



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

Date: **May 1, 2001**

To: **All Access Customers**

Subject: **ASR Electronic Clarification Requests - Jeopardy Notification**

This notice is to inform you of Verizon West, formally GTE, implementation of the Electronic Clarification process involving Access Service Requests (ASRs) for Jeopardy Notification. It will affect all customers who submit ASRs electronically (does not include those received via U.S. mail, or fax). Verizon West will begin this new process **effective June 1, 2001**.

Verizon West implemented the Clarification Form October 16, 2000 as a method to transmit order error notification, clarification and/or provide additional information to the ASR initiator. Verizon West will send a file, which will contain jeopardy information on the clarification requests in the same medium as your Firm Order Confirmation transmission. Additional uses of the Electronic Clarification notification process are being planned and will be implemented at a later date.

Electronic Clarification enables you to receive jeopardy information and written details of each request or notification. This written correspondence reduces the chance for inaccuracy while providing a permanent record of the request or notification. Your incoming telephone call volume should be reduced as these requests are currently made via telephone calls.

Verizon West will pilot the process for 45 days. During this timeframe, a member of Verizon West Access Ordering team will provide a courtesy call to advise the ASR initiator that an Electronic Clarification request has been sent advising you of a jeopardy notification. **Effective July 16, 2001**, only the Electronic Clarification requests will be sent. The courtesy calls will be discontinued.

Please refer any questions to your Verizon Account Manager.