



Verizon
Wholesale Services
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December 17, 2002

Subject: Enhanced Clarification Request Form

Dear Valued Customer:

In support of the Ordering and Billing Forum's (OBF) enhancement of the Clarification Request Form (CRF), Verizon will **implement** the enhanced process in all regions simultaneously with ASR 26 on **March 8, 2003**. The CRF will be known as the Clarification/Notification Request (C/NR) form.

Currently, the CRF is used to notify customers of:

- Post Firm Order Confirmation (FOC) Customer Not Ready (CNR) situations requiring a Supplemental ASR (SUP) to change the Due Date.
- Pre FOC Error/Query scenarios that require a SUP.
- New York Public Service Commission Exact Construction Completion Date. (NY PSC ECCD) *(New York only)*.
- In addition, an email notification is sent to the Initiator and/or Design Contact email address on the ASR, if provided.

In the future, the enhanced C/NR will provide a structured, fielded format for return feed and notification transactions in the following scenarios:

- 1. ASR Post FOC Jeopardy Notification**
 - Customer Not Ready (CNR) Jeopardy condition.
 - SUP required.
- 2. Error Identification/notification**
 - Previously known as a Pre FOC Query/Error.
 - SUP required.
- 3. ASR Completion Notification**
 - ASR completion date.
 - No response required.
- 4. Informational Only**
 - No response required.
 - Error conditions specific to the provider's requirements, i.e. NY PSC ECCD (New York only).
 - UNEs to Specials Conversion: due to No facility condition.
- 5. Clear C/NR**
 - Notifies customer that a previously sent C/NR requiring a SUP has been resolved.

Enhanced Clarification Request Form

December 17, 2002

Page 2

6. Update C/NR

- Notifies customer that a SUP was received and either:
 - a. Did not resolve the original C/NR,
 - b. Resolved the issues on original C/NR, but caused new errors, or
 - c. Did not resolve the original C/NR and caused new errors.
- Verizon will resend an updated version of the C/NR by increasing the C/NR version number for customer tracking.

In support of the aforementioned enhancements, Verizon's policy regarding customer courtesy calls will cease effective with the implementation date mentioned above. In all above-stated scenarios, the C/NR will be mechanically transmitted via MECH SPEC format or faxed if customer is not mechanized and displayed on the CSG website. An email (if appropriate fields are populated by the customer) will be sent. Following is an example of the email notification the customer will receive:

SUBJECT: CCNA, PON and ASR/Order Number

BODY: This email was as notification that Verizon has sent a Clarification/Notification Request (C/NR) form regarding your Access Service Request activity.

The C/NR form will be available to you in the next batch file to your system or immediately via our Carrier Services Gateway (CSG) application.

If you require a User ID and password for access to CSG, the URL is:
<http://www.verizon.com/wholesale/ldp/csg>

Do not respond to this email as it was mechanically generated.

In summary, the enhanced C/NR feature will:

- Allow the return of C/NRs to the customer in the same transmission as the FOC, but in a separate file.
- Identify when the C/NR requires a SUP.
- Provide the ability to "update" and resend a C/NR.
- Allow only one "active" C/NR per ASR open at any given time, unless subsequent C/NRs are Informational Only.
- Retain the email notification process.
- Retain the Auto Cancel process, as it exists today.
- Return standard OBF Reason Codes for Jeopardies as outlined in the Access Service Ordering Guide (ASOG) for the ASR 26 Release. These reason codes, along with the business rules for the Enhanced C/NR process may be viewed on the:
 - Access Validation Engine (AVE) website at the following url:
http://www22.verizon.com/wholesale/business_rules/access/
 - Verizon-East Customer Support Web Site Verizon Business Rules at the following url:
http://128.11.40.241/east/wholesale/customer_docs/master.htm

Please refer any questions to your Verizon Account Manager.