

# Verizon Wholesale East System Availability

## Hours of Operation

The following matrices list the current Verizon Wholesale East System Availability, as of the time of publication. The first matrix is specific to Verizon North, and the second is specific to Verizon South. All noted times are Eastern.

### Verizon North

Transaction	Availability
<ul style="list-style-type: none"> <li>• Access Billing Customer Service Record</li> </ul>	<p><b>NY</b>                      Sunday, Not Available                      Monday-Friday, 7:30 AM to 7:00 PM                      Saturday, 8:00 AM to 5:00 PM</p> <p><b>NE</b>                      Sunday, Not Available                      Monday-Friday, 6:30 AM to 8:00 PM                      Saturday, 6:30 AM to 5:00 PM</p>
<ul style="list-style-type: none"> <li>• Address Validation/TN Selection/TN Reservation</li> <li>• Loop Qualification xDSL</li> </ul>	Sunday, 6:00 AM to Midnight Monday-Friday, 5:00 AM to Midnight *except the Wednesday preceding third Thursday of month, Wednesday 5:00 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM - Midnight Saturday, 6:00 AM to Midnight
<ul style="list-style-type: none"> <li>• Customer Service Record, (unparsed)</li> </ul>	Sunday, 7:00 AM to Midnight (on all weekends except as otherwise noted) Sunday, 12:00 Noon to Midnight (on 3 <sup>rd</sup> weekends in Feb, Mar, Apr, Jun, Jul, Aug, Oct, Nov & Dec) Monday-Friday, 12:01 AM to Midnight *except the Wednesday preceding third Thursday of month, Wednesday 12:01 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM – Midnight Saturday, 12:01 AM to 11:00 PM
<ul style="list-style-type: none"> <li>• Directory Listing Request</li> </ul>	Sunday, Not Available Monday-Friday, 6:00 AM to 8:00 PM *except the Third Thursday of the Month, 7:00 AM to 8:00 PM Saturday, 7:00 AM to 5:00 PM
<ul style="list-style-type: none"> <li>• Due Date Availability</li> <li>• Product and Service Availability/Allowability</li> </ul>	Sunday, 7:00 AM to 11:30 PM (on all weekends except as otherwise noted) Sunday, 12:00 Noon to 11:30 PM (on 3 <sup>rd</sup> weekends in Feb, Mar, Apr, Jun, Jul, Aug, Oct, Nov & Dec) Monday-Friday, 12:30 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM – 11:30 PM Saturday, 12:30 AM to 10:00 PM
<ul style="list-style-type: none"> <li>• Installation Status Inquiry</li> <li>• Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (SPECIALS)</li> </ul>	<p><b>NY</b>                      Sunday, 6:00 AM to 10:00 PM                      Monday-Friday, 4:00 AM to Midnight                      Saturday, 1:45 AM to 10:00 PM</p> <p><b>NE</b>                      Sunday, 12:01 AM to 10:00 PM (on all weekends except as otherwise noted)                      Sunday, 5:00 AM to 10:00 PM (on 2<sup>nd</sup> &amp; 4<sup>th</sup> weekends of every month)                      Monday, 4:00 AM to Midnight                      Tuesday-Friday, 12:01 AM to 1:00 AM &amp; 1:30 AM to Midnight                      Saturday, 12:01 AM to 1:00 AM &amp; 1:30 AM to Midnight (on all weekends except as otherwise noted)                      Saturday, 12:01 AM to 1:00 AM &amp; 1:30 AM to 10:00 PM (on 2<sup>nd</sup> &amp; 4<sup>th</sup> weekends of every month)</p>
<ul style="list-style-type: none"> <li>• Line Information Database (LIDB)/LSR</li> </ul>	Sunday, Not Available Monday-Friday, 7:00 AM to 9:00 PM Saturday, 7:00 AM to 9:00 PM
<ul style="list-style-type: none"> <li>• Loop Qualification Basic</li> </ul>	Sunday, 7:00 AM to 8:00 PM Monday-Friday, 7:00 AM to 10:00 PM Saturday, 7:00 AM to 8:00 PM
<ul style="list-style-type: none"> <li>• Loop Qualification Extended</li> </ul>	3 business day turnaround, requests can be submitted: Sunday, 7:00 AM to 10:00 PM Monday-Friday, 7:00 AM to 10:00 PM Saturday, 7:00 AM to 10:00 PM
<ul style="list-style-type: none"> <li>• Loop Qualification XDSL Extended</li> </ul>	2 business day turnaround, requests can be submitted: Sunday, 7:00 AM to 10:00 PM Monday-Friday, 7:00 AM to 10:00 PM Saturday, 7:00 AM to 10:00 PM
<ul style="list-style-type: none"> <li>• Parsed Customer Service Record</li> </ul>	Sunday, 7:00 AM to 11:30 PM (on all weekends except as otherwise noted) Sunday, 12 Noon to 11:30 PM (on 3 <sup>rd</sup> weekends in Feb, Mar, Apr, Jun, Jul, Aug, Oct, Nov & Dec) Monday-Friday, 12:30 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM – 11:30 PM Saturday, 12:30 AM to 11:00 PM
<ul style="list-style-type: none"> <li>• Service Order from SOP via SOID Inquiry</li> <li>• Service Order/LSR</li> </ul>	Sunday, 7:00 AM to 11:30 PM (on all weekends except as otherwise noted) Sunday, 12 Noon to 11:30 PM (on 3 <sup>rd</sup> weekends in Feb, Mar, Apr, Jun, Jul, Aug, Oct, Nov & Dec) Monday-Friday, 2:40 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM – 11:30 PM Saturday, 3:00 AM to 10:00 PM
<ul style="list-style-type: none"> <li>• Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (POTS)</li> </ul>	<p><b>NY</b>                      Sunday, 7:00 AM to 11:30 PM (on all 1<sup>st</sup> weekends &amp; on 3<sup>rd</sup> weekends in Jan, May &amp; Sep)                      Sunday, 7:00 AM to 10:00 PM (on 2<sup>nd</sup> &amp; 4<sup>th</sup> weekends of every month)                      Sunday, 12 Noon to 11:30 PM (on 3<sup>rd</sup> weekends in Feb, Mar, Apr, Jun, Jul, Aug, Oct, Nov &amp; Dec)                      Monday-Friday, 4:00 AM to 11:30 PM                      Saturday, 6:00 AM to 10:00 PM</p> <p><b>NE</b>                      Sunday, 7:00 AM to 10:00 PM (on all weekends except as otherwise noted)                      Sunday, 12 Noon to 11:30 PM (on 3<sup>rd</sup> weekends in Feb, Mar, Apr, Jun, Jul, Aug, Oct, Nov &amp; Dec)                      Monday-Friday, 6:00 AM to 11:30 PM                      Saturday, 6:00 AM to 10:00 PM</p>
<ul style="list-style-type: none"> <li>• All eWPTS transactions including UNE Hot Cuts</li> </ul>	Available at all times except 9 PM Friday to 12 Noon Sunday on the third weekend of every month

## Verizon Wholesale East System Availability

Transaction	Availability
<ul style="list-style-type: none"> <li>• Address Validation/TN Selection/TN Reservation</li> <li>• Due Date Availability</li> <li>• Loop Qualification xDSL</li> <li>• Product &amp; Service Availability/Allowability</li> <li>• TN Reservation Maintenance</li> </ul>	Sunday, 6:00 AM to Midnight Monday-Friday, 5:00 AM to Midnight *except the Wednesday preceding third Thursday of month, Wednesday 5:00 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM - Midnight Saturday, 6:00 AM to Midnight
<ul style="list-style-type: none"> <li>• Customer Service Record, (unparsed)</li> </ul>	Sunday, 7:00 AM to 10:30 PM (on all weekends except as otherwise noted) Sunday, 12 Noon to 11:30 PM (on 3rd weekends in Feb, Mar, Apr, Jun, Jul, Aug, Oct, Nov & Dec) Monday-Friday, 6:00 AM to 10:30 PM *except the third Thursday of Month, Thursday 7:00 AM – 10:30 PM Saturday, 6:00 AM to 11:00 PM
<ul style="list-style-type: none"> <li>• Directory Listing Request</li> </ul>	Sunday, Not Available Monday-Friday, 7:00 AM to 7:00 PM Saturday, 7:00 AM to 5:00 PM
<ul style="list-style-type: none"> <li>• Installation Status Inquiry</li> </ul>	Sunday, 5:00 AM to Midnight Monday-Tuesday, 3:00 AM to Midnight Wednesday-Friday, 12:01 AM to Midnight Saturday, 6:00 AM to Midnight
<ul style="list-style-type: none"> <li>• Line Information Database (LIDB)/LSR</li> </ul>	Sunday, Not Available Monday-Friday, 7:00 AM to 9:00 PM Saturday, 7:00 AM to 9:00 PM
<ul style="list-style-type: none"> <li>• Loop Qualification - Basic</li> </ul>	Sunday, 7:00 AM to 8:00 PM Monday-Friday, 7:00 AM to 10:00 PM Saturday, 7:00 AM to 8:00 PM
<ul style="list-style-type: none"> <li>• Loop Qualification Extended</li> </ul>	3 business day turnaround, requests can be submitted: Sunday, 7:00 AM to 10:00 PM Monday-Friday, 7:00 AM to 10:00 PM Saturday, 7:00 AM to 10:00 PM
<ul style="list-style-type: none"> <li>• Loop Qualification XDSL Extended</li> </ul>	2 business day turnaround, requests can be submitted: Sunday, 7:00 AM to 10:00 PM Monday-Friday, 7:00 AM to 10:00 PM Saturday, 7:00 AM to 10:00 PM
<ul style="list-style-type: none"> <li>• Parsed Customer Service Record</li> </ul>	Sunday, 7:00 AM to 11:30 PM (on all weekends except as otherwise noted) Sunday, 12 Noon to 11:30 PM (on 3rd weekends in Feb, Mar, Apr, Jun, Jul, Aug, Oct, Nov & Dec) Monday-Friday, 12:30 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM – 11:30 PM Saturday, 12:30 AM to 11:00 PM
<ul style="list-style-type: none"> <li>• Service Order from SOP via SOID Inquiry</li> <li>• Service Order/LSR</li> </ul>	NJ Sunday, 7:00 AM to 11:30 PM Monday-Friday, 2:40 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM – 11:30 PM Saturday, 3:00 AM to 10:00 PM PA/DE Sunday, 7:00 AM to 11:30 PM Monday-Friday, 2:40 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM – 11:30 PM Saturday, 3:00 AM to 10:00 PM MD/DC/VA/WV Sunday, 7:00 AM to 10:00 PM Monday-Friday, 4:00 AM to 11:30 PM *except the third Thursday of Month, Thursday 7:00 AM – 11:30 PM Saturday, 5:00 AM to 10:00 PM
<ul style="list-style-type: none"> <li>• Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (POTS)</li> </ul>	NJ/PA/DE Sunday, 7:00 AM to 10:00 PM Monday-Friday, 3:00 AM to 11:30 PM Saturday, 6:30 AM to 10:00 PM MD/DC/VA/WV Sunday, 7:00 AM to 10:00 PM Monday-Friday, 6:00 AM to Midnight Saturday, 7:00 AM to Midnight
<ul style="list-style-type: none"> <li>• Trouble Administration: Create, Modify, Inquiry, Close, Repair Test, History (SPECIALS)</li> </ul>	NJ/PA/DE Sunday, 7:00 AM to 11:30 PM Monday-Friday, 1:35 AM to 11:30 PM Saturday, 6:30 AM to 10:00 PM MD/DC/VA/WV Sunday, 7:00 AM to Midnight Monday-Friday, 6:00 AM to Midnight Saturday, 7:00 AM to Midnight
<ul style="list-style-type: none"> <li>• All eWPTS transactions including UNE Hot Cuts</li> </ul>	Available at all times except 9 PM Friday to 12 Noon Sunday on the third weekend of every month