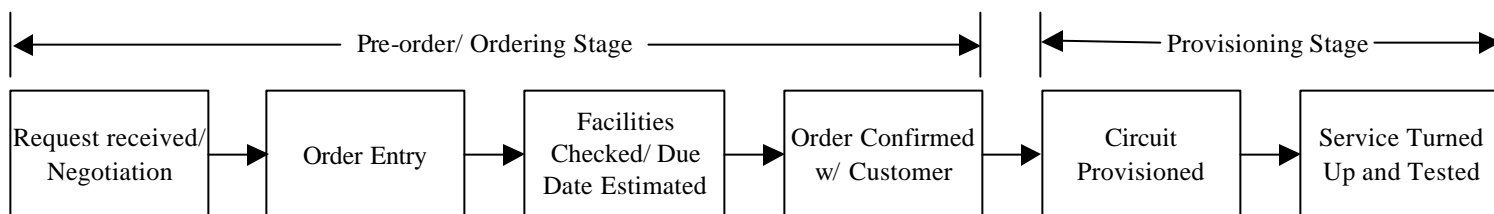


## Retail and Wholesale DS1 Provisioning Process Overview

The following is an overview and comparison of the processes used by Verizon MA to provision DS1 (High Capacity or HiCap) services for retail<sup>1</sup>, Special Access and UNE<sup>2</sup> customers. The provisioning of DS1 services involves processes that require a customized design for each circuit and special facilities. Set forth below is a chart that identifies the major steps in provisioning DS1 services followed by a table that explains the retail and wholesale work activities involved in each respective step. While the overall provisioning process is the same for the three market groups, some of the specific work activities vary between the retail and wholesale processes. For example, UNE customers require an Access Service Request Confirmation, at times called a FOC, within a prescribed interval while retail customers do not. Though this does not change the process of installing a circuit, it can impact the metrics from a comparative perspective. Regardless of the type of service, however, each of the following steps is required, in the sequence given, to complete the installation of a DS1 circuit.



<sup>1</sup> Data requests AG-VZ 1-11 and AG-VZ 3-21 requested information for Flexpath services. The process outlined here applies to all retail DS1 services: Flexpath, ISDN-PRI, Superpath, etc.

<sup>2</sup> For this document the term “wholesale services” includes both Special Access and UNE services.

Process Step	Retail Activities	Wholesale Activities
<i>Request Received / Negotiation</i>	<p>?? Retail customer contacts a Verizon sales representative to place an order for DS1 service. It should be noted that these sales representatives may be assigned to specific customers.</p> <p>?? Sales representative determines customer requirements and offers a potential solution.</p> <p>?? Sales rep deals directly with the customer.</p> <p>?? Orders may not be immediately placed.</p>	<p>?? Carrier (Special Access) or CLEC (UNE) submits an Access Service Request (ASR) to order a DS1 service.</p> <p>?? ASRs are submitted either electronically or via fax.</p> <p>?? Verizon reps do not deal directly with the end user, automated processes do not allow for interactions similar to retail.</p> <p>?? Wholesale “clock” starts with the receipt of the ASR<sup>3</sup> (called the Application or APP date).</p>
<i>Order Entry</i>	<p>?? If instructed by the customer, the Special Services representative creates a service order in the SOP (Service Order Processor) system.</p> <p>?? The retail clock starts when the service order is created in SOP.</p> <p><b>Total elapsed time:</b> no established standard</p>	<p>?? A service order is created in the mechanized CAFÉ (CABS Automated Front End, CABS stands for Carrier Access Billing System) ordering system in one of two ways:</p> <p>?? By the Carrier or CLEC through a Web GUI.</p> <p>?? By a Verizon wholesale rep (for faxed ASRs).</p> <p><b>Total elapsed time:</b> Typically within 24 hours of the receipt of a complete ASR.</p>
<i>Facilities Checked/ Due Date Estimated</i>	<p>?? The retail rep submits a request to Engineering to check for available facilities via the RequestNet system.</p> <p>?? Engineering verifies if suitable facilities are in place to deliver the requested service. If facilities are not available, Engineering provides a date as to when they will be available (called ECCD – Engineering/Construction Completion</p>	<p>?? The wholesale rep submits a request to Engineering to check for available facilities via the RequestNet system.</p> <p>?? As with Retail, Engineering verifies if suitable facilities are in place to deliver the requested service.</p> <p>?? For Special Access, if facilities are not available, Engineering provides a date (ECCD) as to when they will be available.</p>

<sup>3</sup> The wholesale clock starts with the receipt of a complete and accurate ASR. Verizon’s wholesale centers review ASRs when submitted by CLECs and Carriers; ASRs that are not complete are queried back to the originator for correction.

Process Step	Retail Activities	Wholesale Activities
<i>Facilities Checked/ Due Date Estimated (Continued)</i>	Date.)	?? For UNE, if suitable facilities are not Available and there are not current plans to build facilities, the service request is denied by Engineering. If plans are in place to build facilities, the request is returned with an ECCD.
<i>Order Confirmed w/ Customer</i>	<p>?? Though there is no requirement to do so, the retail rep contacts the customer to establish timeframe for installation appointment.</p> <p>?? Retail centers have the ability to alter the due date prior to the RID milestone with customer permission.</p> <p><b>Total elapsed time:</b> no established standard, may exceed one week or more</p>	<p>?? If facilities are / will be available, Wholesale center returns FOC (Firm Order Confirmation) to the Carrier or CLEC with the appropriate due date.</p> <p>?? If facilities are not available for UNE, the CLEC is advised (usually via telephone) to seek other alternatives.</p> <p><b>Total elapsed time:</b> depending on the service and how it is ordered, a FOC is returned to the customer between three and seven days.</p>
<i>Circuit Provisioned</i>	<p>?? Engineering, Construction and Operations groups complete all work necessary to turn-up service.</p> <p>?? Engineering and Construction complete any work necessary to provide facilities.</p> <p>?? When all necessary facilities are available for use, the circuit is designed from end to end and a work record is issued to Operations; this is called the Record Issue Date (RID).</p> <p>?? Operations completes all of the work steps defined in the work record to establish the circuit through the network.</p>	
<i>Service Turned Up and Tested</i>	<p>?? Operations dispatches to customer/end user location to turn-up and test the service. Retail services are tested with Verizon's Special Services Center; wholesale services are tested with the Carrier or CLEC.</p>	

The process description above provides an overview of the work steps involved in provisioning DS1 services. The most significant differences between the retail and wholesale processes occur in the up-front, order negotiating steps. Verizon MA has very limited contact with CLEC and Carrier customers and the established processes include intermediate milestones (FOC, for example) that do not exist when dealing with retail services. The provisioning steps, however, are nearly identical for retail and wholesale services. The actual work involved in providing a DS1 service (building facilities, designing the circuit, completing CO wiring and testing the circuits) is no different for a retail or a wholesale service.