

April 20, 2016

Audience: CLECs, ISPs, IXCs, Resellers, Wireless Carriers, ILECs

Subject: Operational Information During Work Stoppage

Dear Verizon Customer:

The Verizon incumbent local exchange carriers' ("ILEC") labor agreements with the Communications Workers of America ("CWA"), and with the International Brotherhood of Electrical Workers ("IBEW"), respectively, for Verizon's ILEC service territories (the "Affected Areas")¹ expired on August 1, 2015. Negotiations for follow-on agreements reached an impasse and, as of 6:00 a.m. on April 13th, the unions initiated a strike. The duration of the strike is unclear.

In response to the strike, Verizon has taken significant steps to enable it to continue to provide services to its customers. Nonetheless, Verizon's ability to provide services to its customers in the Affected Areas may be impaired by the strike. By way of example, pre-ordering, ordering, provisioning, maintenance and repair are among the areas that may be impacted. (Associated performance metrics and remedies may also be affected.)

We are focusing on processing maintenance tickets and provisioning emergency orders (e.g., E911, TSP and medical emergencies).

Staffing: We are staffing Access and Local Ordering centers seven days a week, from 7:00 a.m. to 7:00p.m.; please use all business as usual interfaces. We are staffing the Regional CLEC Coordination Center (RCCC) as follows: Monday to Friday, 7:00 a.m. to 10:00 p.m.; and Saturday and Sunday, 7:00 a.m. to 7:00 p.m.

Provisioning	
Verizon Telecom (VzT)	Verizon Business (VzB)
Please continue to submit ASRs and LSRs following the guidelines outlined in Appendix A and Appendix B to this letter. For emergency provisioning and priority escalations, please follow the process outlined on Appendix C to this letter.	BAU processing, except that, for circuits with a VzT local loop, see VzT provisioning process.
Maintenance	
Verizon Telecom (VzT)	Verizon Business (VzB)
Please continue to utilize eBond or VTAG for ticket entry, status and escalations or if electronic interactions are not possible, please contact the Maintenance Center via the Contact Us website: http://www22.verizon.com/wholesale/contactusext/contactusactions.do . For escalations, please follow the process outlined on Appendix D to this letter.	Please continue to use the standard repair interfaces and escalation processes.

Verizon will continue devoting substantial resources to minimize the effects of the strike. We will also keep you apprised of our progress in bringing it to an end. For additional information or updates, please visit the Work Stoppage page on the VPS portal at:

<http://www22.verizon.com/wholesale/workstoppage.html>

As always, we're committed to delivering excellent service, and we appreciate your business.

¹ The Affected Areas are comprised of the Verizon ILEC operating territories in the District of Columbia and in the states of Connecticut, Delaware, Maryland, Massachusetts, New Jersey, New York, Pennsylvania (for Verizon Pennsylvania Inc.), Rhode Island and Virginia.

Appendix A

Provisioning VzT Access Service Requests (ASRs) During the Work Stoppage

Verizon will not assign December 31st as the Committed Due Date (CDD) for ASRs, as Verizon has done during previous work stoppages.

Orders will be processed in accordance with Verizon operational guidelines, based on the original CDD. Customers should expect Firm Order Confirmations (FOC) within the standard interval for orders that have facilities; orders will receive a CDD consistent with the General Guidelines for Processing Work posted on the VPS portal at: <http://www22.verizon.com/wholesale/workstoppage.html>

Orders pending Firm Order Confirmation (PRE-FOC)

- Orders in the pipeline or received during the work stoppage that are awaiting FOC will be held pre-FOC until Verizon can confirm facility availability
- These ASRs could reflect the following messages back to customers:
 - *Order missed due to strike by Verizon union. Pending Outside Plant Engineering*
 - *Order missed due to strike by Verizon union. Pending IOF planning*
- If facility builds are required, these orders will remain with Verizon engineering
 - These orders will be processed once resources are available to complete the engineering facility verification process and any required facility builds

Orders with Committed Due Dates (POST-FOC)

- Includes ASRs that were in the provisioning pipeline when the strike began as well as ASRs received during the strike which have Committed Due Dates
- Any of these ASRs that cannot be completed by the Committed Due Date will reflect the following messages back to customers:
 - *Order missed due to strike by Verizon union. Will be reappointed upon resumption of provisioning*
- Reappointments will be sequenced and scheduled based on the original Committed Due Date, and a new FOC will be provided

Appendix B

Provisioning VzT Local Service Requests (LSRs) During the Work Stoppage

Verizon will fulfill LSRs (Local Service Requests) on a first-come first-served basis.

Customers should expect FOCs within the normal interval for orders that have facilities; orders will receive a Committed Due Date consistent with the previously communicated General Guidelines for Processing Work posted on the VPS portal at: <http://www22.verizon.com/wholesale/workstoppage.html>

LSRs in the Pipeline at the beginning of the Work Stoppage

- Hot Cuts are pushed to BAU 12/25/2016 Due Date
- All pipeline UNE-Loops and UNEP/Wholesale Advantage were JEP'd "Company Crisis" (CC) and kept original CDD.

Incoming LSRs

- Incoming LSRs are reassigned future Due Dates based on Date Received so that they can be reappointed CDDs on a first come, first served basis.

Appendix C

VzT Priority Provisioning Escalations During the Work Stoppage

Step 1 To escalate a provisioning issue, please email Turner-Temp@verizon.com and include ORDER #, CUSTOMER NAME and CITY, STATE in subject line. **The escalation team will respond within one (1) hour.**

Step 2 If the Turner team doesn't respond **within one (1) hour as described in Step 1**, please email vps.hot.orders@verizon.com. **This mailbox is monitored by VPS managers and you will receive a notification within 30 minutes that someone is assigned to help with your order.**

Appendix D

VzT Priority Maintenance Escalations During the Work Stoppage

- Step 1** If you do not receive a response to a priority maintenance order within four (4) hours, you may escalate the issue to Turner-Temp@verizon.com and include TICKET #, CUSTOMER NAME and CITY, STATE in subject line. **The escalation team will respond within one (1) hour.**
- Step 2** If the Turner team doesn't respond **within one (1) hour as noted in Step 1**, please email vps.hot.tickets@verizon.com. **This mailbox is monitored by VPS managers and you will receive a notification within 30 minutes that someone is assigned to help with your order.**