



Verizon
Wholesale Services
600 Hidden Ridge
Irving, TX 75038-3897

June 28, 2001

To: IC Customers

Subject: ICB Pending ASRs

This is to advise you that effective August 1, 2001, Verizon will begin referring any orders that will require an ICB (Individual Case Basis) contract to either your Account Manager, Branch Representative or Sales Representative. This contract could be due to unforeseen special construction required in order to complete the service or by products being requested that are not reflected in our current tariffs. You will be advised that the order you have submitted will be canceled from our ordering system and that your Account Manager, Branch Representative or Sales Representative will initiate the ICB contract.

Once the ICB contract has been approved and signed by you, the customer, and billing elements have been established for this contract, the order may then be resubmitted referencing the unique ICB # assigned to your contract. We hope this change will be beneficial for our customers that have submitted service orders and have later found that the service cannot be provided on the due date initially requested because an ICB was required prior to service completion.

Verizon is constantly working toward customer satisfaction and streamlining our processes to meet your needs.

We thank you for allowing Verizon to provide your service.