



September 05 , 2024

Audience: CLEC,ISP,IXC,Resellers,Wireless,ILEC

Subject : Verizon Partner Solutions Industry Letter: Notice of Sunsetting Managed Special Access Groom Activity (Network Modification Guidelines)

This notice is to inform you that, effective September 9, 2024, Verizon Partner Solutions will no longer be providing Managed Services for modifications, rearrangements or other special access groom activity for DS3, DS1 and DS0 products. All special access groom activity will be handled via the Groom Reservation Tool in Exchange. This notice does not affect switched access groom activity, which will continue to be handled on a project-managed basis.

Under the previous options, the program office provided each customer with a Project Manager for groom activities. All these activities will now be handled via the Over-the-Counter (Business as usual) process with which customers are familiar, but with new enhancements that make it better.

With the new self-serve scheduling model, you will be able to:

Book Appointments online via the Groom Reservation Tool:

- Schedule your grooming appointments at your convenience through our online system available 24/7.

Manage your schedule/worklist

- Easily view, reschedule, or cancel appointments as needed without having to contact our team.

Benefits of the new model include increased flexibility and control as well as streamlining the process by allowing you to enjoy a faster and more efficient scheduling experience.

We understand that using the new model may require adjustments on your end, and we are here to provide any guidance and assistance you may need. If you currently have a managed project underway, the VPS project manager will reach out to you in the near future to transition the project to the self-managed process.

This change will not affect the quality or delivery of the products/services you receive from Verizon.

We appreciate your cooperation in this matter. Please reach out to your Account Manager if you have any questions.

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