



Verizon
MC HQE03B70
Wholesale Services
600 Hidden Ridge
Irving, TX 75038-3897

January 19, 2007

RE: Verizon Paper Invoice Resend Referrals

Effective immediately, all Verizon Partner Solutions customers should use LSI/WISE (as explained below) or contact the Verizon Partner Customer Care Center (PCCC) to request resends of paper invoices across the Verizon footprint. VPS customers should already use LSI/WISE or contact the PCCC for any resends of electronic bill media (e.g., CABS BOS BDT files, Paper Image CDs, Bill Manager CDs).

The most efficient method to use is the LSI/WISE CLEC Self Service Ticket Entry Tool. The Ticket Entry Tool is in LSI under Tools on the main menu screen, and in WISE as an option on the home page. All customers with access to LSI/WISE have access to the CLEC Self Service Tool. This tool is designed to allow customers to report troubles and create trouble tickets without calling the PCCC. Paper resend requests should be entered using the Billing Ticket Entry option by selecting "Paper" as the interface.

To obtain access to LSI, please submit request to:

https://www22.verizon.com/wholesale/secure/systemmeasures/local/systems/lsi_request/1,,00.html

To obtain access to WISE, please submit request to:

https://www22.verizon.com/wholesale/secure/systemmeasures/local/systems/wise_request/1,29265,,00.html

Note: LSI/WISE access requests may take up to 14 business days to process.

If you do not have access to LSI or WISE, in the interim while you request access, you may enter a ticket by contacting the PCCC on 877-946-5222 or via email at wccbillingsupport@core.verizon.com.