

Verizon Business (VzB) Long Distance and Toll Free Services Ordering Procedures

BPO: 060B7400039 - replaces both 060B1400058 (LD) and 060B1400046 (Toll Free) contracts

Commodity Codes:

There are three commodity codes, two are for agency use, they are:

0001 - Commodity Code: 99789-TOLFRE

Description: Toll Free Services

0002 - Commodity Code: 99789-LGDIST

Description: Long Distance Calling Services

0001 - Toll Free Ordering Procedures:

1. It is up to each agency to keep accurate records of their toll free numbers
2. When a toll free number is added, you must provide:
 - 2.1. A Telecom Service Request (TSR) or a service request through the DoIT Service Desk through the self-service portal. When you place your request you must provide the following information:
 - 2.1.1. The local number the toll free number terminates on
 - 2.1.2. The Y Bill Payer account (if it is to be added to an existing toll free account)
 - 2.1.3. If a new account is being requested, you must provide the account name and billing address for the account.
3. Naming Convention for toll free accounts (**MDTF**)
 - 3.1. **MDTF + Agency Acronym + Identifier**
 - 3.1.1.1. Provide a unique identifier within the agency
 - 3.1.1.2. Conform to the max character limitation (28)
 - 3.1.1.3. Example:
 - 3.1.1.3.1. **MDTF DOIT Prince Fred MSC**
4. When a toll free number is added, changed or deleted, you must provide the Y Bill Payer account on the request
5. There will be a \$40.82 fee (\$40 plus taxes) for each paper invoice you choose to receive via the U.S. Mail. If you choose to receive the printed invoice, there will only be summarized calling information, there and no itemized call detail. We are recommending the following to minimize the number of potential invoices and reduce the cost to the State:
 - 5.1. Ensure that at least one person has access to the Verizon Enterprise Center (VEC) which is Verizon's portal providing online access to accounts.
 - 5.2. The individual(s) that has access to the VEC should have access to all required toll free account Y Bill Payer account numbers
 - 5.3. Set all Y Bill Payer accounts to paperless billing which will eliminate the \$40.82 fee per account.

- 5.4. Assign someone to download (in .pdf format) the invoices for review and approval each month. When downloaded from the portal the invoice will have itemized call detail information.
- 5.5. Only print those pages of the invoice, which are required when the invoice is submitted for payment.

We also recommend summarizing toll free numbers on a single Y Bill Payer.

0002 - Long Distance Ordering Procedures:

1. It is up to each agency to keep accurate records of phone lines and the long distance carrier for each line
2. When a local phone line is added, changed or deleted, it is very important to ensure that VzB has been notified of the change. Most long distance Y Bill Payer account changes should be addressed when the request for local services has been placed. (See ordering instructions for Local Telecommunications Services 2014).
3. When a phone number is added to a long distance account, you must provide:
 - 3.1. The Y Bill Payer account (if it is to be added to an existing long distance account)
 - 3.2. If a new account is being requested, you must provide the account name and billing address for the account.
4. Naming Convention for long distance accounts (*MDLD*)
 - 4.1. *MDLD* + *Agency Acronym* + *Identifier*
 - 4.1.1.1. Provide a unique identifier within the agency
 - 4.1.1.2. Conform to the max character limitation (28)
 - 4.1.1.3. Example:
 - 4.1.1.3.1. **MDLD DOIT Prince Fred MSC**
5. There will be a \$40.82 fee (\$40 plus taxes) for each paper invoice you choose to receive via the U.S. Mail. If you choose to receive the printed invoice, there will only be summarized calling information, there and no itemized call detail. We are recommending the following to minimize the number of potential invoices and reduce the cost to the State:
 - 5.1. Ensure that at least one person has access to the Verizon Enterprise Center (VEC) which is Verizon's portal providing online access to accounts.
 - 5.2. The individual(s) that has access to the VEC should have access to all required long distance account Y Bill Payer account numbers
 - 5.3. Set all Y Bill Payer accounts to paperless billing which will eliminate the \$40.82 fee per account.
 - 5.4. Assign someone to download (in .pdf format) the invoices for review and approval each month. When downloaded from the portal the invoice will have itemized call detail information.
 - 5.5. Only print those pages of the invoice, which are required when the invoice is submitted for payment.
6. We also recommend summarizing accounts on a single Y Bill Payer via a process (setting up OBUS names and account numbers). This will minimize the overall number of VzB invoices processed by the State. The OBUS Name is a name associated to a collection of phone numbers that have been grouped together.