



Broadband Solutions

# ISP Communication

**Distribution:** Verizon ISPs  
**Distribution Date:** October 24, 2006  
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**Subject: eBill to iBill Migration**

**Description:** Verizon will be migrating all broadband billing in the East region from eBill to iBill effective October 2006. The final bill out of the eBill system will be sent to East ISPs on October 22, 2006. Here are some exciting features of the iBill system.

1. iBill offers on-line billing. You can log in and obtain your own billing detail at your convenience. An email will be sent to your email address on file to let you know your bill is ready for viewing.
2. Your iBill detail will contain the name and address of all your end users.
3. East and West billing will be on the same bill. One bill, one payment.
4. All billing disputes and inquiries to [vzbbdisputes@verizon.com](mailto:vzbbdisputes@verizon.com).
5. Questions about bill cycle date or any other billing issue can be directed to 888-483-7230.

The November bill can be accessed on-line in ISP Members Only. The Self Service page will have a new function added to the menu called View Bill. ISPs will receive an email each month telling them when the bill will be available for viewing and downloading. Only administrative userids will have access to the View Bill function. The administrators can provide access to other userids through the ISP Members Only user id tool.

See attached iBill User Guide for information on navigating the billing screens.

**Note:** Once the billing migration project is complete, there will be a change to some of the USOCs that identify certain products. Here are the old and corresponding new USOCs:

Corrections in red below

ISPCComm2006.24\_eBill Migration to iBill w\_correction(10.24.06).doc

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<b>OLD USOC</b>	<b>New USOC</b>	<b>Product</b>
VCHXU	S1PPX	Direct PVC
AJA4X	DNLZX	Infospeed DSL 384/384
AJA5X	ADAB2	Infospeed DSL 1.5/384
AJA6X	ADAC3	Infospeed DSL 768/128
AJA7X	DNLAX	Infospeed DSL 1.5/128
AJA8X	ADAA1	Infospeed DSL 7.1/768
AJA9X	DNLCX	Infospeed DSL 768/768

**New Remittance Address** – This new address is to be used for the final eBill payment and all future payments going forward.

Verizon  
 PO Box 14084A  
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