

Service Delivery Requirement for IDS: Valid Local Contact Information

Verizon Partner Solutions (VPS) Service Delivery has observed an increase in Customer Not Ready (CNR) occurrences on IDS orders.

Given that most Internet Dedicated Service (IDS) orders require a preliminary site survey conducted by Verizon engineering, it is imperative that wholesale Customer's thoroughly vet the validity of the Local Contact (LCON) information submitted with these orders.

Key definitions:

"LCON" means Local Contact and is the individual designated by Customer to Verizon to be present for the site walk, serves as a point of contact for the installation. The LCON may be a contact of the Customer or its End User for the site.

"Customer" means the wholesale customer of Verizon.

"End User" means the customer of the wholesale Customer.

The designated Local Contact must be a site-knowledgeable individual who is prepared for communication (phone call and/or email) from Verizon personnel.

Failure to provide fully vetted and prepared LCON information will result in service order delays.

