



Verizon

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

October 10, 2001

To: All Access Customers

Subject: Pre & Post FOC Auto Cancellations

Dear Valued Customer:

In an effort to improve the service Verizon West (formerly GTE) provides to our customers, we will implement a **Pre-Confirmation & Post-Confirmation Automatic Cancellation** program. This process will affect all customers who submit Special Access ASRs. Verizon West has approached this effort in two phases.

In Phase I, Verizon West implemented the ASR Electronic Clarification Request Form (CRF) June 1, 2001 (see previous customer notification sent on May 1, 2001) as a method to transmit order error notification, clarification and/or provide additional information to the ASR initiator.

In Phase II, Verizon West will implement a 10-day Pre FOC and 30-day Post FOC for Customer Not Ready (CNR) Auto Cancel using the ASR Electronic CRF as the means of notification.

In addition to the CRF, Verizon West will notify you, via email, that a CRF has been sent and requires your **IMMEDIATE ACTION** to avoid cancellation. The email will be sent to the email address on the INIT field of the ICADM screen **if** it is populated. Please view the CRF provided to you either through your own system or visit Verizon West's ILEC WEB on our ACG website at the following url: <http://acgweb.bdi.gte.com> for more details. If you do not currently have BOTH a valid User ID and Digital Certificate for this site, please access the site and instructions are provided to obtain one.

For **Pre FOC** ASRs that are received with errors, a CRF and email will be sent. If no Supplement (SUPP) is received, the new Auto Cancel program will cancel the ASR on the eleventh business day from the date the CRF was sent. A second CRF and email will notify you that the ASR has been cancelled. This process will be **effective October 31, 2001**.

For **Post FOC** orders that are in a "Customer Not Ready" jeopardy situation, a CRF and email will be sent. If no SUPP is received, additional notifications will be sent on 10 and 20-day intervals. On Due Date + 31, the order will auto cancel and any applicable cancellation charges will be applied. A CRF and email will notify you that the order has been cancelled. This process will be **effective November 16, 2001**.

Please refer any questions to your Verizon Account Manager.