVP CENTREX	
Lines: Main and/or Additional lines, with or without premises visit (applies in all jurisdictions in Verizon South)	
1 Line (Main)	Green Light Day
2-5 Lines	Standard 5 day interval or offer date in preorder DDA function (whichever is greater)
6 or More Lines	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before assigning a due date to the order
CHANGES: POTS REGRADES	
(Ex: From a limited to an unlimited or extended calling area service). Applies in all jurisdictions in Verizon South	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Gross Orders (large volume/more than 50 lines)/Multiple Regrades	3 Days
CHANGES: POTS/MVP CENTREX	
Telephone Number Changes (applies to all jurisdictions in Verizon South)	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
POTS FX/FCO, MVP CENTREX FX/FCO Accounts	Special Services Interval
CHANGES: PIC CHANGES	
Add, Delete, Change (applies in all jurisdictions in Verizon South)	
POTS, MVP CENTREX (less than 30 lines only)	Same Day or Desired Due Date (whichever is greater)
POTS (31-50 lines only)	Same Day or Desired Due Date (whichever is greater)
POTS, Large Volume (more than 50 lines) PIC Changes	Same Day or Desired Due Date (whichever is greater)
POTS, Large Volume (more than 50 lines) PIC Changes	Individual Case Basis
Temporary Suspensions and Restorals	LSR received before 3 PM – Today LSR received after 3 PM – Next Day

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SERVICE REQUEST	INTERVAL
Disconnect Orders (D & F) Applies to all jurisdictions in Verizon South	D and F orders are worked between 2 AM and 5 AM
POTS, MVP CENTREX Lines Only (less than 50 lines)	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
POTS, MVP CENTREX Lines Only (more than 50 lines)	3 Days
Home Voice Mail	LSR received before 12 Noon - Today LSR received after 12 Noon – Next Day
Gold Number Service	LSR received before 12 Noon - Today LSR received after 12 Noon - Next Day
INWARD (ADDING) OR CHANGES TO FEATURES ONLY ORDERS	
For POTS Accounts Only – Listed by Product. Applies in all jurisdictions in Verizon South	When the class of service is: 1BZ, 1BR, LMB, 1MB, BVA, 1VB, B1M, BWL, and 1FB only
Call Answering/Voice Mail	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day Not available for resale except under special contract
Caller ID/Deluxe	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Message Waiting Indicator	3 Days
Remote Call Forwarding – Single Path	2 Days
Remote Call Forwarding – MultiPath	Follow POTS line intervals above
UltraForward	2 Days
Call Forwarding Busy Line Don't Answer	LSR received before 2 PM: Today LSR received after 2 PM: Next Day
Call Forwarding Busy Line	LSR received before 2 PM: Today LSR received after 2PM: Next Day
Call Forwarding Don't Answer	LSR received before 2 PM: Today LSR received after 2PM: Next Day
Wake-up Call	4 Days
Reminder Call	4 Days
All Other IQ Features	LSR received before 12 Noon – Today LSR received after 12 Noon – Next Day
Hunting Rearrangements	3 Days
700/800 Block or Toll Block	LSR received before 12 Noon – Today LSR received after 12 Noon - Next Day
Extended Basic Referral	Not less than interval associated with the services being disconnected, changed or suspended.
Directory Assistance Listing Update	2 Days from Service Order Completion
OUTWARD (DISCONNECTING/REMOVING) FEATURES ONLY	
For POTS accounts only – all products listed above applies in all jurisdictions in Verizon South	LSR received before 2 PM – Today LSR received after 2 PM – Next Day
CHANGES, ADDITIONS, DELETIONS OF FEATURES, INCLUDING HUNTING REARRANGEMENTS	
For MVP CENTREX accounts only – all products listed above applies in all jurisdictions of Verizon South	
2-30 Lines	3 Days
INWARD AIN FEATURES	
Applies in all jurisdictions in Verizon South	

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SERVICE REQUEST	INTERVAL
Verizon VPNS (Large Business customers only)	Individual Case Basis
Call Gate	2 Days
CENTREX Ultra-Forward	2 Days
Switched Redirect	Individual Case Basis
Work at Home Billing	5 Days
INWARD OUTWATS AND DEDICATED TOLL-FREE (APPLIES TO NJ, PA AND DE ONLY)	
Local Serving Office	Green Light Day
Foreign Serving Office	Green Light Day
With MVP CENTREX	Individual Case Basis
INWARD OUTWATS AND DEDICATED TOLL-FREE (APPLIES TO MD, DC, VA AND WV)	
Local or Foreign Serving Office	Becomes a Special Services order. See Special Services Intervals.
With MVP CENTREX	Individual Case Basis
INWARD INTELLIGENT TOLL-FREE SERVICE IN CONJUNCTION WITH BASIC, KEY CONNECTIONS AND STANDARD SERVICE (APPLIES IN ALL JURISDICTIONS EXCEPT WASHINGTON, DC)	
IntraLATA	3 Days
InterLATA (with a long distance carrier)	5 Days

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Verizon-South ISDN

SERVICE REQUEST	INTERVAL
INWARD (ADDING) ISDN-BRI (APPLIES TO NJ, PA, MD, DC, VA, WV)	
Single Line Business: Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.
1-5 Lines	5 Days
6 or More Lines	Minimum of 5 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN, CENTREX, AND ISDN CUSTOFLEX 2100 (APPLIES TO NJ, PA, MD, DC, VA WV)	
Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	5 Days
6 or More Lines	Minimum of 5 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN-BRI (APPLIES TO DE ONLY)	
Single Line Business: Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	20 Days
6 or More Lines	Minimum of 20 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN CENTREX, AND ISDN CUSTOFLEX 2100 (APPLIES TO DE ONLY)	
Qualified Loop, No Repeater Required, Issued as a Non-Special Services Order	
1-5 Lines	20 Days
6 or More Lines	Minimum of 20 Days, however, date due will be based on facilities/ISDN equipment availability
INWARD (ADDING) ISDN-BRI	
Foreign Exchange (FX)* or ISDN Anywhere**. Applies in NJ, PA, MD, DC, VA and WV	
* Customer requested Foreign Exchange Service is billable	
** ISDN Anywhere is free Foreign Exchange Service	

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SERVICE REQUEST	INTERVAL
Qualified - Not a Long Loop. No mid-span repeater issued as a Special Services Order	
1-5 Lines	6 Days
6 or More Lines	Minimum 6 Days. Project guidelines followed
Qualified with Longer Loop. Needs a mid-span repeater. Issued as a Special Services Order	
1-5 Lines	15 Days
6 or More Lines	Minimum of 15 Days. Project guidelines followed
INWARD (ADDING) ISDN-BRI	
Foreign Exchange (FX)* or ISDN Anywhere**. Applies in DE only	
* Customer requested Foreign Exchange Service is billable	
** ISDN Anywhere is free Foreign Exchange Service	
Qualified - No Longer Loop Needed or Qualified with Longer Loop (needs a mid-span repeater). Issued as a Special Services Order	
1-4 Lines	20 Days
5 or More Lines	Min. 20 Days. Regional Operations Center Project Guidelines are followed/facility checks required
INWARD (ADDING) ISDN-BRI	
Cancel and Reissue (applies in all jurisdictions in Verizon South)	
Order originally issued as Non-Special Services, with 5 (NJ, PA, Potomac) or 20 (DE) business day interval. Needs a mid-span repeater, requiring original order to be cancelled and reissued as a Special Services Order	Add 3 Days to the Original Date Due
OUTWARD/DISCONNECTS (REMOVING) ISDN-BRI (APPLIES TO ALL JURISDICTIONS IN VERIZON SOUTH)	
Non-Special Services *D* Order	Next Business Day
Special Services (FX)/Repeater	4 Days
PIC CHANGES: ISDN-BRI OR ISDN-PRI (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Add, Change, Delete	3 Days using the SOP (i.e., MISOS, SOP/DOE, or SOACS)
Add, Change, Delete	Same Day using XEA
SET CONFIGURATION CHANGES: ISDN-BRI OR ISDN-PRI	
Applies in all jurisdictions in Verizon South	3 Days

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SERVICE REQUEST	INTERVAL
TELEPHONE NUMBER/SPID CHANGES (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
ISDN-BRI: Non-Special Services, with or without Multiline Hunt	5 Days
ISDN-BRI: Special Services (FX), with or without Multiline Hunt	6 Days
CHANGE ORDERS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Add, Change, Delete Custom Calling/IG Features on ISDN-BRI (except non-standard configuration group changes)	3 Days (when software change only)
Changes to Line Class Codes (except Multiline Hunt groups)	3 Days (when software change only)
Change Orders (applies in all jurisdictions in Verizon South)	Intervals below are based on facilities availability. 4-5 Days is allowed for pre-provisioning process which is checked before the Special Services Order is issued
Change Point to Multi-Point	5 Days. Designed Services (Special Services Orders). See non-access SS multipoint intervals based on quantity
Change Hunting	5 Days. Designed Services (Special Services Orders) 6 Days
Non-standard Configuration Group Changes	5 Days. Designed Services (Special Services Orders) 6 Days
OUTWARD/DISCONNECT (REMOVING) ISDN-PRI (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Special Services Order	4 Days
CONTRACTED ISDN SERVICES (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
Intervals for various ISDN services - new, changes, or disconnects that are specified in contracts between Verizon and a customer, carrier, CLEC, reseller, certified vendor or authorized dealer WILL ALWAYS PREMPT any of the standard intervals	

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Verizon-South CENTREX

SERVICE REQUEST	INTERVAL
CUSTOPAK (APPLIES IN NJ, PA AND DE ONLY)	
INWARD New Service or Regrade only from POTS to Custopak	
2-30 Lines	5 Days*
SUBSEQUENT CHANGES	
C Order, additions, deletions, changes, including Hunting Rearrangements to existing service (applies in NJ, PA, DE only)	3 Days*
2-30 Lines	3 Days*
With Sentry III +	5 Days added to the applicable interval above
With WATS	5 Days added to the applicable interval above
Products marked as "+" are INELIGIBLE for Resale	
(DISCONNECTS (D ORDERS) (APPLIES IN NJ, PA, DE ONLY)	
2-30 Lines	3 Days
CUSTOPAK (APPLIES IN MD, DC, VA AND WV ONLY)	
INWARD SERVICES, Regrade from POTS to Custopak or Subsequent Changes (C Order, additions, deletions or changes) to Existing Service - including Hunting Rearrangements)	
2-4 Lines	5 Days
5-8 Lines	6 Days*
9-14 Lines	7 Days*
15-20 Lines	8 Days*
21-30 Lines	Individual Case Basis
DISCONNECTS ON EXISTING CUSTOPAK ACCOUNTS (APPLIES IN MD, DC, VA AND WV ONLY)	
2-30 Lines	3 Days
CUSTOPAK MULTIPATH CALL FORWARDING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
PIC CHANGES ON EXISTING CUSTOPAK ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-30 Lines	LSR received before 2 PM - Today LSR received after 2 PM - Next Day
TELEPHONE NUMBER CHANGES ON ENGINEERED CENTREX ACCOUNTS	
Includes main TN which may require N & D orders. Applies in all jurisdictions in Verizon South	
1-30 Lines	3 Days

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SERVICE REQUEST	INTERVAL
CUSTOFLEX 2100 (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
New Service or Regrade from POTS to CustofLEX or subsequent addition of lines to existing CustofLEX 2100 service	
2-30 Lines*	3 Days*
21-75 Lines*	5 Days*
76-100 Lines*	7 Days*
101-400 Lines*	Individual Case Basis*
<p>* Any line size with complex features, such as Automatic Route Selection, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, Conferencing Arrangements or the like requires an Individual Case Basis Due Date</p>	<p>* All CustofLEX 2100 services and their associated intervals are predicated on available facilities, telephone numbers, office equipment, technician availability, etc.</p>
TELEPHONE NUMBER CHANGES ON CUSTOFLEX 2100 ACCOUNTS	
Includes main TN which may require N & D orders. Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
CUSTOFLEX 2100 AND ISDN	
See ISDN Template	
CHANGE ORDERS TO ADD/DELETE OR CHANGE FEATURES ON EXISTING CUSTOFLEX 2100 ACCOUNT	
Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
<p>The addition of complex features, such as ARS Deluxe, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, OutWATS, Dedicated Toll-free, etc., will be handled on an Individual Case Basis</p>	
PIC CHANGES ON EXISTING CUSTOFLEX 2100 ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	Negotiated, typed and distributed before 2 PM - Today Negotiated, typed and distributed after 2 PM - Next Day
50+ Lines	Individual Case Basis

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SERVICE REQUEST	INTERVAL
DISCONNECTS ON EXISTING CUSTOFLEX 2100 ACCOUNTS	
Applies in all jurisdictions in Verizon South	3 Days
CUSTOFLEX 2100 MULTIPATH CALL FORWARDING (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
CUSTOFLEX 2100 6 PORT CONFERENCING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
ENGINEERED/DESIGNED CENTREX	
Applies in all jurisdictions in Verizon South	If a design is warranted (i.e., distance from CO requires electronics, etc.), the date due (and order type) may be affected. Network Engineering advises the negotiator to reissue the order as Special Services and the due date is renegotiated
INWARD (New - N, T), or Subsequent Addition of Lines to an Existing Engineered CENTREX Account	
1-5 Lines*	Green Light Day
6-49 Lines*	See facilities check above. Minimum of 5 Days, however, date due will be based on facilities availability
50+ Lines*	Individual Case Basis. Requires facilities availability check
<p>* Any line size with complex features, such as Automatic Route Selection, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, Conferencing Arrangements or the like requires an Individual Case Basis Due Date</p>	
TELEPHONE NUMBER CHANGES ON ENGINEERED CENTREX ACCOUNTS	
Includes main TN which may require N&D Orders. Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
ENGINEERED CENTREX AND ISDN	
See ISDN Template	

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SERVICE REQUEST	INTERVAL
CHANGE ORDERS TO ADD/DELETE OR CHANGE FEATURES ON EXISTING ENGINEERED CENTREX ACCOUNT	
Applies in all jurisdictions in Verizon South. If the system has:	
1-49 Lines	3 Days
50-100 Lines	5 Days
100+ Lines	Individual Case Basis
<p>The addition of complex features, such as ARS Deluxe, MACSTAR, CCM, SMDR-P, P-sets, complex Uniform Call Distribution, OutWATS, Dedicated Toll-free, etc., will be handled on an Individual Case Basis</p>	
PIC CHANGES ON EXISTING ENGINEERED CENTREX ACCOUNTS (APPLIES IN ALL JURISDICTIONS IN VERIZON SOUTH)	
1-49 Lines	LSR received before 2 PM - Today LSR received after 2 PM - Next Day
50+ Lines	Individual Case Basis
DISCONNECTS ON EXISTING ENGINEERED CENTREX ACCOUNTS	
Applies in all jurisdictions in Verizon South	3 Days
ENGINEERED CENTREX MULTIPATH CALL FORWARDING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
ENGINEERED CENTREX 6 PORT CONFERENCING	
Applies in all jurisdictions in Verizon South	Individual Case Basis
CallMAX Services (APPLIES IN DC, DE, MD, PA AND VA ONLY)	Negotiated
<p>The term "negotiated" refers to the Internal VZ negotiating done within various provisioning organizations.</p>	

Requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date can be assigned to the order.

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Appendix L - URL information in effect at time of filing

Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

VERIZON-South Migrations-Conversions

SERVICE REQUEST	INTERVAL
AS IS MIGRATIONS	
Received Electronically	1 Business Day Interval
Received Via FAX	2 Business Days Interval
AS SPECIFIED MIGRATIONS	
<p>LSR's received via fax require additional one day to be added to the intervals listed</p>	<p>The migration order carries the same interval as stated above for AS IS. The AS SPECIFIED work will carry the interval for the work being requested on the LSR, (such as feature or line additions)but will never carry a due date sooner than the actual migration order</p>

Appendix L - URL information in effect at time of filing

Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>**VERIZON-South Special Services**

SERVICE REQUEST	INTERVAL
Unless otherwise specified below, requests for six (6) lines/circuits or greater for POTS, CENTREX and Non-High Cap Special Services require a facility availability check to be performed before a due date is assigned to the order	
1-23 Special Services (e.g., Trunks, DID, Circuits 1000-3000, 6000, 9000, FX/PCO/FZ, Switched 56, DDS)	6 Days
1-23 Legs of a Multi-point Circuit	6 Days
23+	Negotiated
The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations	
SPECIAL SVC DISCONNECTS	
Non-FCC Tariffed. Applies in all jurisdictions in Verizon South	Any quantity of lines, circuits: 4 Business Days
DS1 High Cap (includes all types, muxed and non-muxed, i.e., Flexpath, DS1 Handoff, ADC, LTS, PRI (all types) and Enterprise, and Network Reconfiguration Service Non-Access, Non-FCC DS1 Services, unless separately noted)	1-8 DS1s 9 Days with Facilities. This interval includes a 3W day facility check; 9+ systems negotiated interval. Without Facilities LAM plus 10 business days (Note: LAM is equivalent to the latest facility available date) 9+ DS1 intervals are negotiated
included in this interval time is a pre-check time of 48 hours for FMC on DS1 facility checks, and 72 hours for FMC on DS3 facility checks. If an FMC is not involved in the facility check, the confirmation time will be reduced accordingly.	The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations
DS3 High Cap (includes all types, muxed and non-muxed, LTS, and Enterprise, and Network Reconfiguration Service Non-Access, Non-FCC DS3 Services, unless separately noted)	1-4 DS3s 20 Days with Facilities. This interval includes a 6W day facility check. Without Facilities LAM plus 10 business days (Note: LAM is equivalent to the latest facility available date) 14 Day interval. 5+ DS3 intervals are negotiated
included in this interval time is a pre-check time of 48 hours for FMC on DS1 facility check, and 72 hours for FMC on DS3 facility checks. If an FMC is not involved in the facility check, the confirmation time will be reduced accordingly.	The term negotiated refers to the Internal/VZ negotiating done within various provisioning organizations
DSO Ordered with High Cap	
DSO Trunks Riding High Cap Pipe Ordered with Pipe - Non-Access, Non-FCC Tariffed. Applies in all jurisdictions in Verizon South	Intervals below based on facility availability. 4-5 Days is allowed for pre-provisioning process check
After the initial installation of a pipe, additional trunks may be added, using the standard interval for 1-23 trunks	
Up to 200 Lines	2 Weeks (Interval After Cmpitd Package Rc'vd)

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Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

SERVICE REQUEST	INTERVAL
Over 200 Lines	Negotiated*
Infospeed DSL (NJ)	5 Days
Change PIC Flexpath or ISDN-PRI	5 Days
FlexGrow Service	12 Days
PROJECTS (ALL JURISDICTIONS)	Multiple coordination required to determine due date.
FRAME RELAY+ 56Kbp, DS1 8 Days## DS3 20 Days## OC3C and Projects Negotiated*	##Day 1 starts after receipt of the VAD CFA
+Does not apply for PA Fast Packet or Advanced Data Products	
+In NJ standard pre non-VAD intervals remain	
DISCONNECTS OF HIGH CAPACITY SERVICES (APPLIES ALL JURISDICTIONS VERIZON SOUTH)	
All High Capacity Services	Any Quantity 4 Days
FIRST OFFICE APPLICATIONS	
Any new technologies/products in a geographic area	Any Quantity 4 Days
NON-TARIFFED SERVICES OR ICB DESIGN	
	Any Quantity 4 Days
SUBSEQUENT SPECIAL SERVICES CHANGES	
Changes not requiring design for the following Products or Services	Intervals associated with POTS used for the feature/changes below
PIC	Any Quantity 4 Days
IQ Services	Any Quantity 4 Days
556/576/976/Restrictions	Any Quantity 4 Days
Call Denial	Any Quantity 4 Days
Class of Service	Any Quantity 4 Days
Suspend for Non-Payment	Any Quantity 4 Days
Deny/Non-Basic	Any Quantity 4 Days
Toll Deny	Any Quantity 4 Days
Record Orders Not Effecting Any Provisioning Database	Any Quantity 4 Days
SERVICES NEGOTIATED IN COORDINATION WITH INDEPENDENT COMPANIES	
Not all Independent Telephone Companies (ITC) provide all Special Services. The intervals below are based on the ITC product availability, and facility availability of these services	
PA:	
Inward Orders (not projects)	10 Business Days
Outward Orders	8 Business Days
NJ:	
Inward Orders (not projects)	10 Business Days
Outward Orders	8 Business Days
MD, VA, WV:	
Pending independent Telco negotiations. Exchange Carrier Services is contacted	

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Appendix L - URL information in effect at time of filing

Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

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Intervals for Unbundled Network Elements		
REVISED August 7, 2002		
All Intervals are Business Days Unless Otherwise Noted****		
UNLESS OTHERWISE NOTED, CUTOFF TIME FOR LSR/ASR RECEIPT IS 5:00PM.		
BA-NY = New York		
BA-NE = Massachusetts, Maine, New Hampshire, Vermont, Rhode Island		
BA-S = Pennsylvania, New Jersey, Maryland, Delaware, Virginia, West Virginia, Washington D.C.		
UNE		
Service		
LOOP (NY, NE & S)	Interval	
NEW INSTALLS		
2 Wire Analog Loops including V-Loops		
BA-NY:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	SMARTS	
6+	Negotiated*	
Disconnects	2 Days	
BA-S:		
1-10 Loops	Greenlight Date	
11-20	10 Days	
21+	Negotiated*	
Disconnects	2 Days	
2 Wire Analog Loops -CSS		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	

Appendix L - URL information in effect at time of filing

Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

Disconnects	2 Days	
2 Wire Digital Loop-ISDN Qualified including V-Loops		
BA-NY:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	SMARTS	
6+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	9 Days (includes loop qualification/facility check)	
11-20	13 Days (includes loop qualification/facility check)	
21+	Negotiated*	
Disconnects	2 Days	
House and Riser		
BA-NY:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Disconnects	SMARTS	
BA-NE:		
1-9 Loops	SMARTS	
10+	Negotiated*	
Disconnects	SMARTS	
BA-S:		
1-9 Loops	N/A	
10+	N/A	
Disconnects	N/A	
4 Wire Analog Loops including V-Loops		
BA-NY:		
1-9 Loops	Greater of 7+ Days or SMARTS	
10+	Negotiated*	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	Greater of 7+ Days or SMARTS	
6+	Negotiated*	
Disconnects	2 Days	
BA-S:		
1-5 Loops	N/A	
6+	N/A	

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Disconnects	N/A	
4 Wire Analog Loops-CCS		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Disconnects	2 Days	
2 Wire Digital Loops-ADSL Qualified and 2+4 Wire Digital Loops-HDSL Qualified		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Disconnects	2 Days	
Digital Design Loops including:		
2W Digital Design Metallic Loop 18-30K ft		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	

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Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital Design Metallic Loop 18-30K ft w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital ADSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	

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Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital HDSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
4W Digital HDSL w/request for zero bridged tap		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	

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BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
2W Digital with ISDN Electronics		
BA-NY:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-NE:		
1-5 Loops	6 Days	
6-9	12 Days	
10+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
Loop Qualification	3 Days	
Conditioning	15 Days	
Disconnects	2 Days	
4 Wire Digital -DS1 including V-Loops		
BA-NY:		
1-9 Loops	9 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+6 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-NE:		

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1-9 Loops	9 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+6 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-S:		
1-10 Loops	13 Days (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD + 10 days	
Disconnects	2 Days	
Digital DS3 Loop including V-Loop		
BA-NY:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-NE:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects		
1-9	4 Days	
10+	6 Days	
BA-S:		
1-10 Loops	LAM+18 Days where facilities exist (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD+15 Days facility check done prior to placing order 2 days	
Disconnects	2 Days	
M-Loops		
4 Wire Digital M-Loop-DS1		
BA-NY:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+ 15 Days	
Disconnects	2 Days	

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BA-NE:		
1-9 Loops	18 Days (includes loop qualification/facility check)	
10+	Negotiated*	
No Facilities	ECCD+ 15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	13 Days (includes loop qualification/facility check)	
11+	Negotiated*	
No Facilities	ECCD + 10 Days	
Disconnects	2 Days	
2 Wire Analog M-Loops and 2 Wire Digital M-Loops-ISDN		
BA-NY:		
1-10 Loops	6 Days	
11+	Negotiated*	
No Facilities	ECCD+ 6 Days	
Disconnects	2 Days	
BA-NE:		
1-10 Loops	6 Days	
11+	Negotiated*	
No Facilities	ECCD+ 6 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	6 Days	
11-20	10 Days	
21+	Negotiated*	
No Facilities	RCCC 2 Days, FMC 2 Days	
Disconnects	2 Days	
HOT CUTS/SERVICE TRANSFERS		
2 Wire Analog Loops and 2 Wire Digital Loops-ISDN Qualified		
BA-NY:		
1-9 Loops	5 Days	
10+	Negotiated*	
BA-NE:		
1-9 Loops	5 Days	
10+	Negotiated*	
BA-S:		
1-10	5 Days	
11-20	10 Days	
21+	Negotiated*	
4 Wire Analog Loops		
BA-NY:		
1-9 Loops	7 Days	

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10+	Negotiated*	
BA-NE:		
1-9 Loops	7 Days	
10+	Negotiated*	
BA-S:	N/A	
EEL		
DS3 Transport with MUX		
BA-NY:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
All	Negotiated*	
Disconnects	2 Days	
DS3 EEL Loop		
BA-NY:		
1-9 Loops	15 Days	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-9 Loops	15 Days	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	Loop Facility Available Date +15 Days	
11+	Negotiated*	
Facility Check	72 Hours (In addition to 15 day Interval)	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
DS1 Transport with MUX		
BA-NY:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-8 IOF Arrangements	15 Days	

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9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
1-8 IOF Arrangements	15 Days	
9+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
DS1 EEL Loop		
BA-NY:		
1-9 Loops	15 Days (includes 72 hour facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-NE:		
1-9 Loops	15 Days (includes 72 hour facility check)	
10+	Negotiated*	
No Facilities	ECCD+15 Days	
Disconnects	2 Days	
BA-S:		
1-10 Loops	10 Days *	
11+	Negotiated*	
Facility Check	72 Hours (In addition to 15 day interval)	
No Facilities	ECCD+ 10 Days	
Disconnects	2 Days	
SWITCH (BA-N&S)		
POTS Platform (Res/Bus w/ zone pricing)		
BA-NY & NE:		
Migration:		
As is:	Next Day	
As specified:	2 Days	
New Lines:		
1-5 Lines	Smarts Clock	
6+ Lines	Negotiated*	
Facility check	72 Hours	
BA-S:		
New 1-5 Platforms (per order)	Intervals provided by LiveWire	
New 6-10 Platforms	5 Days	
New 11-20 Platforms	7 Days	
New 21+ Platforms	Negotiated*	
As Is Migrations		
Received Electronically	1 Bus Day Interval	
via Fax	2 Bus Day Interval	

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As Specified Migration	The migration order carries the same interval as stated above for "As Is." The "As Specified" work will carry the interval for the work being requested on the LSR, but will never carry a due date sooner than the actual migration order.	
UNE Switch Port Analog (Res & Bus)		
BA-NY & NE:		
1-19 Lines (per order)	2 Days	
20-100 Lines (w/facilities)	10 Days	
Other	Negotiated*	
Hot Cut-existing customer	5 Days	
BA-S:		
1-5 Ports (per order)	Interval provided by LiveWire	
6-10 Ports	5 Days	
11-20 Ports	7 Days	
21+ Ports	Negotiated*	
FEATURE/SERVICE CHANGES		
BA-NY & NE:		
Basic Features:		
Call Waiting, Call Forwarding, Speed Calling, & 3 Way Calling, All Phonesmart (including Call Blocking, Anonymous Call Rejection, Call Return, and Call Trace), Repeat Dialing.	LSR Received by 3 p.m. (EST) Same Day. LSR Received after 3 p.m. (EST) Next Day.	
Telephone Number Changes	Issued before 12 Noon (EST) Today by 7 p.m. Issued after 12 Noon (EST) Next Day by 7 p.m.	
Other Features:		
Caller ID, Caller ID With Name, Call Waiting ID, Call Waiting ID With Name, Call Manager, Call Manager With Name.	4 Days	
Remote Call Forwarding	2 Days	
Hunting	1 Day	
Distinctive Ringing	1 Day	
Suspend, Block, or Restore Orders.	1 Day	
BA-S:		
Basic Features:		
Call Waiting, Call Forwarding, Speed Calling, & 3 Way Calling.	LSR received before 12 Noon (EST) Same Day LSR received after 12 Noon (EST) Next Business Day	
Other Features:		
Caller ID/Deluxe, Call Waiting ID, Call Manager.	2 Days	
Remote Call Forwarding Single Path	2 Days	

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Remote Call Forwarding Multipath	Same as Analog Pots Ports	
Hunting	3 Days	
Distinctive Ringing	1 Day	
Suspend, Restore, Disconnect Orders.	LSR received before 12 Noon (EST) Same Day LSR received after 12 Noon (EST) Next Business Day	
PIC Change Only	LSR received before 2 p.m. (EST) Same Day LSR received after 2 p.m (EST) Next Business Day	
UNE Switch Port Centrex		
BA-NY & NE:		
Analog (Migration or New)		
1-20 Ports (w/ Standard Features)	10 Days	
21+ Ports (w/ Standard Features)	Negotiated*	
Any Ports w/ Non-Standard Features	Negotiated*	
BA-S:		
Analog		
1-10 Ports (per order)	5 Days	
11-20 Ports	7 Days	
21+ Ports	Negotiated*	
ISDN		
1-5 Ports	5 Days (Delaware: 20 Days)	
6+ Ports	Negotiated*	
DS1 - DID, DOD, PBX Port Interface		
BA-NY & NE:		
Ports		
1 - 4 Ports	20 Days *	
4 + Ports	Negotiated*	
BA-S:		
Switched DS1 Port		
1-4 Ports	16 Days *	
5-9 Ports	20 Days *	
10+ Ports	Negotiated*	
*Plus 4 Days pre-provisioning process check		
UNE Switch Port/Platform Basic Rate Interface - ISDN Port		
BA-NY & NE:		
Migration/New		
1-12 lines	8 Days	
13+ Lines	Negotiated *	
BA-S:		
Port:		
1-5 Ports (per order)	5 Days (Delaware: 20 Days)	

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6+ Ports	Negotiated*	
Platform:		
1-10 Platforms (per order)	6 Days	
11-20 Platforms	10 Days	
21+ Platforms	Negotiated*	
Migration or New		
1-5 Platforms (per order)	5 Days (Delaware: 20 Days)	
6+ Platforms	Negotiated*	
Primary Rate Interface - ISDN Port		
BA-NY & NE:		
Ports		
1- 4 Ports	20 Days *	
4+ Ports	Negotiated *	
BA-S:		
1-4 Ports	18 Days *	
5-9 Ports	26 Days *	
20+ Ports	Negotiated*	
*Plus 4 Days pre-provisioning process check		
UNE Switch Port TR008 BA NY, NE and BA-S	Negotiated*	
PAL/Coin Platform		
BA-NY & NE		
Migration:		
As is:	Next Day	
As specified	2 Days	
New Lines:		
1 - 5 Lines	Smarts Clock (POTS)	
6+ Lines	Negotiated*	
Facility Check	72 Hours	
BA-S:		
New 1 - 5 Platforms (per order)	Intervals provided by Livewire	
New 6-10 Platforms	5 Days	
New 11-20 Platforms	6 Days	
New 21 + Platforms	Negotiated*	
Migration As Is		
LSR received before 12 noon	Same Day	
LSR received After 12 noon	Next Day	
Migration As Specified	2 Days	
UNE Switch Port Coin/PAL		
BA-NY & NE:		
1-19 Lines (per order)	2 Days	
20-100 Lines (w/facilities)	10 Days	
Other	Negotiated*	

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Hot-Cut-existing Customer	5 Days	
BA-S:		
PAL Port		
1-10 Ports (per order)	3 Days	
11-20 Ports	6 Days	
21+ Ports	Negotiated*	
Coin (UCP) Port		
1-10 Ports (per order)	3 Days	
11-20 Ports	6 Days	
21+ Ports	Negotiated*	
UNE Switch Port SMDI (BA-N&S)	Negotiated*	
Interoffice Facilities (BA-N&S)		
Dedicated IOF DS1 Transport		
Facilities Check	72 Hours	
Facilities Check	72 Hours	
Facilities Available		
(Quantity 1-8)	15 Days *	
(Quantity >8)	Negotiated*	
*15 Days includes facility check		
Facilities not available	Negotiated*	
Dedicated IOF DS3 Transport		
Facilities Check	72 Hours	
Facilities Available		
(Quantity 1-8)	15 Days	
(Quantity 1-8)	15 Days *	
(Quantity >8)	Negotiated*	
* 15 Days includes facility check		
Facilities not available	Negotiated*	
Dedicated IOF OC-n Transport (NY, NE)	Negotiated*	
Dedicated STS-1 IOF Transport (NY)	Negotiated*	
Unbundled Multiplexing (3/1, 1/0)		
Facilities Check	72 Hours	
Facilities Available		
(Quantity 1-8)	15 Days *	
(Quantity >8)	Negotiated*	
* 15 Days includes facility check		
Facilities not available	Negotiated*	
Low Speed (DS1, Voice Grade) Connections from MUX		

Appendix L - URL information in effect at time of filing

Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

Quantity 1-8	15 days from installation of MUX	
Quantity >8	Negotiated*	
Unbundled Dedicated Trunk Ports, Extended Dedicated Trunk Ports		
New Trunk Group 1-240 trunks (1-10 DS1s)	60 business days	
Add to existing groups 1-96 trunks (1-4 DS1s)	30 business days	
Number of trunks exceeds above	Negotiated*	
Dark Fiber (fba No and SO)		
Records Review		
1-9	15 Business Days	
Greater than 10 per LATA per week	Negotiated	
Unbundled Dark Fiber ASR		
1-8	30 Business days	
Great than 8	Negotiated	
AIN/SS7 (BA-N&S)		
SS7 - Access to STPs	Negotiated*	
SS7 - Query Access to call related IN db (LIDB)	Negotiated*	
SS7 - Query Access to call related IN db (800/888)	Negotiated*	
SS7 - Query Access to call related AIN db.	Negotiated*	
SS7 - Query Access to LNP db	Negotiated*	
Service Mgmt System/Service Creation - AINService Development	Negotiated*	
CLEC AIN Service Deployment-Mass Mkt	Negotiated*	
CLEC AIN Service Deployment-Complex	Negotiated*	
AIN Trigger Access-Line Based/Subscribed Triggers	Negotiated*	
AIN Trigger Access-Other(Office Based Triggers)	Negotiated*	
Number Portability		
BA-NY & NE		
Local Number Portability (LNP) without unbundled Loops	Intervals apply when appropriate facilities are available.	
1-19 Lines/numbers	3 Days	
20-100 Lines	10 Days	

Appendix L - URL information in effect at time of filingReference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

Over 100 Lines	Negotiated*	
LNP with unbundled Loops	Loop intervals apply but not less than 3 days	
BA-S		
Local Number Portability (LNP) without unbundled Loops		
1-50 Lines	3 Days	
51-100 Lines	4 Days	
101-200 Lines	5 Days	
Over 200 Lines	Negotiated*	
LNP with unbundled Loops	Loop intervals apply but not less than 3 days	
Directory Assistance		
CLECs customer's information incorporated into database	2 days	
DA Trunks to TOPS Tandem Provisioning Intervals		
If Facilities are available	18 days	
If Facilities are not available	Negotiated*	
Line Identification Database ("LIDB"):		
CLECs customer's information incorporated into database	2 Days	
Operator Services:		
Provisioning of FG C-type Modified Operator Services Signaling Trunks:		
If Facilities are available:	18 days	
If Facilities are not available:	Negotiated*	
LINE SHARING AND LINE SPLITTING		
NEW YORK AND NEW ENGLAND		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
BA SOUTH		
1-5 LOOPS	3 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	
10+	NEGOTIATED	
DISCONNECTS	2 BUS DAYS	
LINE SHARE W/ DSL PREMIS		
1-5 LOOPS	6 BUS DAYS	
6-9 LOOPS	12 BUS DAYS	

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****** Intervals apply to standard arrangements which were properly forecast. Intervals for non-standard arrangements shall be mutually agreed upon by the CLEC and Verizon.**

Last Updated 05/07/02



UNE-P Standard Intervals

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Verizon-South

SERVICE REQUEST	INTERVAL
SERVICE REQUEST (applies to initial negotiation only):	DUE DATE INTERVAL TO OFFER (all intervals are business days): *The term "negotiated" refers to the Internal/VZ negotiating done within various provisioning organizations LSR's received via fax require additional one day to be added to the intervals listed Unless otherwise noted, cut off time for LSR receipt is 5 p.m.
Analog POTS Platform(new):	
Analog POTS Platform: residential main line with cut through	LSR received before noon-next day LSR received after noon-min. 2 days
Analog POTS Platform: 1-9 lines	ODA (not to exceed 5 days in NJ)
Analog POTS Platform: 10+ lines	Negotiated*
Platform FX non-designed(MD and VA only): 1-9 lines	ODA
Platform FX non-designed(MD and VA only) 10+lines	Negotiated*
Platform Digital Services(new):	
Platform ISDN BRI 1-9 lines	10 days
Platform ISDN BRI: 10+ lines	Negotiated*
Platform ISDN BRI(DE): 1-5 lines	20 days
Platform ISDN BRI (DE): 6+ lines	Negotiated*
Platform ISDN PRI: 1-9 lines	20 days
Platform ISDN PRI: 10+ lines	Negotiated*
ISDN Anywhere(Virtual ISDN)	Use FX intervals
Platform Centrex Services :	
AS-IS migrations(with standard features):	
1-5 lines	5 days
6-20 lines	10 days
21 lines and over	Negotiated
New requests:	
Platform Centrex: up to 20 lines	Negotiated*
Platform Centrex: 20+ lines	Negotiated*
Special Services (new):	
Platform FX(designed): 1-9 lines	10 days
Platform FX(designed): 10+ lines	Negotiated*

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Reference #3 <http://128.11.40.241/east/wholesale/resources/resources.htm#Collocation>

SERVICE REQUEST	INTERVAL
Platform Digital Handoff: 1-9 lines	20 days
Platform Digital Handoff: 10+ lines	Negotiated*
Platform PBX Service(Analog)-New:	
Facility Check:	
6-9 lines	24 hrs for facility check
10+	72 hrs for facility check
Installation:	
1-23 trunks	6 days + facility check
23+ trunks	Negotiated
Migrations (As Is):	
1-23 trunks	5 days
23 + trunks	Negotiated
Platform Coin Service(POTS):	
1-5 lines	DDA
6-10 lines	5 days
11-20 lines	6 days
20+ lines	Negotiated*
Platform POTS Features:	
Call Forwarding	LSR received before Noon – Today LSR received after Noon – Next Day
Call Waiting	LSR received before Noon – Today LSR received after Noon – Next Day
Call Waiting ID	LSR received before Noon – Today LSR received after Noon – Next Day
Caller ID	LSR received before Noon – Today LSR received after Noon – Next Day
Caller ID Deluxe	LSR received before Noon – Today LSR received after Noon – Next Day
Distinctive Ring (formerly Idents-Ring)	1 Day
Hunting rearrangement : 1-20 lines	1 day
Hunting rearrangement: 20+ lines or complex service	Negotiated*
Listings	2 days from service order completion
Priority Call	LSR received before Noon – Today LSR received after Noon – Next Day
PIC/LPIC Change	LSR received before 3 p.m. – Today LSR received after 3 p.m. – Next Day
Remote Call Forwarding (PA/NJ only)	2 days
Repeat Call	LSR received before Noon – Today LSR received after Noon – Next Day
*69 (aka return call)	LSR received before Noon – Today LSR received after Noon – Next Day
Select Forward	LSR received before Noon – Today LSR received after Noon – Next Day
Speed Calling 8	LSR received before Noon – Today LSR received after Noon – Next Day
Speed Calling 30	LSR received before Noon – Today LSR received after Noon – Next Day
Three Way Calling	LSR received before Noon – Today

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SERVICE REQUEST	INTERVAL
	LSR received after Noon – Next Day
Touch Tone	LSR received before Noon – Today LSR received after Noon – Next Day
Ultra Call Forward	2 days
Class Blocking/IG Declass	LSR received before Noon – Today LSR received after Noon – Next Day
Change from one type of Caller ID service to another type of Caller ID service	LSR received before Noon – Today LSR received after Noon – Next Day
Disconnect of Feature	Same day

VERIZON-South Migrations-Conversions-Disconnects

SERVICE REQUEST	INTERVAL
AS IS MIGRATIONS(POTS)-received electronically	Received before 3pm-next day
	Received after 3pm-2 days
As Is Migrations(POTS)-received via fax	2 days
AS SPECIFIED MIGRATIONS(POTS)	The AS SPECIFIED work will carry the longest of the intervals for the work being requested on the LSR, (such as feature or line additions) but no less than AS IS migration intervals.
As Is migrations (Specials)	10 days
As Specified Migrations (Specials)	10 days
Disconnects-POTS	Same day
Disconnects-Special Services (BRI, FX, etc.)	4 days
Temporary Suspension and Restoral (POTS only)	LSR received before noon – Today LSR received after noon – Next Day

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Reference #4 http://www.bell-atl.com/tariffs_info/intra/index.htm

Reference #4 [http://www.bell-atl.com/tariffs_info/intra/index.htm]