



VOICE OVER INTERNET PROTOCOL (VoIP) SERVICE CHANGE REQUESTS USER GUIDE

Purpose and Objectives

The purpose of this document is to provide guidelines when you require a change in setting on your VoIP Service. Changes fall in 2 categories:

- Changes which may impact billing settings (named “Billing Impacting” changes) however these are not covered in this document and
 - Changes which do not impact billing settings (named “Non-Billing Impacting” changes). Those in most part can be performed by the customer from the self-service webpage or will be performed by Verizon free of charge depending on the request.
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Service Overview

Voice over Internet Protocol (VoIP) is a set of hardware and software that enables customers to use the internet as the transmission medium for telephone calls by sending voice/data in packets rather than by the traditional circuit transmission of the PSTN (Public Switched Telephone Network). Verizon offers 3 types of VoIP: Integrated Access, IP Trunking and Hosted IP Centrex.

IP Integrated Access is designed for small- to medium-size business customers that simply need converged voice and data access. This service works with existing Key or PBX systems, thereby eliminating the need to heavily invest in extra equipment.

With **IP Trunking**, customers can leverage Verizon Business's IP backbone to access the Public Switched Telephone Network and voice services, allowing more efficient use of their wide area network resources.

Hosted IP Centrex is designed for customers that want all the features of a PBX or Key system without the associated capital, lease, or maintenance costs. All the PBX functionality resides in the Verizon Business network. It is ideal for customers moving to or establishing a new location, or for customers looking to replace an outdated PBX or Key system.

Non-Billing Impacting Changes

The matrix below shows the VoIP “Non-Billing Impacting Changes” which can be requested.

- The VoIP changes to be performed by Verizon (free of charge) are showing an “N” in the column “Self-Service” and
- The VoIP changes to be performed by the customer from the self-service Verizon Integrated Administrative Console are showing “Y” in the column “Self-Service”. In cases where you prefer that those changes which can be done from the self-service webpage are being performed by Verizon a fee of €150 or equivalent of currency will be charged, as detailed in the [Service Assurance Charges](#) document.

Change Type	Required Details	Self Service	Instructions on how to make/request the change
Add/Modify Subscribers	Enterprise, Location, Customer suggested Username, TN, Extension number, MAC address of phones, First name subscriber, Last name subscriber, e-mail address of subscriber	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq - Refer to the "Integrated Administrative Console" guide → section 4; or - Go to reference guide "create a basic subscriber" or "create an intermediate subscriber"
Site ID Prefix/IEAN change	Enterprise location, new site id prefix	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq Refer to the "Integrated Administrative Console" guide --> section 4 and section 5
Add/Modify Feature Packages	Enterprise, Location, Username, TN	Y	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq Refer to the "Integrated Administrative Console" guide --> sections 3 & section 5 (Service Authorisation)
Addition/removal/change of features or feature packages not covered below	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq Refer to the "Integrated Administrative Console" guide --> section 3 & section 5 (Service Authorisation)

Bundled Enterprise Auto Attendant Configuration – Initial Setup	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq Refer to the "Integrated Administrative Console" guide --> section 3 & section 5 (Service Authorisation)
Auto Attendant Configuration – Initial Setup	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq Refer to the "Integrated Administrative Console" guide --> section 3 & section 5 (Service Authorisation)
Tiered Auto Attendant Configuration, depending on complexity. The time accounts for only (1) level. SDVOIP will build the subscriber and set up one level (i.e. Press 1 for sales 2 for service etc). If the request goes beyond that first transfer, the customer would be billed for an additional instance on each additional layer.	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq Refer to the "Integrated Administrative Console" guide --> section 3 & section 5 (Service Authorisation)
Uploading Auto Attendant Custom Greeting – Customer provides wav file	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq Refer to the "Integrated Administrative Console" guide --> section 3 & section 5 (Service Authorisation)
Upload Music Hold - customer provides wav file	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq Refer to the "Integrated Administrative Console" guide --> section 3 & section 5 (Service Authorisation)
Hunt Groups – Initial	Enterprise,	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_uq

setup and adding additional users afterwards	Location, Username, TN		https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 3 & section 5 (Service Authorisation)
Call Forwarding Selection for CF Always, Busy, No Answer and Unreachable. Also, including changing the pre-configured CF Plans. (IP Trunking, IP Integrated Access // PBX group only)	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 4
Series Completion	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 3 & section 5 (Service Authorisation)
Enterprise Level Feature authorisation	Enterprise	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 5 (Service Authorisation)
Feature Codes	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 5 (Feature Access Code) You can also provide information to your Enterprise subscribers referring to the "subscriber web" guide (mainly section 9) under the following link: https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_web_ug
Transfer Assistance	Enterprise,	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug

	Location, Username, TN		https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide -->section 4 (Call Management feature at subscriber level) , section 3 (manage feature package) & section 5 (Service Authorisation)
Voicemail Assistance	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> sections 4 & 5 (Service Authorisation) You can also provide information to your Enterprise subscribers referring to the "subscriber web" guide (mainly section 6 and section A) under the following link: https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_web_ug
Remote Office	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 5 (Service Authorisation), section 3 (manage feature package) & section 4 (Call Management feature at subscriber level) You can also provide information to your Enterprise subscribers referring to the "subscriber web" guide (mainly section 4) under the following link: https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_web_ug
Call Blast/ Simultaneous Ring	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 5 (Service Authorisation), section 3 (manage feature package) &

			<p>section 4 (Call Management feature at subscriber level)</p> <p>You can also provide information to your Enterprise subscribers referring to the "subscriber web" guide (mainly section 4) under the following link: https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_web_ug</p>
Call forwarding Always/Busy/No Answer/Selective	Enterprise, Location, Username, TN	Y ¹	<p>https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug</p> <p>Refer to the "Integrated Administrative Console" guide --> section 5 (Service Authorisation), section 3 (manage feature package) & section 4 (Call Management feature at subscriber level)</p> <p>You can also provide information to your Enterprise subscribers referring to the "subscriber web" guide (mainly section 4) under the following link: https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_web_ug</p>
Call Notify	Enterprise, Location, Username, TN	Y ¹	<p>https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug</p> <p>Refer to the "Integrated Administrative Console" guide --> section 5 (Service Authorisation), section 3 (manage feature package) & section 4 (Call Management feature at subscriber level)</p>
Calling Line ID Delivery Blocking	Enterprise, Location, Username, TN	Y ¹	<p>https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug</p> <p>Refer to the "Integrated Administrative Console" guide --> section 5</p>
Remove Call Waiting	Enterprise, Location, Username, TN	Y ¹	<p>https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug</p> <p>Refer to the "Integrated Administrative Console" guide</p>

			--> section 4 (Call Management feature at subscriber level), section 3 (manage feature package) & section 5 (Service Authorisation)
Receptionist Console	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 4 (Call Management feature at subscriber level), section 3 (manage feature package) & section 5 (Service Authorisation) You can also provide information to your Enterprise Receptionist subscribers referring to the " Verizon VoIP Receptionist " guide under the same above link:
Toolbar	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 2
Directed Call Pickup	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 5 (Service Authorisation) and section 3
Selective Call Acceptance/Rejection	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 5 (Service Authorisation)
Speed Dial	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 5 (Service Authorisation)

Configure Special Access for incoming/outgoing calling plans	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 3 (Service Authorisation) and section 4 (additional changes at subscriber level)
Setup call restriction	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 3 (Service Authorisation) and section 4 (additional changes at subscriber level)
Modify call restriction	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 3 (Service Authorisation) and section 4 (additional changes at subscriber level)
Remove call restriction	Enterprise, Location, Username, TN	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Refer to the "Integrated Administrative Console" guide --> section 3 (Service Authorisation) and section 4 (additional changes at subscriber level)
Reset Password - VEC, Toolbar, VM	Enterprise, Location, Username, TN or Extension number	Y ¹	https://ctd.skillport.com/skillportfe/main.action?path=summary/CUSTOMER_DEFINED/pc_sppubctd_iac_hipc_ug Go to "Integrated Administrative Console" guide (section 4).
Email address changes in VEC	Enterprise, Location, Username, TN or Extension number	Y ¹	VEC instructions to be provided to the customer
SIP Device	Enterprise,	N ²	

Configuration changes	Location, Username, TN, Extension number MAC address of phones, e-mail address of subscriber		
Update of software/firmware change	Enterprise, Location, Username, TN, Extension number, MAC address of phones, e-mail address of subscriber	N ²	
Update of SIP device codec	Enterprise, Location, Username, TN, Extension number	N ²	
Additions or Changes to prefix plan/Dial Plan	Enterprise, Location, Username, TN	N ²	
Addition of short number dialling	Enterprise, Short number, TN (Long number)	N ²	
Enterprise Gateway (EGW) modifications	Enterprise, Location, Username, TN, Extension number, MAC / IP address of EGW	N ²	
Mediatrix configurations/access	Enterprise, Location, Username, TN, Extension number, MAC / serial address of Mediatrix	N ²	
SIP Device Config migration	Enterprise, Location, Username, TN, Extension number, MAC address of phones, e-mail address of subscriber	N ²	
Add/change Corp Admin	Enterprise, first and last name of corporate/site	N ²	

	admin, location, new username suggestion,		
2 CLI enabled/disabled	Enterprise, location	N ²	
Concurrent call up/downgrade	Enterprise, Location, CC values	N ²	
Enterprise LDAP (phone configuration only)	Enterprise, Locations per server if not an Enterprise LDAP server design.	N ²	Note that a price will apply for this change. If required send an email to emea-voip-change-request@one.verizon.com

Note¹: When you prefer Verizon to perform this change please send e-mail to: emea-voip-change-request@one.verizon.com with all details as listed in column “Required Details” and provide your approval for the charge of €150 (or equivalent of currency).

Note²: Verizon will perform this VoIP change when required (free of charge) please send e-mail to: emea-voip-change-request@one.verizon.com with all details as listed in column “Required Details”.

This process only applies to the change scenario in table above. For all other changes, customer is requested to contact their account manager.

Customer Training and User Guides

Service Assurance User Guides

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 offers customers the possibility of raising inquiries and managing different requests online.

What is it for?

The Verizon Enterprise Center portal supports customers with Repair related technical issues via repair tickets as well as customers with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Related documents

Related documents and guides can be found on the [Verizon Enterprise Center Commercial User Guides*](#) page (follow the menu path *User/Reference Guides > Verizon Enterprise Center*).

*Registration is required



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