

II.D.2. Identify where your company’s policies are recorded on the following *Dedicated Service*-related processes: (a) initiation of service; (b) service *Upgrades*; and (c) service *Disconnections*. For instance, identify where your company records recurring and non-recurring charges associated with the processes listed above. If recorded in a *Tariff*, provide the specific *Tariff* section(s). If these policies are recorded in documents other than *Tariffs*, list those documents and state whether they are publicly available. If they are publicly available, explain how to find them. For documents that are not publicly available, state whether they are conveyed to customers orally or in writing.

Response to II.D.2:

Verizon maintains its policies for Dedicated Services related to (a) initiation of service, (b) service upgrades, and (c) service disconnections at various locations, depending on the type of service, the jurisdiction in which it is offered, and the affiliate offering the service. In some cases, Verizon publishes these policies either through tariffs or in published product guides, while in other cases these policies are not published but are instead communicated in writing to the customer.

The following is a summary of where Verizon maintains its policies for the principal categories of Dedicated Services that its ILEC affiliates offer:

Interstate CBDS	Tariffs. <i>See</i> Attachment II.D.2-1.
Intrastate CBDS	Tariffs or Product Guide. <i>See</i> Attachment II.D.2-2.
Interstate PBDS – wholesale	Communicated individually to customers in written contracts and associated product guides. In some cases, the contracts and product guides may incorporate policies by reference to tariffs under which a PBDS was previously tariffed.
Interstate PBDS – retail	Product Guide available at: http://tariffs.verizon.com/PDFViewer.aspx?doc=203810 .
Intrastate PBDS	Tariffs and Product Guide. <i>See</i> Attachment II.D.2-2 & http://www.verizon.com/tariffs .

The following is a summary of where Verizon maintains its policies for the principal categories of Dedicated Services that its non-ILEC affiliates offer:

CBDS & PBDS – wholesale	Communicated individually to customers in written contracts
CBDS & PBDS – retail	Product Guides available at: <ul style="list-style-type: none"><li data-bbox="662 348 1432 415">• http://www.verizonenterprise.com/us/publications/service_guide/<li data-bbox="662 432 1432 499">• http://www.verizonenterprise.com/external/service_guide/reg/g_online_master_terms.pdf