



Verizon

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

March 6, 2002

To: Access Customer Gateway Users

Subject: New ASR Status Retrieval Site

In an effort to merge our former GTE and former Bell Atlantic processes, we will be moving to a "single" web location for users to view the Status of Access Service Requests (ASRs). We will be merging the functionality of other features over the remainder of this year.

Beginning Monday, April 22, 2002, if you have a current ID and Password for the Access Customer Gateway (ACG) Inquiry web to view the status of your ASR, you will now need to access the Carrier Services Gateway (CSG) web location to check the status of access orders.

The ASR Status Retrieval will allow the Access Customer to view the details of the Confirmation Notice (FOC/CN), Design Layout Record (DLR), Plant Test Date (PTD) and Due Date (DD) Jeopardies, Clarification Request (CR), as well as the Service Associate assigned for the ASR.

The ASR Status Retrieval on the CSG gateway is available as follows:

Monday through Friday	6:00 AM to 10:00 PM
Saturday	7:00 AM to 7:00 PM
Sunday	Not Available

(All times are Eastern)

If you are a current subscriber to the ACG Inquiry web, you will be notified of your ID and password and the new URL for access to the CSG's ASR Status Display prior to April 22, 2002.

Attached you will find the CSG ASR Status Retrieval Overview.

For questions, please contact our ACG Web Hotline at (813) 483-3549, Monday through Friday 8:00 AM to 5:00 PM (Eastern).

Sincerely,

**Access Gateway Development Support Team
Verizon Wholesale Markets**

[Attachment](#)