



**Verizon**  
Wholesale Services  
Mail Code HQE02M51  
600 Hidden Ridge  
Irving, TX 75038-3897

June 28, 2002

Subject: E 9-1-1 Order Process Change for Former GTE Companies (Verizon West)

Dear Customer:

Verizon, in an effort to improve customer service, is transitioning the ordering process for wholesale Emergency 9-1-1 services to the Access Service Request (ASR) process currently utilized for other wholesale facility orders.

**ORDERING 9-1-1 SERVICES BEGINNING ON JULY 1, 2002**

Wholesale customers operating in the former GTE (fGTE) territory will be able to order all 9-1-1 related services via the ASR process beginning July 1, 2002. Carriers may continue ordering Wholesale Services out of the existing General Exchange Tariffs until November 1, 2002 at which time these services will be grandfathered.

**CUSTOMER DOCUMENTATION BEGINNING JULY 1, 2002**

The Activation Guide that currently is available only for Verizon East (former Bell Atlantic) at [http://128.11.40.241/clec\\_guide/master.htm](http://128.11.40.241/clec_guide/master.htm) (under 9-1-1 documentation using Quick Find at the top of the page) will be enhanced to incorporate the fGTE states. The guide provides general E 9-1-1 information as well as Network information including Public Safety Answering Point (PSAP) to Selective Router Cross References by State and contact information for order inquiries, installation, repair, etc.

Please contact your Account Manager with any questions you may have.