



Verizon
MC HQE03B70
Wholesale Services
600 Hidden Ridge
Irving, TX 75038-3897

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RE: Verizon Introduces New and Improved Ordering Process for Channelized Custom Connect Service

Verizon is pleased to introduce the availability of a new and improved ordering process for channelized **Custom Connect** Service when Special Construction is required. The new and improved ordering process will reduce the time it takes to receive a Special Construction quote and allow you to request Special Construction on a single ASR. Effective immediately, the improved process will automatically create a Special Construction quote (if applicable) for a channelized Custom Connect service for you without requiring you to contact your account team.

If the QA (Quote Authorization) field on the ASR is populated with a "Y," a Special Construction quote (if applicable) will be created and provided to you by your account team. Upon acceptance of the Special Construction quote, an agreement will be provided for signature. If Special Construction is required, the ASR will be temporarily suspended. Once the agreement is executed and effective, the ASR will be re-activated and processed.

If Special Construction is not applicable, the ASR will be processed for provisioning. If the QA field is not populated and Special Construction is required, Verizon will send a notification regarding the need for Special Construction. A supplemental ASR with the QA field populated with a "Y" must then be submitted. Consistent with existing business practices, if a supplemental ASR is not received within 10 days, Verizon will automatically cancel your original ASR for channelized **Custom Connect** service.

Please note: If your channelized **Custom Connect** order contains any of the requirements listed below, the requirement(s) should be documented and added in the REMARKS field of the submitted ASR, and you should also call your account team and inform them of the requirement(s). Your account team will ensure that the Special Construction quote includes the specific requirement(s).

- (a) a dual or secondary entrance;
- (b) a diverse riser; or
- (c) a non-standard demarcation point within a building.

If you have any questions regarding this new process, please contact your Account Manager.