



SCHEDULED MAINTENANCE BY VERIZON USER GUIDE

Purpose and Objectives

From time to time Verizon may perform Scheduled Maintenance activities on the network. This is also known as 'planned maintenance', 'change management' or 'maintenance'. Scheduled Maintenance may cause service interruptions to your IT network.

This document explains the Scheduled Maintenance process in more detail.



1 Maintenance Scheduling

1.1 Notice Period

Verizon will typically inform you by email at least 10 calendar days in advance of any service affecting scheduled maintenance event. The notice period may be significantly less for emergency maintenance events, see below for more information.

1.2 Scheduled Maintenance Windows

Scheduled maintenance on the Verizon network will normally take place weekdays between the hours of 00:00 and 06:00 local time. Transmission and power equipment maintenance normally takes place from Monday to Friday between the hours of 23:00 and 06:00 local time and during weekends between the hours of 00:00 – 24:00 local time.

1.3 Emergency Maintenance

On some occasions emergency maintenance is required to prevent a network failure. This unforeseen emergency maintenance will be processed as a high priority. Verizon strives to inform its customers of this type of maintenance.

1.4 Maintenance on Verizon equipment at customer premises

When scheduled maintenance is required to be performed on customer equipment (i.e. IP Dedicated router, Security Services, Private IP or Co-location Services), it will typically be executed on a mutually agreed date / time and time-window.

2 Maintenance Communication

2.1 How to enroll for notifications emails

You can ask your account manager to enroll or request enrollment via our support teams.

2.2 Notification email options

The notification email can be changed to accommodate your operational requirements:

- Company name: (in case you wish Verizon to directly notify your clients)
- Language(s): Language(s) are English (default), Danish, Dutch, French, German, Italian, Norwegian, Portuguese, Spanish and Swedish.
- Text format: Email formats are either HTML (default) or Plain Text



- The email notification profile is linked to the recipient of the email. Hence, it is possible that for the same scheduled maintenance event different persons within the same company receive different notification emails. Profiles may be changed by sending an email to: GEMC@VERIZON.COM

2.3 Notification Email – Recipients

If you would like to understand who within your company receives notifications for specific service IDs, then please send an email to: GEMC@VERIZON.COM

The email should contain the company name.

2.4 Scheduled Maintenance Events – VEC Dashboard

Customers may view approved scheduled/in-progress/completed maintenance events on-line for their entire install base. Please contact your account manager if you wish to receive access to the Verizon Enterprise Portal (VEC) dashboard module.

3 Scheduled Maintenance & Proactive Incident Tickets

Verizon uses a global scheduled maintenance system to support the Change Management process. This system is linked with the global network management platform and the global incident ticketing system.

For services with proactive incident ticketing, an alarm may be triggered by the scheduled maintenance event which will create a proactive (priority 4) incident ticket. This ticket is automatically correlated to the scheduled maintenance event and will be automatically closed when the alarm clears prior the end of the scheduled maintenance window. If the alarm persists after the end of the scheduled window, then the ticket will be automatically closed and a new proactive (priority 1) ticket will be opened and sent to the technicians within the Verizon repair center to investigate.

4 Proactive Incident Tickets – Customer Scheduled Maintenance

Customers performing maintenance (including power down/up and reboots) may also trigger alarms and proactive tickets. Hence, it is important to notify Verizon in advance of these activities so the proactive tickets may be automatically correlated to your scheduled maintenance event. This can be done by:

- Managed WAN (MPLS) Services:
 - Please submit a Customer Maintenance Change Request via the portal
- Other Services:
 - Please send an email to GEMC@VERIZON.COM and specifying the circuit ID and the start and end times of the maintenance.



5 Questions?

If you have any questions, or should you wish to postpone or reschedule the event upon receiving the notification, just send an email request to the Maintenance Notification team (email: GEMC@VERIZON.COM).

The customer needs to suggest an alternate date and time for the maintenance to take place

Note: The Maintenance Notification team operates 24x7.



Notification Email Example



Verizon Maintenance Notification

Dear Verizon Customer,

I'd like to take this opportunity to thank you for being a Verizon Customer, and to update you on maintenance work that will be carried out on the Verizon network. Verizon will be performing maintenance activities, utilizing proven methods, in a manner to ensure the best performance for your connection. The maintenance window is from Dec 15 2017 00:05 GMT - Dec 15 2017 06:00 GMT , however my team has planned for your expected circuit downtime within this window to be 60 Minute(s). Below you will find more detailed information as it relates to the impact to your environment.

If you have questions regarding this maintenance event, please contact Verizon's Global Event Management Center at email GEMC@VERIZON.COM.

I appreciate your cooperation and understanding in this matter. Verizon's goal is to provide you with exceptional service every day, in every interaction. Thank you once again for your business, and your partnership.

Regards,
Kent Kildow
Director of Business Continuity & Event Management

NOTE: If your circuit remains down after the maintenance window has passed, please follow your defined Verizon Repair Center process for investigation.

Customer Contact ID:	562259
Maintenance Date/Time (Local):	Dec 15 2017 00:05 GMT - Dec 15 2017 06:00 GMT
Maintenance Date/Time (GMT):	Dec 15 2017 00:05 GMT - Dec 15 2017 06:00 GMT
Maintenance Location:	UK, UNITED KINGDOM
Description of Maintenance:	A Third Party vendor will be performing scheduled network maintenance.
Planned Circuit Downtime:	60 Minute(s)
Verizon MASTARS Request number:	██████
Verizon MASTARS Event id:	██████

Circuits Affected:

Company Name	Circuit ID	A End	Z End	DNS Short Name	ServiceType
████████████████████	████████████████	████████████████	████████████████	████████████████	████████████████
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In case your service remains down after scheduled maintenance, please call to our Service Desk.

Country	Freephone Number	Direct Dial
Calls from Austria, Belgium, Denmark, France, Finland, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom	00800 1103 1121	+44 118 905 4017
Calls from USA	+1 866 567 2507	+44 118 905 4017
Any other countries		+44 118 905 4017

This information can also be found in the customer facing EUROPEAN TECHNICAL SERVICE DESK TELEPHONE NUMBERS USER GUIDE:

http://www.verizonenterprise.com/resources/european_service_desk_phone_numbers_user_guide_en_xg.pdf

The below links provide essential information to manage your services for a variety of topics.
View or Create your trouble ticket online: <https://enterprisecenter.verizon.com>
European Technical Service User Guide: <http://www.verizonenterprise.com/support/emea-service-assurance-user-guides/>
Your Country Support pages: <http://www.verizonbusiness.com/support>



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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