



CHARGE FOR SERVICE USER GUIDE

Purpose and Objectives

Standard to our services is that you can contact the Verizon Service Desk to report an incident or to request an update on a ticket and that the troubleshooting and resolving of incidents performed by our technicians are both free of charge. However, there are three situations where Verizon may charge you for Service Assurance related tasks. Please refer to information below for more detail.

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Introduction

The Charge for Service process is the practice of charging customers for additional work carried out by Global Service Assurance that is outside the normal repair activities or in cases where the fault was caused by the customer.

The Charge for Service Process can be divided into 2 basic types:

- **Troubleshoot Assistance**
- **Technical Assistance**

Troubleshoot Assistance

Verizon technicians have been troubleshooting and found that there is no fault with the service, or have determined that the cause of the trouble is behind the demarcation point within your network.

Up to this point, all troubleshooting conducted by Verizon is free. However, if you request Verizon to perform further troubleshooting activities, and as a result of such activities Verizon reconfirms that there is no fault with the Verizon-provided service, or that you caused the issue, you will incur charges.

Examples may include:

- Verizon technicians have determined that the slow response is caused by over utilization. A screenshot from the network management systems demonstrating the problem has been emailed to you. At your request, Verizon technicians were dispatched with testers to your premises, and their test results reconfirmed that the Verizon service runs error free.
- Verizon technicians have performed remote tests that showed there were no issues with your service. Additional troubleshooting was performed at your request. A technician was dispatched to your premises and noticed that your cable that connects your network to the Verizon network was not securely plugged in.
- Verizon technicians have determined that the incident was caused by incorrect configuration settings of your network. You requested technical assistance to adjust the configuration of your network. The Verizon technicians continued remote troubleshooting with your technicians and advised your technicians to change the configuration settings of your network.

No Fault Found (formerly Unauthorized Interference)

Verizon reserves the right to apply or modify an NRC when a Verizon representative is dispatched to the Customer Site, or performs work remotely, at Customer's request to investigate a suspected issue with Services, and the Verizon representative responds to the request and finds no fault with the proper functioning of Services or is prevented from resolving the request due to Customer's failure to provide access or other contractually required assistance. Examples include (without limitation) situations in which Verizon determines: (a) the fault is with Customer/third party vendor maintained equipment or network; (b) the fault has already been resolved; (c) the fault resulted from an interruption to the power supply to the Service Equipment or Verizon Facilities at the Customer Site that was not approved by Verizon; or (d) the fault was caused by an act or omission of Customer in breach of



the Agreement or an Order. Verizon may establish or modify this charge by providing notice to Customer (including by posting online).

Examples may include:

- Verizon or Third Party's technician arrives on the customer's site, they find that the room where the Verizon service equipment is located is without power (disconnected cables, power outage).
- The Verizon service equipment has been moved to a different room and the cables have been wrongly connected. A Verizon technician is dispatched and connects the cables to the correct ports.
- The Verizon service equipment at the customer's site has been disconnected by their cleaning company, but their IT department was not aware and logged an incident with the Verizon service desk. A Verizon technician is dispatched to the premises and reconnects the equipment.

In all cases you will be informed, before the incident is closed, by the Verizon Service Desk of the charges if the requested additional troubleshooting reconfirms that there is no fault with the Verizon provided service.

Technical Assistance

In some instances, you may request technical assistance that is outside the product or service specifications, but often related to the services provided by Verizon. While Verizon may be able to provide this technical assistance, the timelines and charges are dependent on the type of work, the volume of work, time of day and location.

Please contact your Account Manager, and ask for a Professional Services Stand-alone Service Order Form (SOF).

Technical assistance requests that require "non-complex" Verizon support and less than 2 days of work do not require a signed Service Order Form. The charges and authorization process will be the same as for the Troubleshoot Assistance case described above.

All work requests should be submitted at least 2 working days in advance.

Examples may include:

- You require some advice to configure your network that is connected to the Verizon network.
- You would like Verizon to dispatch a technician to locate the circuit that is provided by Verizon.
- You require a Verizon technician to attend a technical conference during a disaster recovery exercise for 3 hours.
- You would like a Verizon technician to attend a technical conference bridge after implementation of a change request for your managed MPLS network, or to standby in case more changes or an immediate roll-back are required.
- You are performing maintenance on your electricity distribution panel. You would like Verizon to verify that all Verizon services restored correctly and provide immediate remote technical assistance in case of troubles.



Charges & Payment

Fees are in Euros (or in the foreign currency equivalent if the billed currency is different) and applied within the Verizon technician's time zone, per engagement.

Office hours are defined as Monday to Friday, from 9:00 to 18:00 (local time). The time that the Verizon technician commences the work determines if it is within office hours.

Both Troubleshoot Assistance and Technical Assistance have charges based on the duration of provided support (including travel).

Up to 1 hour (including travel time) within office hours: € 200
Up to 1 hour (including travel time) outside office hours: € 520
Up to 4 hours (including travel time) per day within office hours: € 520
Up to 4 hours (including travel time) per day outside office hours: € 800
More than 4 hours (including travel time) per day within office hours: € 900
More than 4 hours (including travel time) per day outside office hours: € 1350

By default, charges will be added to the bill for the service associated with the ticket or technical assistance. Charges will show up as a separate Professional Services item on your regular bill and may include the Verizon trouble ticket reference number. You may provide a purchase order number which Verizon can include on the invoice to facilitate payment within 10 calendar days after incident closure.



Service Assurance User Guides Library

Documents can be found on the [Service Assurance User Guides](#) page.
The latest version of this document can be always found [here](#).

General Customer Training Information

Go to our [Customer Training Portal](#)* to enroll in training or to download other user and reference guides.
*Registration is required

Verizon Enterprise Center

The [Verizon Enterprise Center](#) portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page [here](#).



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