



Verizon

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

January 8, 2002

Dear Access Customer,

Last month you received a letter (dated November 29, 2001) concerning an FCC Merger Mandate for Virginia and Pennsylvania. In that letter we indicated a portion of former GTE (fGTE) Virginia customers/accounts would be converting to former Bell Atlantic (fBA) systems, processes and business rules on March 16, 2002. The remainder of the fGTE Virginia customers/accounts will convert on May 18, 2002. Further details concerning the changes to your bill(s) in Virginia are outlined below.

Ordering

fGTE will impose a blackout period for the Virginia Pilot area that will begin March 13, 2002 through March 18, 2002. Any ASRs received during this blackout period or any ASRs that contain a requested due date during the blackout period will be rejected by fGTE. You will receive a message indicating that this ASR is within the Virginia Pilot area and to resubmit the ASRs to the appropriate ICSC code in fBA. (Please see below for specific ICSC codes.) fBA will accept your ASR as being received, but will not be able to process it until Monday, March 18, 2002. As a reminder, the Virginia Pilot areas are LATAs 244, 250, and 927. (See attached matrix, VA MATRIX.xls, for all Virginia LATAs converting to fBA systems). Post conversion, only one (1) ASR will be required for fBA and fGTE meet point orders.

If you request a Due Date that is within the blackout period, fGTE will change the Due Date to five business days later and send you a Firm Order Confirmation (FOC) with the new Due Date, provided facilities are available. For example: if the requested Due Date is 3/15/02, then fGTE will change that Due Date to 3/22/02, pending facility availability, and send an FOC showing the new due date.

Likewise, fGTE will impose a blackout period for the Final Virginia conversion, scheduled for May 18, 2002. The blackout period for the Final conversion is May 15, 2002 through May 20, 2002. The same process outlined above applies to the Final conversion.

The fBA ICSC codes are as follows:

CP10 = UNE
CP37, 39 = AT&T ONLY
CP88 = MCI Worldcom
CP83 = for RCC Broadcast/Wireless
CP88 = ALL OTHER ACNAs

If you order bundled Fast Packet services post conversion, your process will not change. You will continue to submit one ASR to fGTE for the ATM / Frame portion for fBA and fGTE meet point orders. However, if you order unbundled Fast Packet post conversion, the second ASR for the "pipe" should be submitted to the appropriate fBA ICSC (see ICSC codes above).

Pending Orders

Pending Status: fGTE orders, in a pending status (Post FOC), will be mechanically transferred to fBA during the conversion weekend.

Jeopardy Status: For any fGTE orders that are in a "jeopardy" status (Pre FOC) at the time of conversion AND that are meet point with fBA, Verizon will contact you to cancel the ASR. It will not be necessary, however, to resubmit your ASR to fBA. Verizon will process your order with the existing meet point ASR in the fBA-system. For those fGTE orders that are in a "jeopardy" status (Pre FOC) and NON-MEETPOINT with fBA, Verizon will contact you to cancel the ASR and ask that you resubmit it with the appropriate fBA ICSC code.

Supplemental ASRs (SUPs): Please note that there will be edits in place to reject any SUPs received for orders converting to fBA.

Billing

After March 16, 2002 for the Pilot areas and after May 18, 2002 for the Final conversion, you will begin receiving your bill(s) from fBA. In order to maintain compliance with the Merger Condition, the fGTE rates will be kept in place and separate from fBA. Therefore, the billing option will become Single Bill/Multiple Tariff upon conversion. All current fGTE contracts will remain in place, and will be kept separate from all fBA contracts, until expiration.

For those instances where possible, we will map your existing fGTE account to an existing fBA account. Otherwise, a new fBA account will be established. Since the mapping process will take place during conversion weekend, the details of this process are not yet finalized. Immediately following each conversion, we will provide you with a spreadsheet (by ACNA) containing details such as OLD BAN, NEW BAN, Old Circuit ID, New Circuit ID, Old Bill Period and New Bill Period.

Any circuit ID changes are strictly related to meet point circuits between the two former footprints (fGTE and fBA). No other circuit IDs will change. During conversion, fBA will change all of these circuits to reflect a fBA circuit ID. Going forward, all circuits will be assigned using the fBA rules and processes.

Special Access

Some of you will receive a Special Access bill from fGTE and fBA during March 2002 (Pilot conversion) and May 2002 (Final conversion). Since Special Access is billed in advance, your fGTE bill may contain charges for the entire month. However, fGTE will issue a final bill post conversion that may contain a credit from March 16th through the end of your bill period.

Switched Access

Because Switched Access is billed in arrears, you will be receiving a Switched Access bill from fGTE for charges through March 15th. You will receive a Switched Access bill from fBA for charges beginning March 16th forward for the Pilot area and May 18th forward for the Final conversion.

For invoices that you receive from fGTE, please continue to direct all payments to the fGTE remittance address. For all invoices received from fBA, please direct your payments to the remittance address noted on the bill.

Carrier Common Line

fGTE currently bills VA CCL using a tariffed amount per month which is allocated to each BAN by a market share derived by usage. This flat rated charge is billed based on the previous month's usage. Therefore, for April, May, and June 2002, fGTE and fBA will allocate the percentages accordingly, utilizing MOUs from February 2002 data, in order to comply with the fGTE tariff.

Maintenance

All fGTE Virginia maintenance & repair activity will be handled in existing fBA CATC (Carrier Account Team Center) Maintenance Centers. The contact numbers for maintenance and repair activity are listed below:

- AT&T **(800) 523-3344**
- Sprint/Qwest/Cable&Wireless/Level 3/Cox/Global Crossing **(800) 536-3344**
- MCI Worldcom **(800) 497-3344**
- OCC **(800) 490-3344**

Should you have any questions concerning this conversion, please contact your Verizon Account Manager.

Sincerely,

David A. Milliman
Director - Program Management Office

[Attach.](#)