



ORDER PROCESS MANAGEMENT PLAN

This Order Process Management Plan details Verizon's processes and procedures for maintaining the integrity of the end to end order process.

If any issues should arise during the course of an order, DIR or DIR's customer should contact: Justin Stephens at Justin.stephens@verizon.com or call 214-557-9858.

Price Quotes

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

Standard Order Process

For DIR Billed Customers

Orders will be provided to Verizon via DIR's Remedy System. Verizon has been provided with a Vendor's Guide to Remedy.

For Direct Billed Customers

Orders can be placed with the State of Texas Account Team or by telephone or email:

Verizon Business Services

- Telephone: 866.849.4688
- E-Mail: govservice@verizonbusiness.com

Online Order Process (For Direct Billed Customers)

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.

Step 1. Client will **Enroll** to use the Verizon Enterprise Center:

- Go to <https://enterprisecenter.verizon.com>
- Select **Enroll Now**
- On the Enrollment page, enter your User Information and select **Submit**
- VEC will send an email to the address provided during the enrollment process and provide you the verification code.

Step 2. Client will **Create a user id and password**:

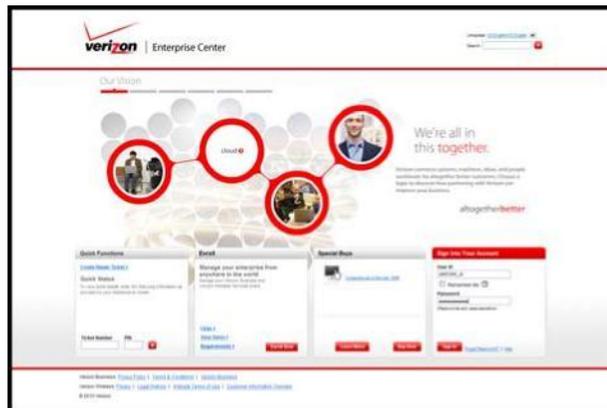
- Click on the URL contained in the Enrollment Letter to begin the registration process
- Enter the verification code and select **Next**

- Follow the instructions to create your User ID and Password. Select **Submit**
- VEC will send a confirmation email that enrollment has been completed.

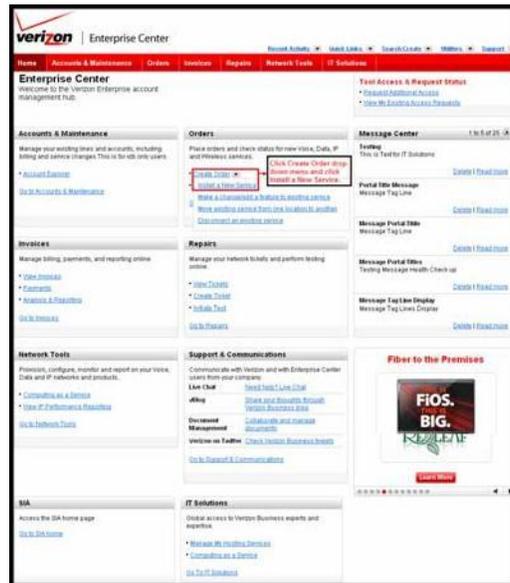
If you're registered and have Orders permissions then follow these easy steps to enter any order type (new, additions, changes, moves, disconnects or upgrades). To further assist you in the ordering process, we've provided two user-friendly options; the Guide Me Mode (steps you through the ordering process) 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

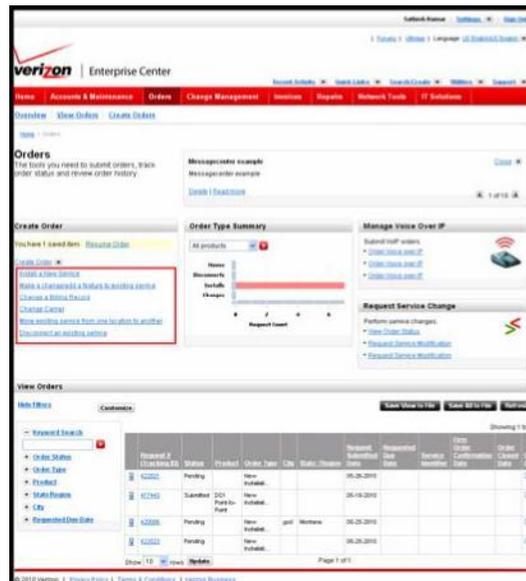
- Log in to the Verizon Enterprise Center website:
- <https://enterprisecenter.verizon.com>.
- **Note:** You need to be a registered user to log-in; click
- Enroll Now and follow instructions to create a User ID and Password.
- Contact your Verizon Order Management team to ensure you have permission 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

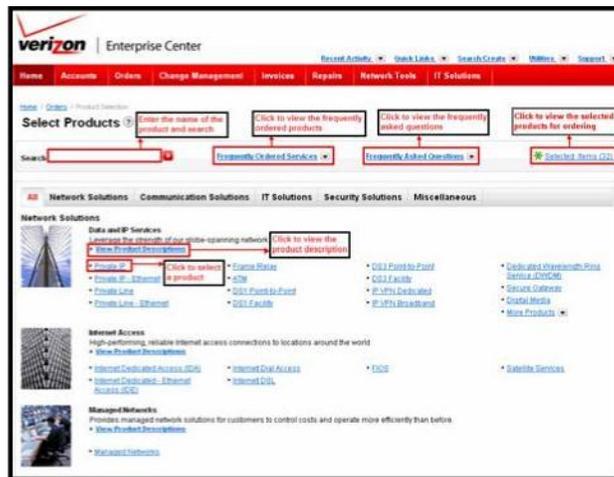


- Once in the Orders tab, go to Create Orders and select order type from the drop down menu (Install, Change, Move, or Disconnect). In our example, we selected Install a New Order.

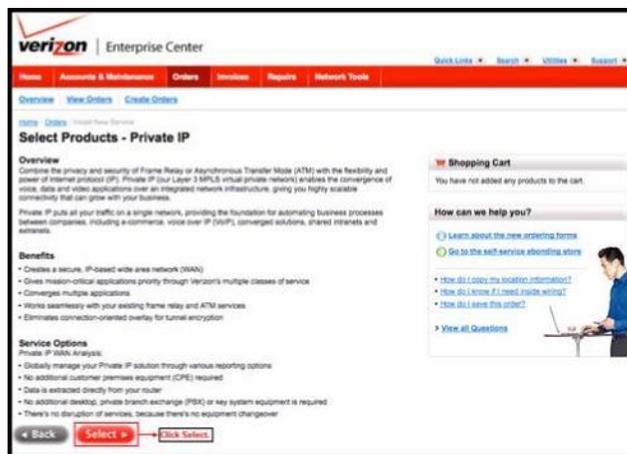
- You will be taken to the product selection page where you can also learn more about a specific product.

Step 2: Product Selection

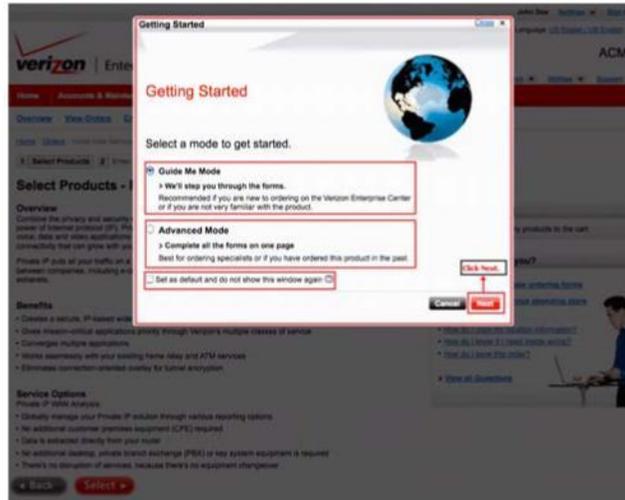
The Select Products page displays all the products you can order. You can also click on More Products to see all the products available under each product group.



- 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.



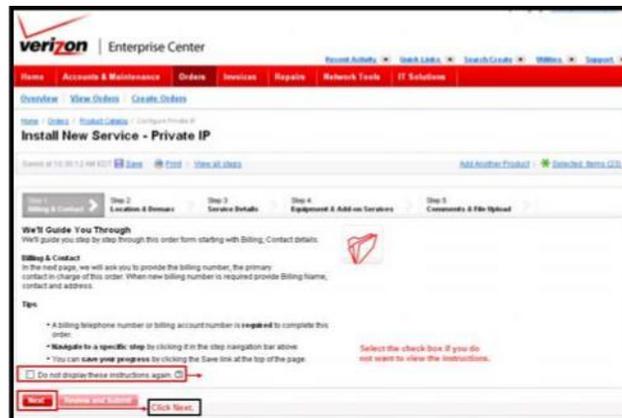
- Then click on the product you want to order (in this example, Private IP) and follow the step-by-step instructions.
- Once you're ready click Select.



- 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

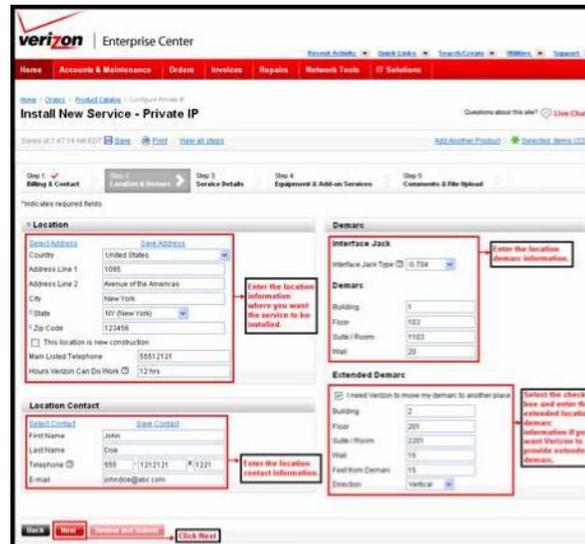
- Now you need to follow the instructions for the specific product you are ordering and the screen will prompt you with the information you need (the example screen below is in the Guide Me Mode view).



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).

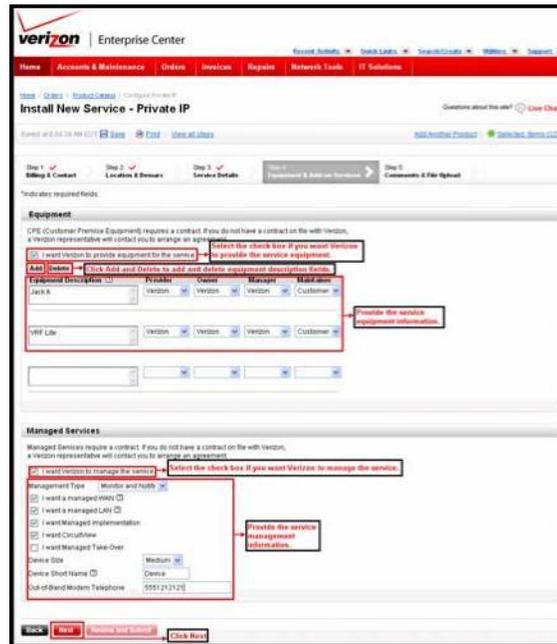


Location & Demarc (shown in Advanced Mode view)

- 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).

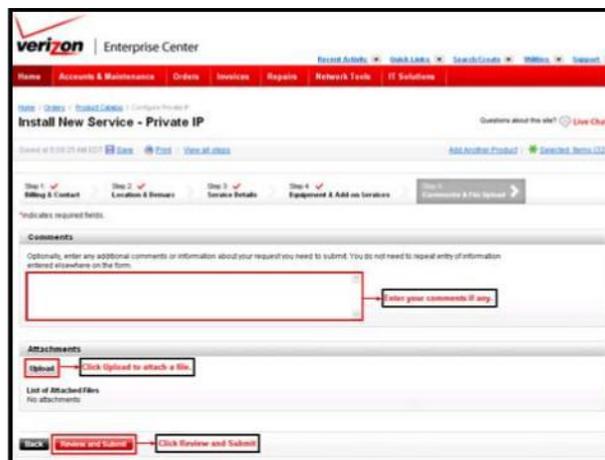
Service Details (Shown in Advanced Mode view)

- 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)

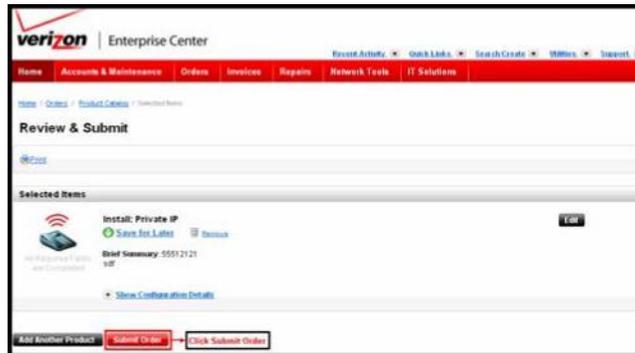
- The Equipment and Add-on Services page enables you to request customer premise equipment and also sign up for Managed Services or Site Services.
- Follow the instructions to check the boxes if you want Verizon to provide the equipment and/or manage the service.
- Click Next and you will go to the Comments & 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.



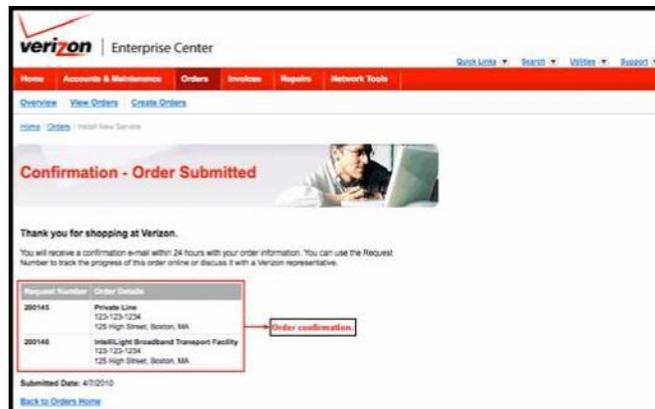
Step 4: Review and Submit (shown in Advanced Mode view)

- 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.
- **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

Verizon will provide DIR with order milestones as required via email responses to support the automation of the order process through DIR’s Remedy system.

In addition, Verizon will cite the applicable DIR assigned CKR on all correspondence and acknowledgements for each service instance throughout the ordering process.

The following tasks are bundled into the standard interval dates:

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



DIR CONTRACT NO. DIR-TEX-AN-NG-CTSA-010
ATTACHMENT F-11 TO EXHIBIT F
ORDER PROCESS MANAGEMENT PLAN
FINAL VERSION

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 Business	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
Verizon ILEC	DS0	5	13-20	25-35
	DS1	7	15-30	35-67
	DS3	8	20-30	40-70
	OCN	18	25-35	45-75
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



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	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



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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	5	n/a	n/a



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	group feature and feature package adds and changes			
	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

Verizon will provide a SOCN to DIR and the customer only after all the components of an order are fully implemented, Verizon has completed testing, the Customer has accepted the service and the service is ready for the Customer's use.

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 Business 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 or 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.

Telecommunications Service Priority (TSP)

I. DESCRIPTION:

The Telecommunications Service Priority (TSP) program is a federally-established program under which the Office of Priority Telecommunications in the Executive Office of the President prioritizes the restoration and provisioning of telecommunications services – including services to private companies and institutions -- that support national security or emergency preparedness (NS/EP). The FCC defines telecommunications services under the TSP program to include the sending and receiving of signals or most any kind, by virtually any means. NS/EP services are those used to maintain a state of readiness or to respond to and manage any event or crisis (local, national, or international) that causes or could cause injury or harm to the population, damage to or loss of property, or that degrades or threatens the NS/EP posture of the United States. For telecommunications services enrolled in the program, the Company will provision and restore TSP-coded circuits, and provide TSP Special Construction services, under the terms set forth in this TSP service product description, and as required by the FCC's TSP regulations (currently at 47 CFR Part 64, Subpart D, Appendix A), and other applicable law. TSP services are in two categories: Priority Provisioning (including Emergency Provisioning and Essential Provisioning) and Priority Restoration.

II. DEFINITIONS: The Online Definitions apply.

III. FEATURES: The following features are available on a per-circuit basis. A Customer may subscribe to either Emergency Provisioning or Essential Provisioning for a circuit, but may not subscribe to both.

1. Emergency Provisioning is provided by the Company in response to an emergency, when the Customer's need for a service is critical and must be provisioned at the earliest possible time, without regard to the cost to the Customer. In Emergency Provisioning the Company will take immediate action to allocate the resources necessary to provision circuit(s) and any related special construction assigned an Emergency Provisioning priority level as soon as possible, including dispatching personnel outside normal Company business hours.
2. Essential Provisioning is provided for new essential NS/EP service that must be installed by a specific date that cannot be met using normal Company business procedures. In Essential Provisioning, the Company will adjust its resources to make its best effort to provision the circuit(s) and any related special construction assigned an Essential



Provisioning priority level, by the requested service due date, based on the priority level assigned.

3. Priority Restoration designation establishes priorities for restoring NS/EP service in the event of an outage or failure of multiple services. The Company will dispatch personnel outside normal business hours if necessary to restore circuit(s) (and provide any related special construction) assigned a Priority Restoration level of 1, 2, or 3. The Company will dispatch personnel outside normal business hours to restore circuits (and provide any related special construction) assigned a Priority Restoration level of 4 or 5 only when the next business day is more than 24 hours away.

Online Order Process Management Tools

Verizon Enterprise Center Order Tool

The Orders tool enables customers to place, track and manage orders for products and services online via the Verizon Enterprise Center. The Orders tool offers customers a simplified and streamlined order process.

A user-friendly "guide me" mode is available to take customers through every step of submitting an order. As customers become familiar with the required order data, they may choose the "advanced mode" to see all order fields displayed on a single form. Users may also copy previous orders to save time entering common data when ordering like products and services.

Confirmation information and "at a glance" status updates may be accessed by customers 24 x7 in a single view from the Orders tool.

Feature	Description
Submit Change Requests	<p>This order tool enables customers to request a technical change to their service, such as a Move, Add, Up- or downgrade or Cessation; the so called MAC-D requests.</p> <p>The customer request will reach the Verizon Business Sales Team as a Service Request</p>
View Order Status	<p>This order tool enables customers to view the status of their orders on a real-time basis.</p>

eBonding for Order Management

eBonding for Order Management allows Customers to electronically submit service requests and / or request and receive detailed service order status reports. Customers will have visibility into detailed order information allowing them to resolve jeopardies more quickly, helping to improve installation intervals.

Ordering capabilities are available for Verizon Business ILEC products, with flow-through provisioning for high volume products such as POTS, Centrex and ISDN.

Order status functionality is detailed below:



- Ability to request open order lists and details based on flexible search criteria.
- Query by order tracking number
- Query by status (pending, activated, cancelled, all)
- Query by product
- Query by date

Request order status details

- **Milestones.** These are the key activities which describe the movement of an order to completion including loop installation date, service activation, billing start date, and much more.
- **Jeopardies.** These are alerts to conditions that may prevent an order from being fulfilled such as incomplete order, incorrect billing information, missing contract information, and much more.
- **Order Attributes.** These include Customer billing information, order, product name, order tracking number, order status, and much more.