

Thank you for choosing to install new network services with us. We look forward to working with you to confirm your site is ready for the on-premises installation of your new service. A successful implementation of your new service requires your direct and active involvement. We've provided this Implementation Guide to help you understand your role in this process and some of the terms we use during an installation, and to serve as a general guide to activation. It's important you read and understand this document completely. Failing to meet requirements and responsibilities will likely delay the order and may add additional charges to your order. If you are a Retail customer and have questions about anything in this guide, don't hesitate to contact your account representative.

What to Expect During the Order and Implementation Process:



- **Initial Order Entry** (Retail only) – An Account Executive and a Solutions Engineer will discuss your solution with you and document your requirements prior to submitting your order.
- **Order Validation** (Retail only) – An Order Manager will contact you regarding your solution and verify that your order information is accurate. This includes the Local Contact (LCON), Service Address, Speed, Billing Address and product information.
 - **Review and Validation of the Order Verification Document is Essential to an On-Time Activation**
- **Site Survey** – If a site survey is required, an engineer from Verizon or a third-party local exchange company (LEC) will contact you and visit your site to determine its readiness for installation. An LCON must be present during the site survey to provide access to and address any additional questions about the site. Please ensure an LCON is available within 5 days of your order submission.
- **Construction and Build** (Field Services) – If your building is newly constructed or does not currently have existing access to Ethernet or network fiber, Verizon (or a third-party LEC provider) may need to build access between your site and the nearest point of presence. An LCON will need to provide access to the site to build this circuit.
- **Connectivity Testing** – Verizon Test and Install technicians will work with you as necessary to test your solution. Once tested end-to-end, your network services can then be activated, if necessary.
- **Activation and Scheduling** – Depending on the services installed, activation may be required. In such cases, we'll need you to provide a date and time when you would like the service activated after the testing has occurred.

Site/Location Requirements when "Site Survey" and "Construction & Build" steps are needed:

To install and activate your new services, you must complete certain items. Following is a list of items to be completed or your service activation will be delayed:

- **Access to the Site:** Verizon requires access to your site to complete a site survey and installation of equipment and activation of service.
- **Electrical:** Access to electric power and acceptable ground wiring must be provided to power network equipment.
- **Physical Space:** Backboard and/or Rack Space must be provided to install equipment.
- **Site Environment:** The environment must be climate controlled and sufficiently lit.
- **Cable Path and Conduit:** If your site location is different than the building's Minimum Point of Entry (MPOE), a cable path or conduit must be provided between the MPOE and your point of demarcation at the site.
- **Approvals/Permits/Rights of Way:** You must obtain (if necessary):
 - Approvals from building management in the event that Verizon needs to perform tasks outside of your leased space.
 - Permits or Rights of Way from local authorities and/or property owners if construction is required.

Specific details about requirements for your site, if required, will be determined after an Engineer has surveyed the location. Requirements will be listed in an End User Contingency Requirements (EUCR) form, including a Customer Ready Date (CRD) stipulating when the EUCR requirements will need to be completed in order deliver the service on time. The LCON will be required to provide positive confirmation (Either signed EUCR form or via email) prior to receiving FOC and upon completion of the EUCR requirements. (Only for Verizon ILEC territory)

Other Roles and Responsibilities:

Primary Customer Contact/ASR Initiator: This is the person who places the order with Verizon. He/she is the principal contact point for the Sales and Order Management teams.

- **Local Contact (LCON):** On-Site local primary contact point for our Engineering, Construction and Installation teams. LCON must be knowledgeable of the pending service request including site access requirements for future site visits and process steps required for service activation. Primary and alternate LCON information should be provided. In order to deliver your service, the LCON must be:

- **Local:** have knowledge of the site location and able to provide access to Verizon.
- **Knowledgeable:** have the level of technical and mechanical expertise needed to fulfill site requirements.
- **Available:** ready to assist Engineers and installers when needed.
- Alternate/Technical Contact: The secondary contact point for our Engineering, Construction and Installation teams. Contact should be intimately familiar with the service requested and implementation at the customer site.
 - *In cases where the Customer Of Record has an off-site technical/Project Management resource coordinating physical site requirements or logistics, that resource may be referred to as the "Alt/Technical LCON"*

Common Items That WILL Delay Implementation:

- Order Verification Checklist not validated (Retail Only)
- **Inaccurate or missing** LCON contact information (include **email address** and **mobile number** if available)
- Lack of LCON availability or technical expertise
- No Secondary or Technical Contact provided
- Lack of positive confirmation from the LCON in the EUCR process
- The address, including floor number, is not accurate in the order or the site requirements were not met in advance of due dates
- Slow response to or incomplete information given when requested from Sales or Order Processing
- Site is NOT cleared or the EUCR Site Requirements are not completed in advance of CRD due dates

If any of these issues occur, delays in the completion and activation of your solution will occur. In this event, we will work with you to address the issues as quickly as possible. However, verifying that information is correct and requirements are met in advance is the quickest path to service activation. **Items causing multiple LEC dispatches may result in additional charges for missed or canceled appointments.**

Verizon Roles and Responsibilities:

- Account Executive: Has direct responsibility for managing the relationship with you. This is your main point of contact.
- Solutions Engineer: Has extensive technical knowledge to propose and design technical solutions to meet your needs.
- Order Manager: Administers and processes the order to verify successful provisioning of the service.
- Project Manager: Performs overall project management services for the delivery and activation of Verizon services.
- Engineer: Configures the services during the implementation.
- Field Services: Performs onsite physical installation and assists with any technical troubleshooting.

Commonly Used Terms/Acronyms:

Term	Definition
Demarcation Point (Demarc):	The point at which VZ's facilities end and the customer's facilities (inside wiring or CPE) begin.
MPOE (Minimum Point of Entry)	The location within a structure where the line from the telephone company enters the building. Can also be the Demarcation Point if no extension is required.
Customer (Your) Site	This is the main service location.
Expedited Delivery	Requested delivery is shorter than standard interval. All efforts are made to accommodate but dates are NOT guaranteed.
ASR (Access Service Request)	The order that generated the request to install service at your site.
FOC (Firm Order Commitment)	The date the local access provider is committing to deliver your physical services to your location.

Additional Questions/Status:

- Verizon offers a tool to assist you during the provisioning process:
 - For status of your Retail order at any time, please visit the Verizon Enterprise Center: <http://enterprisecenter.verizon.com>.
 - For additional details about your site readiness, please read the documents listed on Verizon's site at: <http://www22.verizon.com/wholesale/customerreadiness/index.html>

Thank you for working with Verizon and your cooperation in these important matters. We look forward to meeting your network and communication needs.