



September 28 , 2023

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

Subject : Verizon Partner Solutions Industry Letter: Option to Be Notified Of Power Loss On Wholesale Dialtone Line Services Provided Over Fiber To The Premises Arrangements When Used For Fire Alarms.

Verizon provides to wholesale customers certain Wholesale Advantage and resale POTS/voice services using, in some cases, Fiber to the Premises (FTTP) loop facilities. In such cases, Verizon installs an Optical Network Terminal (ONT) at the customer premises. The ONT requires a 110v AC power source that you or your end user must provide at the customer premises. In the event of a commercial power outage, the service will not function if you or your end user have not put in place a back-up power source, such as battery backup equipment, an uninterruptible power supply (UPS), or an onsite generator.[\[1\]](#)

Effective as of the date of this notice, wholesale customers have the option to receive notifications in cases where the end user has a fire alarm associated with one of these lines and a loss of power to the ONT occurs. Verizon can provide such notifications -- either by SMS text message, email, or both -- as follows:

- When Verizon detects a loss of AC power to the ONT, Verizon can send the following messages:

SMS:

Verizon Msg: Commercial power loss impacting all calls, including alarm lines for phone number XXX XXX-XXXX. Connect backup power until service is restored.

EMAIL:

Phone number XXX XXX-XXXX

Hello,

The Optical Network Terminal (ONT) servicing your voice service could be experiencing a loss of commercial power. This could impact your ability to make and receive calls. If your line is connected to a fire alarm, calls attempted to the central monitoring station may not go through.

You should connect backup power if available until commercial power is restored.

You can manage your alert preferences at any time by contacting your service provider.

- When Verizon detects that the ONT is connected to a Verizon battery backup unit specifically, a Verizon PowerReserve unit and that backup units batteries are near depletion, Verizon can then also send the following messages:

SMS:

Verizon Msg: Battery power depleted for phone number XXX XXX-XXXX. Replace ASAP. Calls, including those to a fire alarm, wont process until battery replaced.

EMAIL:

Phone number XXX XXX-XXXX

Hello,

The battery supplying power to the Optical Network Terminal (ONT) associated with this phone number has been depleted. Please replace the battery to ensure continued service, which includes your ability to make and receive calls. If your line is connected to a fire alarm, calls attempted to a central monitoring station may not go through. You should connect backup power if available until commercial power is restored. You can manage your alert preferences by contacting your service provider.

Requests to receive notifications on fire alarm lines as described above may be made via Local Service Request (LSR) submissions at the time of new line establishment, at the time of acquisition from another provider, or as a change to an existing wholesale line you purchase from Verizon Partner Solutions. Your LSR content must meet the following criteria to qualify for this feature:

- REQTYPs:
- DB (Bundled/Combined Loop &Port), EB (Resale), PB (Centrex Resale)

•ACTs:

- ACT N (New), T (Install of Move), C (Change), V (Migrate as Specified), W (Migrate as Is)
- A Line Assignable USOC in the FEATURE field that is an Analog or Analog Centrex Port type. Note that ISDN BRI, ISDN PRI, COCOT, Private line, PBX, and other non-FTTP service types are not supported.
- The FEATURE DETAIL field of the LSR should contain the FID FIRE, along with the telephone number to receive the SMS message (if desired), a comma, and followed by the email address to receive the email (if desired). If either SMS or email notice type is not desired, then NONE should be entered for that option. Per typical requests for such vertical attributes, this FEATURE DETAIL should follow the FEATURE field that contains the Line Assignable USOC for that Service. Examples:

•Both SMS Text and Email message desired:

• **FEATURE:** 1MB, **FEATURE DETAIL:** /FIRE 212 555-1212, joesmith@verizon.net

•Only SMS Text message desired:

• **FEATURE:** RBM, **FEATURE DETAIL:** /FIRE 212 555-1212, NONE

•Only Email message desired:

• **FEATURE:** 1MB, **FEATURE DETAIL:** /FIRE NONE, joesmith@verizon.net

•In addition, if you do not wish for Verizon to issue any of these notifications, but wish solely to mark the line on the Verizon CSR as serving a fire alarm for your tracking purposes, then enter NONE for both options.

• **FEATURE:** RBM, **FEATURE DETAIL:** /FIRE NONE, NONE

For all four of the options noted above, the information will be retained on the Verizon CSR. Please note that the notifications (or CSR notation only, as noted above) are optional, to be used at your discretion. You need not elect to use any of these options in order for Verizon to process service requests. If you do nothing in response to this notice, then Verizon will continue to process service requests as it ordinarily does, with no notifications or CSR notations.

Please note that Verizons offer to provide notifications as set forth in this notice is subject to your companys agreement to all of the following conditions, and your companys election to receive notifications as described herein signifies your companys acceptance of these conditions:

1. Notifications are only available to support lines in cases where wholesale customers have verified in advance that the end user uses a Verizon FTTP dialtone service for a fire alarm, and not for other use cases. By requesting notifications as described herein, you are attesting that you have completed such verification.
1. Verizon, although not required to do so, is offering to provide the notifications described herein as a convenience to you as the provider of services to your end user. These notifications may supplement other measures that you or your end users have put in place as the primary means of detecting power outages that affect lines used for fire alarms. Verizon does not guarantee the availability or accuracy of these notifications.
1. These notifications are intended for receipt by you as the wholesale customer, not by end users. You are solely responsible for transmitting to end users any information you receive from these notifications, and for any claims arising from such transmissions (or from your election not to receive notifications). Verizon will not act as your agent in notifying end users, alarm providers or other third parties.
1. Verizon will not undertake to verify the accuracy of any telephone numbers or email addresses you provide for receipt of notifications, or to inform you of any error messages Verizon receives due to any inaccuracies. You are solely responsible for such accuracy and for updating from time to time any telephone numbers or email addresses you provide.
1. The telephone numbers and email addresses that Verizon uses to transmit these notifications are send only no reply. Verizon does not monitor for responses to the texts or email messages. Any responses will not result in a reply or other action by Verizon.

If you have any questions regarding this notice, please contact your Verizon Account Manager.

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[1] For additional information on back-up power sources, see *Verizon Partner Solutions, Doing Business, Provisioning For Local Services* at: <https://www22.verizon.com/wholesale/business/local/provisioning/prov.html> regarding various back-up options.