

3.5 Service Ordering Intervals (L.30.1.3.1 (5))

Verizon’s Service@once and Bill@once solution provides automated provisioning, inventory, reporting, billing, and trouble reporting capabilities in one integrated solution. For ██████████, the system has evolved from a CPE ordering and billing system, to full flow-through provisioning for Centrex Analog and ISDN services, to a one-stop-shop for all voice, video, data, equipment, and professional services for WITS2001. Table 3.5-1 defines the service intervals and Table 3.5-2 outlines the service intervals by access type. These service intervals will be updated as new intervals and services become available.

Verizon’s fully compliant Service@once and Bill@once operating and business support systems are already in place supporting WITS2001 customers, therefore Verizon will be ready to transition customers and services to the WITS 3 systems environment on “Day One”.

Table 3.5-1: Verizon WITS 3 Service Intervals

ROUTINE	The routine time interval required for completion after receipt of an order; time intervals vary depending on the size and type of the service order.
EXPEDITE	To expedite an order for a fee, contact the WITS 3 Customer Service Center or check the appropriate box on the service order form – negotiation with the WITS 3 Customer Service Center may be necessary.
EMERGENCY	In emergency situations it will be necessary to negotiate service intervals with the WITS 3 Customer Service Center.

Verizon will be a strong partner with the Government to protect, prevent, respond to, and otherwise address threats to the network, and to protect the confidentiality, integrity, and availability of the critical information assets that are under the control and protection of Verizon.

Table 3.5-2: Verizon WITS 3 Service Intervals by Access Type

ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER		
	ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
Install Analog or BRI WITS3 Lines SVS (Standard Agency Business Location)			
10 or less per BAC per building	█	█	█
11 to 25 per BAC per building	█	█	█
26 to 50 per BAC per building	█	█	█
More than 50 per BAC per building	█	█	█
Install Analog or BRI WITS3 Lines SVS (Residential or Remote Agency Location)	█	█	█
10 or less per BAC per building	█	█	█
More than 10 per BAC per building	█	█	█
Install Voice Mail Services/Features			
Any quantity	█	█	█
Reset Password on Existing Voice Mailbox			
Any quantity (must be only item on order)	█	█	█
Install WITS3 Trunks/DID			
24 or less per BAC per building	█	█	█
25-96 per BAC per building	█	█	█
More than 96 per BAC per building	█	█	█
Install CSDS			
23 or less per BAC per building	█	█	█
24 or more per BAC per building	█	█	█
Install DTS note due date for trunks riding DS1/PRI must be 2 business days after the Pipe			
DS1 Pipe			
8 or less per BAC per building	█	█	█

ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER		
	ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
9 or more per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
DS1 Digital Hand-Off Dedicated			
8 or less per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
9 or more per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
DS1 Digital Hand-Off Multiplexed			
8 or less per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
9 or more per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
PRI			
8 or less per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
9 or more per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
DS3			
8 or less per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
9 or more per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
Install Synchronous Optical Network (SONET) Services			
Any quantity	[REDACTED]	[REDACTED]	[REDACTED]
Install Dedicated SONET Ring (DSR)			
Any quantity	[REDACTED]	[REDACTED]	[REDACTED]
Install Dedicated DWDM Ring			
Any quantity	[REDACTED]	[REDACTED]	[REDACTED]
VTS			
Reservation (non recurring teleconference)	[REDACTED]	[REDACTED]	[REDACTED]
ATS			
Reservation (non recurring teleconference)	[REDACTED]	[REDACTED]	[REDACTED]
FRS Add DS1			
4 or less per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
5 or more per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]
FRS Add DS3			
4 or less per BAC per building	[REDACTED]	[REDACTED]	[REDACTED]

ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER		
	ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
5 or more per BAC per building	██████████	██████████	██████████
ATMS			
Any quantity	██████████	██████████	██████████
Dark Fiber Services			
Any quantity	██████████	██████████	██████████
IAS			
Any quantity	██████████	██████████	██████████
Install Digital Subscriber Line (DSL)			
Any quantity	███ ████	███ ████	██████████
Install Ethernet LAN Service (ELAN)			
Any quantity	██████████	██████████	██████████
VoIP Services			
Any quantity	██████████	██████████	██████████
Custom Redirect Service			
Any quantity	██████████	██████████	██████████
Managed Security Services			
Any quantity	██████████	██████████	██████████
VSAT Services			
Any quantity	██████████	██████████	██████████
Dedicated Hosting Services			
Any quantity	██████████	██████████	██████████
Wireless LAN Services			
Any quantity	██████████	██████████	██████████
Voice Continuity Service			
Any quantity	██████████	██████████	██████████
IP VPN Service			
Any quantity	██████████	██████████	██████████
Premises-based IP VPN			
Any quantity	██████████	██████████	██████████
Managed Network Solutions			
Any quantity	██████████	██████████	██████████
Technical Support Services			

ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER		
	ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
Any quantity	████████	████████	████████
Install TV-1 Video Service (TVS)			
Any quantity	████████	████████	████████
Service Intervals for Adds/Moves/Change			
Add/Move/Remove CPE			
10 or less per BAC per building per due date	████████	████████	████████
More than 10 per BAC per building per due date	████████	████████	████████
Add/Move/Remove Local Area Network Interface			
5 or less per BAC per building per due date	████████	████████	████████
6-10 per BAC per building per due date	████████	████████	████████
More than 10 per BAC per building per due date	████████	████████	████████
Add/Move/Remove Attendant Console			
5 or less per BAC per building per due date	████████	████████	████████
6-10 per BAC per building per due date	████████	████████	████████

ACTION	REQUIRED COMPLETION TIME AFTER RECEIPT OF ORDER		
	ALL ACCESS		
	ROUTINE	EXPEDITE	EMERGENCY
More than 10 per BAC per building per due date	██████████	██████████	██████████
Add/Move/Remove Subscriber Feature or Class of Service	██████████	██████████	██████████