



Verizon Change Management Meeting

Moderator: Wanda Cox

January 13, 2009

2:00 pm ET

Woman: (Unintelligible) was busy too.

Man: Everybody's back from vacation.

Coordinator: Welcome and thank you for standing by. All lines are open for today's conference call. To mute or un-mute your phone when you're not speaking, please press star 6.

Today's conference is being recorded. If anyone has an objection, you may disconnect at this time. I'd like to go ahead and turn today's call over to Wanda Cox. Ma'am, you may begin.

Wanda Cox: Thank you (Julie). Good afternoon everyone. Welcome to the 2000 -- let me try it again -- January 2009 Change Management Meeting and I hope it's not too late to say this, but Happy New Year to all of you.

In addition to please making sure that you keep your phone on mute if you're not speaking, I will ask you to identify yourself if you do speak so that we can



capture that for the transcript and in a moment when everyone is ready, she's going to review our attendance for today.

(Evelyn): Hello everyone. So far I have (Madison Barry) from Frontier, (Roger Del Grosso) from Concretio, (Jamie Rhein) from (Winn Telecom), Jamie Shay from Integra, (Peggy Rubino) from Paetec, (Tracy Zurfluh) from Cavalier, (Demetrius Robinson) from Cox Communications, Liz Balvin from Covad, Kerri Burke from Comcast, Antoinette Griffin from Cox.

(Judy Harpold) from Cybernet, Loriann Burke from XO, (Cristal Causey) from HTC, (Stephanie Reynolds), (Angela Meng) from Cavalier, Kim Isaacs from Integra, (Mary Conquest) from (Novox), (Dok Matthews) from Consolidated, (Jeanne Kulesa) from (Synchronoss).

(Bennett Pang) from Comcast, (Chris Gilpin) from AT&T, (Elizabeth Garcia) from AT&T, (Shelly Pascoe) from (One Communications), Mary Ewing from One Communications, (Benny Almas) from TelePacific and I think that's everybody.

Carol Frike: Carol Frike with Sprint.

(Evelyn): Oh, hi Carol.

Carol Frike: Hello. Thank you.

(Stephanie Reynolds): And that's (Stephanie Reynolds) from (Nationsline).

(Evelyn): Okay, thank you (Stephanie).

(Sherry): And this is (Sherry) (Zheng) with (NeuStar).



(Evelyn): Hi (Sherry).

(Sherry): Hello.

(Ninfa Bennett): And we also have (Ninfa Bennett) with Cox Communications.

Woman: Hello.

Woman: Hello.

Woman: (Unintelligible).

(Evelyn): Thank you everyone.

Wanda Cox: Okay. Thank you (Evelyn). All right. We'll get started with our agenda and first up we have (Paul White) from the PSCC with an update on system availability.

(Paul White): Thank you and today I'm just reporting that the Verizon systems and bases are indeed operational with no major processing issues and currently - so we're experiencing normal transaction processing. And Wanda that is all I have.

Wanda Cox: Great. Thank you, (Paul). Any questions? Okay. Next up we have (Joanne Thetga) from CTE.

(Joanne Thetga): Thanks Wanda. Good afternoon everyone. Just wanted to touch base with everyone regarding the February release. We have posted the expected results for the test decks on the Web and email notifications have gone out.



Testing will begin for the February release on January 26 and hope to have that all wrapped up by the 19th of February. If you have not gotten your test plan to us for all of those that are testing EDI and/or CORBA, they were due yesterday.

Please get them to us as soon as possible so that we can make sure that everything is there, accounts are built for you and that you're ready to begin on the 26th of January. That's all I have. Anyone have any questions for testing?

Wanda Cox: Great. Thank you (Joanne).

(Joanne Thetga): Sure.

Wanda Cox: Next on our agenda we have Patty Dooley who will be giving a review of the latest Web enhancements.

Patty Dooley: Thanks Wanda. Good afternoon everyone. The Web enhancements email went out yesterday morning and it includes the 2009 local and access provisioning.

Availability schedules have been posted to the VPS Web site. The local ordering guide (UNE) West order sample number 2 has been - that's the new order sample that's been posted.

For contact us for local, there have been updates to the PSCC mobility services and the national market center. For access services, updates to the OCEC, the wireless special access provisioning for the West, (UNE) high cap provisioning for the West.



We have added provisioning contacts for East and West for the fast packet operations. Updates have been made to project management for special access switched and wireless.

Also, updates have been made to wireless switch provisioning for New York. Switch provisioning for New York and provisioning for (UNE) special access switched and wireless for New Jersey.

And one note is coming next month, we'll have a new order sample R27 for resale DID, DOD and PBX for the West and that is in development and we hope to have it available by the end of the month. And that's all I have Wanda.

Wanda Cox: Great. Thank you. Any questions?

Jamie Shay: This is Jamie from Integra. I did notice this morning that there is an error on the Web site under Contact Us.

Patty Dooley: Okay.

Jamie Shay: In the RCCC (UNE) (POTS)...

Patty Dooley: Yes.

Jamie Shay: Or the (POTS) (UNE-P), it comes up and says no results found.

Patty Dooley: For which...

Jamie Shay: RCCC (POTS).

Patty Dooley: For which area? Any particular state?



Jamie Shay: Oh, I'm sorry. Washington. Sorry.

Patty Dooley: Washington State?

Jamie Shay: Yes.

Patty Dooley: Okay. Thank you Jamie.

Loriann Burke: Hi this is Loriann at XO. Just a quick question on the provisioning availability schedule, I noticed that Inauguration Day is a holiday in the Potomac region. Will that have an impact on maintenance and also LNP orders which are actually worked out of Boston?

Patty Dooley: I'm not sure about that, but I'll take that back and find out and get back to Wanda with an answer on that.

Loriann Burke: Great. Okay. Thank you.

Patty Dooley: Thank you.

Wanda Cox: Any more questions? Excuse me.

(Chris Gilpin): This is (Chris Gilpin) with AT&T. Can you clarify about the Inauguration Day again? In Virginia - any of your offices in Virginia such as the (NOMC), is that going to be open?

Patty Dooley: I honestly - I'll have to look into that and get back to Wanda. (NOMC) in Virginia.



Loriann Burke: Well this is Loriann again. I had left a message for (Michael Hill) yesterday and he called back this morning saying that his office is going to be open. I guess the folks who are processing the West orders...

(Chris Gilpin): Oh.

Loriann Burke: ...they'll be working, but not the people processing the orders for the Potomac region I guess.

Wanda Cox: Okay and we'll get some clarification.

(Chris Gilpin): Okay.

Wanda Cox: Sorry about that. Excuse me. Any more questions? Okay. Next up the topic has to do with the dial-in procedures for this call. Starting with the February meeting the dial-in process will change.

This will eliminate the time waiting in queue for an operator to add you to the (bridge) each month and we have (Terry Agnew) here from Conference Services to walk us through the new process and answer any questions that you may have. (Terry)?

(Terry Agnew): Thank you. Going forward a week before your February 10 conference call you will receive an email inviting you to the February 10 conference call. The email will be sent from Verizon Change Management Mailbox.

Included in that invitation will be a URL that you will need to log on to and register for each call. In order to log on and register for each call, you must do that at least an hour before the scheduled start time.



Otherwise, the system will automatically lock you out and you will no longer be able to register for that particular conference call.

After you are finished with a registration process, you will be sent an email with your personal pin number. Going forward in the February conference call, you will still dial a toll-free number.

You will now be required to enter a seven digit participant pass-code and then each individual need to enter their personal pin-code.

You will not want to share your pin-code with other users. It is assigned to your name and that's how you will be able - we will be able to recognize when you've joined the conference call.

Once again, the point to remember, you must register at least an hour before the scheduled start time or you will be locked out. Any questions?

Kim Isaacs: This is Kim Isaacs from Integra and we will have to register each month?

(Terry Agnew): Yes ma'am.

Kim Isaacs: Okay. And for the month of February, will there be operator backup in case people are unaware of this or forget?

(Terry Agnew): Yes ma'am.

Kim Isaacs: Thank you.

(Terry Agnew): You're welcome.



Wanda Cox: Okay. Any other questions? Great. I do just want to point out, there is an hour shutoff prior to the call, but we will continue to send out the meeting notice one week in advance. So you can register at that point as well. So you don't have to worry about missing it and doing it at the last minute. All right.

Next, we'll move onto the PWG section of our call and if you turn to the PWG doc, we rated two requests last month and on Page 13 -- excuse me -- Page 11, item number 13 we rated reduce the system downtime for maintenance release weekends and that had an overall rating of a 4.9. Any questions?

The second item we reviewed last month is item number 31 which is found on Page 12 to expand the (tele no) field to 14 characters. That had an overall rating of a 4.4. Any questions on that?

Okay. Great. I also have an update - excuse me for just one second. Sorry, that will teach me to have water for these calls.

I also have an update regarding the end-user listing project. We had targeted that for the February release. However, due to funding issues, it will not be implemented in the February timeframe and at this time I do not have a new release date. Any questions?

Woman: I'm sorry. Did you say - you said no release date for...

Wanda Cox: For the end-user listing project.

Woman: Okay. Thank you.

Wanda Cox: You're welcome. And finally, regarding the 2009 (CNP) budget, I did want to make you aware that there is no funding for this year in order for us to do any



initiatives I guess is the best way to say it. That is the latest information I have on our budget. Any questions?

(Laurie): This is (Laurie) with Integra. So all of these CRs that we have had hanging out here for years, nothing's going to happen this year?

Wanda Cox: That is correct.

Liz Balvin: Hey Wanda. This is Liz Balvin. Is that for both retail and wholesale?

Wanda Cox: That is for anything brought to (CMP).

Liz Balvin: I'm sorry. Maybe it's because I'm - never gone through a negative IT budget, but how is that possible that (unintelligible) designated any resources?

Wanda Cox: Because there is no budget to do them with. I'm sure that - as well as in other company where you're also being affected by the same economy that we are and our budgets have been drastically reduced.

Kim Isaacs: I believe - this is Kim. I believe what Liz is asking is are there no updates to the Verizon resale side as well?

Wanda Cox: I can't speak to that. I'm telling you that there is no budget for Change Management for this year.

Kim Isaacs: So, what happened to all our OSS charges?

Wanda Cox: What do you mean?



Kim Isaacs: We've paid per - we've paid an OSS charge per order. What happens to that money?

Wanda Cox: In some states there is an OSS recovery charge that pays for maintenance on a system, as well as recouping charges for previous releases. It is not for enhancements.

And if I'm incorrect, I'd be more than happy to review anything that you have said that corrects me. But that's all the digging that I've found. That's what I - that's the wording and that was the intention.

(Louis Agro): This is (Louis Agro) and we have gone down that road and in terms of trying to justify to get budgets, but right now we have not been given a budget. And we've gone down that road.

We've looked through contracts, through commissioned orders trying to look for something that says something to the effect of, you know, what needs to be provided, but in every instance that we've found thus far the charges are for past recovery and to keep the system running that's already in place.

(Dok Matthews): (Louis), this is (Doug) at Consolidated Communications.

(Louis Agro): Yes, go ahead.

(Dok Matthews): We met in Harrisburg a couple months ago.

(Louis Agro): Sure. Yes. I remember. Yes.

(Dok Matthews): So you're saying that if the (CLEC) community can get a commission to review this and produce any finding that the (CLECs) were expected to



receive ongoing changes as part of the OSS charges that you would welcome that reply from the commission?

(Louis Agro): If there's something in an order that's out there that I've missed that you'd like to point out to me, that will be great. Get it to me. If there's something in one of your contracts...

(Dok Matthews): Well no, I'm saying...

((Crosstalk))

(Dok Matthews): ...what if the commission were to make the ruling in 2009?

(Louis Agro): Well, the other option I would say would - if there's a ruling that we can get cost recovery on future.

(Dok Matthews): Okay.

(Louis Agro): That might be an option we can go down. I'd have to find out through all our finance people how we do that here.

(Dok Matthews): Okay.

(Louis Agro): But if we were to come up with a number and then I guess we'd have to figure out how you recover from each party and what state. We'd have to figure out how to divvy all that up.

(Dok Matthews): Okay. Thanks.



(Louis Agro): What states it impacted and where to be - would that be something that everyone in those states or that would use the system would support? Would they support cost recovery going forward? That could be an (unintelligible).

(Demetrius Robinson): This is (Demetrius) from Cox Communications. I had a quick question. Do you foresee possibly in the say half way into the year where this no funding may possibly change or is that just - it's been decided that it's just not in the budget at all for the year of '09?

(Louis Agro): I guess any - I don't want to raise or lower expectations...

Wanda Cox: Yes.

(Louis Agro): It's been simply, you don't have a budget at this point and...

(Demetrius Robinson): Okay.

(Louis Agro): ...it's like the no date on a release. They're not saying we're going to review it in June or July.

I would hope that - I mean when I look at - when I open a newspaper I don't have much hope, but, you know, if things were to turn around and the economy looks a little brighter on the - and the market starts growing rather than shrinking, there's probably a possibility. But I don't want to say that's a definite.

(Demetrius Robinson): Right.

(Louis Agro): Yes, anything's possible.



(Demetrius Robinson): And I would...

(Louis Agro): My door hasn't been shut for the whole year, but it's not necessarily open either.

Wanda Cox: And I would just add to that that at this point in the year obviously we've missed the February release. June would be pushing it, so we're still probably not going to look in - if that were a possibility as money should arrive, we wouldn't be looking for anything prior to October just as a kind of an aside, just the way the calendar falls.

Liz Balvin: Hey Wanda. This is Liz again. Just I just ask a clarifying question...

Wanda Cox: Sure.

Liz Balvin: ...on the process? So, (CLECs) are relying on Verizon (CMP) personnel or, you know, (Louis) yourself to advocate our budget needs and you've essentially been told we're not getting any additional enhancements. We're still going to have the release calendars...

Wanda Cox: Correct.

Liz Balvin: ...in place. So I any enhancements with the EDI interface or exact will take place.

Wanda Cox: Right. And anything - I mean, for example, in the February release there was a trouble ticket that was issued. Things that are - that need to be fixed will obviously continue to be fixed along that same calendar because that's already in place as expected. It wouldn't happen any differently than that.



But at this point - and believe me as much as you'd like, I have been advocating. I mean the list is out there. I've been talking about it, showing what the impact would be. We would start obviously with the ones that we already have in queue and work from there.

Liz Balvin: Okay and I know on other (unintelligible) regions the actual devoted resources do support both the retail and wholesale sides. True here?

Wanda Cox: Oh, you mean like the - how was our IT kind of budgeted or what the groups look like?

Liz Balvin: I guess that would be a better way to ask it, yes.

Wanda Cox: Okay. I don't know to be honest. I believe that they are separate entities. I cannot say that for certain because there are a lot of synergies between the two systems. Obviously.

Liz Balvin: Right.

Wanda Cox: There are things internally unfortunately that have been put on hold just because the funding is not there. This is - our budget's not just for IT things, but across the board have been impacted by the way things are. It's just not the IT budget. Are there any more questions?

(Demetrius Robinson): Yes this is (Demetrius) for Cox. I did notice on your Web site that you guys updated the - your holiday calendar and now it includes Inauguration Day. When the link was sent out last week this information was not on there.

Wanda Cox: Okay.



(Demetrius Robinson): However, it just - I think it just updated I think either yesterday or today.

Wanda Cox: Right and then they sent out the notice from the enhancement team. Some other notice saying it had been updated.

(Demetrius Robinson): We didn't get that enhancement.

Wanda Cox: It was on - from the Partner Solutions mailbox. We can check to make sure that you're on that (unintelligible) as well.

(Demetrius Robinson): Okay. Thank you.

Wanda Cox: You're welcome. Any more questions? Okay. Well then our next call will be held on February 10. Please keep in mind the new process for joining the conference (bridge) and we will get that information out to you by the 3rd.

Carol Frike: Hey Wanda.

Wanda Cox: Yes ma'am.

Carol Frike: It's Carol Frike at Sprint. I was wondering since it seems like we're going to have short agendas this year with...

Wanda Cox: Yes.

Carol Frike: ...no budget. Is there any chance that we could do some different things like maybe have a different (SME) on the calls to answer questions that people are having instead of all the emails that fly around?



Well like for me and my example is that I'm constantly bugging you guys with directory questions. Would it be possible to maybe get a (SME) on the call and we could hold the questions for the meeting and maybe do a different (SME) each call or something?

Wanda Cox: If there are questions that you want answers to, the best bet would be to send them to us and we can see who we can get for you.

Carol Frike: Okay.

Wanda Cox: I don't know if I can just identify a (SME) and say okay, this month it will be XYZ topic.

Carol Frike: Okay.

Wanda Cox: We can try to answer it that way.

Carol Frike: All right.

Wanda Cox: Okay.

Carol Frike: Thanks.

Wanda Cox: You're welcome. Any other questions?

(Metek): Wanda, this is (Metek). I joined late. I think you covered the new process for (CMPs) at the first part of the meeting. Can you please reiterate it really quickly or if that's better I think to follow up with a phone call I can do that later.



Wanda Cox: Regarding the conference?

(Metek): Yes.

Wanda Cox: Regarding the conference (unintelligible). (Terry), you still here? I can give it to you in a nutshell.

(Metek): Yes.

Wanda Cox: So each month you'll be responsible for registering for each call...

(Metek): Okay.

Wanda Cox: ...at least one hour in advance and that's a simple process of your name, email address and company. You'll receive back a pin that you'll need to use to access the call each month and that way you will not have to wait for an operator. You will actually be direct dialing right into the call.

(Metek): Okay.

Wanda Cox: And that - all this information will be sent to you each month when we get the - in advance, the same way we send the agenda.

(Metek): Oh, okay. Sounds good. Thank you very much.

Wanda Cox: You're welcome. Any additional questions. Okay. Great. I'll see you next month.

Woman: Thank you.



END