CWMA Repairs: Contacts and Approach

Repair Tickets & Ticket Status

VEC Utilization
- Go to the Verizon Enterprise Center (VEC) Main Page at: Verizon Enterprise Center.
- Under the **Sign in** button, click on **Quick Tasks** to open that section.
  Select: Create Repair Ticket >
- Complete the requested information and follow the navigation to:
  Step 1: Identify the Service >   **Step 2**: Verify Service >   **Step 3**: Enter Ticket Info & Submit

Note: For any Ticket status, select Check Repair Ticket Status > in the **Quick Tasks** section and enter the Ticket No. and PIN.

Phone Contacts
Initial Repair for Verizon Advanced Data Inc. Services on **Frame Relay, FDDI, ATM and TLS/SES**:
1.866.293.8234

Initial Repair for **Verizon Business PIP**:
1.877.331.4276

Initial Repair and Escalations for **POTS, DDSII, DS1, DS3, CTX** and **Analog Circuits**:
1.800.769.4656

Order of Precedence
1. Utilize the VEC to place Repair Tickets and Check Ticket Status
2. Utilize the Phone Contacts if VEC Access is not available
3. Utilize Account-Specific Contacts for Escalations (see below)

Account-Specific Support for Escalations

For Commonwealth of Massachusetts accounts that have dedicated TPM Support
Contact your assigned Technical Program Manager (TPM) for repair escalation and/or follow-up.

For Commonwealth of Massachusetts accounts that do not have dedicated TPM Support
Contact the CWMA PMO for repair escalation and/or follow-up by emailing: **ITT72PMO@verizon.com**
Please begin the subject line with the words "Repair Escalation" if possible.

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