

Welcome

Customer Reference Guide



We appreciate and value your business!

Your success matters to us. It's why we're here to give you the best possible experience. This guide provides the resources you need to prepare for service delivery. We will also introduce you to Verizon Enterprise Center – a comprehensive suite of digital tools to help you optimize your Verizon services.

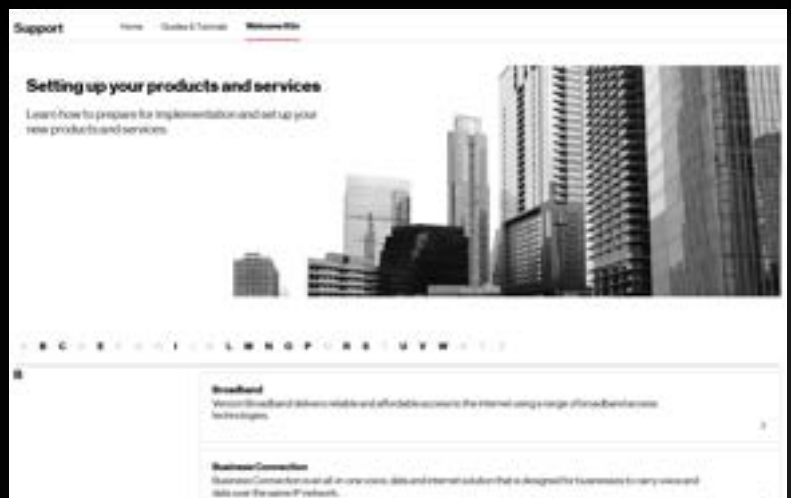
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1. Prepare for service delivery.

The Verizon Product Welcome Kits are helpful guides that provide all of the information you need to learn about your new Verizon products and services. They will explain how we set up your service and what you need to do to be ready for implementation.

Welcome Kits



Please note that the processes in this guide are subject to change according to Verizon's operating policies.

2. Easily manage your services online.

Verizon Enterprise Center makes it easy for you to monitor, manage, analyze and optimize your Verizon products and services online. Available seamlessly between desktop, tablet and smartphone – you can act on your crucial data wherever your work takes you.



If you need to register for Verizon Enterprise Center:

1. Click the 'Register now' button below
2. Enter the invitation code you received to complete registration. The invitation code to enroll is included in the 'Manage Your Account' section of your invoice.

Register now

Manage your account on the go.

Did you need to access an incident ticket after you've already left the office? Or do you need to check the status of an order you've placed?

Download the My Verizon for Enterprise app to access your accounts and services wherever your work takes you.

App Store (iOS)

Google Play (Android)



Powerful tools for better business.

All guides & tutorials

Once you've registered, log in and take your business to the next level with fast and easy access to transactions at your fingertips!



I want to...



Order or change a service

- Order new service & view status
- Move, add, up/downgrade a service
- Disconnect a service

[New Install & Service Changes](#)



Manage my service

- View inventory & service dashboard
- View alarms, security advisories & planned maintenance events
- Create standard/optional change service request

[Inventory, events and alarms](#)



Open an incident ticket

- Create, view and check the status of an incident ticket
- Escalate an incident ticket
- Run reports on incident tickets

[Troubleshooting assistance](#)



Update port speeds, view my Dashboard

- Make changes to port speeds (Dynamic Network Manager)
- Traffic monitoring & reporting
- Manage your voice services through Network Manager

[Network Management Tools](#)



Pay & manage my bills

- View current or past invoices
- Make & schedule payments
- Create billing & usage reports
- Manage billing accounts (PO, address..)
- Submit billing questions, disputes & credit requests
- Set-up electronic billing

[Billing and payments](#)



Profile and settings

- Managing your notifications (alarms & repairs, billing, planned network maintenance...)
- Add additional email domains
- Document management system (share files)

[Profile and settings](#)

3. Additional training & resources.

The **Customer Learning Portal** is available to help you learn how to use Verizon Enterprise Center tools and applications! Our training team offers instructor-led training as well as recorded self-paced tutorials which are available 24x7.

Topics include:

- Verizon Enterprise Center
 - Overview & Registration
 - Roles & Permissions
 - Primary Contacts
 - Invoices
 - Orders
 - Repairs
- Product Training
- Reporting and Tools



How to access training:

- Log into Verizon Enterprise Center
- Select Support
- Select Customer Learning Portal
- Search for the class and click on the course title
- Select the session you wish to attend by clicking on Enroll (confirmation email will be sent)

**Customer Training
Portal**

4. Personalized access to keep your data secure.

Control who can view and act on your Customer Proprietary Network Information (CPNI).

Get set up as a Verizon Enterprise Center Primary Contact to update and manage your team's access:

- After registration, the next step is to gain permission which provides secure access to your information in each of the functional areas.
- Verizon Enterprise Center has eleven roles you can choose from that outline what you are able to see and do in the portal.
- A Primary Contact has the highest level of access with the ability to create and delete users, assign roles to users, grant access to tools and accounts and create service groups for your company.
- Access to online functions will vary based on your assigned user role.

**Become a Primary
Contact**

5. Key Contact Card.

Live Chat

The digital assistant appears at the start of every chat conversation and offers the following automated support topics and sub-topics. If the digital assistant is not able to address the user’s issue, the user will be asked if they wish to speak to a live agent instead.

[Chat with us](#)



Create ticket online



Open a repair ticket 24 hours seven days a week online.

[Create a ticket](#)

Verizon Help Desk



	Repairs 24/7	VEC Support	Billing & non-technical enquiries
US	1.800.444.1111	1.800.569.8799*	1.800.264.1000*
Canada	1.888.886.3865	1.800.569.8799*	1.800.463.8123*
Europe	00800 1103 1121 +44 118 905 4017	00.800.4321.5432**	00.800.4321.5432**
LATAM	Go to https://www.verizon.com/business/en-gb/support/ > Select your country		
APAC	Go to https://www.verizon.com/business/en-gb/support/ > Select your country		

* Monday - Friday 9 AM - 6 PM (ET)
** Monday - Friday 9 AM - 5 PM (GMT)

Your Verizon Service & Account Team



6. Service Assurance.

Incident Priority Levels

Priority	Service Impact	Description
1	Outage	Total loss of service or degraded service, where the customer is unable to use it and is prepared to release it for immediate testing without restriction.
2	Degraded	Service is degraded but the customer is able/still wants to use it, and is not prepared to release it for immediate testing.
3	No functional impact	Quality of service inquiry.
4	Non-service affecting	Non-service affecting requests, and less critical issues that are not covered in priorities 1 to 3 above. Reason for outage, scheduled maintenance.

For more details, please visit this [page](#).

Incident Opening Questions

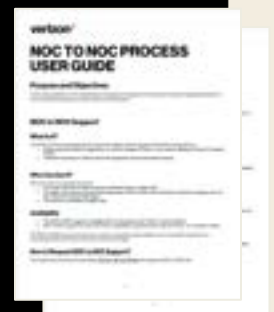
The below generic questions will be required at the opening of your repair ticket. These questions are essential to enable initial investigations, diagnostics and isolation of root cause.

Specific questions will be asked depending on product/service involved in the incident.

#	Question
1	What is the circuit ID / Service Identifier
2	Severity of the issue (refer to above table)
3	Fault Description
4	Is the circuit used for voice/data
5	Who is the local point of contact
6	What are the site access details
7	Can we take the circuit for testing
8	Is the problem intermittent/continuous
9	When did the problem first occur
10	Has power and equipment been verified on site

Service Assurance Guides

- Incident Management
- Ticket Priority Definitions
- Vulnerability Management
- Change Management
- Problem Management
- Scheduled Maintenance
- NOC to NOC Process
- Power & Equipment Check
- Major Outages



**Service Assurance
Guides**



verizon
business