ISP Communication

Distribution:	Verizon West ISPs
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Subject: New Standalone DSL – West – Remaining States

Description: On March 24th, Verizon filed a tariff for a new DSL offering called Standalone Infospeed DSL that will become effective April 10 2006. The Standalone DSL is now available in **all** Verizon territories. The rates for Standalone DSL are currently the same as the rates for DSL where Verizon voice service is also provided on the customer's telephone line. Here is more information regarding pre-qualification and ordering of the Standalone DSL service.

1. Standalone DSL will require a pre-qualification by address through the ISP Members Only site. When the address qualifies for Standalone DSL, the pre-qualification page will display a new button labeled "Order Standalone DSL" that will take you to the ordering page when clicking it.

2. The Standalone DSL service interval will vary and will be sent via notification from ISP Members Only. Also included in the email notification will be a dedicated data line number that will be used for status, billing and trouble tickets.

3. Standalone DSL may require a Verizon technician to install a NID (Network Interface Device) at the customers premise. We recommend that ISPs advise the end users that a technician may be coming to install a NID.

4. The contact phone field in the order page of ISP Members Only should always be populated with the ISPs reach number, preferably a number that is always answered. If there is no answer or there is voice mail when the technician calls, they will not be able to verify the possible need to access the customers premise and therefore may not be able to complete the installation.

5. Status can be obtained in the ISP Members Only web site using the Standalone DSL Status link. Three options are available to obtain status:

1) ISPGW Request ID, 2) Service Order Number or 3) Standalone DSL TN.

6. Standalone DSL is currently not available to customers served by Remote Terminals (RT) or Overlay Remote Terminals.

7. A new field called Driving Directions has been added to the ordering page for Standalone DSL. This is a required field and must be populated with simple directions to the end users premise. This will only be utilized by a Verizon technician if a NID installation is necessary.

8. New Email Notification - a new email notification will be added for Standalone DSL when the data line portion of the order has a due date established. This date is important if work up to the network interface devise is required – i.e. NID needs to be installed. In certain locations, the end user may need to be available for access to their premises (telephone closet, multi-tenant building, etc.).

9. Subsequent order activity such as Change ISP and Change Speed will be available for the Standalone DSL service.