



Broadband Solutions

# ISP Communication

**Distribution:** Verizon East ISPs  
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**Subject: Standalone DSL Automation**

**Description:** Effective March 20, 2006, Verizon is implementing new automated functionality in ISP Members Only for the Standalone DSL service in the East. Listed below is a description of the new automated functionality:

Standalone DSL Migrations – This process is when an end user who subscribes to Verizon DSL ports their landline telephone number to another carrier. This process was introduced in mid-2005 as a manual process. The new automated process will keep DSL active when an end user ports their Verizon wireline telephone number to another carrier. ISP Members Only will send an email notification that will include the Verizon landline telephone number being ported and the new Standalone DSL number. The ISP will be responsible for notifying the end user that their DSL is still active. If the end user decides to disconnect their DSL, the ISP must submit a disconnect request in ISP Members Only. The automated migration process will be available in the Verizon East territory only.

Change ISP – This enables an ISP the ability to change service providers without having to submit disconnect and subsequent new install orders. This Change ISP process will only work when an end user is currently provisioned with Standalone DSL. It will not work if the end user has lineshare DSL. This option will be displayed under the Standalone DSL link (East).

Change Speed – This enables an ISP to submit a request to change the speed on an existing Standalone DSL order. This option will be displayed under the Standalone DSL link (East).