

PSC NY No. 9--COMMUNICATIONS

Verizon New York Inc.

Section 4
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Resale Services

4. Ordering Service
4.1 Ordering of Resold Services

4.1.2 Automated Order Interfaces	
B.	All resellers must establish automated interfaces complying with the format specified by the Telephone Company in order to accommodate the following order processes. <ol style="list-style-type: none">1. Establish any relevant end user accounts2. Assign telephone line numbers3. Directly enter all service orders to the Telephone Company systems4. Negotiate with end users for installation scheduling5. Reserve installation appointments with the Telephone Company6. Submit all end user service and repair inquiries7. Verify telephone line network status with the Telephone Company on-line system8. For any other purposes specified by the Telephone Company.
C.	Misuse of Interfaces— All resellers must comply with agreed upon methods, procedures and operational guidelines in utilizing the interface format specified by the Telephone Company. Any use of interfaces for unauthorized purposes (including unauthorized access to data), or entry of false information through an interface, is prohibited.

4.1.3 Special Construction, Maintenance or Expense	
A.	The Telephone Company may charge an additional non-recurring or recurring charge, or both if special construction, maintenance, or expense is required to provide the service(s) requested. All resellers will be subject to these additional charges, if necessary, in accordance with the terms and conditions set forth in PSC NY No. 900.

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By Sandra Dilorio Thorn-General Counsel
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