

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

4.1.1 General	
A.	The reseller shall be responsible for the accuracy and completeness of all orders it submits.
1.	The Telephone Company will not be responsible for service discrepancies resulting from the reseller's failure to place a service order or the placement of an incorrect service order. By way of example, and without limitation, the reseller will remain responsible for charges for all services on a line until it submits an order to discontinue the provision of such services, whether or not the reseller's end user is still using such services.
B.	If the order is for new telephone exchange service, the order shall identify the service configuration desired, the address of the premises at which the service is to be provided, and any additional information that may be necessary to provision and bill the service and to include the reseller's customer in the Telephone Company's white pages directory, in the E911 database, and, for business customers, in a one-line lightface listing in the Telephone Company's yellow pages directory.
C.	If the order is for modification or discontinuance of service currently sold to the reseller, the order shall identify the telephone number of the service and the changes desired, and any additional information required by the Telephone Company.
D.	The Telephone Company will not process any requests received at any of its offices directly from the reseller's end users.
E.	Resellers may not order services under this tariff without a reasonable basis for believing that such services will actually be needed by the reseller to meet anticipated demand.
F.	Choice of PIC on Resold Lines— The Telephone Company will only accept an order to change the PIC (whether interlata or intralata) for a resold telephone exchange service line from the reseller. The Telephone Company will only accept an order to freeze the PIC (whether interlata or intralata) for resold telephone exchange service line from the reseller. The reseller will be responsible for the tariffed charges for such changes.

Issued: November 29, 2000

Effective: December 30, 2000

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