ONGOING SERVICE DELIVERY MANAGEMENT PLAN

This document describes the Service Delivery Management processes and activities for DIR or DIR customers. It contains the requirements to assure that the underlying systems, processes and procedures provided by Verizon shall effectively support end to end delivery and management of services to DIR and DIR Customers(s). The State of Texas Account and Support team are available for both DIR and its customers as needed.

Service Delivery Support

The State of Texas Account Team is your primary contact within Verizon. Their overall responsibility is to ensure that you are satisfied with Verizon's performance and service. It is their job to understand your business and tailor Verizon's service to meet your technology and business needs. DIR and DIR Customers should contact the Account Team whenever you have any questions regarding our products and services. The Account Team can arrange for specific product presentations or provide general telecommunications consultation as you need it. Likewise, the Account team can also provide budgetary forecasts and competitive analyses.

Your Service Specialist will work with you to develop a comprehensive service plan that includes Verizon resources and self-service, web-based, efficiency tools designed to manage daily transactional service activities and inquiries with ease and confidence. As your advocate, the Service Specialist will also coordinate and drive internal organizations supporting your business to meet the service objectives defined in your plan. The Specialist will monitor and assess attainment of those goals and objectives by conducting quarterly service reviews.

The State of Texas Account Team is also the lead on directing account team resources to provide optimum levels of service, help address any of your concerns, issues, or requirements. More specifically, The Account Team's role is to:

- Develop a thorough understanding of your business goals, requirements, and concerns

- Establish a relationship to develop strategic solutions to help meet your goals

- Direct Verizon and vendor resources to develop, implement, and support solutions

- Provide ongoing education on product, services, and key industry developments and make proactive recommendations

- Serve as your advocate within Verizon

Order Manager

The Implementation Specialist is the account team member responsible for all of the new orders and implementation activities you have. The Implementation Specialist will:

- Review and submit new and complete orders within two business days of receipt and provide ongoing notifications of order status milestones

- Coordinate/drive activities throughout the implementation process, including:

- Coordinating Verizon internal groups, the customer, and vendor resources

- Providing ongoing order status

- Project manage large and/or complete implementations

- Provide requested tracking documents for service installations and disconnects

- Conduct escalations necessary to meet the standard intervals and agreed-upon SLAs

Specialist – Service/Program Management

Your Service Specialist will work with you to develop a comprehensive service plan that includes Verizon resources and self-service, web-based, efficiency tools designed to manage daily transactional service activities and inquiries with ease and confidence. As your advocate, The Service Specialist will also coordinate and drive internal organizations supporting your business to meet the service objectives defined in your plan. The Specialist will monitor and assess attainment of those goals and objectives by conducting quarterly service reviews.

From reviewing your first invoice with you and providing ongoing billing support, to evaluating ongoing performance and offering recommendations on valuable new solutions, your Service Specialist plays a critical role in managing service support for your account.

Service Specialist will:

- Develop your customized service plan

- Support your service objectives

- Serve as your advocate

- Provide monthly reporting requirements

- Conduct quarterly service reviews

- Provide first invoice review

- Deliver ongoing billing support

- Offer product or product resource recommendations

Solution Architect

Through their technical expertise, the Solution Architect plays an integral role in the account team by aligning Verizon products and services with your requirements and business objectives. Verizon Solution Architect are specialists in a number of technology areas. They are engineers by degree and practical experience, with years of tenure in the industry.

- Verizon Solution Architect maintain relevant technical expertise through intense training and continuing education, proving to be a leader in the technical design of complete solutions in all aspects of Verizon's product set. Your Solution Architect will:

- Recommend and design innovative solutions

- Deliver technical guidance and design solutions that impact your business objectives

- Contribute technical answers and solutions that maximize solid solutions

- Maintain their expert communication technology status in order to recommend and design innovative solutions

- Verizon Solution Architect organizations are fully supported through a number of different expert functions including highly specialized technology groups working for you.

Contact List

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Transition

Verizon will support customers in transition using the process and procedures set forth in its Program Management Plan.

Service Delivery and Management Methodology

For Services billed directly to DIR, orders will be submitted from the DIR Remedy system via email to Verizon's email address (enter address here). Order updates will be provided to DIR as prescribed in the email process flow until such time as mutually agreed XML interface requirements are established. Verizon has been provided with a Vendor's Guide to Remedy.

Resources

Verizon will scale resources as business requirements with DIR and Customers change over the duration of the contract.

Service ordering process

DIR will request orders through their Remedy systems via email. All orders will be submitted to the State of Texas Account Team at TXDIROrders@one.verizon.com and the orders will be provided in a timely manner back to DIR and/or its customers.

Online Service Delivery Management Tools – (Direct Billed Customers)

The Verizon Enterprise Center is a useful and environmentally-friendly online service management tool portal that helps you do business with us on your terms – when and where you need to. You can use the Center to place orders, view and pay invoices, create trouble tickets and analytical reports, and monitor and manage your communications services. The Center

provides access to near real-time information so you can make informed decisions about your domestic and global networks.

Also, with Verizon and Verizon Wireless united on the same portal, large businesses and government agencies experience a seamless online experience with single sign-on to their information via the Center.

Feature	Description	Benefits
Online Order Submission	Customer can submit an order using the Orders tool on the Verizon Enterprise Center (VEC).	Customers can submit orders at any time and from any location.
Online Order Status	Customer may view order status online for orders submitted via the Orders tool. Customers may pull "offline orders" into their Summary of Orders table to track order status online. For former Verizon product orders, the Orders tool interfaces real-time with the appropriate systems (e.g., XRM, Accord) to display up-to-date customer information. For former MCI product orders, users have visibility to key order level milestones such as Order Acknowledgement, Order Confirmation and Service Activation. These statuses are provided via a real-time interface to StatusPro.	Customers can track the status of an order at any time without contacting a Verizon account manager.
Several Product and Order Types Supported	The product and order types presented to the customer are defined by their direct entitlement to the tool or by their assigned permissions group. Former Enterprise Direct Ordering tool users are restricted to placing orders for tariffed products, priced at tariffed rates and subject to terms and conditions as stated in the applicable tariff. Former Verizon Enterprise Center Order Services tool users are restricted to placing orders against the Bill IDs and products defined by their previous Order Services entitlement in Star OE. Please contact your Verizon Account Manager for a complete list of the product	Customers can use Orders to submit orders for many Verizon products.

Feature	Description	Benefits
	and order types currently supported by the tool.	
Order History	Access to an online archive of 13 months of order data via the Summary of Orders table. Available for downloading.	Customer can easily access 13 months of order data.
Confirmation E-mails	Customer receives confirmation e-mail for each request submitted. E-mail contains key information about the request including the assigned request number. For legacy MCI product orders, this e-mail also contains the Order ID.	E-mail confirmation assures that customer that the order has been submitted to Verizon.
E-mail and Pager Notifications	On a per order basis, a customer can request to be notified via e-mail and/or pager when certain events occur such as: ▪ when remarks are updated ▪ when order status changes ▪ when the due date changes and ▪ when the order is complete. This feature is currently available for legacy Verizon orders only.	Customers receive timely updates on key items of interest to them.
Order Templates	Saves customers' time by not having to retype redundant order information. Multiple templates may be defined by the customer or their assigned account representative for each product type. This feature is currently available for legacy Verizon orders only.	Numerous templates can be set up for each product type. Allows a customer to save time with auto-populate specific fields.
Contact Book	Customer can store frequently used contact information (phone number, e-mail, fax, pager) and addresses.	Customer can quickly and accurately populate contact and address related order form fields.
Customer Work Number / Order Alias	Customer can assign a work number or meaningful description to each order.	Customer can quickly identify each order by the Customer Work # / Order Alias. Customer can also locate submitted orders in the Summary of Orders table by Customer Work # /Order alias.

Feature	Description	Benefits
Required Fields	Required fields are marked with an asterisk. All required fields must be completed before the customer can submit an order.	Identifies required fields.
Copy Order	Customer may copy a previous order to generate a new order.	Saves time and effort by copying key fields from a previous order.
Save Order	No installation or monthly recurring charges for using the Orders tool.	Customers will not incur a charge for using the Orders tool.
Customer Training	Live, instructor-led training conducted via the Internet is available to customer at no charge. In addition, customers may download a copy of the Orders user guide. Both are available at the Customer Training and Documentation site.	Customer has easy access to tool experts and supporting documentation.

Online Order Process

We've streamlined our ordering process to provide you simple and fast processing with regular updates. We developed a comprehensive online ordering and status mechanism available via our secure portal, the Verizon Enterprise Center, where you can initiate orders, check status, learn about our solutions, and get help if you need it.

To further assist you in the ordering process, we've provided two user-friendly options; the Guide Me Mode (steps you through the ordering process) and the Advanced Mode (faster self-navigation for those familiar). We also provide a Selected Item feature that enables you to order multiple products, view a consolidated list, before submitting your request.

Step 1: Initiate a New Order

- Log in to the Verizon Enterprise Center website:
- https://enterprisecenter.verizon.com.
- **Note:** You need to be a registered user to log-in; click
- Enroll Now and follow instructions to create a User ID and Password.
- Contact your Verizon Order Management team to ensure you have permission to access the Orders application.
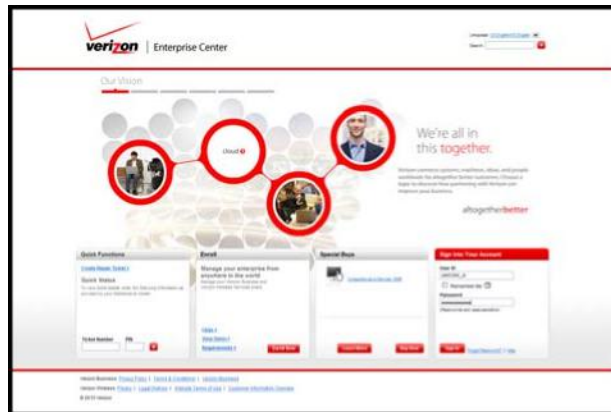
- Enter your User ID and Password and click Sign In and you will be sent to the Verizon Enterprise Center portal home page.
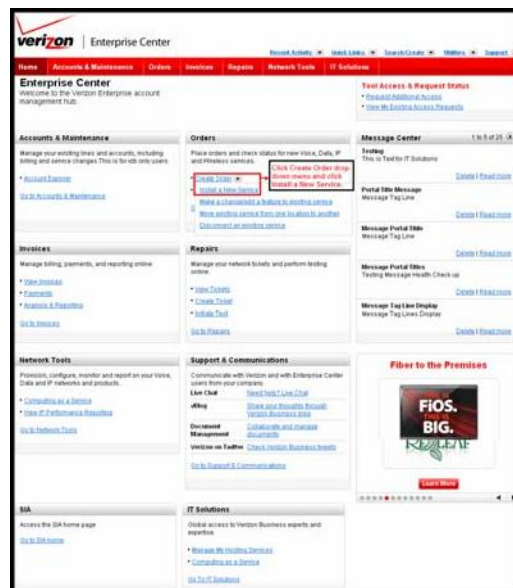

- Click on the Orders tab at the top of page or click Go to Orders located in the in the center of the page.
- The Orders tab on the Verizon Enterprise Center home page enables you to:
  - Create orders
  - Find and track orders
  - Perform a service change from the Ordering Tools section
  - Manage contact books and templates
 - View orders and save order details to a file
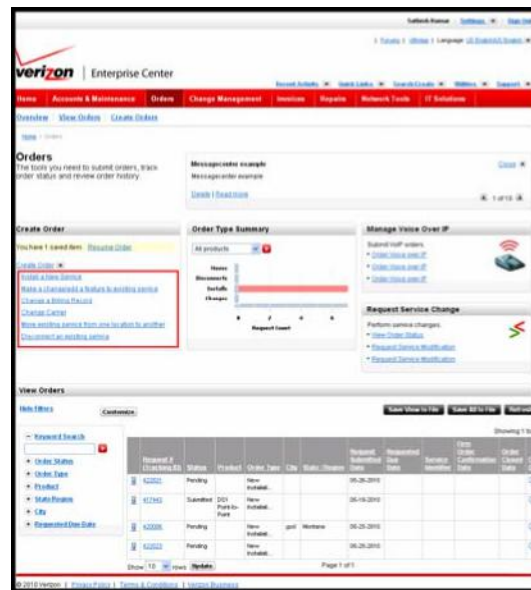
- Once in the Orders tab, go to Create Orders and select order type from the drop down menu (Install, Change, Move, or Disconnect). In our example, we selected Install a New Order.
- You will be taken to the product selection page where you can also learn more about a specific product.

Step 2: Product Selection

The Select Products page displays all the products you can order. You can also click on More Products to see all the products available under each product group.
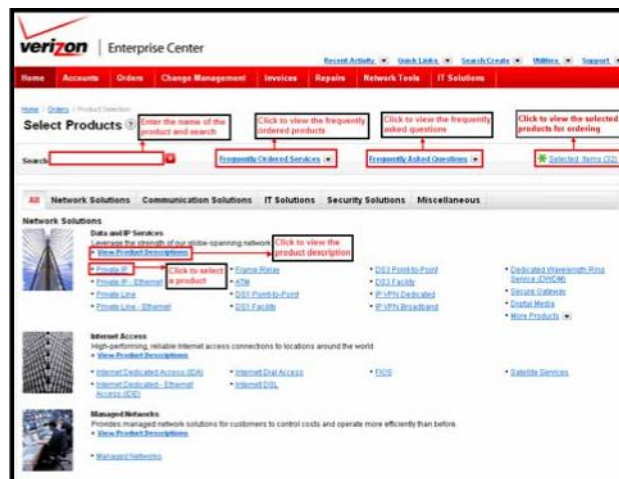
- Click Learn More to view the various products available in each product category. For instance, click the Learn More link in the PIP section to view the PIP sub-products.
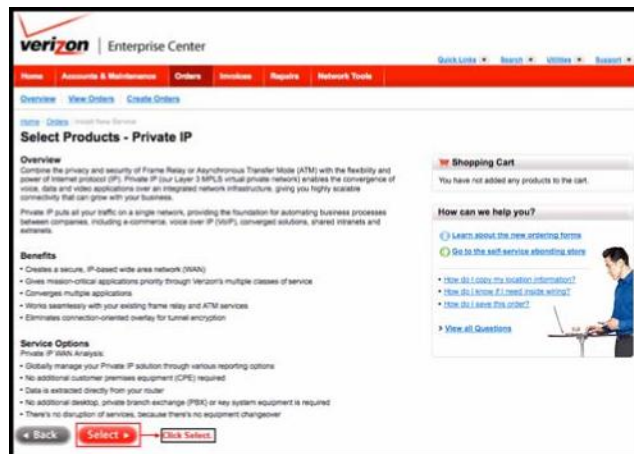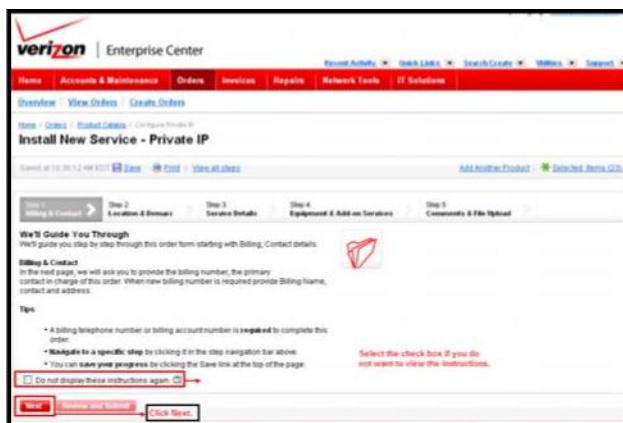
- Then click on the product you want to order (in this example, Private IP) and follow the step-by-step instructions.
- Once you're ready click Select.
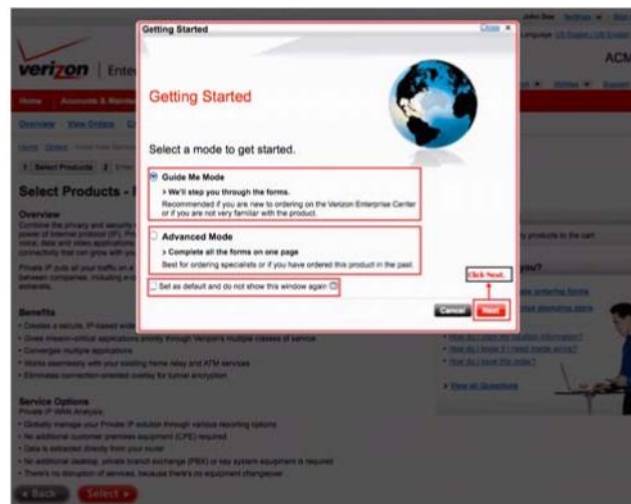
- Getting Started: You will then be asked to select the Guide Me Mode or the Advanced Mode.
- The Guide Me Mode gives a brief description of the various data gathering forms that you will need to complete along with instructions and tips.
- **Note:** New or infrequent users of the Orders application may want to use the Guide Me Mode.
- In Advanced Mode you can expand and collapse the data gathering forms and view/enter the relevant information.
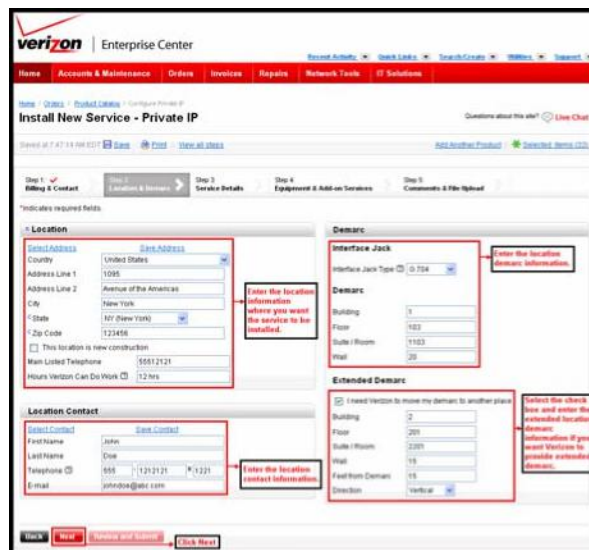
Step 3: Product Configuration

- Now you need to follow the instructions for the specific product you are ordering and the screen will prompt you with the information you need (the example screen below is in the Guide Me Mode view).

Billing & Contact Page (shown in Guide Me Mode view)

- The page provides an introduction, some tips, and a chance to go to the Advanced Mode.
- Click Next to begin entering your billing information.
- You can enter new billing information or use an existing billing account.
- Once you're done, click on Next and go to the Location & Demarc page (if you're in Guide Me Mode, you will go to an introduction screen first).

Location & Demarc (shown in Advanced Mode view)

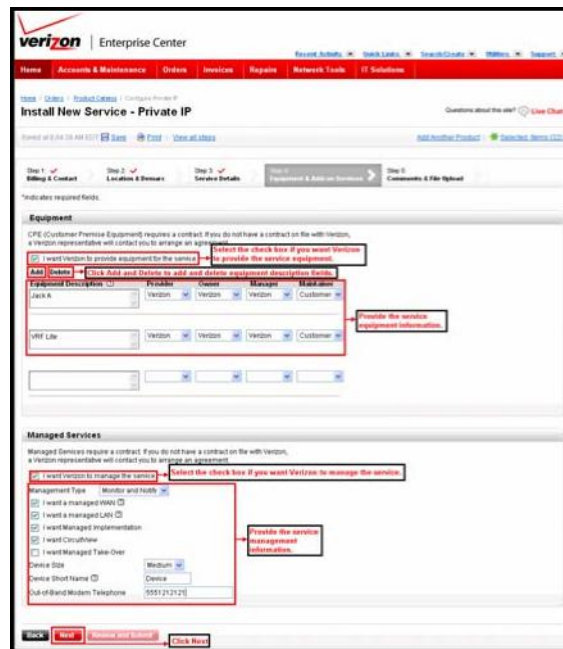- On the Location & Demarc information page, you enter information such as the address where you would like to install the service, the location, the wiring, etc.
- Demarc is the location within the building where your wiring ends and the access provider's wiring begins.
- Click Next and you will go to the Service Details page (if you're in Guide Me Mode, you will go to an introduction screen first).
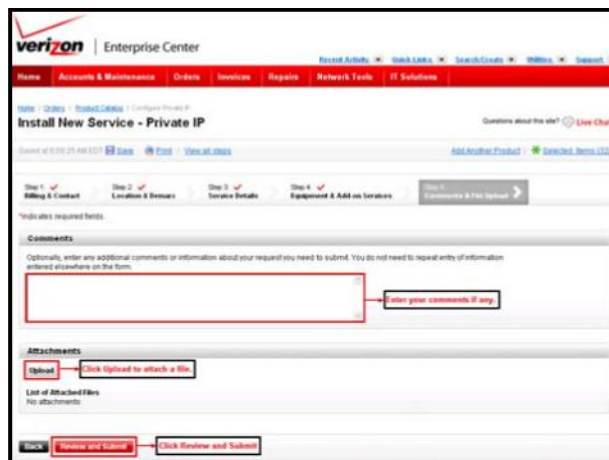
Service Details (Shown in Advanced Mode view)

- This page will step you through the type of information you will need to provide depending on which service you're ordering.
- In our Private IP example, you will need to configure the access circuit/loop, Port and PVC information from the Service Details page.
- The PVC, Permanent Virtual Circuit, takes data through the network from one point to another. A Port is the connection point between the access circuit and the PVC. Access is the wiring that goes from your demarc to the central office of your service provider.
- Click Next and you will go to the Equipment & Add-on Services page (if you're in Guide Me Mode, you will go to an introduction screen first).

Equipment & Add-on Services (shown in Advanced Mode view)

- The Equipment and Add-on Services page enables you to request customer premise equipment and also sign up for Managed Services or Site Services.
- Follow the instructions to check the boxes if you want Verizon to provide the equipment and/or manage the service.
- Click Next and you will go to the Comments & File
- Upload page (if you're in Guide Me Mode, you will go to an introduction screen first).

Comments & File Upload (shown in Advanced Mode view)

- The "Comments & File Upload" page enables you to enter your order details or upload an attachment to the order.
- Select Review and Submit

- Note: You cannot submit mixed order types like Install, Change, Move, Disconnect together. If you try to submit mixed order types, the following error message displays: An order cannot contain items of mixed order types (Install, Move, Change, and Disconnect).
- Before you can submit this order, make sure all items have the same order type. You can save the other items for later by clicking the Save for Later link.
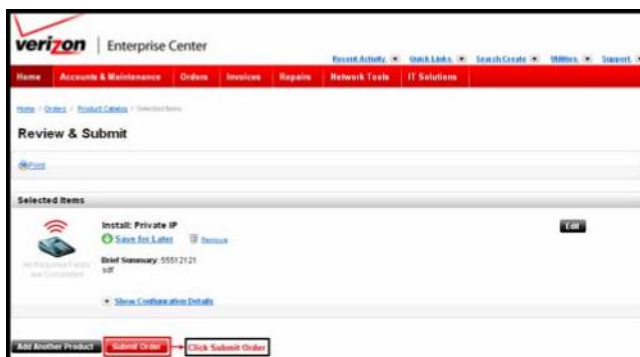
Step 4: Review and Submit (shown in Advanced Mode view)

- Review the order for data accuracy and completion of all the required information.
- Click Submit Order if complete - OR - Click Add

Another Product

- In this example, we are complete; click Submit.
- **Note:** If needed, click Edit to provide information in all the required fields in the data gathering forms to complete the ordering process.

You will be sent to a confirmation page.
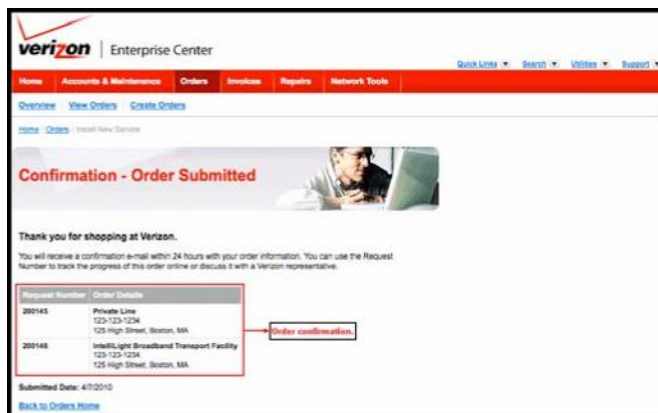
Step 5: Order Confirmation

- The Confirmation - Order Submitted page display is confirming that the order has been successfully placed.

Additional Helpful Functions

- **Selected Items:** enables you to add and accumulate a list of products to purchase online, view, add or remove and then process all with a single payment.

- **View Orders:** You can search and view the status of your submitted orders in the View Orders section of the Orders page. The new Customize feature on the View Orders page lets you customize the summary of orders table. You can also download order details by clicking Save to File and The Copy order option enables you to create a replica of an existing order thus reducing the time taken to place an order.
- **Manage Contact Book:** Manage frequently used names and addresses to save time when ordering.

Additional Ordering Functions

- **Change Service:** You can request a change in service for all or selected circuits/telephone numbers under a billing account or circuit ID.
- **Change Billing Record:** You can edit the billing information such as billing name, address, contact, and tax exemption information for an existing account using the Change Billing Record service request.
- **Note:** Users require specific permissions to create Change Billing Record orders.
- **Note:** Users require specific permissions to create Change Carrier orders.
- **Move Service:** You can request a physical location move for all or selected individual circuits/telephone numbers under a billing account or circuit ID.
- **Disconnect Orders:** This lets you disconnect an existing service.

Need Support?

- The "How Can We Help You" feature on the "Orders" Product Details page provides instant access to answers for the questions users ask most frequently about ordering.
- "Click to Chat" online for assistance with order forms and status.
- Contact your Order Management team

Maximize the Power of the tool for your business

Take training when and how you need it:

- Access a link from the Verizon Enterprise Center (under Resources) or the link below:
- https://customertraining.verizonbusiness.com/commercial/index.htm

Standard Order Intervals

The following tasks are bundled into the standard interval dates:

1. Order Acknowledgement (OA);
2. Order Confirmation (OC);
3. Firm Order Confirmation (FOC);
4. Order Completion Notice (OCN);
5. Order Rejection Notice (ORN);

Product	Speed	Facilities Available	Minor Build	Major Build
		Standard Interval	Standard Interval	Standard Interval

Network Access (For Internet and VoIP Services)				
TDM-Based Access				
Verizon	DS0/DS1 (on-net)	10	20-30	25-35
	DS0/DS1 (off-net)	15	20-30	25-35
	DS3 (on-net)	15	45-60	60-80
	DS3 (off-net)	25	45-60	60-80
	OC3 & OC12 (on-net)	30	60-75	75-100
	OC3 & OC12 (off-net)	45	60-75	75-100
	OC48 & OC192	60	75-90	90-120
	OC768	ICB	ICB	ICB
	2.5 & 10G Wave	60	75-90	90-120
	40G Wave	ICB	ICB	ICB
Ethernet Access				
Type 1 and 3	1mg - 600mg	45	55-70	70-80
	700mg - 1G	45	70-85	75-100
Type 2	10mg, 100mg, 1000mg	45	60-75	80-90
Type 1 only - 10G UNI	1G - 10G	120	n/a	n/a
Type 4	1mg - 1G	60	n/a	n/a
Private IP Access				
	DS0/DS1	17	20-30	25-35
	DS3	25	45-60	60-80
	OC3 & OC12	45	60-75	75-100
	OC48 & OC192	ICB	ICB	ICB
Internet (Broadband, Dedicated and Satellite)				
Internet Dedicated (IDA)	DS1	17	20-30	25-35
	DS3	25	45-60	60-80
	OC3 & OC12	45	60-75	75-100
	OC48 & OC192	60	75-90	90-120
Internet DSL - Covad (Solo and Office)	DSL	36	n/a	n/a
Internet DSL - New Edge (DSL Office only)	DSL	36	n/a	n/a

Internet DSL - New Edge DSL Solo (aggregator)	DSL	51	n/a	n/a
Internet DSL (off-net)	DSL	40	n/a	n/a
Internet Broadband Satellite Office	DSL - Satellite	25	n/a	n/a
Voice Over IP (VoIP)				
IP Flexible T1 (IPFT1)	DS1	22	n/a	n/a
IP Integrated Access (IPIA) & IP Trunking (IPT)	DS1	22	n/a	n/a
Hosted IP Centrex (HIPC)				
1 dispatch request for 49 or less devices	n/a	28	n/a	n/a
2 dispatch requests for 50+ or more devices	n/a	34	n/a	n/a
Simple CPE Additions for HIPC				
No Configuration; No Dispatch; No DIDs	n/a	6	n/a	n/a
No Dispatch; No DIDs				
49 or less devices	n/a	14	n/a	n/a
50+ or more devices	n/a	17	n/a	n/a
No DIDs				
49 or less devices	n/a	17	n/a	n/a
50+ or more devices	n/a	20	n/a	n/a
Configuration, Dispatch, DID Add included				
49 or less devices	n/a	23	n/a	n/a
50+ or more devices	n/a	28	n/a	n/a
Facilities-Based Local Service Delivery On Ring, Off-Ring, UNE-L (Unbundled Loop)				
New (or add)	Business Lines	17	n/a	n/a
	Digital PBX Trunks (Min 12 trunks)			
	ISDN PRI Local			
	Full T1(24 channels)			

	DALM (Dual Active Transition/Location Move)			
Moves	Inside	15	n/a	n/a
	Outside			
	Demarc change			
	New loop or reuse			
LEC changes + Port Requests	Any request that will require an ASR (Access Service Request) or LSR (Local Service Request) other than a move change location	15	n/a	n/a
VBL (Virtual Business Line aka RCF)(Porting)	n/a	14	n/a	n/a
Transition orders	LT1 to PRI	12	n/a	n/a
	Upgrades/Downgrades			
	Circuit redesign or reconfiguration w/o the LEC (i.e., FAS to NFAS)			
	DID or DID block moves			
	DID or UNEP Business Line to VBL			
	Bill Migrations			
Translations only	Business Line and Trunk group feature and feature package adds and changes	5	n/a	n/a
	Add or change pre-defined Disaster Recovery Plans			
	VBL (Native) new			
	VBL changes (i.e., # of paths or forward to number)			
	Overflow Routing (new,add or change) (inside/outside the local switch)			

	PIC change			
	ODI change			
	CNAM/LIDB change			
	NFAS to FAS			
Disconnects	n/a	15	n/a	n/a
Non-Facilities Based Orders (UNE-P Business Lines)				
New Install	n/a	14	n/a	n/a
Adds	n/a	14	n/a	n/a
Moves	n/a	10	n/a	n/a
Changes	n/a	5	n/a	n/a
Disconnects	n/a	10	n/a	n/a

Best Possible Date (BPD)

Service Delivery will always strive to achieve best possible date on an order if submitted with the standard product interval.

Best Possible Date (BPD) is equivalent to the Telco interval + 0 days:

- **Example:** Implementation submits a Local T1 order in the BellSouth region to Service Delivery with a 19-day standard interval for the CRDD (Customer Requested Due Date). BellSouth's Telco interval is 15-days. The ASR (ACCESS SERVICE REQUEST) will be submitted with a 15-day interval. Upon receipt of the FOC (Firm Order Completion), the order will be scheduled on the 17th day (two days for Operations).

Note: This is less than the standard interval, but not a Telco expedite.

Using the Best Possible Date does not always ensure that the loop will be delivered before the standard interval, but Service Delivery will strive to achieve the best date possible from the LEC (before or after the standard).

Order Cancellations

Customer shall provide prior written notice for the disconnection of Service, as follows. For Service provided exclusively within the United States, Customer must provide thirty (30) days written notice. For all other Service, Customer must provide written notice either (a) of sixty (60) days or (b) equal to the cancellation period required by third parties (such as PTTs) for the non-U.S. Mainland portion of the Service Customer is canceling, whichever is longer. Disconnection notices must be labeled conspicuously "Disconnect Request." Customer should contact its account representative or Customer Service if it does not receive confirmation of the disconnection from Verizon within five (5) business days. Notwithstanding any such termination, Customer will remain liable for any applicable early termination charges set forth below:

As stated in the CTSA,

A) If DIR terminates a Service or Service Component other than as set forth in subsection (h) above, or Vendor terminates an affected Service of Service Component for DIR 's Material Breach, DIR will pay termination charges as follows: (a) if termination occurs before the end of the Minimum Payment Period, DIR will pay 50% (unless a different percentage is specified in the Pricing Schedule) of the monthly recurring charges for the terminated Service or Service Component multiplied by the months remaining in the Minimum Payment Period, plus any waived or unpaid non-recurring charges identified in the Pricing Schedule (including, but not limited to, any and all charges for failure to satisfy a Minimum Retention Period (MRP), plus any charges incurred by Vendor from a third party (e.g., not a Vendor Affiliate) due to the termination.

B) If a direct sales transaction Customer terminates a direct sales transaction Service or a direct sales transaction Service Component other than as set forth in subsection (i) above, or Vendor terminates as affected direct sales transaction Service or direct sales transaction Service Component for direct sales transaction Customer 's Material Breach, the direct sales transaction Customer will pay termination charges as follows: (a) if termination occurs before the end of the Minimum Payment Period, the direct sales transaction Customer will pay 50% (unless a different percentage is specified in the Pricing Schedule) of the monthly recurring charges for the terminated direct sales transaction Service or direct sales transaction Service Component multiplied by the months remaining in the Minimum Payment Period, plus any waived or unpaid non-recurring charges identified in the Pricing Schedule (including, but not limited to, any and all charges for failure to satisfy a Minimum Retention Period (MRP), plus any charges incurred by Vendor from a third party (e.g., not a Vendor Affiliate) due to the termination.

C) The termination charges set forth in subsection (j) above will not apply if a terminated Service Component, either direct sales transaction or otherwise, is replaced with an upgraded Service Component at the same time, but only if (a) the Minimum Payment Period and associated charge for the replacement Service Component are equal to or greater than the Minimum Payment Period and associated charge for the terminated Service Component, and (b) the upgrade is not restricted in the applicable Service Publication.

Performance Management

Verizon will provide Customer Care and Performance Management reports as specified by DIR in the Vendor Reporting Guide.

Enhanced Reporting Capabilities

The Verizon Enterprise Center (VEC) is a one-stop portal for accessing critical information and resources on-demand. Access to important business functions is streamlined into task- oriented groupings: Orders, Invoices, Repairs, Network Tools, Resources and Enhancements. Customers are enabled to order, manage, and pay for many Verizon services online.

Below is a summary of the tools available, the related functionality, and benefits to the account manager and customer.

Feature	Description	Benefit to the Customer
Orders	The Verizon Enterprise Center enables customers to submit orders directly to Verizon using the Internet, track the status of orders, and review the history of orders. Customers can order additional services critical to their business quickly and easily using the Orders tool.	Provides customers with the ability to submit orders at their convenience, quickly check the status of those orders in one location, track order status online, and request notification when a new order is placed.
Invoices	Includes electronic delivery of the invoice, call detail and associated billing reports using the following tools: • Online Billing • Online Payment • EDI • Historical Invoice • Billing Report Inbox • Usage Tracking and Analysis **Note:** Online Billing is not an option for Special Customer Agreement (SCA) customers.	Customers can pay online for Verizon services via Electronic Funds Transfer, integrate charges, perform cost allocation calculations, and store online invoices for up to seven years, while helping to reduce paper storage and disposal costs.
Repairs	Near real-time method of creating, viewing and updating Trouble Tickets. Circuit Testing and Analysis and Line Testing are available within the Repairs application. For customers that generate an average of 50 or more trouble tickets per month, e-Bonding is available. Applications include order management, trouble management, network management, invoice management and reporting.	Gives customers a faster, more efficient trouble resolution process via the tracking of tickets option. Customers can view status of tickets for 90 or 180 days, depending on the product. Allows customers to determine trends in trouble tickets that might require attention.
Network Tools	Provides tools to provision, modify, review, or report on Verizon Voice IP, Data, and Voice products. Network Management Tools enable routing capabilities for inbound traffic,	Critical for call center management. Network Tools allows customers to tailor inbound call routing based on staffing considerations and call volume to maximize completions.

	management of features and fraud detection for outbound traffic and reconfiguration of private line networks. Tools available for Options 1, 2 and 3 Verizon Toll Free and Options 2 and 3 for outbound voice customers are: • Network Manager for Options 2 and 3 • Outbound Network Manager • Toll Free Network Manager Option 1 Network and Monitoring Tools can be used to report on inbound and outbound calling patterns, calls/usage statistics, traffic volumes, trunk/line utilization, data network performance, planned maintenance, IP VPN SLA monitoring, and Internet or website bandwidth and performance monitoring. Options 1, 2 and 3 are supported to various degrees. Reporting Tools include: • Event Monitor • Reporting Center • Traffic Monitor • Traffic Reporting • MPLS WAN Analysis • Private IP Dynamic Bandwidth Looking Glass	Customers can assign Calling Party Number (CPN) attributes on outbound calls to control fraud/costs. Run statistics on their call centers, discover potential fraud situations, make more efficient use of telecom products, and determine who their target markets are geographically. Also helps customers minimize change fees. MPLS WAN Analysis Reporting provides customers with the ability to retrieve granular data showing the performance of network components and assets on a hour-of-day and/or day-of-week basis. On-demand reporting allows end-users to filter data. Dynamic Bandwidth will allow a Private IP customer to view their whole VPN network configuration. Customer can dynamically change their Private IP Port speed or CAR values based on daily needs of the business.
Resources	Includes updated product information, new product news, ability to update user profile information such as user name/password, technical advice and escalation paths. Houses reference material for all Verizon products.	Offers customers quick and easy access to product information, while providing an efficient means to update user profile and information on new products. Also provides advice on technical or security issues.
Resources	• Dashboard - enhances network management with service-level	Customers can see a 360 degree view into their defined network, showing

	management and monitoring of customer-defined networks.	overall health and status of the network via the Dashboard.
	• Quick Status - a brief pre-defined status on trouble tickets they may have opened.	View information by county, state, national, and global.
	• Click to Chat - online help that allows customers to speak with a service representative for general or application specific questions on the Verizon Enterprise Center. Available 8:00 a.m.- 8:00 p.m., Monday through Friday.	Self-manage their Verizon products, services, and access.
		Seamless access to critical data and tools.
	• Document Management - a secure, partitioned online location where a customer, account team representative or service personnel can post documents to be shared.	Improve productivity by efficiently managing their services.
		Control internal costs.
	• Languages available in nine different languages including - Dutch, French, German, Portuguese, Spanish, UK English, U.S. English, Cantonese, and Japanese.	

Customer notification of new Services awarded under the CTSA.

The State of Texas Account Team will notify customers of new Services awarded under the CTSA. In the past, Verizon will send emails to IRMs and customers who may be interested in the new services. Also, the State of Texas Account Team will provide product presentations at DIR sponsored functions.