



Verizon

Wholesale Services
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Irving, TX 75038-3897

July 22, 2002

Dear Customer:

Subject: Verizon Wholesale Web Site – “Making Progress Every Day”

We have made enhancements to our Verizon Wholesale web site that we hope you will find useful. Read on to learn about these new features, including online training for the Carrier Services Gateway (CSG) and a web application for trouble reporting. You can expect our site to get even better over the coming year as we continue to add information and tools to help you better serve your customers.

Updated Carrier Sourcebook – An Easier Way to Get Useful Information

We’ve just made our online Carrier Sourcebook even more useful for access customers by combining information from both the former Bell Atlantic (fBA) and former GTE (fGTE) into one source. That makes it a lot easier to find the information you need.

To take a look at the Carrier Sourcebook, [CLICK HERE](#).

Improved Search by “Unique Keyword”

We have created unique keywords for quick access to the home page or gateway of some of our wholesale tools and applications. Type the keyword in the “Search” tool located in the upper left corner of our [verizon.com/wholesale](http://www.verizon.com/wholesale) site at <http://www.verizon.com/wholesale>.

Keywords

- | | |
|-----------------|---|
| acghome | Access Customer Gateway (fGTE)
From here, you can access: <ul style="list-style-type: none">◆ ASR/InterCom – ASR Ordering◆ CFA – Connecting Facility Assignment◆ SAV – Service Address Validation◆ Billing Web – Carrier Access Billing Information |
| csghome | Carrier Services Gateway (fBA) |
| sshome | Subscription Services (fGTE) |
| vtaghome | Verizon Trouble Administration Gateway (fBA) |
| xeahome | Xpress Electronic Access (fBA) |

New CSG Online Training and Updates on CSG's Expansion to fGTE

With our site's new CSG Home Page, it's easy to link to CSG or CSG online training, request to become a new user, access user guides and other reference material, and contact the Web application support line. The CSG Home Page also helps to keep you informed of what's coming with each new release as we expand CSG to the fGTE service areas. Visit the CSG Home Page – keyword “csghome” or [CLICK HERE](#).

New PIC / Subscription Services Pages with New Tools

Our PIC systems -- Subscription Services (SS) for the fGTE service areas and Xpress Electronic Access (XEA) for the fBA service areas -- also have home pages that can be reached by typing the keywords “sshome” or “xeahome” or [CLICK HERE](#) for SS or [CLICK HERE](#) for XEA.

Both home pages include links to the following new timesaving tools:

- Transaction Code Status Indicator (TCSI) Lookup – You no longer need to call Verizon's Service Centers or PIC Interface Managers to get this information. Just go on line.
- PIC/LPIC Change Charge Lookup – You can look up state-by-state PIC/LPIC charge amounts for your customers while you are on the telephone with them! This also eliminates the need for you to call your Verizon representative.

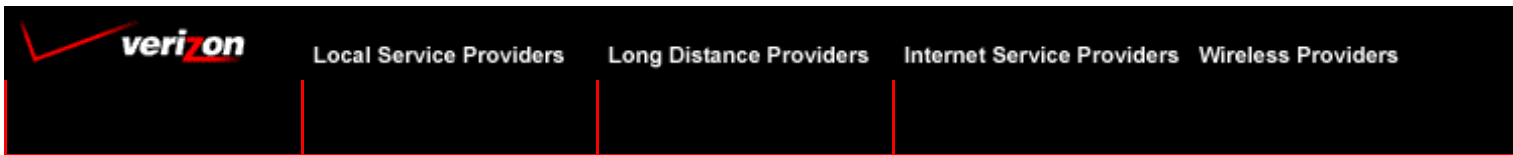
New Home Pages for ACG Applications

Each ACG application in the fGTE -- ASR/InterCom Web, SAV Web, CFA Web, and Billing Web -- has its own home page. Visit the ACG Home Page - keyword “acghome” or [CLICK HERE](#).

Check Out Our Newest Web Application for Trouble Reporting

Verizon Trouble Administration Gateway (VTAG) makes it simple for you to submit trouble reports to Verizon and check status on access circuits via the Internet. This saves time and may eliminate the need for a call to a Verizon Repair Center. The VTAG Home Page also helps you to keep informed of what's coming as we expand VTAG to the fGTE service areas. Visit the VTAG Home Page – keyword “vtaghome” or [CLICK HERE](#).

Thank you for using Verizon for your Access Services. If you have any questions, please contact your Verizon Account Manager.



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Verizon Trouble Administration Gateway (VTAG)

Application for reporting and tracking troubles on access service circuits. Report, modify and close trouble requests. Check status, retrieve history, and view responses on your VTAG reported troubles. Currently available for Verizon-East Special and Switched access circuits only. [Learn more](#)

Your VTAG Account

[Login to VTAG](#), if you already have a VTAG user account (ID).

[Apply for VTAG account](#) 

Getting Started

[Benefits of VTAG](#)

[VTAG Overview](#) 

[Carrier Sourcebook](#)

Help with VTAG

Documentation Support:

[User Guide](#) 

[FAQ](#)

Application Support:

[Hours of Operation](#)

[Contact Us](#)

What's New in VTAG?

Current Release:

[07/15/02](#)

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Verizon Wholesale

Verizon offers a comprehensive range of products, services, applications and support for Local Service Providers, Long Distance Providers, Internet Service Providers, and Wireless Providers.

Benefit from our broad collection of tools, training and education materials, industry resources and documentation to help you stay on top of your business and keep it running smoothly and efficiently.

 Search Wholesale

Verizon.com Links

[For Your Home](#)
[For Your Small Business](#)
[Enterprise Solutions](#)
[ISP Markets Sales](#)

Local Service Providers

Whether you are a CLEC, DLEC, ILEC or Reseller, we have the information you need. Locate products and services, learn how to do business with Verizon, stay informed on the latest regulatory updates, find out how to enter a trouble ticket, check performance measures and much more.

Long Distance Providers

Find the Wholesale Long Distance information you need, when you need it. Check product and service availability, access support resources, newsletters, notifications, training and education courses and everything else you need to help maintain a successful business.

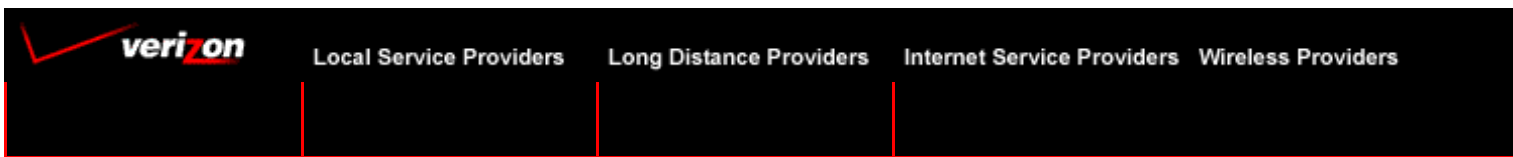
Internet Service Providers

Verizon Wholesale keeps you connected to your customers by providing the tools and resources to help you stay on top of the business. Learn about products and services, available training and how to do business with Verizon. We'll even help you stay current on the latest regulatory information.

Wireless Providers

Access to information you need. Use the Wireless Handbook to learn how to establish and maintain a successful business relationship with Verizon, locate availability of products and services, check out our FAQs and other useful support and industry documentation to help you stay up-to-date and informed.

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[Telecom News and Events](#)
[VoIP Termination Service -- use the Internet to talk to millions of Verizon customers](#)
[August 2002 Demand Forecast Request](#)



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Carrier Services Gateway (CSG)

Application for Access Service Request (ASR) Ordering. Pre-Ordering Functions include: Service Address Validation and CFA and SONET Ring Assignment Validations. Post-Ordering Functions include: Viewing Confirmation Notices, Design Layout Records, Clarification Requests and PTD/DD statuses, regardless of how the ASR is sent to Verizon.

Your CSG Account

[Login to CSG](#), if you already have a CSG Account.

[Apply for CSG account](#)

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[User Guide](#)

[Tutorial](#) 

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[04/22/02](#)

Current Release:

[07/01/02](#)

Next Release:

[08/05/02](#)

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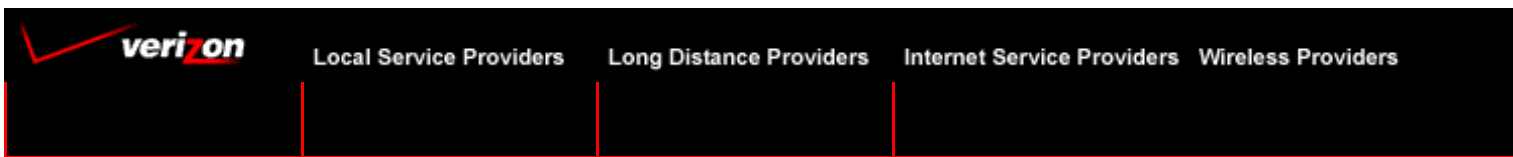
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Subscription Services (SS)

Application for submitting InterLATA, IntraLATA, and International PIC changes, Billing Name and Address (BNA) requests, Data Gathering requests (all PIC eligible lines under a Billing Telephone Number), DPIC/UNPIC requests, Merger/Acquisition requests, and PIC/LPIC Database Verification requests. Also provides up to a 6 month history of PIC/CARE transactions submitted by or provided to your Carrier Identification Code (CIC) by either Working Telephone Number (WTN) or Billing Telephone Number (BTN).

Your SS Account

[Login to SS](#), if you already have an SS account. Then access SS from the Verizon Access Customer Gateway homepage.

[Apply for SS account](#)

Help with SS

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[Hours of Operation](#)
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Tools:
[TCSI codes](#)
[PIC and LPIC Charges](#)

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[Carrier Sourcebook](#)

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[03/08/02](#)

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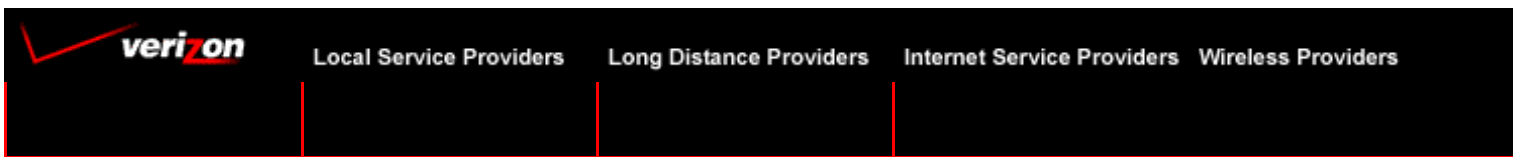
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Xpress Electronic Access (XEA)

Application for submitting InterLATA PIC and IntraLATA LPIC changes, Billing Name and Address (BNA) requests, Data Gathering requests (all PIC eligible lines under a Billing Telephone Number), and PIC/LPIC Database Verification requests. Also provides up to a 1 year history of PIC/CARE transactions submitted by or provided to your Carrier Identification Code (CIC) by either Working Telephone Number (WTN) or Access Provider Order Number (APON).

Your XEA Account

[Login to XEA](#), if you already have an XEA Account.

[Apply for an XEA Account](#) 

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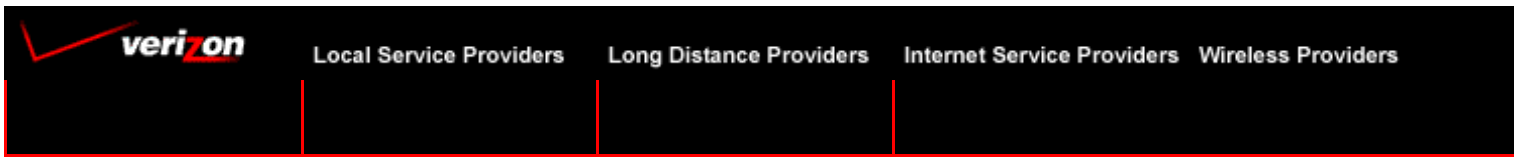
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Access Applications for Verizon West

[Verizon Wholesale](#)

Link to these access application home pages for Verizon West.

- [ASR Web/InterCom](#) - Enter Access orders.
- [CFA Web](#) - View Connecting Facility Assignments.
- [SAV Web](#) - Verify a service address.
- [Billing Web](#) - View Carrier Access Billing System (CABS).

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