



Verizon

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

July 27, 2001

Dear Customer:

Subject: Verizon Letter of Agency (LOA)

With the implementation of Access Service Request (ASR) 23, Verizon is modifying the requirements and policy regarding Letter of Agency (LOA) for both Switched and Special Access.

Under the old policy Verizon North and South, formerly known as Nynex and Bell Atlantic, required LOAs; and Verizon West, formerly known as GTE, did not require LOAs. Additionally, GTE did not recognize the Facility owner as the customer of record, unless GTE also rendered them the bill for this service. The new policy will allow Verizon to recognize the Facility owner, who is not rendered the bill, as the Customer of Record when there is an LOA signed by both parties.

Because of this change, the Lease arrangement (LA), Date of lease arrangement (LADATED) and Lease authorization name (LANM) fields will be required when a new ASR is issued and there is a leased arrangement. Population of these fields will indicate to Verizon that an LOA has been obtained. Should any questions arise regarding the leased arrangement, Verizon will require a copy of the LOA. Please refer to the ASOG for valid entry.

Verizon will continue to honor any embedded Lease arrangements, with the exception of disconnects. Should the Facility owner (not the customer of record) request a disconnect, an LOA signed by both the Lessee and the Lessor is required. If Verizon determines that an LOA is required and is not received, the ASR will be placed in jeopardy status and may ultimately be canceled.

Any ASRs received on or after August 27, 2001, will be provisioned under the new policy guidelines.

Please share this information with the appropriate personnel within your respective companies. If you have any questions, please call your Verizon Account Representative.

Sincerely,

Thomas P. Broderick
Director-Installation & Maintenance