



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

November 8, 2002

Dear Customer:

Please accept this letter as notification of changes to Verizon's billing systems that affect billing for Unbundled Network Elements Combinations (UNE-Platform) in the states of Florida, Hawaii, Indiana, Oregon, Pennsylvania, Texas and Washington.

Effective October 2002, Verizon implemented billing system modifications which enable Verizon to bill NRCs which are specific to UNE-Platform. While the UNE-Platform Monthly Recurring Charges (MRCs) will continue to be billed as the sum of the individual combined elements, UNE Loop MRC plus UNE Port MRC, the system changes will now cause the MRCs to reflect any applicable de-averaged rates. Billing for all additional UNE-Platform monthly and non-recurring charges, i.e. local switching, common/tandem transport, tandem switching, directory assistance, SS7 signaling and vertical features, will remain unchanged.

Your account will be adjusted to reflect any applicable credits in connection with interim NRCs or MRCs for UNE-Platform previously billed. Any such adjustments will be reflected in your billing statement at a later date.

Please contact your Verizon Account Manager with any questions you may have regarding this matter.