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DO YOU KNOW CFS ABBREVIATIONS?

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| **Across**  **2.** Also known as the Fraud department. They deal with subscription fraud and high toll usage suspension.  **3.** New customers that need a credit screening prior to establishing new service with Verizon  **8.** Determine if the customer is contacting us for adjustment, bill inquiry, repair, technical support, new service. Determine if billed on their land line (Legacy) bill or billed directly (RiBS) to transfer properly.  **9.** A consumer customer that is not able to have any Fiber services (FTTP) because fiber is not available in their area. This is considered copper service or POTS.  **10.** Business customers who need customer support for eweb  **12.** This group monitors unbilled domestic and international long distance, calling card, PTFS, and operator assisted usage and FiOS Video events on Verizon consumer and business accounts. | **Down**  **1.** Consumer and business customers who need repair service due to their telephone service, set top box, or FiOS TV service not working.  **4.** A disabled customer with a request for special equipment.  **5.** Formerly the Bill Method Verification Center  **6.** This is Verizon on Line internet service for both Consumer and Business Customers that can be billed on the customer’s regular monthly bill or billed directly for the internet service only.  **7.**  A customer who is a Large business customer.  **11.** A business customer that has questions about their bills, toll/ long distance, VOL billing questions, Local Usage charges, credits and slamming/cramming issues. |