Verizon Advanced Data, Inc.

Verizon DSL Over Resold Lines

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1.0 Introduction

Verizon Advanced Data, Inc. (VADI) is making available its Digital Subscriber Line (DSL) service for resale over resold voice lines. This service is called DSL Over Resold Lines (DRL). This workshop will include information pertaining to the DRL product offering and how CLECs can participate in this offering.

2.0 DRL Announcement

The following announcement was distributed through Verizon's Industry Mailing process to all CLECs. This announces the DRL offering in Connecticut. The CT tariff was effective on July 20, 2001. The tariff effective date filing for Pennsylvania is September 1, 2001.

Description: The purpose of this communication is to advise CLECs in Connecticut that Verizon has filed a tariff with a requested effective date of July 20, 2001 to offer resold DSL over resold voice lines in those areas of Connecticut where it offers DSL. The service is known as Verizon DSL Over Resold Lines or Verizon DRL.

Verizon DRL will be provided by Verizon Advanced Data Inc. as follows:

- The resold voice service must already be in place.
- The CLEC or its ISP must have, or establish, a connection to Verizon's DSL network.
- The CLEC ordering DRL must be the same entity providing the end-users' voice services.
- The CLEC is responsible for providing all associated equipment, premise services and support for ISP services to the end-user. This includes but is not limited to – any required splitters, filters, modems, users software, end-users' technical support, etc. The equipment must meet VADI's specifications.
- The CLEC will receive a separate bill from VADI for the DRL service.
- Service orders must pass a service qualification process employing VADI business rules (e.g., loop length, class of service, central office availability, etc.).

Pricing

For more information, including rates and charges, please refer to the **Verizon Advanced Data, Inc.** Communications Services Tariff F.C.C. No. 1, Section 5.2, Part 3 which can be viewed at www.banetworkdata.com.

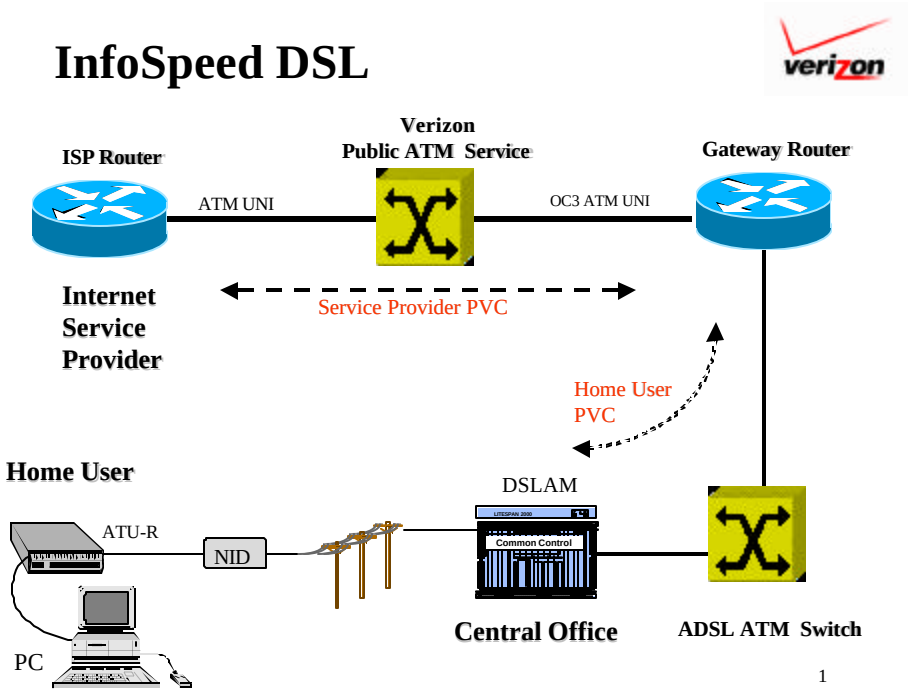
For more information on Verizon DRL in Connecticut, please call your Verizon Wholesale Account Manager.

3.0 Tariff (DRL Description and Rates)

See attached "DRL Tariff.pdf".

4.0 Connection to the ADSL Network

Service Providers are required to have a Public ATM connection to VADI's ADSL network. For information regarding establishing this connection contact your Verizon Wholesale Account Manager.



VADI engineers recommend that the ATM connection be dedicated but it is not required. It is possible to have a shared ATM connection but it must be carefully designed. For more information, contact your VADI Sales Engineer.

It is required that there be one DS3 connection per LATA.

5.0 VADI Lab Tested Equipment (CPE)

There are several vendors that manufacture DSL CPE. VADI has conducted comprehensive lab and field-testing, with satisfactory results, on the following equipment.

- **Westell Model C90 DMT Modem**
- **Westell Internal POTS ADSL Splitter**
- **Keptel External Modem**
- **2 Wire MicroFilters**
- **Excelsus Z-100 MicroFilters**
- **NetGear FA311 Network Interface Card**
- **Excelsus 2-for-1 Line Adaptor**
- **RJ45 Cable-Category 5 – 568B Specifications (Modem to PC)**

6.0 Account Set-Up

The first five sections of the attached – "New CLEC and Service Provider Form" should be completed in order to set up your billing account. Once it is completed it can be emailed back to your Wholesale Account Manager.

7.0 Loop Qualification Business Rules

Prior to submitting a request for DSL Service, the CLEC is required to Pre-Qualify the Loop for DSL capability and compatibility. There are 3 major gates to determining qualification.

7.1 First Gate to Pre-Qualification - Service Availability

The file of DSL Active Central Offices indicates the offices and associated NXXs where VADI provides DSL. The DSL Active Central Office file is only issued when new offices become available for DSL sales.

The Closed Office Report is a subset of the DSL Active Central Offices. The Closed Office Report contains offices that VADI does provide DSL, but that are temporarily closed to orders due to capacity issues. The Closed Office Report is issued frequently, as office status' change.

If you are interested in receiving the DSL Active Central Office file and Closed Office Report send an email request to jknoblock@banetworkdata.com.

7.2 Second Gate to Pre-Qualification - Service Compatibility

Certain services already operating on an end-user's loop or at their physical location are incompatible with DSL. Query the end user or utilize the Wholesale Web GUI interface to review Customer Record Information (CSR), for any of the following known incompatible services.

7.2.1 Services Incompatible with DSL

- 2 and 4 Party Lines (bridged in field)
- Ground Start Circuits (including PBX, DOD, DID 800, WATS)
- P-Phone
- Basic Rate ISDN
- T-1
- Program Audio- one way transmission of audio signal at various bandwidths
- Switched 56 (2 & 4 Wire)
- 4 Wire Specials (ETO, DDS, HiCap) [digital]
- Non-switched DC alarms
- Coin Telephones- Coin First (CF) and Dial Tone First (DTF)
- Data Over Voice (Data / Voice Multiplexer DVM)
- Digital Centrex Lines
- Foreign Exchange Service
- Pulsenet Alarm Service

7.2.2 Problematic Services – DSL is not recommended and is highly probable to be incompatible:

- Metallic Alarms circuits that use Line Break detection
- PLAR, Manual Ringdown - A method of signaling an operator in which telephone ringing current is manually sent over the line to operate a lamp and cause the drop of a self-locking relay using a continuous or pulsed ac signal transmitted over the line.
- Tone Overlay- unknown characteristics, may be a discontinued service

7.3 Third Gate to Pre-Qualification - Loop Make-up

Utilize the Wholesale Web GUI interface (http://128.11.40.241/east/verizon3.html) by selecting Web GUI under OSS Internet Gateways to secure loop make-up information. If the results of the Loop Qualification query do not return a "Reason Not Qualified" condition, then the Loop Length returned would pre-qualify the loop for the appropriate product tier(s) listed in 7.3.2 VADI DSL Offerings below. "Reason Not Qualified" responses are also listed below.

7.3.1 Reasons Not Qualified

(These conditions make loops ineligible for VADI DSL)

- **REASON NOT QUALIFIED SPECTRUM MANAGEMENT T-1** - Spectrum Management T-1, T1/DS1 interference
- **ADDRESS TESTED NOT QUAL LOAD COILS** – Load coils, loaded condition on line.
- **ADDRESS TESTED NOT QUAL DIGITAL LOOP CARRIER** – Digital Loop Carrier, incompatible loop technology—DLC.

- **REASON NOT QUALIFIED SPECTRUM MANAGEMENT OTHER -**
  DAML or other spectrum management interferer present ,other than T1**.**
- **REASON NOT QUALIFIED DIGITAL SINGLE CARRIER -** incompatible loop technology— digital single carrier.
- **ENGINEERING WORK ORDER IN PROGRESS** - engineering work in progress on cables/serving terminals.

7.3.2 VADI DSL Offerings

If Loop Length is between:	Then the available product(s) are:
0 – 8K	7.1M/768K, 1.5M/384K, 1.5M/128K, 768K/768K, 768K/128K, 384K/384K
8.1K-12K	1.5M/384K, 1.5M/128K, 768K/768K, 768K/128K, 384K/384K
12.1K – 15K (EAST)	768K/128K, 384K/384K
15K – 18K	768K/128K*

*effective September 20, 2001.

8.0 Short Term Interim Order Process

8.1 Prior to Sending Orders

The conditions outlined in the July 20, 2001 industry letter must be met before a CLEC can submit orders for DRL. . Additionally, if a CLEC is acquiring a new voice customer, a billing completion notifier from Verizon Wholesale must be received before a DSL order can be sent.

8.2 Order Transmission – Interim Solution

As an interim solution, VADI will accept end-user loop qualified DSL requests via email on a properly completed spreadsheet. The spreadsheet should be sent to VADI's Customer Care Service Activation Group. The Service Activation Group will acknowledge DSL requests upon receipt of the spreadsheet. After the request has been accepted into VADI's service order systems a second response will be sent. Upon completion of the DSL order a completion notice will be sent.

Manual Order Request Spreadsheet, is the tracking form to be used with order submission. These spreadsheets should be sent to VADI.Service.Activation@banetworkdata.com. Questions regarding the spreadsheet and status of orders can be referred to the Service Activation Hotline at (703) 641-8167. Hours of operation for the Service Activation Group are Monday through Friday 8:00am to 5:30pm (Eastern).

8.3 Spreadsheet Example

MANUAL ORDER REQUESTS FOR ORDER MANAGEMENT CENTER

For ISP/PCC/RESELLER Use Only											PCC Use Only		For Order Management Center Use Only								
Order Type	State	ISP Code	Reseller ID	Customer Name	DSL TN	Speed	User Init	BTN	EBD	Center Code	Can-Cor-Disc Reason	ISP PON	ARDA	LSO	Service Address	EATN	PO	DSL PON	NDD	Reject Reason	Agent Init	SRD

8.4 Spreadsheet and Spreadsheet Instructions

See attached "Manual Order Spreadsheet.xls"

Reseller Manual Order Request Spreadsheet Instructions

- The first eight columns (Order Type, State, ISP Code, Reseller ID, Customer Name, DSL TN, Speed, and user initials) are for reseller's use only.

- The next two columns (BTN and EBD) are to be completed by VAD.

- The next column, Center Code contains a drop down menu; select RESELLER.

- The remaining columns will be completed by VAD. Do not enter any data in columns L-W.

- Once the order has been issued, you will receive this spreadsheet back with the DSL PON, Service Ready Date (SRD), and Reject Reason, if no DRL order was issued. (VADIs normal SRD interval is 10-business days)

You should be aware of the following when using this spreadsheet:

- There are three columns (Order Type, Speed, and Center Code) with drop-down boxes; you must choose from the options provided in those lists.
- The DSL TN column is formatted for the "XXX XXX-XXXX" format. Users do not have to enter anything other than the digits themselves (like dashes "-" or parenthesis"()") in this field. The required dashes will be automatically included.
- The EBD (Effective Billing Date) column is formatted for the "X/XX/XX" format.
- The ISP Code column requires four numeric characters.
- Upon completion of our order-tracking database, spreadsheets returned to you will only contain completed orders.
- The maximum number of requests for one spreadsheet (Excel file) is one thousand. ***If you have more than 1000 requests, you must send a second file!*** Failure to comply will result in the loss of any requests beyond the thousandth.
- The following is a list of order types and their required fields:

Order Type	***State***	***ISP Code***	***Reseller ID***	***Customer Name***	***DSL TN***	***Speed***	***User Init.***	***BTN***	***EBD***	***Center Code***
N (add)	X	X	X	X	X	X	X			X
D (Disc)	X	X	X	X	X		X		(If app.)	X
C (Change)	X	X	X	X	X	X	X			X
Cancel	X	X	X	X	X		X			X
Correction	X	X	X	X	X	X	X			X
N (Record Only)	X	X	X	X	X	X	X		(If app.)	X

D (Record Only)	X	X	X	X	X		X		(If app.)	X

Note:
This list shows required fields; if you elect to populate additional fields (for informational purposes or otherwise), the spreadsheet will be accepted, but we cannot accept spreadsheets that are incomplete.

9.0 Maintenance Process

- End-users report troubles with their DSL to CLEC.
- CLEC is responsible for clearing trouble conditions beyond the scope of VADI/Verizon network. This includes:
  - CLEC network up to the interface with VADI
  - End-users premise equipment (PC hardware, software, modem, micro filters, wire)
  - Internet Service Provider network
- If CLEC determines trouble is on VADI/Verizon network they should contact:
  - Maintenance Control Office in Largo, MD
  - Available 24 X 7– (888)748-0936

10.0 Billing

- The CLEC is the billing responsible party and will negotiate any billing issues directly with VADI's billing agent, the Wholesale BCOC (Billing and Collections Operations Center) billing team. This is the same BCOC billing team that currently supports the resold voice billing account. End-users or ISP partners will report any DSL billing issues to the CLEC.
- The BCOC billing team will establish the separate Verizon bill that will hold the fully rated and taxed VADI invoice. The BCOC billing team will determine the requisite deposit and credit information, and they will secure any tax exemption certification from the CLEC.
- The BCOC will forward any tax exemption certification to VADI for input into their billing system.
- VADI will assign its own main billing account number (invoice point) to be used for service order entry and monthly invoice file creation.
- As VADI's billing/collection agent, the BCOC billing team will handle any inquiry or claims brought by the CLEC. The BCOC billing team will be responsible for any inquiry, adjustment and collections activities relative to the VADI charges.

See attached for sample bill format "Bill_Display_Physical(Host Bill)VAD DRL.xls"