



Verizon

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

May 9, 2002

Dear Customer,

The purpose of this letter is to introduce you to the Carrier Services Gateway (CSG) Status Tool. The CSG Status Tool provides an Internet-based application to customers who need to review information related to Access Services Requests (ASRs). This tool became available to you on May 6, 2002. CSG will eventually replace Intercom and ACG.

Regardless of how you send in the ASR to Verizon, you can use the CSG Status Tool. You will incur no costs for this service. You will access your ASR by inputting the CCNA and PON. The CSG Status tool has the ability to:

- View Confirmation Notices
- View Clarification Requests
- View and print Design Layout Records (DLRs)
- View PTD/DD Statuses

To access CSG, you will need to apply for an ID and password at <http://www22.verizon.com/wholesale/wireless/apphome/1,2633,24-CSG,00.html>. Each Wholesale user will be provided with a unique identification and password to insure privacy of all transactions. Please allow two to three weeks for delivery. Access to CSG can be obtained via the Internet using a Verizon supported browser connection. CSG requires PC application compatibility with MS Windows 95, 98 or NT and an Internet browser. Verizon supports Netscape Communicator 4.6 and 4.7 or Internet Explorer 4.0 and 5.0. CSG is a digitally secured gateway service provided to Verizon Wholesale customers. A CSG tutorial will be available on the Web for all customers.

If you encounter any problems, CSG Status Tool support will be available at 813-483-3549, 8:00 a.m. - 5:00 p.m. ET, Monday through Friday. If you have any questions regarding this email, please call 1st level support at 1-800-483-7222, option 5.

Thank you.

**First Level Status and Tracking Support
Verizon**