



# Verizon Enterprise Center Repairs User Guide

**Version 1.17**

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# Getting Started

## Sign In

1. Go to <https://sso.verizonenterprise.com>. The sign in screen appears.

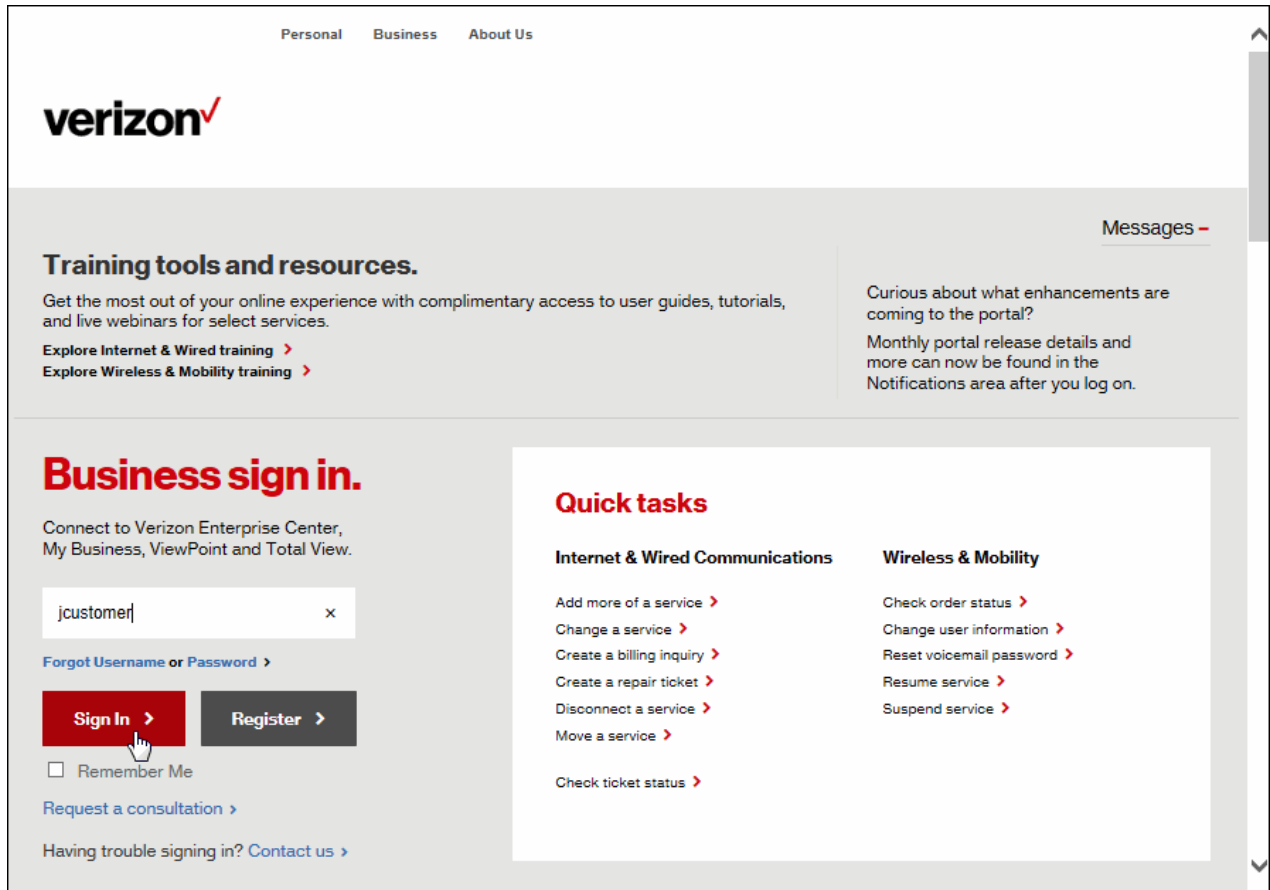


Figure 1 Sign In

2. Enter your user name.
3. Click **Sign In**. The password screen appears.

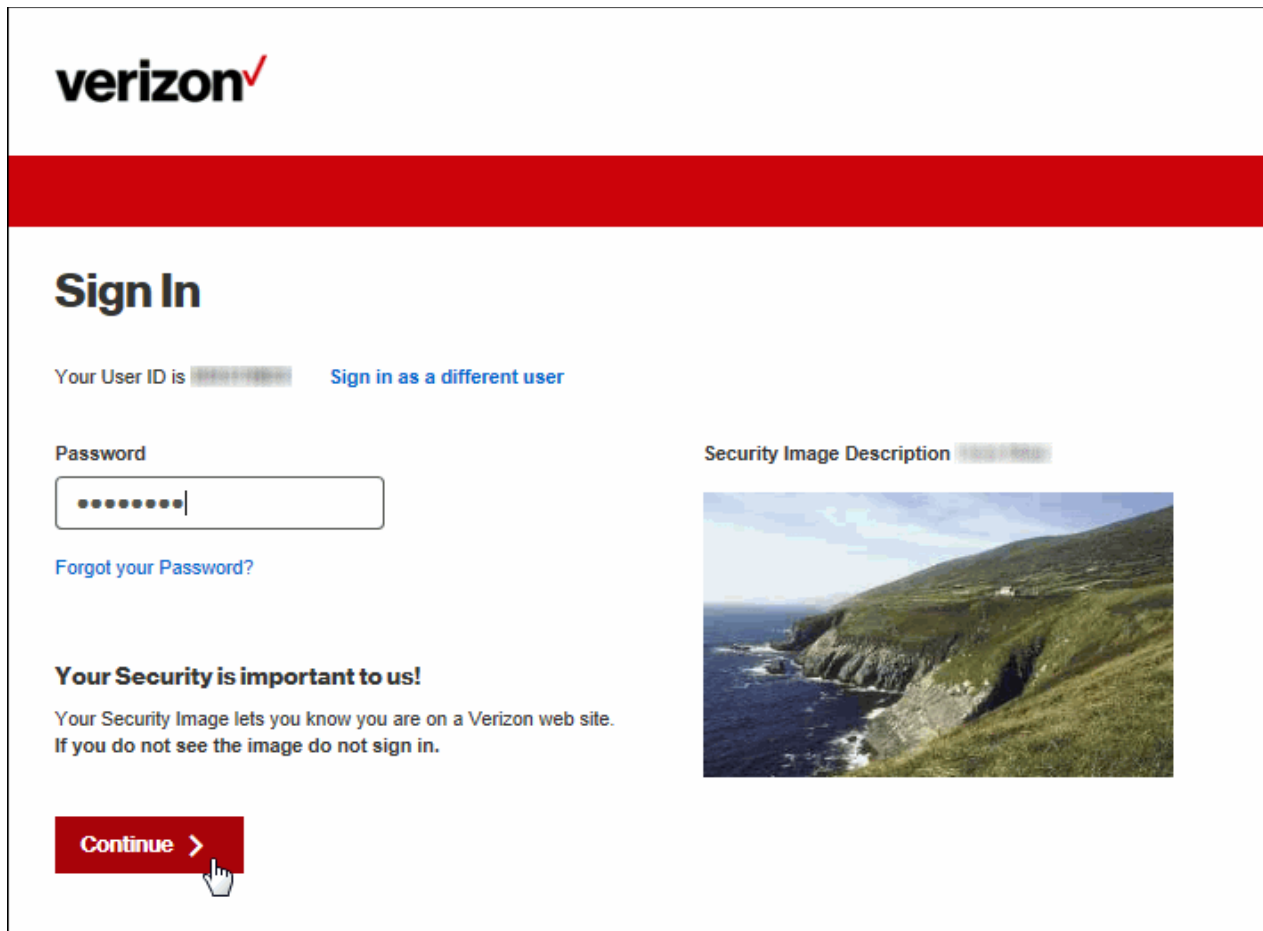


Figure 2 Enter Password

4. Enter your password.
5. Click **Continue**. The Verizon Enterprise Center Home page appears.

# Verizon Enterprise Center Home

The Verizon Enterprise Center enables you to order, manage, and pay for your voice and data services through one portal. You can access multiple tools 24 X 7 with a single user ID and password. You can also review and pay invoices online, monitor and configure your inbound and outbound network, report on network performance, create trouble tickets, and order Verizon products and services.

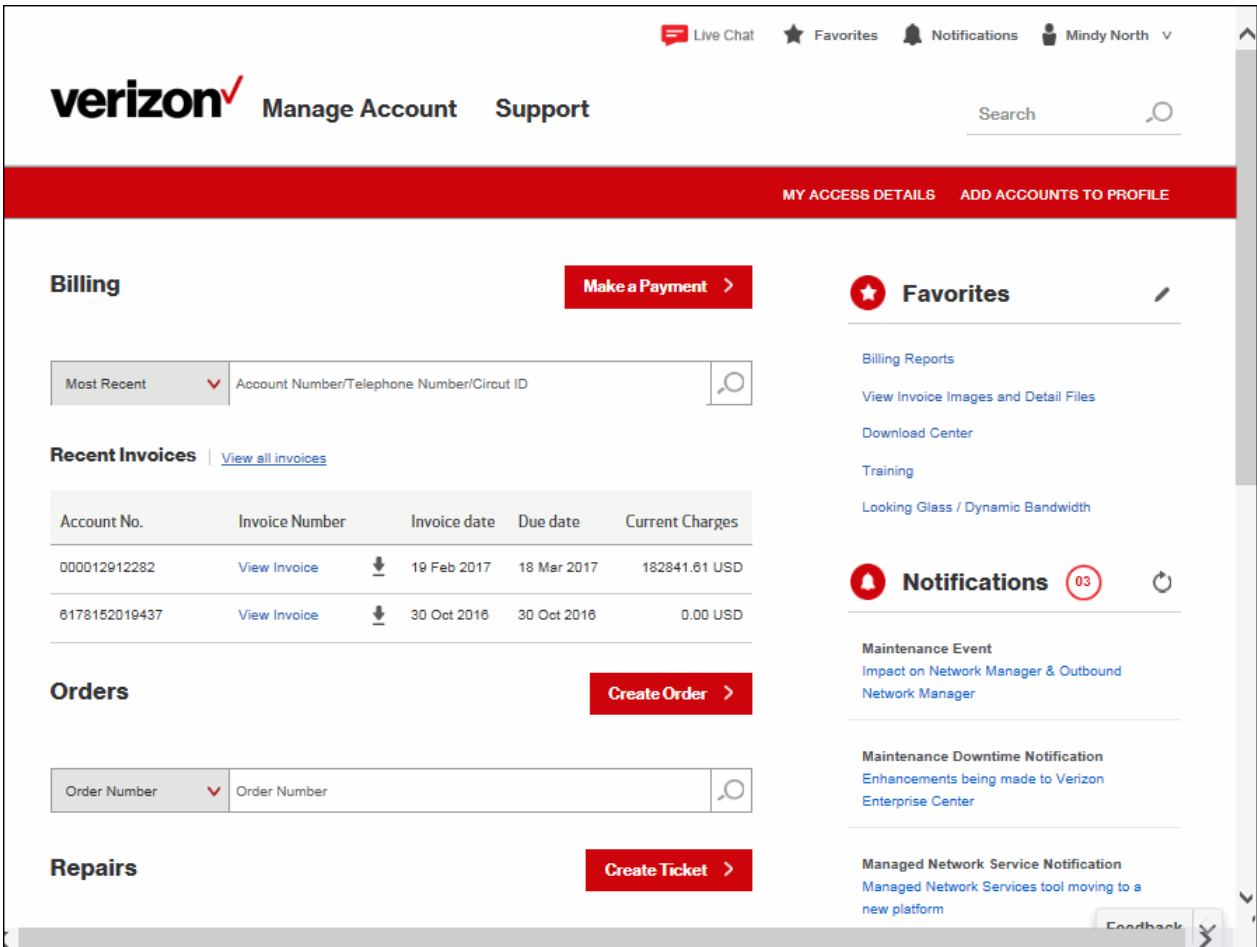


Figure 3 Verizon Enterprise Center Home

# Access Repairs

The Repairs tool allows you to open, track, and update tickets for a broad range of products and services, retain visibility and control over the trouble ticketing process, and manage your trouble ticket process from your desktop or mobile device. Repair issues can be reported for many standard services including local access circuits, serial and TLS circuits, Long Distance Voice, Toll Free, Voice over IP, Private IP, Internet, and other data services.

The Repairs home page provides easy access to work with tickets, request a test, and view reports for your repair issues.

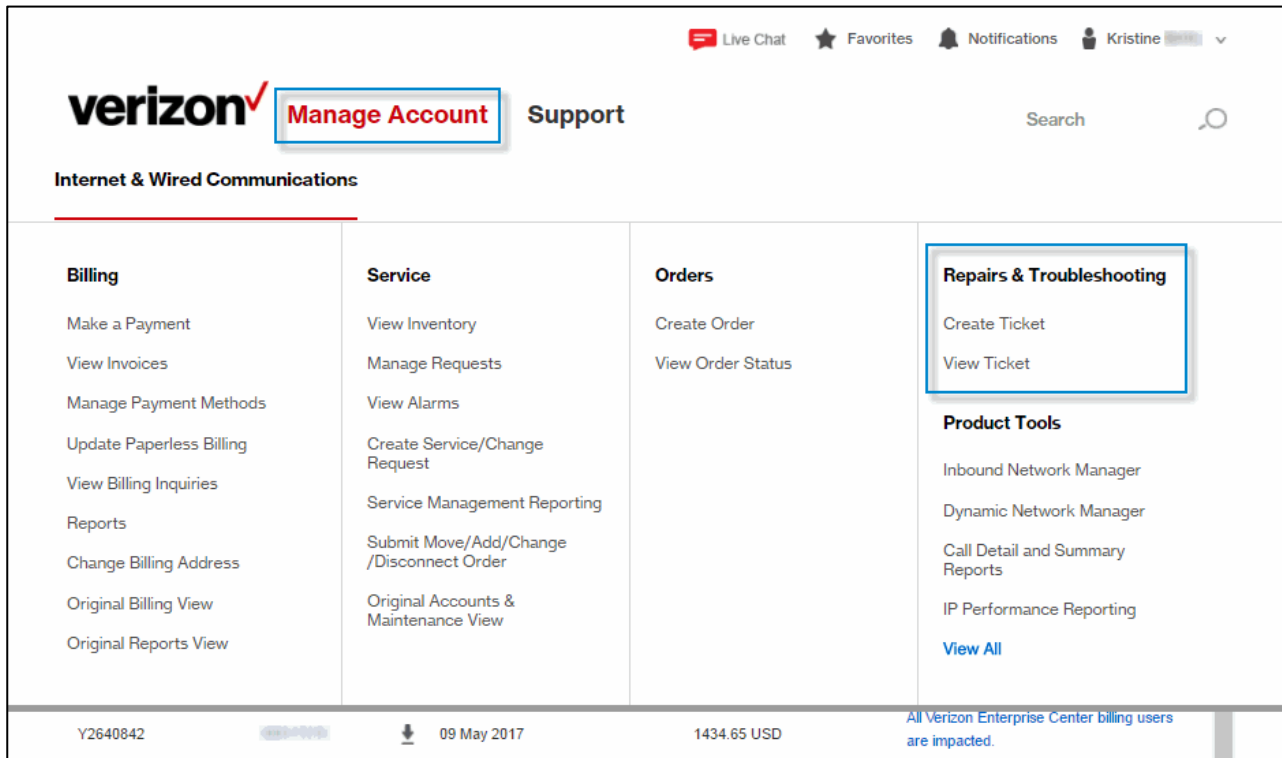


Figure 4 Manage Account

1. Click **Manage Account** at the top of the screen. A drop-down menu appears displaying the tools to which you are entitled.
2. Click **Repairs & Troubleshooting** to go to the Repairs home page.  
**-OR-**  
Click **Create Ticket** to submit a trouble ticket.  
**-OR-**  
Click **View Ticket** to check the status of a trouble ticket.

**Note:** Refer to the [Manage Notifications User Guide](#) for instructions on creating notification rules for tickets.

# Quick Tasks

## Create a Quick Ticket

You can create a trouble ticket and view ticket status, including milestones and activity log, from the sign in page without logging in.

### Product Availability

Service or Product Type	Service ID to Report	Verification Info Needed
Private IP	Circuit ID	Service address
Frame Relay	Circuit ID	Service address
Private Line	Circuit ID	Service address
Metro Private Line	Circuit ID	Service address
Dedicated Voice Circuit	Circuit ID	Service address
PRI Circuit	Circuit ID	Service address
Internet Dedicated	Site ID	Service address
Internet Dial	Site ID	Service address
Managed Services	DNS Entity Name	Service address
Switched Voice (in U.S.)	10-digit phone number	Account # or previous ticket #
Toll Free	Toll free phone number	Account # (Corp ID) or previous ticket #
Switched voice (rest of world (CLI))	Country code + city code + phone number	Account # or previous ticket #
Voice over IP (VOIP)	Country code (US=1) + city code + phone number	Account # or previous ticket #
Other Services	Varied identifier provided by service rep	Account # or previous ticket # or address
Local Access Circuits	Circuit ID with slashes	Account #, service address, or previous ticket #
Local Access Dial	10-digit phone number	Account #, service address, or previous ticket #

1. Go to <https://sso.verizonenterprise.com>. The *Business Sign In* screen appears.

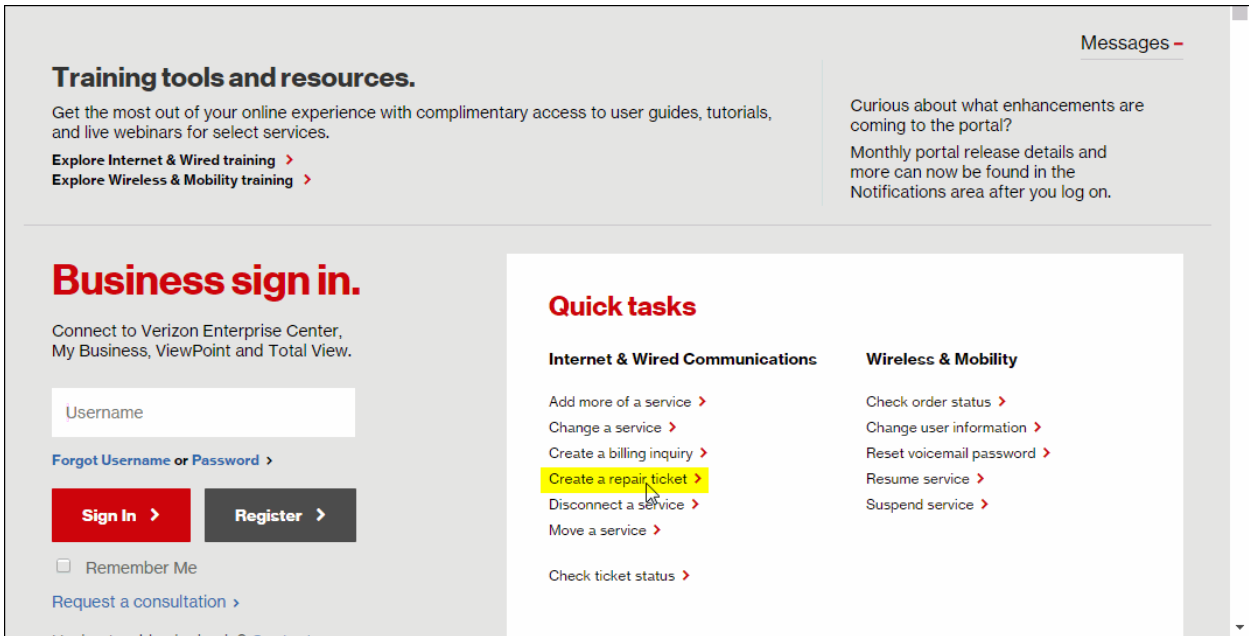


Figure 5 Business Sign In

2. Click **Create a repair ticket** under *Quick tasks*. The *Quick Ticket* pop-up appears.

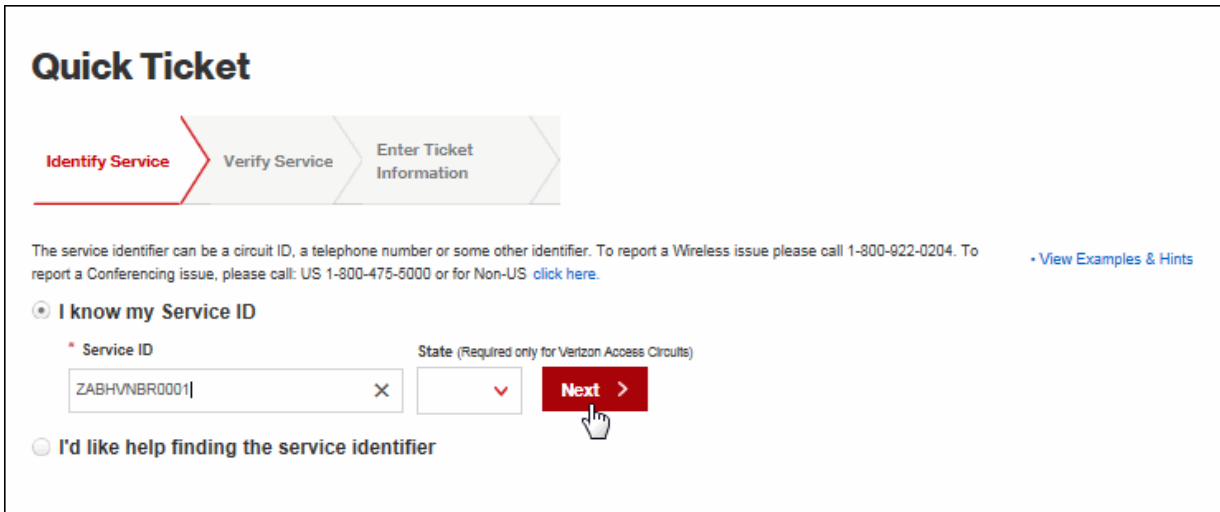


Figure 6 Quick Ticket - Identify Service

3. If you do not know the Service ID, select **I'd like help finding the service identifier** for examples of service identifiers.
4. Click **Next** and select a category to view examples to help you locate and identify your service. **Note:** Click View Examples & Hints for Data, IP, Voice, Maintenance, Managed, or Other service identifier examples for help locating your service identifier.

**-OR-**

Select **I know the service identifier** and enter it in the *Service Identifier* field.

5. Click **Next**. The *Verify Service* screen appears.

## Quick Ticket - ZABHVNBRO001

Identify Service **Verify Service** Enter Ticket Information

**i** Please provide more information for further validation to report this repair issue.

To verify your service, enter the company name and select the service location. For additional verification, enter a previous ticket number for the service.

\* **Company Name**

\* **Service Location**

\* **Street Address**

\* **City**

\* **State**

\* **Postal Code**

Figure 7 Quick Ticket - Verify Service

6. Enter the *Company Name*.
7. Select a *Service Location*.
8. Enter the *Street Address*, *City*, *State*, and *Postal Code*.
9. Click **Continue** to enter the ticket information.

**Quick Ticket - ZABHVNBR0001** Online Ticket Support

Identify Service     Verify Service     **Enter Ticket Information**

Service ID: ZABHVNBR0001    Service Type: CIRCUIT    Location A:    Location Z:

### Enter Contact Information

Your Contact Information	Alternate Contact Information (Optional)
First Name <input type="text" value="Mary"/>	First Name <input type="text" value="Bob"/>
* Last Name <input type="text" value="Smith"/>	Last Name <input type="text" value="Jones"/>
* Contact Number <input type="text" value="7195354444"/>	Contact Number <input type="text" value="7195352222"/>
* E-mail Address <input type="text" value="mary.smith@company.com"/>	E-mail Address <input type="text" value="bob.jones@company.com"/> <input type="button" value="X"/>
* Country <input type="text" value="UNITED STATES"/> <input type="button" value="v"/>	

Are you the primary contact for this ticket?  
 Yes     No

**Figure 8 Quick Ticket - Enter Ticket Information**

10. Enter all required and relevant contact information.
11. Indicate if you are the primary contact for the ticket.
12. Scroll to enter site information.

Service ID: ZABHVNB0001    Service Type: CIRCUIT    Location A:    Location Z:

### Enter Site Information

Location A Access Information		Location Z Access Information	
* Contact Name TEST		<input type="checkbox"/> Same access information as Location A Contact Name PORTAL TESTER	
* Contact Number 5555555555		Contact Number 800-123-1234	
* Country UNITED STATES		When can we access the equipment? Specific Hours	
* When can we access the equipment? Specific Hours			
<input type="checkbox"/> Sunday	From:    To:	<input type="checkbox"/> Sunday	From:    To:
<input checked="" type="checkbox"/> Monday	9:00 AM    5:00 PM	<input checked="" type="checkbox"/> Monday	8:00 AM    5:00 PM
<input checked="" type="checkbox"/> Tuesday	9:00 AM    5:00 PM	<input checked="" type="checkbox"/> Tuesday	8:00 AM    5:00 PM
<input type="checkbox"/> Wednesday	From:    To:	<input checked="" type="checkbox"/> Wednesday	8:00 AM    5:00 PM
<input type="checkbox"/> Thursday	From:    To:	<input checked="" type="checkbox"/> Thursday	8:00 AM    5:00 PM
<input type="checkbox"/> Friday	From:    To:	<input checked="" type="checkbox"/> Friday	8:00 AM    5:00 PM
		<input type="checkbox"/> Saturday	From:    To:

Figure 9 Quick Ticket - Enter Ticket Information

13. Enter the contact information for Location A.
14. Enter the contact information for Location Z.
15. Specify the days/times that Verizon can access the equipment. The form defaults to 24 hours a day, 7 days a week.
16. Specify any *Special Access Details* in the fields provided.
17. Scroll to the *Enter Ticket Details* section.

Service ID: ZABHVNB0001 Service Type: CIRCUIT Location A Location Z

+ Add alternate contact

### Enter Ticket Details

Customer Ticket Number

\* Issue Description

\* What type of issue are you experiencing

\* Has the equipment been connected and powered on?

\* Can we take down your service for testing?

A Verizon technician may contact you if additional information is required

\* Provide the frequency and any other details:

When did you notice that this issue started?

\* Date

\* Time

\* Time zone

\* Do you authorize a dispatch on this circuit if needed, understanding that there is a possibility that additional charges may be incurred if the trouble found is not on Verizon's network?

Yes, anytime  Yes, within business hours only  No

A maximum of 10 files with total file size for all 10 files of 20MB is allowed. The file types supported are DOC, DOCx, PDF, TXT, XLS, and XLSx.

Figure 10 Quick Ticket - Enter Ticket Information

18. Enter your *Customer Ticket Number*, if applicable. This field can be used to tie an internal ticket number (or other reference number) to the ticket. It is not a required field but can be helpful if you need to find a ticket in the Ticket Summary table.
19. Provide a brief description of the issue (maximum of 80 characters) in the *Issue Description* field.
20. Select an issue type from the drop-down list. If you select **Down Hard**, the ticket automatically becomes a Priority 1 ticket, and the *Intrusive Testing* option is automatically changed to **Yes, as soon as possible**. If you do not want to (or cannot) release your circuit for immediate testing, you must select a different issue type.
21. Select an equipment option from the drop-down list:
  - **Yes, verified on site**
  - **Yes, verified remotely**
  - **No, not verified**
  - **Not applicable**
22. Select a testing option from the drop-down list:
  - Select **Yes, as soon as possible** if the service can be interrupted at any time for intrusive testing.

- Select **Yes, starting at this time** and enter the date and time in which service can be interrupted for intrusive testing.
  - Select **No, do not test**.
23. Enter any other relevant details.
  24. Enter the *Date*, *Time*, and *Time Zone* when you noticed the issue started.
  25. Verify whether you approve a dispatch.
  26. Select the *Time Zone*.
  27. Click **Browse Files** to attach any applicable information you want to include with the ticket.
  28. Click **Submit** to submit your ticket. The information you entered is verified and a ticket number is generated. The Primary Contact receives an email notification of the submitted ticket.  
  
Record the ticket number for future reference. Use the PIN with the full ticket number to track your ticket in Quick Status. The PIN is the first three characters of your first name.

# Quick Status

You can view the status of a ticket from the sign in page without logging in.

1. Go to <https://sso.verizonenterprise.com>. The *Business Sign In* screen appears.
2. Click **Check ticket status**. The *Check Status of a Repair Ticket* pop-up appears.

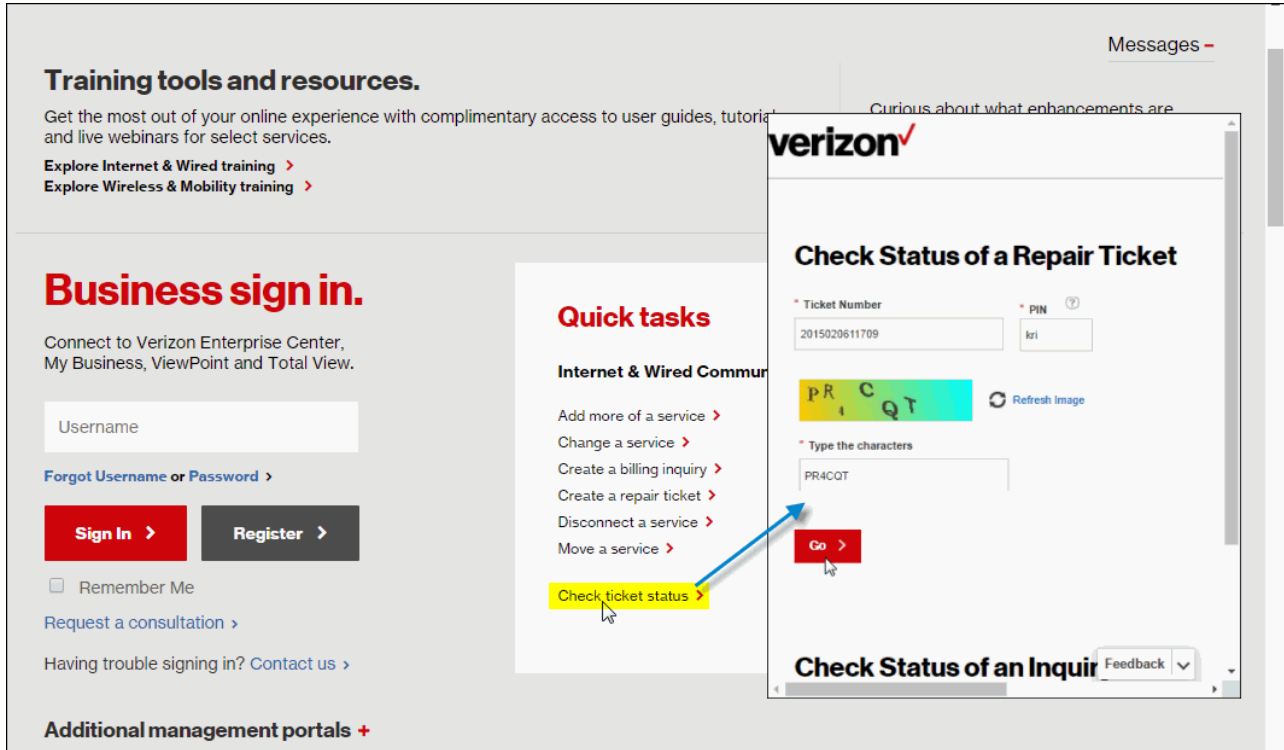


Figure 11 Quick Status

3. Enter the *Ticket Number*.
4. Enter the *PIN*. Your PIN is the first three characters of the first name of the primary contact on the ticket.
5. Click **Go**. The ticket details appear.

**Note:** Refer to [View/Update Tickets](#) for information on updating tickets.

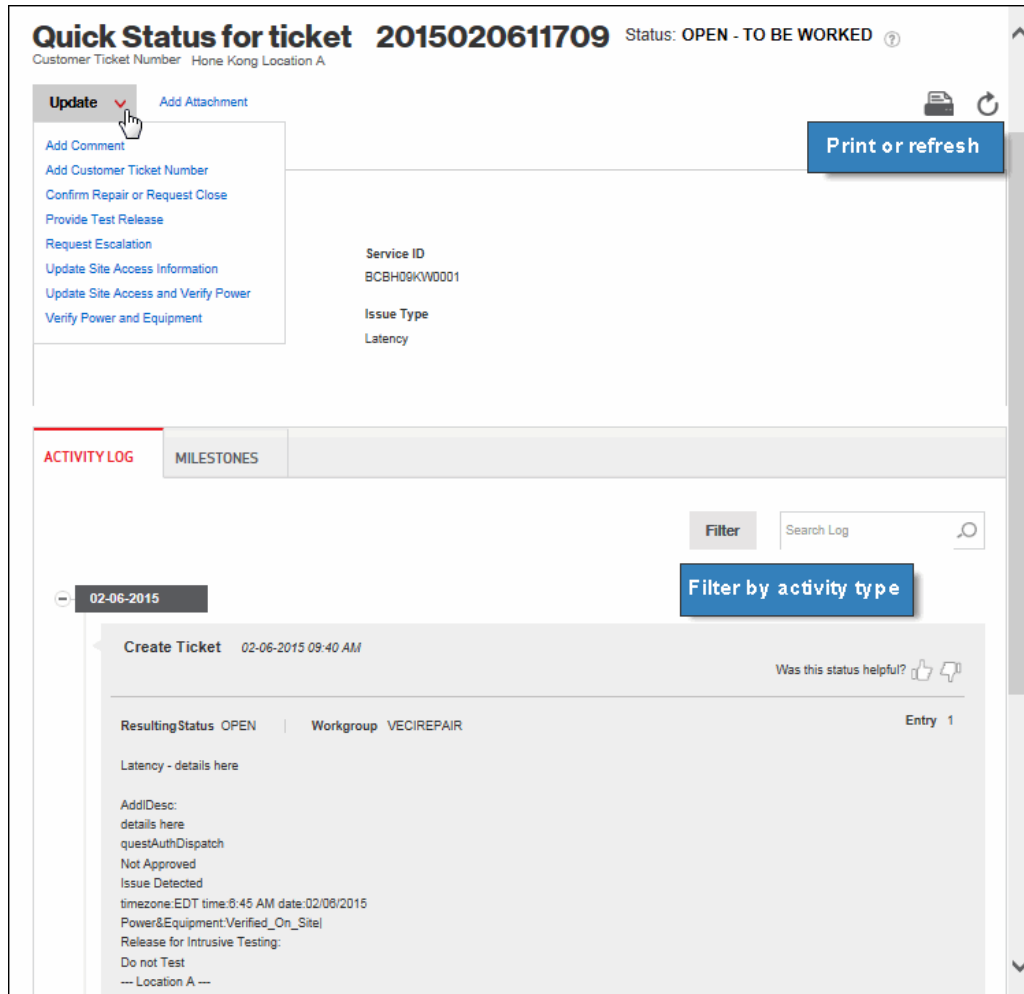


Figure 12 Quick Status

6. Click **Update** to update the ticket, if applicable:
  - **Add Comment**
  - **Add Customer Ticket Number**
  - **Confirm Repair or Request Close**
  - **Provide Test Release**
  - **Request Escalation**
  - **Update Site Access Information**
  - **Update Site Access and Verify Power**
  - **Verify Power and Equipment**
7. Click **Add Attachment** to add any relevant information to the ticket, if applicable.
8. Click **Manage E-Mail Notifications** to specify who should receive an email notification on this ticket.
9. Scroll to view the *ACTIVITY LOG* and *MILESTONES*.

## Activity Log

The screenshot shows the 'Activity Log' section of a software interface. At the top left, there are two tabs: 'ACTIVITY LOG' (highlighted with a red circle) and 'MILESTONES'. To the right of the tabs is a 'Filter' button and a 'Search Log' input field with a magnifying glass icon. Below the tabs, a date filter '01-24-2015' is selected. The main area displays two activity entries:

- Customer Request** (01-24-2015 20:21:56 GMT):
  - ResultingStatus: OPEN | Workgroup: VECIREPAIR | Entry 4
  - Customer has requested ticket be closed/cancelled.
  - Reason: Ticket opened in error
  - Userid: [REDACTED]
  - Entered By: Carol Customer
- Create Ticket** (01-24-2015 20:21:16 GMT):
  - ResultingStatus: OPEN | Workgroup: VECIREPAIR | Entry 1
  - test shakeout
  - AddlDesc: test shakeout
  - Power&Equipment: Not\_Applicable|
  - Release for Intrusive Testing:
  - Do not Test
  - Site ---
  - Contact Name : Carol

At the bottom right, there is a 'Feedback' button with a dropdown arrow.

Figure 13 Quick Status - Activity Log

1. Click **Filter** to filter the types of activity you want to view.
2. Select the activity types.
3. Click **Apply**.

## Milestones

You can monitor the progress of your ticket toward resolution. The current milestone is highlighted in yellow, however, when a ticket requires customer intervention, the milestone is shown in red.

Click the **MILESTONES** tab.

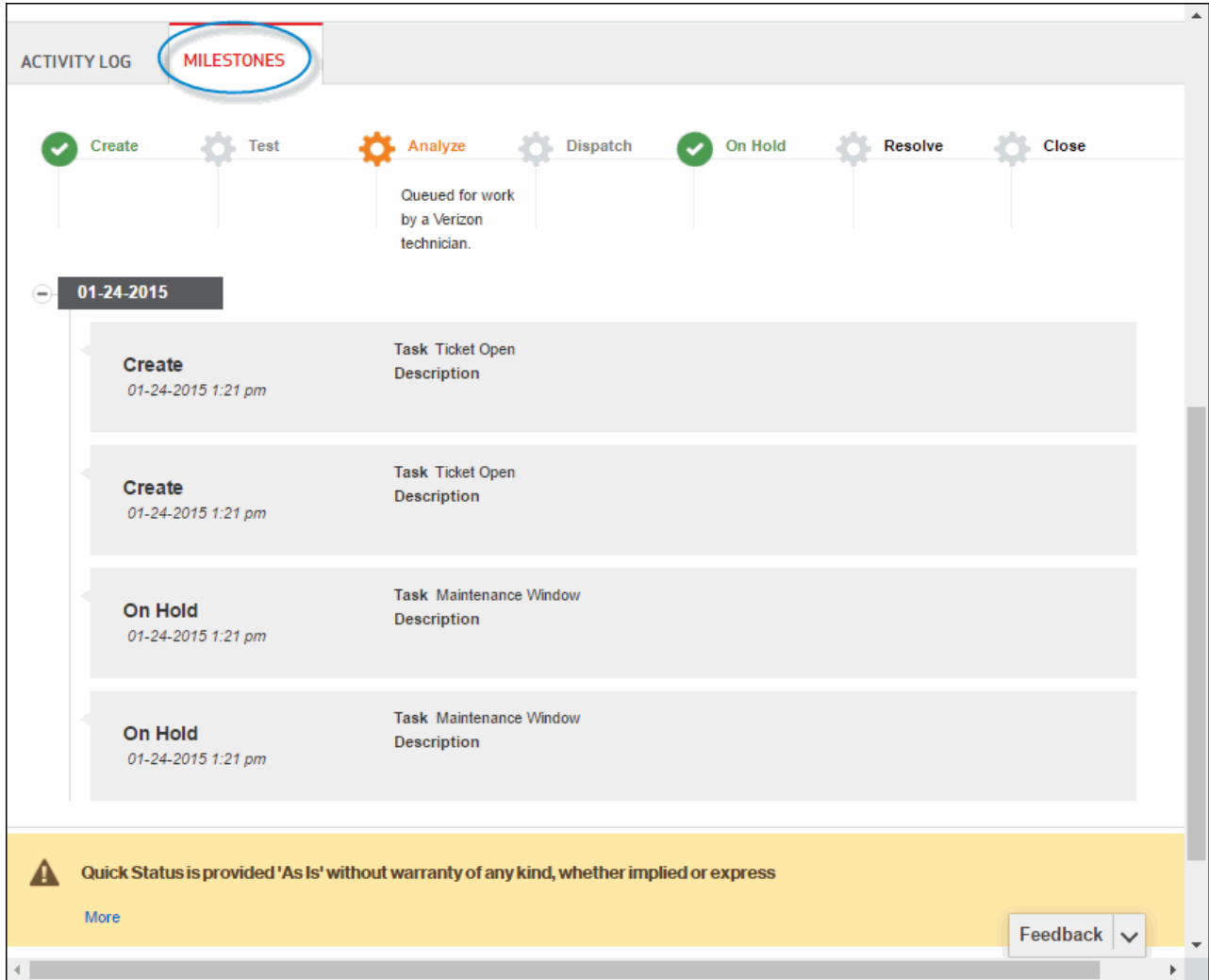


Figure 14 Quick Status – Milestones

# Submit a Trouble Ticket

You can create tickets for worldwide voice, data, IP, local access services, or CPE services.

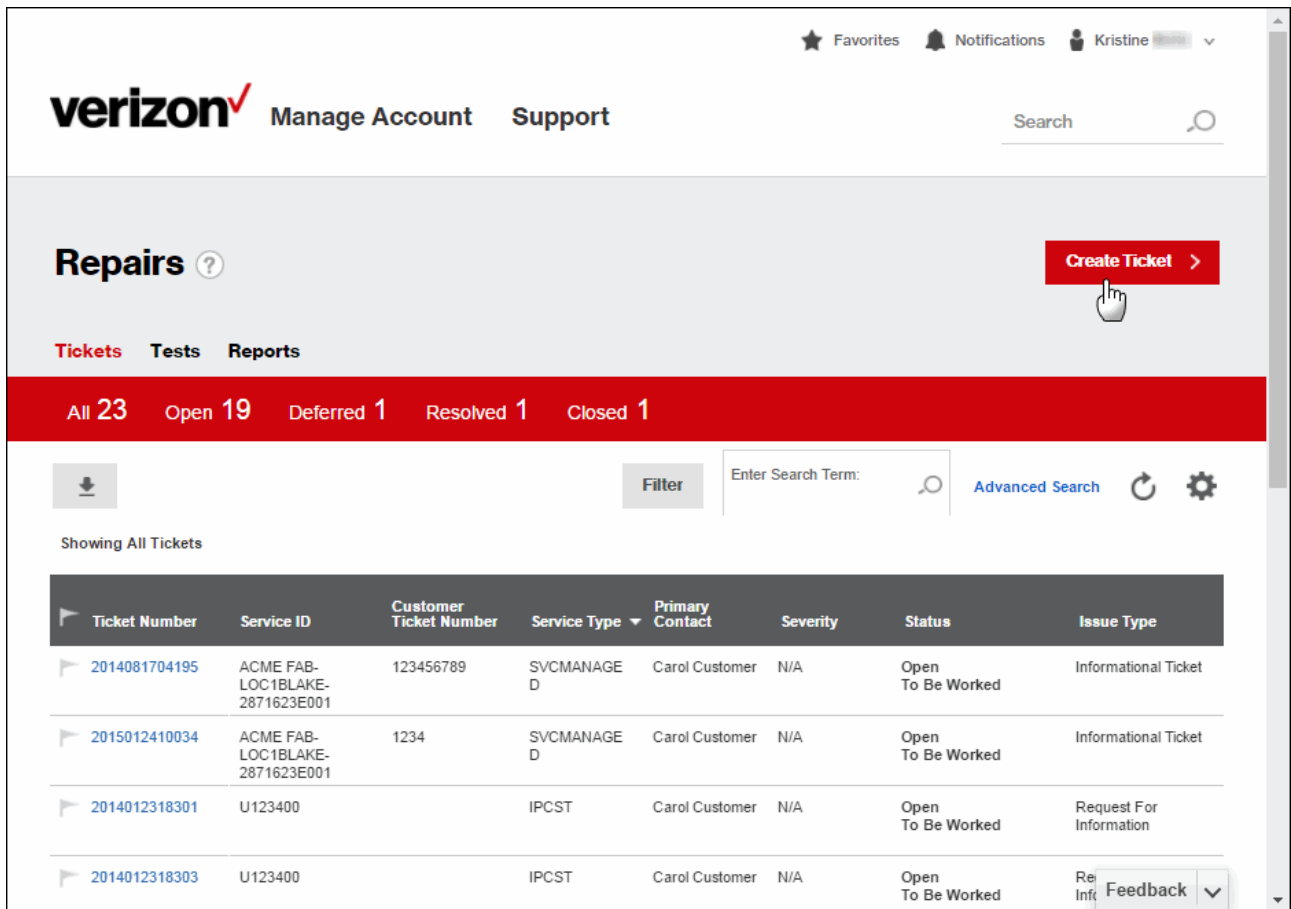


Figure 15 Tickets

1. Click **Manage Account | Create Ticket**.

**-OR-**

Click **Create Ticket** on the *Tickets* screen. The *Create Ticket* screen appears.

Home > Repairs Tickets > Create Ticket

## Create Ticket

Identify Service    Enter Ticket Information

The service identifier can be a Circuit ID, a telephone number or some other identifier. To report a Wireless issue please call 1-800-922-0204. To report a Conferencing issue, please call: US 1-800-475-5000 or for Non-US [click here](#). [View Examples & Hints](#)

**I know my Service ID**

\* Service ID    State (Required only for Verizon Access Circuits)

BCBH09KW0001       **Next >**

I want to search for my Service ID

**Figure 16 Identify Service**

2. If you do not know the service ID, select **I want to search for my Service ID** and click **Next**. The system walks you through options to help you identify the service ID for which you want to create a ticket.

**-OR-**

Select **I know my Service ID** and enter it in the *Service ID* field.

Select the state, if applicable. This is only required for Verizon Access Circuits.

Click **Next**. If there are any existing tickets open for the service ID they are displayed in a table.

You may see a list of tickets that are already open for the service you selected, or if no ticket is open for the Service ID, the system presents the form you need to create a new ticket.

Home > Repairs Tickets > Create Ticket

## Create Ticket

Identify Service > Enter Ticket Information

### Tickets found for this Service ID BCBH09KW0001

**i** You have existing tickets on Service ID BCBH09KW0001 that are shown in the table below.  
You may choose to view one of the existing tickets by clicking on the number or you may continue creating a new ticket.

Ticket Number	Status	Customer Ticket Number	Priority	Service ID	Service Type	Elapsed Repair Time	Create Date
<a href="#">2016121505955</a>	OPEN - TO BE WRKD	1111	4	BCBH09KW001	CIRCUIT	3647:44	2016-12-15 13:10
<a href="#">2016121425924</a>	OPEN - TO BE WRKD	1111	4	BCBH09KW001	CIRCUIT	3637:30	2016-12-14 23:14
<a href="#">2016111005374</a>	OPEN - TO BE WRKD		4	BCBH09KW001	CIRCUIT	4488:50	2016-11-10 11:24
<a href="#">2016082506560</a>	OPEN - TO BE WRKD		4	BCBH09KW001	CIRCUIT	6309:13	2016-08-25 13:26

Displaying 1 - 4 of 4 | 10 Records Per Page ▾ < Page 1 of 1 >

[Back](#) [Continue Creating New Ticket >](#)

Figure 17 Tickets Found

3. If a ticket already exists for the issue with the service ID, click on the **Ticket Number** to view an existing ticket.

**-OR-**

Click **Continue Creating New Ticket**. A screen appears where you can enter contact information, site information, and ticket details.

Home > Repairs Tickets > Create Ticket

[Online Ticket Support](#)

## Create Ticket

<b>Identify Service</b>	<b>Enter Ticket Information</b>	Service ID BCBH09KW0001	Service Type CIRCUIT	Location A Devon House/taikoo Place Hong Kong,	Location Z ,
-------------------------	---------------------------------	----------------------------	-------------------------	--	-----------------

### Enter Contact Information

Your Contact Information	Alternate Contact Information (Optional)
First Name <input type="text" value="Mary"/>	First Name <input type="text"/>
Last Name <input type="text" value="Smith"/>	Last Name <input type="text"/>
Contact Number <input type="text" value="7195354444"/>	Contact Number <input type="text"/>
Country <input checked="" type="radio"/> yes <input type="radio"/> NO	
Would you like to receive important updates regarding this ticket? <input checked="" type="radio"/> Yes <input type="radio"/> No	
Additional E-mail Addresses <input type="text" value="kristine.betts@verizon.com"/>	

[Notification Settings](#)

Figure 18 Enter Contact Information

4. Enter all required and relevant contact information. By default, the contact information associated with your profile is automatically entered. You can change this contact information on this ticket.
5. Select your email notification preferences.
6. Click **Notification Settings** to select specific status changes for which you want to receive an email notification.
7. Scroll to the *Enter Site Information* section.

The *Enter Site Information* section helps Verizon know where the service is located and when it can be accessed.

Figure 19 Enter Site Information

8. Enter the *Location A Access Information*.
  9. Enter the *Location Z Access Information*.
- OR-**
- Check **Same access information as Location A**.
10. Select the country where the problem exists from the *Country* drop-down list.
  11. Specify when the equipment can be accessed: **24 hours a day, 7 days a week, Business Hours**, or **Specific Hours** from the *When can we access the equipment?* drop-down list.
  12. Enter the schedule for *Business Hours* or *Specific Hours*, if applicable.
  13. Enter remarks regarding site access in the *Special Access Details* section, if applicable.
  14. Click **Add alternate contact** to add another contact name and number, if applicable.
  15. Scroll to *Enter Ticket Details*.

Service ID: BCBH09KW0001 | Service Type: CIRCUIT | Location: Devon House/taikoo Place Hong Kong, | Location: 7

### Enter Ticket Details

Entered by  
Kristine

Customer Ticket Number

What type of issue are you experiencing?  
Latency

Issue Description  
Latency

Provide the frequency and any other details:  
Intermittently

Do you authorize a dispatch on this circuit if needed, understanding that there is a possibility that additional charges may be incurred if the trouble found is not on Verizon's network?  
 Yes, anytime  Yes, within business hours only  No

Has the equipment been connected and powered on?  
Yes, verified on site

Can we take down your service for testing?  
Yes as soon as possible  
This service is released for intrusive testing

When did you notice that this issue started?  
Date: 05/16/2017  
Time: 10:03 AM  
Time zone: GMT

Please attach any files that should go with this ticket.  
A maximum of 10 files with total file size for all 10 files of 20MB is allowed. The file types supported are DOC, DOCx, PDF, TXT, XLS, and XLSx.

Browse Files

Feedback

Figure 20 Enter Ticket Details

16. Enter a *Customer Ticket Number*, if applicable. This field can be used to tie an internal ticket number (or other reference number) to the ticket. It is not a required field but can be helpful if you need to find a ticket in the ticket list.
17. Enter an *Issue Description*.
18. Select the type of issue you are experiencing from the *What type of issue are you experiencing?* drop-down list. **Note:** If you select **Down Hard** as the *Issue Type*, the ticket automatically becomes a Priority 1 ticket and the *Intrusive Testing* selection is automatically changed to **Yes, as soon as possible**. If you do not want to (or cannot) release your circuit for immediate testing, you must select a different *Issue Type*.
19. Provide a brief description of the issue (maximum of 80 characters) in the *Provide the frequency and any other details* section.
20. Select **Yes, anytime**, **Yes, within business hours only**, or **No** in regards to authorizing a dispatch on this circuit if needed. Charges may be incurred if the trouble found is not on Verizon's network.
21. Select **Yes, verified on site**, **Yes, verified remotely**, **No, not verified**, or **Not applicable** from the *Has the equipment been connected and powered on?* drop-down list.
22. Select an intrusive testing option:
  - **Yes, as soon as possible** if the service can be interrupted at any time for intrusive testing.

- **Yes, starting at this time** and enter the date and time in which service can be interrupted for intrusive testing.
  - **No, do not test** if intrusive testing is not authorized.
23. Enter the *Date*, *Time*, and *Time Zone* when you noticed the issue started.
  24. Click **Browse Files** to attach any applicable information you want to include with the ticket.
  25. Click **Submit** to submit your ticket. A confirmation screen appears with a ticket number. You can create another ticket, view and update your ticket online, track your ticket using a mobile device, or return to the Repairs home page.

# View/Update Tickets

You can search for tickets, as well as download, filter, sort, or customize the ticket list.

## Filter

You can define specific criteria to limit the number and types of tickets that display in the ticket list.

1. Click **Filter**. A filter pop-up appears.

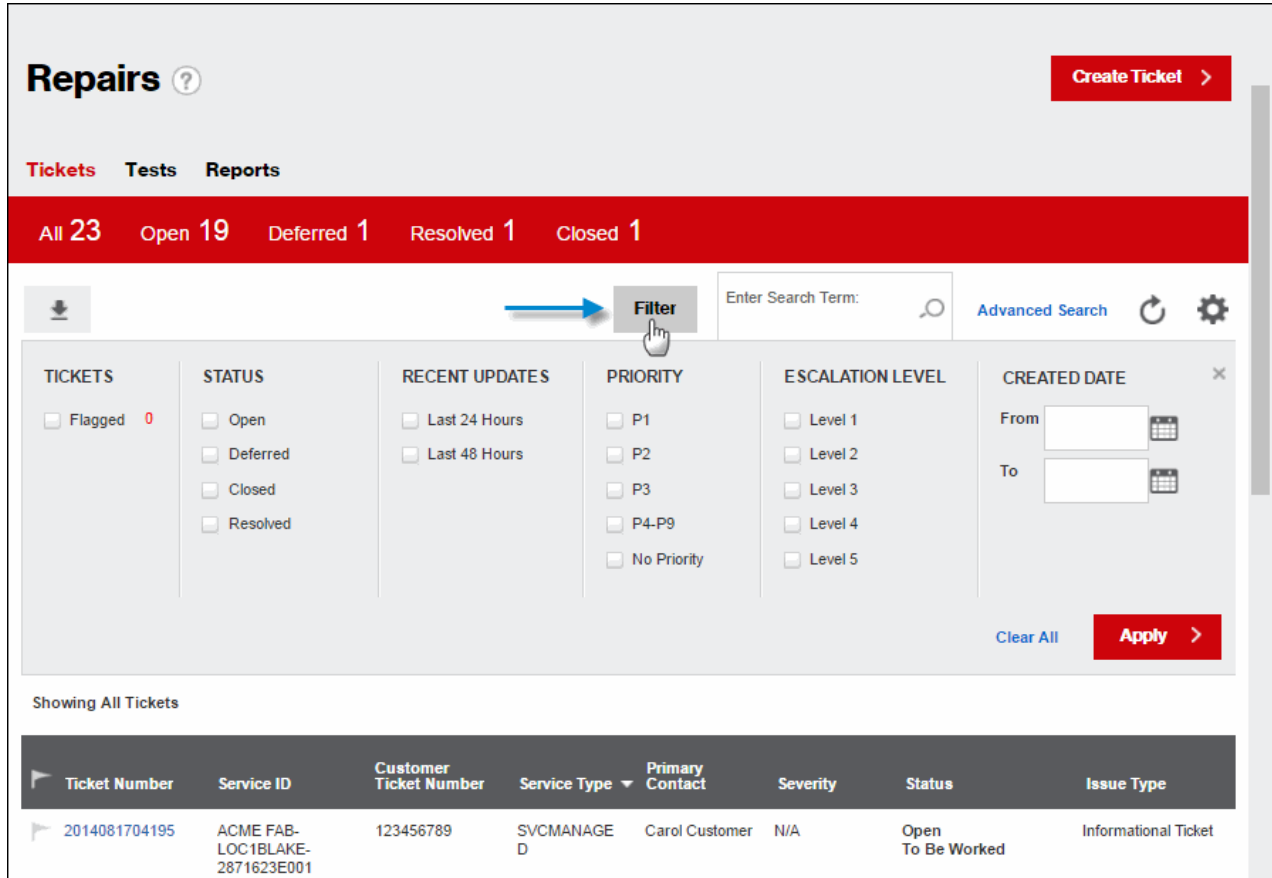
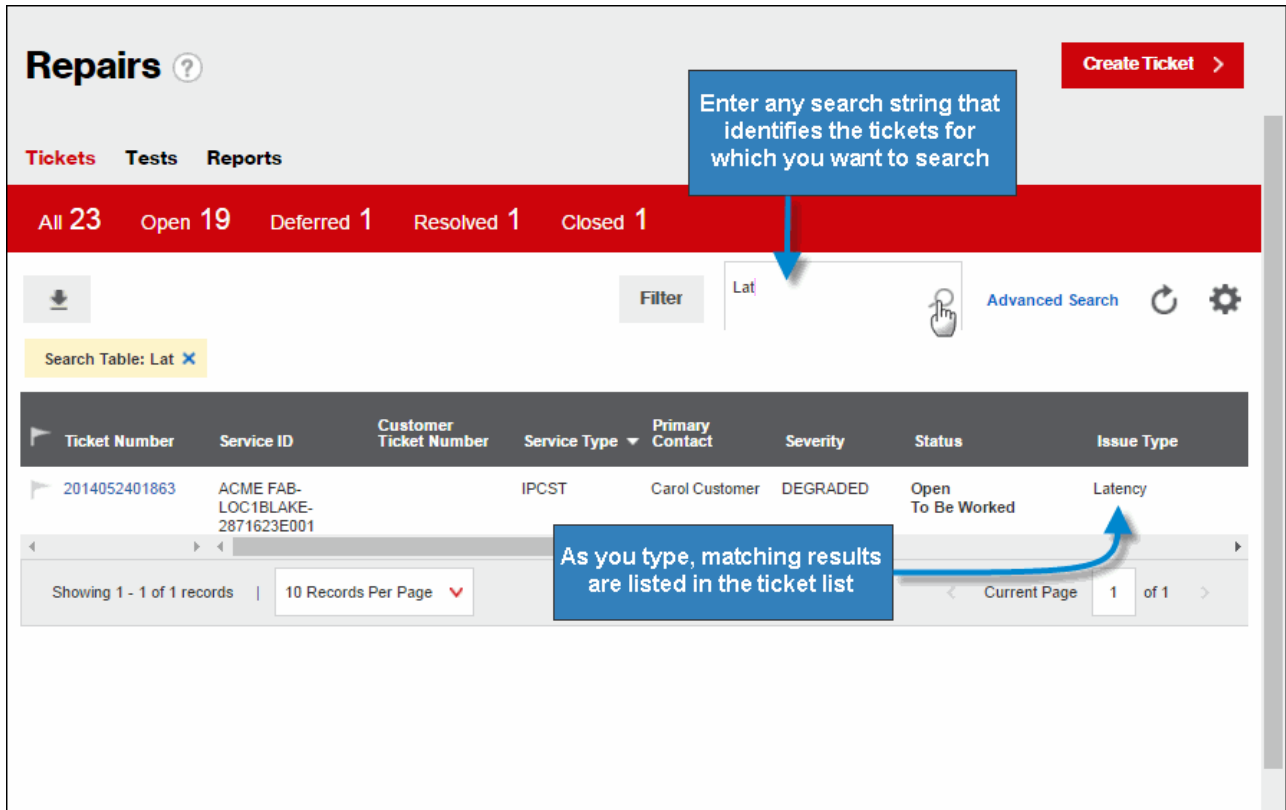


Figure 21 Filter Tickets

2. Select the criteria by which you want to filter tickets in the ticket list. For example, if you select Priority 1, only priority 1 tickets are displayed in the ticket list.
3. Click **Filter** again to close the filter pop-up.

# Search



**Figure 22 Search for Tickets**

1. Start typing a search string in the search field. As you type, matching results are listed in the ticket list.
2. Delete the search string to view all tickets.

# Sort

Sort the ticket list by clicking on any column.

The screenshot shows the 'Repairs' interface. At the top, there is a 'Create Ticket' button. Below it are tabs for 'Tickets', 'Tests', and 'Reports'. A summary bar shows 'All 23', 'Open 19', 'Deferred 1', 'Resolved 1', and 'Closed 1'. Below the summary bar is a search area with a 'Filter' button, a search input field, and 'Advanced Search' options. A callout box with a blue background and white text says 'Click on any column heading to sort in ascending or descending order'. A blue arrow points from this callout box to the 'Ticket Number' column header in the table below. The table has the following columns: Ticket Number, Service ID, Customer Ticket Number, Service Type, Primary Contact, Severity, Status, and Issue Type. The table contains four rows of ticket data.

Ticket Number	Service ID	Customer Ticket Number	Service Type	Primary Contact	Severity	Status	Issue Type
2009092005265	ZABHVNBR0001	1122	CIRCUIT	Testfn Testln		Open To Be Worked	Request For Information
2010112104536	ZABHVNBR0001	TEST	CIRCUIT	Carolle Steinkirchner	OUTAGE	Open To Be Worked	No Response From Op
2012052202003	ZABHVNBR0001		CIRCUIT	Carol Steinkirchner	N/A	Open To Be Worked	Request For Information
2014012221814	BCB123450001		CIRCUIT	Carol Customer	DEGRADED	Open To Be Worked	Bouncing

Figure 23 Sort Tickets

1. Click on a column to sort that by that column in descending order.
2. Click on it again to sort in descending order.

# Customize

You can specify the columns you want to view in the ticket list (up to seven).

1. Click . The *Customize Table Columns* pop-up appears.

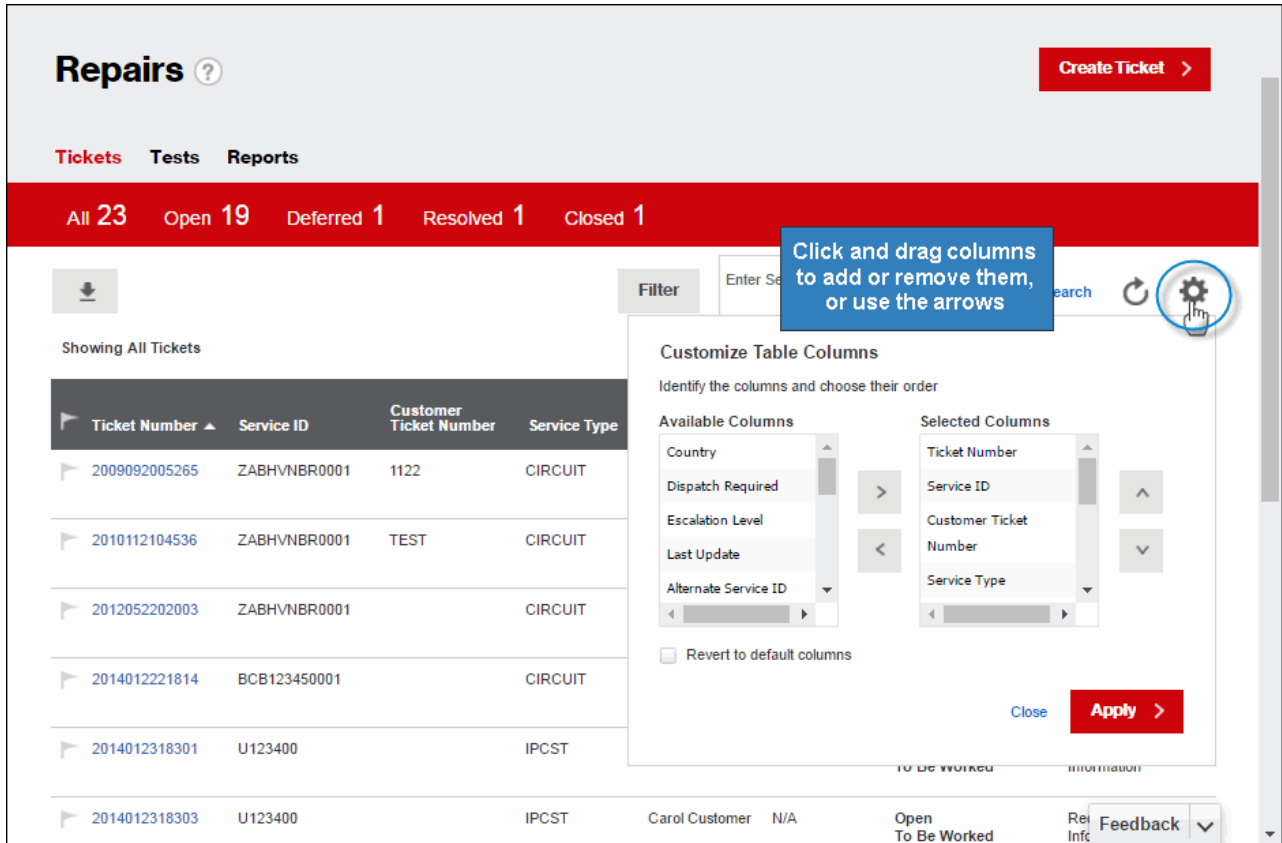


Figure 24 Customize

2. Select a column from *Available* and drag it to *Included*.  
**-OR-**  
Select a column from *Included* and drag it to *Available*.  
You can also use the arrows to add/remove columns.
3. Click **Apply**.

## Columns

The following table describes the columns available in the ticket list:

Column	Description
<b>Ticket Number</b>	Verizon ticket number assigned to the issue. This field always appears in the ticket list.
<b>Service Type</b>	General category of service into which the Service ID falls.
<b>Status</b>	State and status of the Verizon trouble ticket.
<b>Service ID</b>	Identifier of the service that is experiencing the trouble. The Service ID can be a circuit ID, telephone number, toll-free number, or some other identifier that was provided by Verizon for that specific service.
<b>Issue Type</b>	Brief description of the trouble being experienced on the service.
<b>City</b>	Location for the A end of the circuit.
<b>Created</b>	Date and time that the trouble ticket was initiated in the system.
<b>Primary Contact</b>	Primary contact name of the customer entered on the Verizon trouble ticket.
<b>Country</b>	Country assigned to the A end of the circuit.
<b>Reported By</b>	Shows which Verizon Enterprise Center user ID initiated the trouble ticket. This field will be blank if a ticket was phoned into a center or created in another manner.
<b>Dispatch Required</b>	Indicates if a dispatch was triggered on a trouble ticket.
<b>Escalation Level</b>	Indicates the priority of the ticket.
<b>Milestone</b>	Shows which category of the ticket lifecycle in which the ticket currently resides.
<b>Milestone Summary</b>	Summarizes which category of the ticket lifecycle in which the ticket currently resides.
<b>Priority</b>	Internally identified parameter based on the nature of the problem experienced. Each priority has a set time limit for resolution.
<b>Severity</b>	Indicates whether or not it is an outage.
<b>State</b>	State for the A end of the circuit and the state assigned to a local access circuit.

<b>Last Update</b>	Date and time of the last update on the ticket that generated a change in the ticket status.
<b>Alternate Service ID</b>	Second identifier shown on some tickets, typically tickets for Managed Services. Some users find this identifier to be better known.
<b>Distant End State</b>	State for the Z end (distant end) of a private line service.
<b>Distant End City</b>	City for the Z end (distant end) of a private line service.
<b>Customer Ticket Number</b>	Reference description that a user can give the trouble ticket to view the ticket in their own company terms. This could be an associated internal ticket number, store number, department number, etc.
<b>Reported By</b>	Indicates who opened the ticket.
<b>Alternate Contact</b>	Alternate contact name of the customer entered on the Verizon trouble ticket in the event the primary contact cannot be reached.
<b>Status Description</b>	Brief description of the ticket status that is shown when the ticket status changes. For example, an open ticket that changes to <i>Deferred-Cust Time</i> may show a status of <i>Verify CPE</i> . This means Verizon placed the ticket in <i>Deferred</i> status until the customer verifies that CPE was checked for power and wiring.

# Ticket Details

You can view the status of your ticket, as well as an overview of the details. You can also update the ticket, or add an attachment.

1. Click on a **Ticket Number** in the ticket list. The tickets details appear.

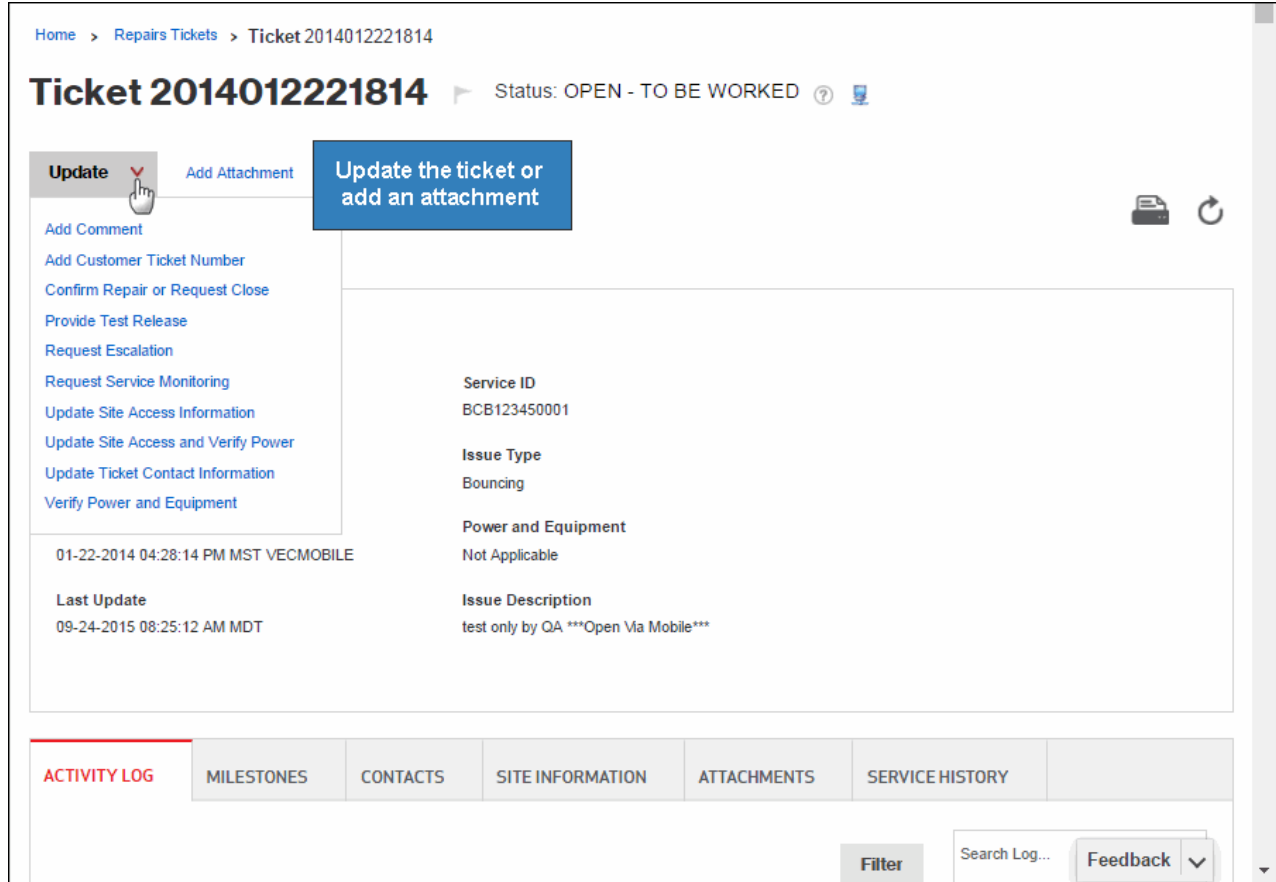


Figure 25 Ticket Details

2. Click **Update** to update the ticket, if applicable. A drop-down list appears. The options available depend on the status of the ticket. Select one of the following options:
  - **Add Comment** - adding a comment to a ticket is a good way to leave messages about the ticket for your co-workers, inform Verizon about relevant information relating to the ticket, or to answer a question posed by a technician.
  - **Confirm Repair or Request Close** - you can confirm that the repair work is complete, or you can request to close the ticket.
  - **Provide Test Release** - you can release for intrusive testing as soon as possible or specify the date and time.
  - **Request Escalation** - you can request to escalate a ticket if the targeted repair time is not met or there is a critical need. Your escalation request is evaluated against various parameters; it is then approved or denied.
  - **Request Service Monitoring** - you can request that a particular service ID be monitored for up to 24 hours. You must provide a reason for the monitoring.

- **Update Site Access Information** - you can update the days and times the site can be accessed by a Verizon technician, as well as the site contact. You can also provide access instructions.
  - **Update Site Access and Verify Power** - you can update the days and times the site can be accessed by a Verizon technician, as well as the site contact. You can also provide access instructions. Specify how power and equipment was verified.
  - **Update Ticket Contact Information** - you can modify the contact information for a ticket. This is useful if you are away or if someone else takes responsibility for the ticket.
  - **Verify Power and Equipment** - specify how power and equipment was verified.
3. Click **Add Attachment** to attach a file to a ticket to facilitate ticket resolution.
  4. Scroll to see tabs that provide more detail on your ticket.

## Activity Log

The *ACTIVITY LOG* tab shows the events and activities that occurred on your ticket, including any comments you added, comments added by the technician working your ticket, and test results.

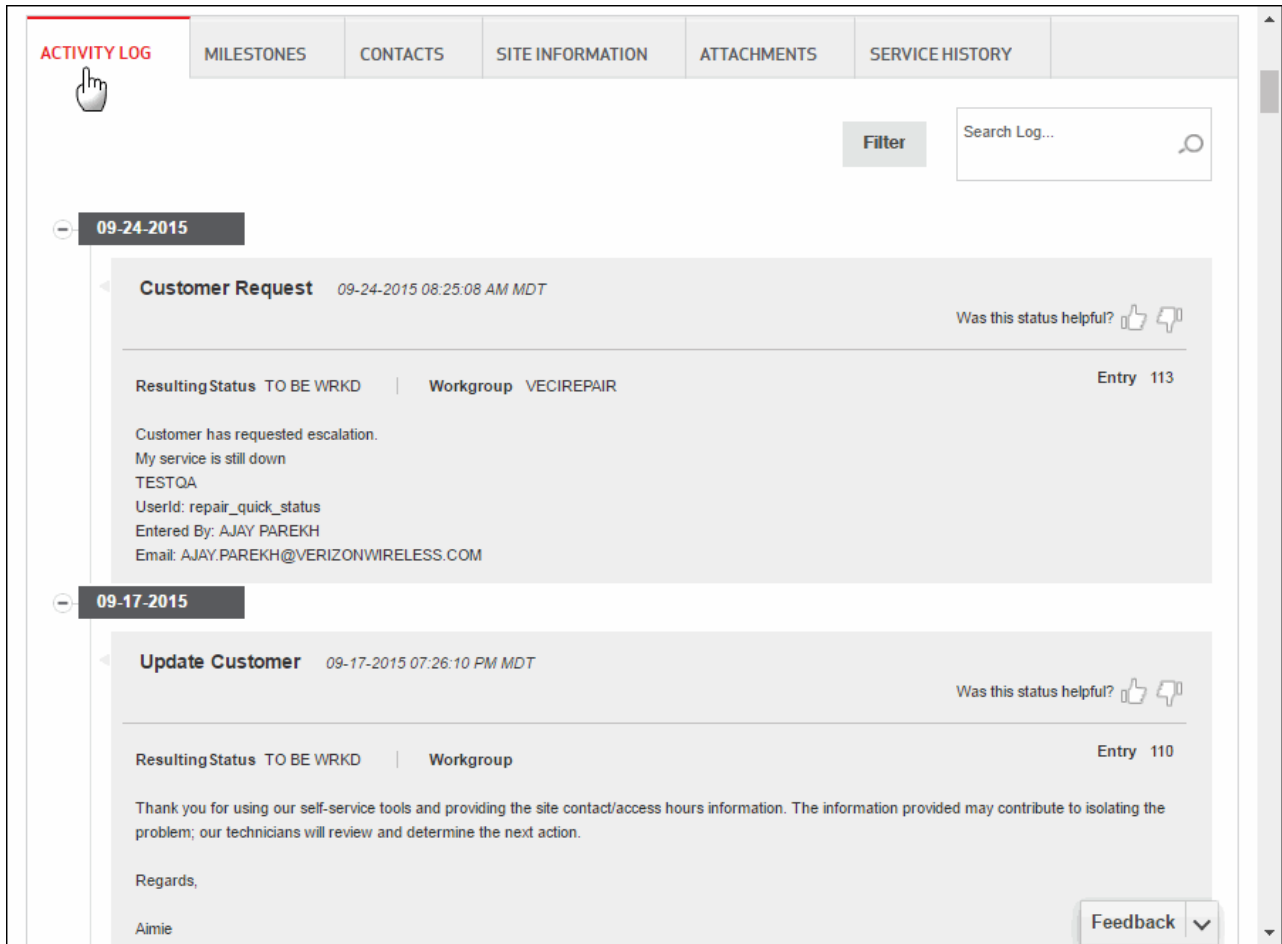


Figure 26 Ticket Details

## Milestones

The *MILESTONES* tab displays the progress of the ticket with the current milestone highlighted in yellow. When a customer action is needed to move the ticket along, the milestone is shown in red.

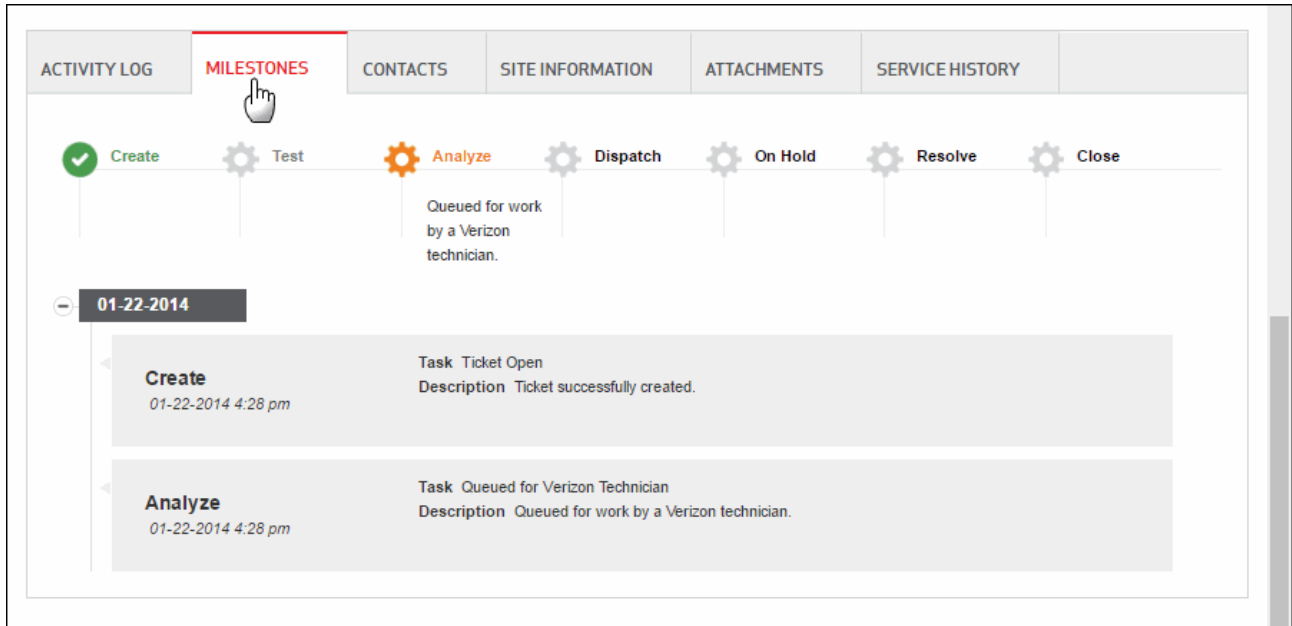


Figure 27 Milestones

## Contacts

The *CONTACTS* tab displays the current contact and provides a link to change the ticket contact information.



Figure 28 Contacts

## Site Information

The *SITE INFORMATION* tab displays the entries you made when you created the ticket to tell Verizon when we are able to enter the site and work your ticket.

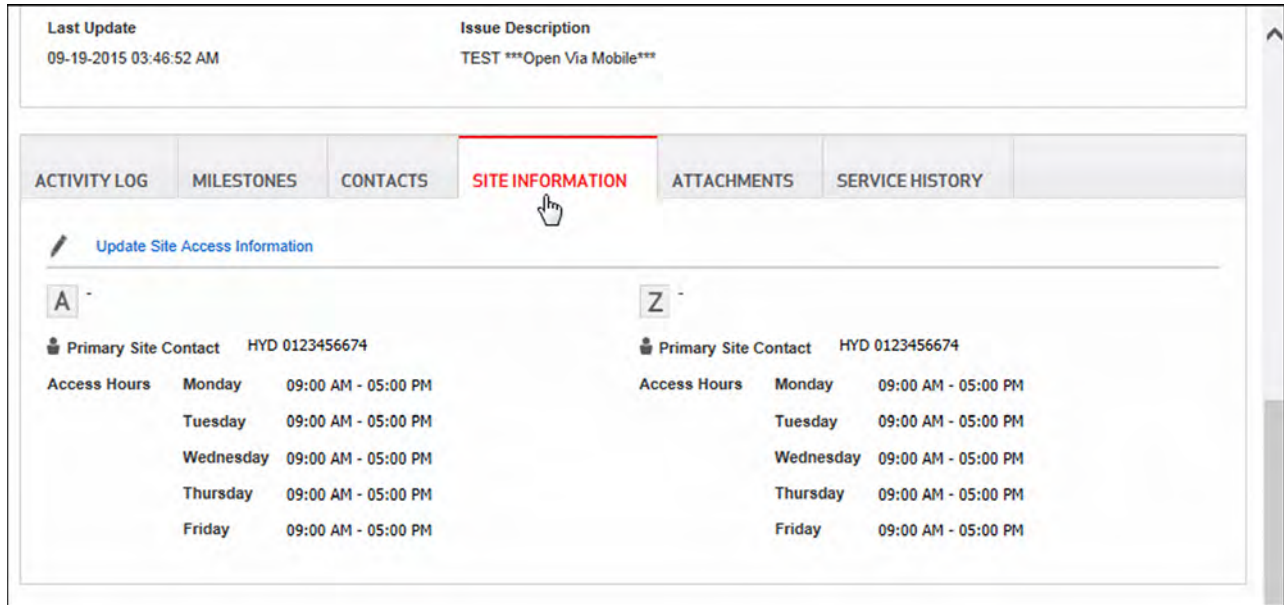


Figure 29 Site Information

## Attachments

View any attachments that were added to the ticket.



Figure 30 Attachments

## Service History

View a list of tickets that were opened in the past for this service. Each ticket number is an active link. Click it to view the ticket details.

ACTIVITY LOG	MILESTONES	CONTACTS	SITE INFORMATION	ATTACHMENTS	SERVICE HISTORY
Ticket	Issue	Created	Closed		
<a href="#">2014082013688</a>	PACKT LOSS	08-20-2014 04:31 PM GMT CAROL STEINBOCHNER	08-20-2014 05:03 PM GMT		
<a href="#">2014071511136</a>	Bouncing	07-15-2014 02:12 PM GMT CAROL STEINBOCHNER			
<a href="#">2012052202003</a>	Request for Information	05-22-2012 03:56 AM GMT CAROL STEINBOCHNER			
<a href="#">2011101603787</a>	TECH ASST	10-16-2011 02:37 PM GMT CAROL STEINBOCHNER			
<a href="#">2011101217223</a>	Request Monitor(No trouble-shooting will be performed)	10-12-2011 06:15 PM GMT Donna Bennett			
<a href="#">2010112104536</a>	NO RESP	11-21-2010 03:10 PM GMT CAROL STEINBOCHNER			
<a href="#">2009092005265</a>	Request for Information	09-20-2009 06:58 PM GMT GABRIEL WATSON			

Figure 31 Service History

# Tests

You can initiate your own circuit monitoring and testing. Issues are automatically referred to the appropriate maintenance team. Test and monitor results are accessible for six months.

Click **TESTS** at the top of the screen.

**Repairs** ? Create Ticket >

Tickets **Tests** Reports

All 2 In-Progress 1 Scheduled 0 Completed 1 Canceled 0 Failed 0 Requested 0

Initiate Test ↓ Filter Test Number 🔍 ↻

Showing All Tests

Test Number	Test Status	Test Type	Customer Ticket Number	Service ID	Issue Type	Product	Created Date	Completed Date	Last Updated
No Test Number	Completed	Health Snapshot	30325744				05-08-2017	05-08-2017	05-08-2017
No Test Number	In-progress	Health Snapshot	34847343				03-28-2017		03-28-2017

Displaying 1 - 2 of 2 | 10 Records Per Page ▼ < Page 1 of 1 >

Figure 32 Tests

# Initiate Test

1. Click **Initiate Test** on the *Tests* screen. The *Tests* screen appears.

Repairs: Tests Home > Initiate Test

**TESTS**

I know my Service ID

Service ID:  x State:

Optional: Required only for Verizon Access Circuits

I want to search for my Service ID

**Next**

Figure 33 Identify Service

2. Enter the *Service ID*.
3. Click **Next**. The *Service Information/Test Information* screen appears.

Repairs: Tests Home > Initiate Test

**Service Information**

Please review the Service information below to confirm the proper Service ID is identified before submitting the test request.

Service ID:	ZABHVNBR0001	Product Type:	FRAME RELAY
Service Address :	906 N BOWSER RD	Postal Code:	750812822
State :	TX	City :	RICHARDSON
Country:	UNITED STATES		

**Test Information**

\* Test Option

Non-Intrusive Tests:  Health Snapshot  Monitor

Intrusive Tests:  Quick

No Test Number is provided for this test type

Notification :  Send me an email when results are available.

Contact : \* Name \* Phone Number Extension

**Back** **Submit**

Select the type of test you want performed

Figure 34 Test Information

4. Review the *Service Information* to ensure the right service ID is identified.
5. Select a *Non-Intrusive Test*: **Health Snapshot** or **Monitor**.

**-OR-**

Select an *Intrusive test*: **Quick**.

6. Complete the required information for type of test you selected:

[Health Snapshot](#)

[Extended Ping](#)

[Monitor](#)

[Quick](#)

## Health Snapshot

A Health Snapshot is a snapshot of the Verizon network as it relates to the service identified. Information is gathered from switches that support the Service ID. It detects any service-impacting issues on your network. This includes network outages that impact the circuit ID, alarms, configuration or Frame errors, quick ping results, and tickets that may already be open on the circuit. This 1-3 minute check enables you to see any issues that impact your service and can help you decide if a ticket needs to be opened or if the problem resides in your network. No tracking ticket is generated.

The screenshot shows a web form titled "Test Information". At the top, it displays location information: "State : TX", "Country: UNITED STATES", and "City : RICHARDSON". Below this is a section for "Test Information". Under "Test Option", there are two radio button groups: "Non-Intrusive Tests:" with "Health Snapshot" selected, and "Intrusive Tests:" with "Quick" selected. A "Monitor" radio button is also present. A "Show Description" button is located to the right. Below the test options, a message states "No Test Number is provided for this test type". The "Notification:" section has a checked checkbox for "Send me an email when results are available." Below this is an "E-Mail Address" field containing "mary.smith@company.com". The "Contact:" section includes three fields: "Name" (Mary Smith), "Phone Number" (7195354444), and "Extension" (empty). At the bottom of the form are "Back" and "Submit" buttons.

Figure 35 Test Information

1. Select **Send me an email when results are available**, if applicable.
2. Enter an *Email Address*.
3. Enter the *Name*, *Phone Number*, and *Extension* of the contact.
4. Click **Submit**. The [Test Confirmation](#) screen appears.

## Extended Ping

The Extended Ping test is only available when a Private IP (Direct) service ID is submitted. It is a simple ping to your equipment to monitor Layer 3 performance on Private and Public IP services. This test generates a Priority 4 ticket. If it has a 0% ping result, the ticket is upgraded to a Priority 2 and routed to the applicable TMG for review. This is available for U.S. sites only.

Address :  
State : City :  
Country: HONG KONG

**Test Information**

\* Test Option Show Description  
Non-Intrusive Tests:  Health Snapshot  Monitor  
 Extended Ping

Intrusive Tests:  Quick

\* Patterns:  All Ones  All Zeros  Auto  Standard Data

\* Data Size: 64  
\* Repeat Count: 2

Contact : \* Name \* Phone Number Extension  
Mary Smith 7195354444

Notification:  Send me an email when results are available  
E-Mail Address  
mary.smith@company.com

\* Issue Type:  
Down Hard  
Slow Response  
Bouncing

Customer Ticket Number:

Back Submit

Figure 36 Test Information

1. Select the *Patterns*: **All Ones**, **All Zeros**, **Auto**, and/or **Standard Data**.
2. Select the *Data Size*.
3. Enter the *Repeat Count*.
4. Enter the contact information.
5. Select **Send me an email when results are available**, if applicable.
6. Enter an *Email Address*.
7. Select the *Issue Type*: **Down Hard**, **Slow Response**, or **Bouncing**.
8. Enter a *Customer Ticket Number*, if applicable.
9. Click **Submit**. The [Test Confirmation](#) screen appears.

## Monitor

The Monitor test monitors layer 1, 2, and 3 for a selected duration to check the circuit performance for dropped packets and short frames.

The screenshot shows a web form titled "Test Information". It has several sections:

- Test Option:** Three radio buttons: "Health Snapshot", "Extended Ping", and "Monitor". The "Monitor" button is selected and highlighted with a red box.
- Intrusive Tests:** One radio button: "Quick".
- Monitor Type:** A dropdown menu with "Port" selected.
- Run Time:** Two radio buttons: "Immediate" (selected) and "Scheduled".
- Duration:** A dropdown menu with "20 minutes" selected.
- Contact:** Three input fields: "Name" (Mary Smith), "Phone Number" (7194535444), and "Extension".
- Notification:** A checked checkbox "Send me an email when results are available" and an "E-Mail Address" field (mary.smirth@compan.com).
- Issue Type:** A dropdown menu with "Down Hard", "Slow Response", and "Bouncing" options. A mouse cursor is pointing at "Down Hard".
- Customer Ticket Number:** An empty input field.

At the bottom of the form are two buttons: "Back" and "Submit".

Figure 37 Test Information

1. Select the *Monitor Type*:
  - **Access** - it looks at live data without bringing the circuit down. You can select 10, 20, 30, or 60 minutes for the test duration. A Priority 5 ticket is automatically opened at the start of this test. This ticket automatically closes unless a Verizon issue is detected, at which time it is upgraded to Priority 1.
  - **Port** - available for Private IP (Direct and Indirect) and enables you to run an Access test or a Port test for the duration of your choosing. The test results are delivered in a table, allowing you to analyze any errors found. A Port test generates a Priority 4 ticket that is upgraded to a Priority 1 ticket and routed to a TMG if LMI is detected as down.
2. Select the *Run Time*: **Immediate** or **Scheduled**.
3. For a scheduled test, enter the *Date*, *Time*, and *Time Zone*.
4. Select the *Duration*: **10 minutes**, **20 minutes**, **30 minutes**, **60 minutes**.
5. Enter the contact information.
6. Select **Send me an email when results are available**, if applicable.
7. Enter an *Email Address*.
8. Select the *Issue Type*: **Down Hard**, **Slow Response**, or **Bouncing**.
9. Enter a *Customer Ticket Number*, if applicable.
10. Click **Submit**. The [Test Confirmation](#) screen appears.

## Quick

The Quick test is an intrusive test (circuit is taken out of service) that will loop the farthest device (Smart Jack, CSU/DSU) possible to determine distance of continuity. This test opens a Priority 5 tracking ticket. If the test runs clean, the ticket closes automatically. If the test shows a problem or an inconclusive result, the system upgrades the ticket to a Priority 1 and routes it to the proper maintenance center for further review. It may take up to 10 minutes to receive a result.

The screenshot shows a web form titled "Test Information". At the top, there are fields for "Address:", "State:", "City:", and "Country:" with "HONG KONG" entered in the "Country:" field. Below this is a section for "Test Information" with a "Show Description" button. Under "Test Option", there are radio buttons for "Health Snapshot", "Extended Ping", and "Monitor". Under "Intrusive Tests", the "Quick" option is selected and highlighted with a red box. A red asterisk indicates a required field: "\* Acknowledgement:  I acknowledge that service will be rendered inoperable during this testing timeframe." The "Contact:" section has fields for "\* Name" (Mary Smith), "\* Phone Number" (7195354444), and "Extension". The "Notification:" section has a checked box for "Send me an email when results are available" and an "E-Mail Address" field containing "mary.smith@company.com". The "\* Issue Type:" dropdown menu is open, showing options: "Down Hard", "Slow Response", and "Bouncing". A "Customer Ticket Number:" field is also present. At the bottom, there are "Back" and "Submit" buttons.

Figure 38 Test Information

1. Check **I acknowledge that service will be rendered inoperable during this testing time frame.**
2. Enter the contact information.
3. Select **Send me an email when results are available**, if applicable.
4. Enter an *Email Address*.
5. Select an *Issue Type*: **Down Hard**, **Slow Response**, or **Bouncing**.
6. Enter a *Customer Ticket Number*, if applicable.
7. Click **Submit**. The [Test Confirmation](#) screen appears

## Test Confirmation

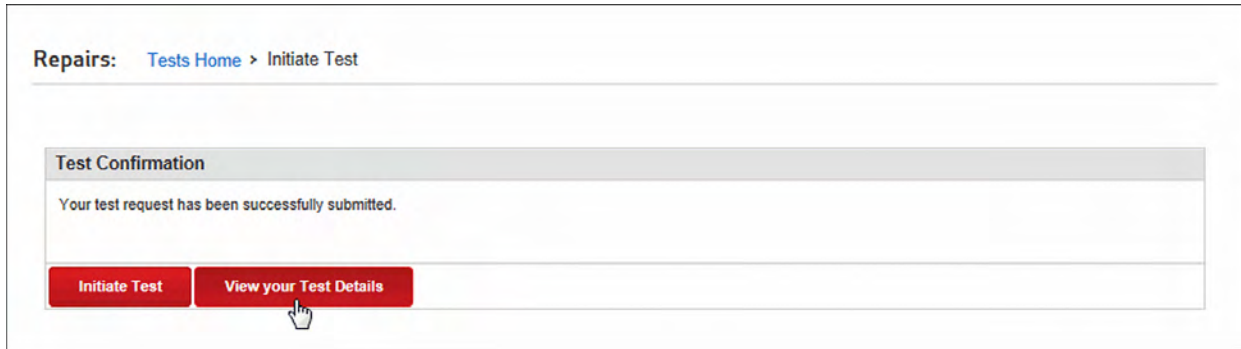


Figure 39 Test Confirmation

Click **View your Test Details** to see the test results. The *Test Results* screen appears.

## Test Results

Test results are sent to you from the supporting back-end system based on the circuit ID entered. The test results provide the circuit disposition and indicate if your circuit is up or down, or if the test was inconclusive.

If there are open tickets, click on a ticket number to view the ticket details.

In addition to the test results, we suggest you take the following steps:

- If your test is a snapshot, check your power and equipment again. If they are in working order, then create a ticket. For details of the errors, you can run a Quick Test or Monitor by initiating another test. You can also create a ticket to have a Verizon technician review the problem.
- If you requested a Quick test or asked us to monitor your circuit, Verizon upgrades the ticket to a higher priority. You should track this as a trouble ticket.
- If you asked us to monitor your circuit and the results were inconclusive, Verizon upgrades the ticket to a higher priority. You should track it as a trouble ticket.

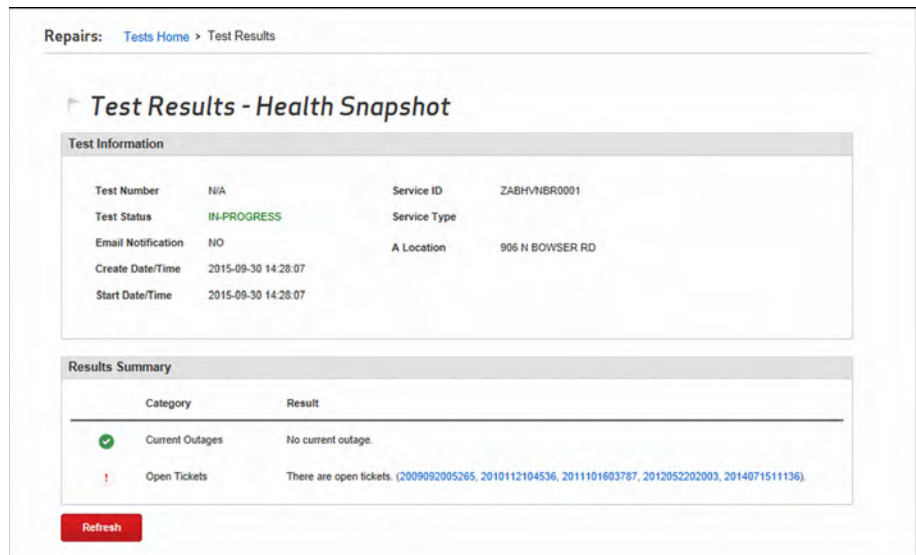


Figure 40 Test Results

# View Tests

1. Click **Tests** at the top of the screen.

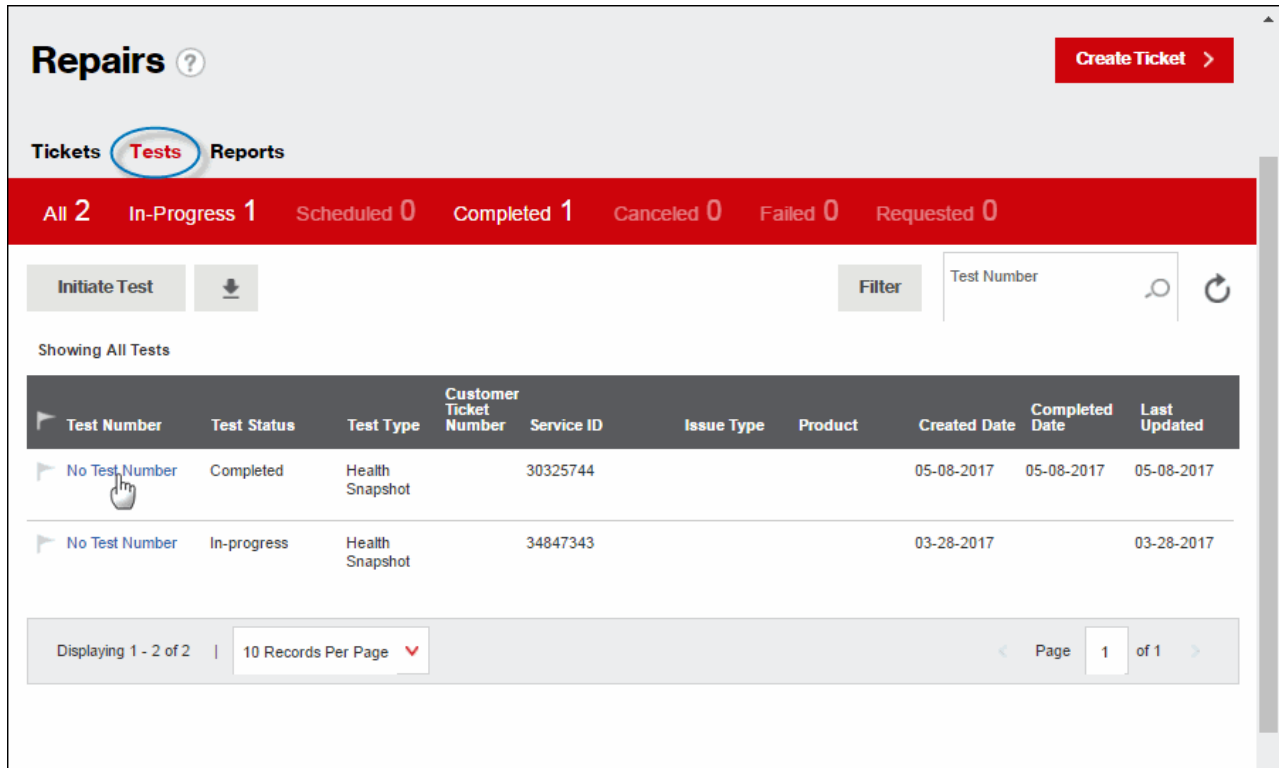


Figure 41 Tests

2. Click on a **Test Number** to view the [Test Results](#).
3. Click **Filter** specify the types of tests you want to view in the list.
4. Enter a test number or partial test number in the search field to locate a specific test.

# Reports

Click **Reports** at the top of the screen.

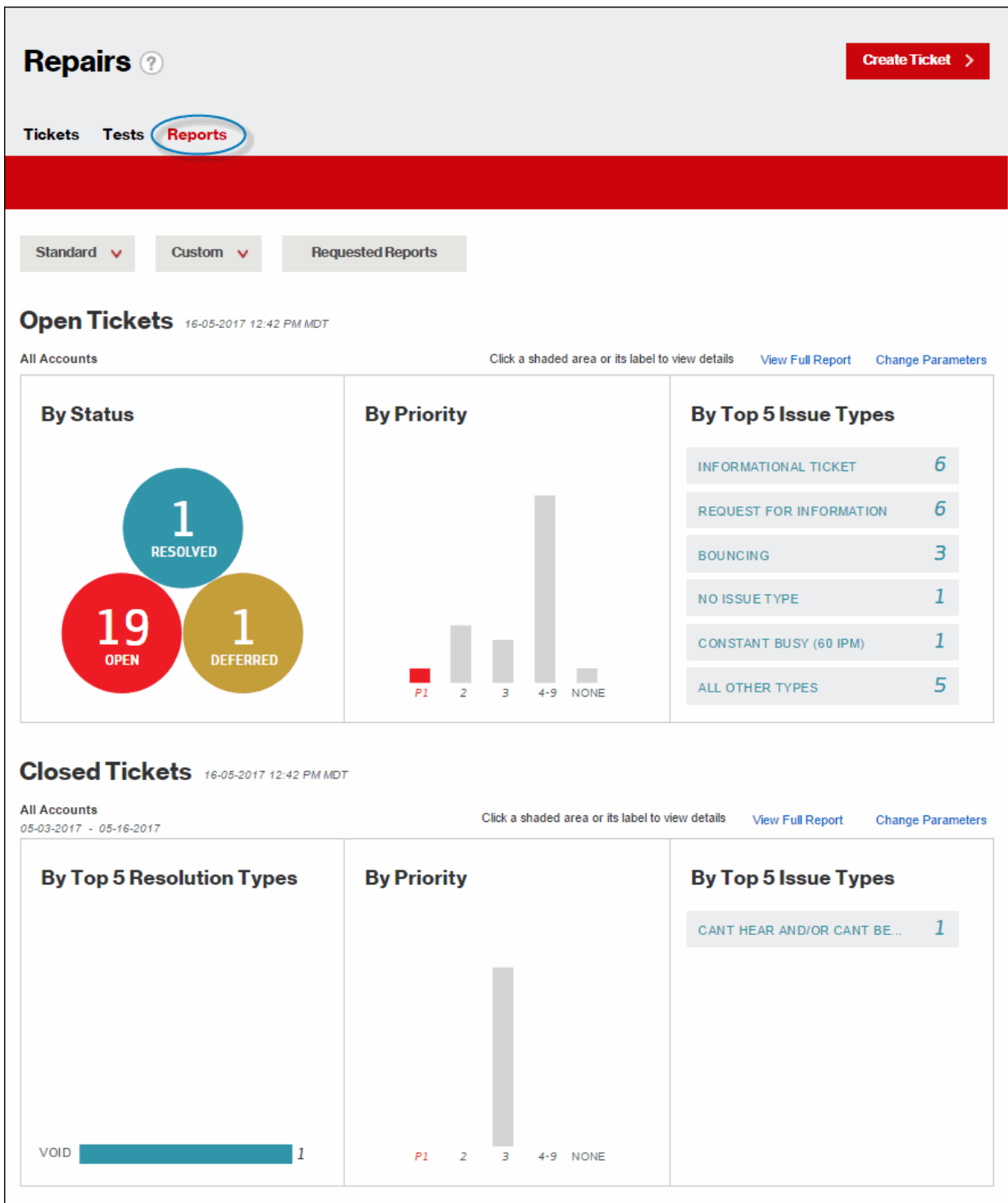


Figure 42 Reports

# Standard Reports

By default, the *Standard* reports page displays graphs of open tickets by status, priority, and top five issues.

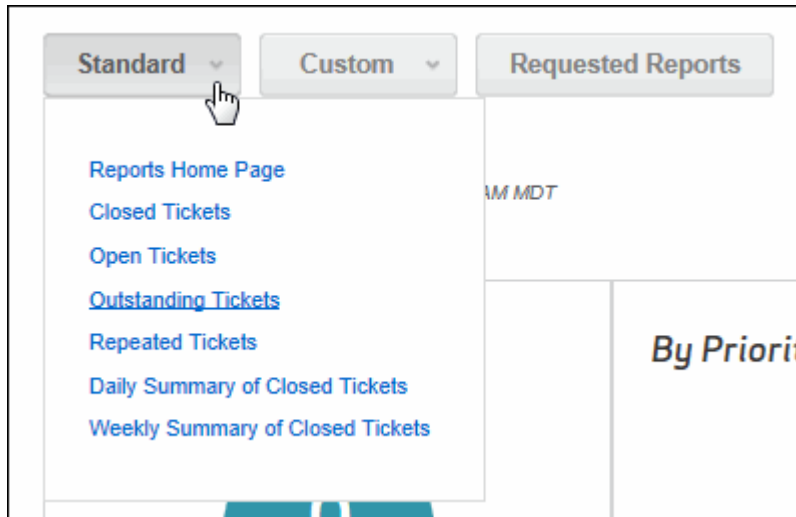


Figure 43 Standard Reports

1. Select the type of standard report you want to view from the *Standard* drop-down list:
  - **Closed Tickets** - displays closed trouble tickets within the selected date range.
  - **Open Tickets** - displays all currently open tickets.
  - **Outstanding Tickets** - displays open trouble tickets that were opened within the selected date range.
  - **Repeated Tickets** - displays trouble tickets whose Service IDs have more than one ticket with a closed date within the selected date range.
  - **Daily Summary of Closed Tickets** - displays the total number of trouble tickets with a closed date within the selected date range according to the adjusted duration of the elapsed repair time. The number of tickets shown daily by resolution description.
  - **Weekly Summary of Closed Tickets** - displays the total number of trouble tickets with a closed date within the selected date range according to the adjusted duration of the elapsed repair time. The number of tickets shown monthly by resolution description.
2. Click **View Full Report** to view a list of all open tickets under the graphs. You can click on a ticket number to drill down to view the ticket details.
3. Click **Change Parameters** to select a different account.
4. Click on a part of any graph to view tickets for that category (see Figure 44).

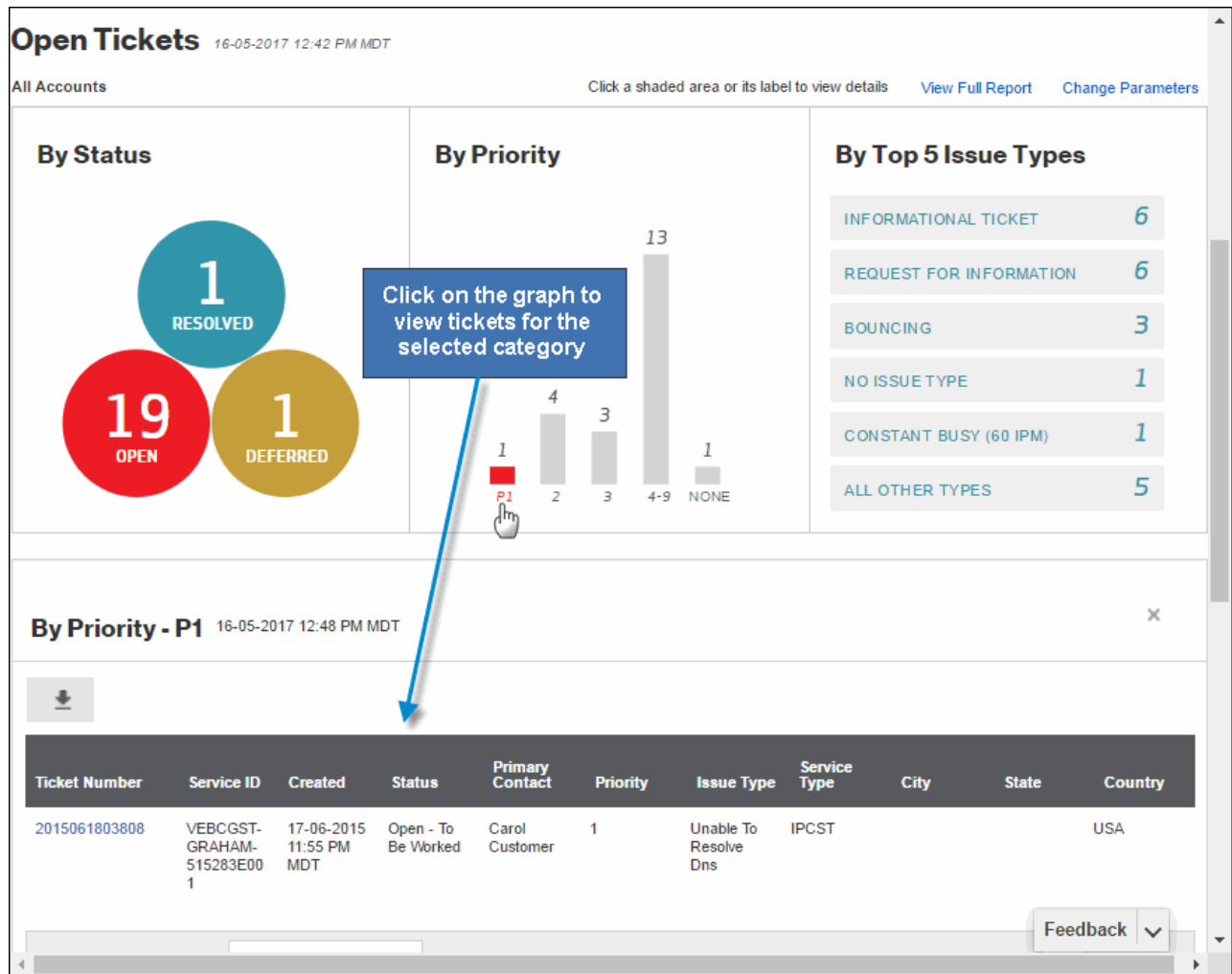


Figure 44 Reports

# Custom Reports

You can customize reports to display only the criteria you specify. You can keep up to 10 reports and view them any time.

## Create a Custom Report

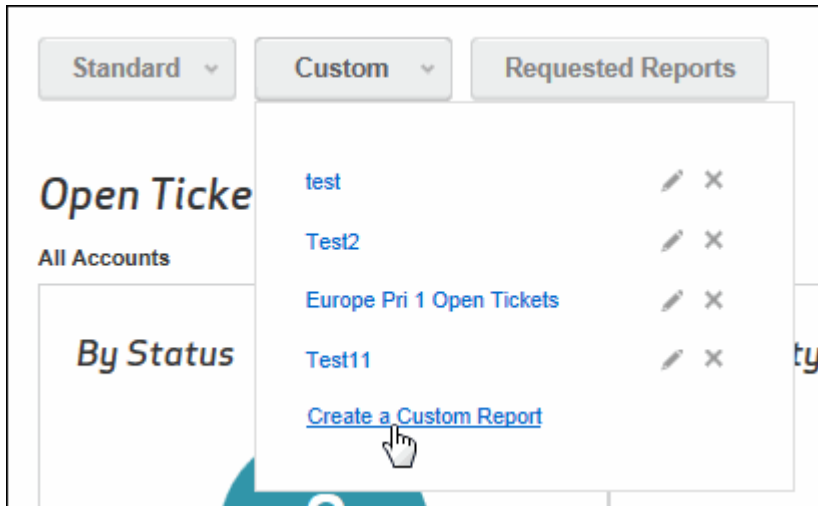


Figure 45 Custom Reports

1. Select **Custom | Create a Custom Report** at the top of the screen. The *Create a Custom Report* pop-up appears.

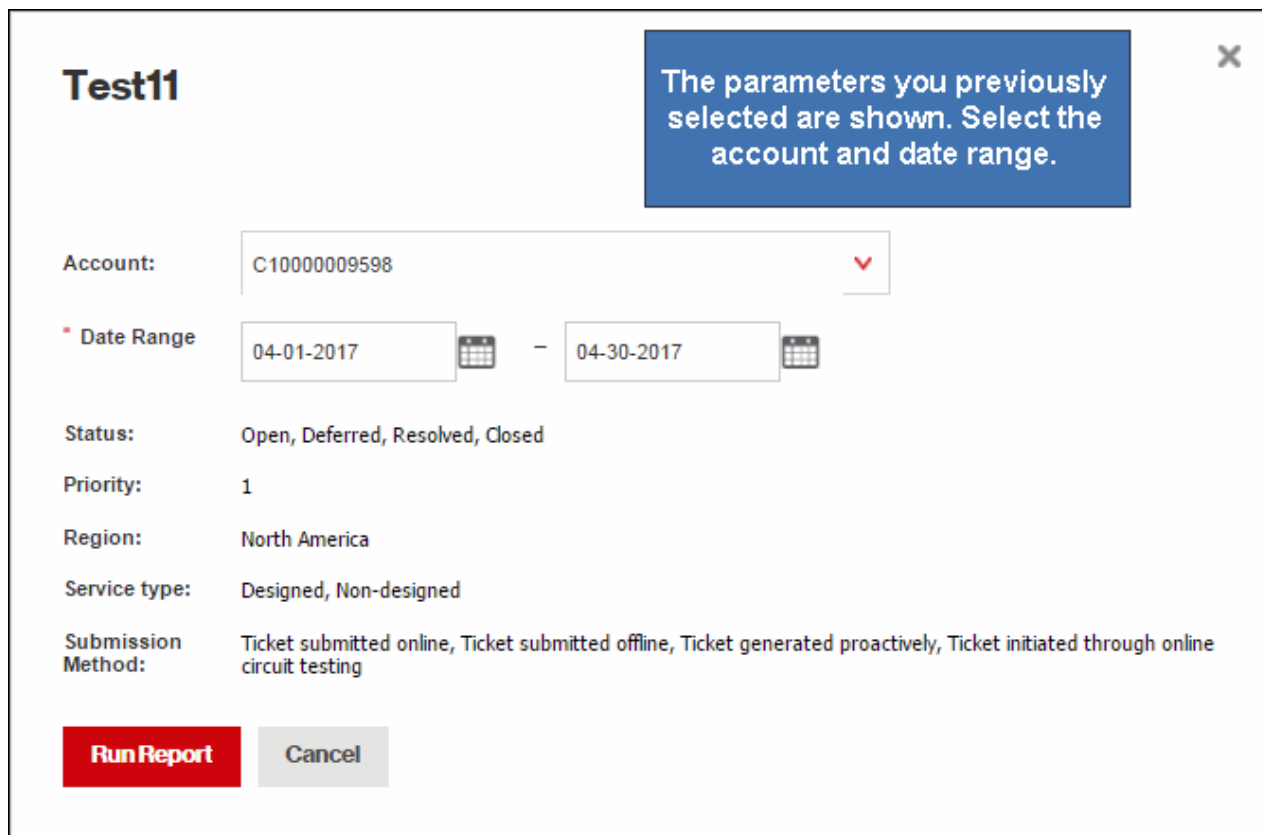
Figure 46 Create a Custom Report

2. Enter a unique name that identifies your report.
3. Select the columns you want included.
4. Enter a description of the report, if applicable.
5. Select the types of tickets you want included in your report:
  - **Priority** - 1, 2, 3, 4-9, No priority
  - **Status** - Open, Deferred, Resolved, Closed
  - **Service Type** - Designed (circuit-based product, Non-designed (Switched service such as a POTS line or ANI).
  - **Region** - Asia Pacific, Europe, Middle East an Africa, Latin America, North America
  - **Submission Method** - Ticket submitted online, Ticket submitted offline, Ticket generated proactively, Ticket initiated through online circuit testing.
6. Check **Run the report immediately after creating it**, if applicable.
7. Select an account.
8. Specify a date range. Reports are available for the most recent 13 months.
9. Click **Create**. Your report is created and displayed. It is available in the Custom drop-down list.

## View Custom Reports

You can view any custom reports you created, as well as select a different account and date range for the parameters you already specified.

1. Click **Custom** and select the custom report you want to run. The report parameters open in a pop-up window.



**Test11** ×

The parameters you previously selected are shown. Select the account and date range.

Account: C10000009598

Date Range: 04-01-2017 - 04-30-2017

Status: Open, Deferred, Resolved, Closed

Priority: 1

Region: North America

Service type: Designed, Non-designed

Submission Method: Ticket submitted online, Ticket submitted offline, Ticket generated proactively, Ticket initiated through online circuit testing

**Run Report** Cancel

Figure 47 Run Custom Report

2. Select the account for which you want to run the report.
3. Select a date range.
4. Click **Run Report**. The report is displayed.

## Edit/Delete Custom Reports

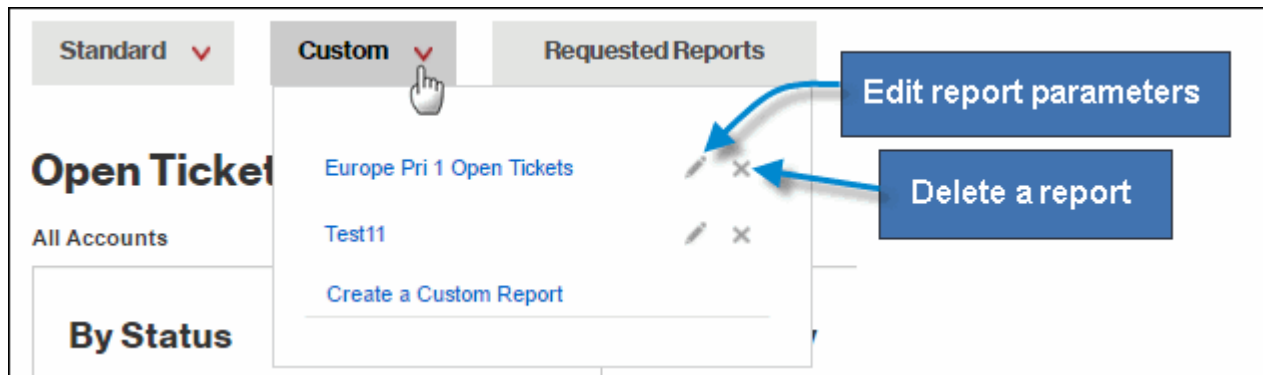




Figure 48 Edit/Delete Custom Reports

1. Click  to edit the report. The *Edit the Custom Report* pop-up appears. You can change any of the parameters.  
**-OR-**  
Click  to delete a custom report. A confirmation pop-up appears.  
Click **Delete**.

# Glossary

## Status/State Descriptions

When a ticket is created for many Verizon services, it is monitored for state and status. There is a status list to further describe the state of the ticket for each state (open, deferred, resolved, and closed). The following table provides a description of each state and status:

State	Description
<b>Open</b>	<p>The ticket is in-work or waiting to be worked by Verizon. The clock is running. Status indicators include:</p> <p><b>Incomplete.</b> The ticket has incomplete information.</p> <p><b>To Be Worked.</b> The ticket is waiting for a Start Work. This is also the initial status for a successfully created ticket.</p> <p><b>Working.</b> The ticket is currently being worked. It is initiated by Start Work.</p> <p><b>Maintenance Time, Customer Impacting.</b> Awaiting a maintenance window from Verizon. The customer is affected by the delay.</p>
<b>Deferred</b>	<p>The ticket is on hold due to customer-oriented reasons. The clock is temporarily stopped. Status indicators include:</p> <p><b>Alternate Route.</b> The circuit was rerouted to quickly restore the customer's service.</p> <p><b>Customer Time.</b> The problem is being worked on the customer side.</p> <p><b>Maintenance Time, Operations.</b> Awaiting a maintenance window from Verizon. The customer is not affected by the delay.</p> <p><b>Monitor Service.</b> Actively monitoring the ticket.</p>
<b>Resolved</b>	<p>The problem was found and fixed; awaiting verification. Status indicators include:</p> <p><b>Resolved.</b> The problem was fixed.</p> <p><b>Awaiting Telco.</b> The issue is resolved but cannot be closed until the Telco closes it.</p> <p><b>Auto-Close.</b> The ticket is set to close at a future time, usually 24 hours.</p> <p><b>On Hold.</b> Awaiting some period of time until the ticket is able to be closed.</p>
<b>Closed</b>	<p>The problem was fixed, verified, and the ticket is finished. No further ticket modifications are possible online. Status indicators include:</p> <p><b>Closed.</b> The reported problem was fixed and verified by the customer.</p> <p><b>Void.</b> The ticket was cancelled.</p> <p><b>Frozen.</b> Key Performance Indicators (KPIs) were run; no further ticket modifications are possible.</p>

# Activity Log Abbreviation Translations

The following are translations of commonly used shorthand in ETMS ticket activity logs:

**@TT** - At this time

**AFT** - After hours test

**AIS** - Alarm Indications Signal

**AMI** - Alternate Mark Inversion (T-1 line coding setting)

**ANI** - Automatic Number Identification

**A-Team** - Account Team

**ATT** - At This Time

**B8ZS** - Bipolar with 8 Zero Substitution (T-1 line coding setting)

**BER** - Bit Error Rate

**BLDG** - Building

**BRI** - Basic Rate Interface

**BTN** - Billing telephone number

**CCB** - Customer call back

**CCPT** - Came Clear Prior To Testing

**CCWT** - Came Clear While Testing

**CI** - Called In

**CKT** - Circuit

**CLID** - Caller ID

**CNAM** - Calling party name

**CO** - Central Office

**COB** - Close of Business

**CPE** - Customer Premise Equipment

**CSU** - Channel Service Unit

**CT** - Customer Time

**CUS** - customer

**CX** - Customer

**D/D** - Down/Down

**D/H** - Down hard

**DACS** - Digital Access Cross Connect (LEC)

**DCS** - Digital cross connect system

**DID** - Direct inward dial

**DNF** - Do Not Filter List

**DNIS** - Dialed Number Identification Service

**DSP** - Dispatch

**DSU** - Digital Service Unit

**DT** - Dial Tone

**DTC** - Digital switch T-1 Card

**DTCI** - Digital Switch ISDN Card

**DXC** - Digital cross connect system

**E/C** - Echo Canceler (LD circuits only)

**EB** - Electronic Ticket Bonding

**EOB** - End of business

**EOS** - End of Shift

**EQ** - Equipment

**ESF** - Extended super frame

**ETA** - Estimated Time of Arrival

**ETTR** - Estimated Time To Repair

**FB** - Fast busy

**FE** - Field Engineer

**FEBE** - Far End Block Error

**FSE** - Field Service Engineer

**GMT** - Greenwich Mean Time

**GW** - Verizon Business' Gateway router

**HG** - Hunt Group

**HTUC** - Card in the Central Office (LEC)

**HTUR** - Smart Jack Card

**IB** - Inbound

**IC** - Implementation Coordinator

**IE** - Implementation Engineer

**ITS** - Verizon's Internal Testing

**LCON** - Local Point of Contact at the Customer site

**LD** - Long Distance

**LEC** - Local Exchange Carrier

**LEN** - Line Equipment Number

**LL** - Local Loop

**LMI** - Link Management Interface

**LNP** - Local Number Portability

**LO** - Lock Out

**LOF** - Loss of Frame

**LOS** - Loss of Signal

**LRN** - Local Routing Number

**LVM** - Left Voice Message

**M13** - 3/1 Multiplexer system

**MT** - Maintenance Time

**N/B** - Narrow Band DACS

**NACR** - Network Access Change Request

**NDT** - No dial tone

**NFF** - No fault found

**NIU** - Network Interface Unit (Smart Jack)

**NPA** - NXX Area Code and Exchange

**NTF** - No Trouble Found

**OB** - Outbound

**OEM** - Original Equipment Manufacturer

**OOS** - Out of Service

**ORC** - Operations Resource Center (Dispatchers)

**OSC** - Operations Service Center

**P/C** - Power cycle

**P/E** - Power & equipment

**PCCB** - Pending Customer Call Back

**PL** - Packet Loss

**PM** - Performance Monitors

**PMONS** - Performance Monitors

**POC** - Point Of Contact

**POP** - Point of Presence

**POTS** - Plain Old Telephone Service

**PRI** - Primary rate interface/ISDN T-1

**PROV** - Provisioning

**PTT** - Public Telephone and Telegraph (Overseas local telco)

**RCF** - Remote Call Forward

**RFO** - Reason For Outage

**RI** - Referred In

**RL** - Remote Loop

**RMB** -Remote Made Busy

**RNA** - Ring No Answer

**RO** - Referred Out

**ROG** - Referred Out Group

**RPT** - Report

**RTR** - Router

**RVA** - Recorded voice announcement

**RX** - Receive

**SA** - Service Affecting

**SCC** - Switch Control Center

**SD** - Service Delivery (Provisioning)

**SF** - Super frame

**SJ** - Smart Jack

**SLA** - Service Level Agreement

**SMJK** - Smart Jack

**SPID** - Service Provider Identification

**SS7** - Signaling System #7

**STD** - Standard

**SW** or **S/W** - Spoke With

**TC** - Technical Consultant

**TCMC** - Tulsa Customer Maintenance Center

**TFN** - Toll-free number

**TKG**- Trunk Group

**TKT** - Ticket

**TMG** - Ticket Management Group

**TOG** - Ticket Operations Group

**TOK**- Test OK

**TPC** - Technical Point of Contact / Technical Performance Consultant

**TR** - Trace route

**TT** - Trouble Ticket

**TX** - Transmit

**U/U** - Up/Up

**Util** - Utilization

**VM** - Voice Mail

**VZ** - Verizon

**VZB** - Verizon Business

**VZT** - Verizon Domestic Telecom

**WB** - Wide Band DACS

**WIC** - WAN interface Card

**Xcon** - Cross Connects

**YCCBCAD** - Your call cannot be completed as dialed

# Customer Support & Training

## Customer Support

Contact customer support for any Verizon Enterprise Center issues.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to the Verizon Enterprise Center.

Click on your name in the top right corner of the screen. Click **Contact Us & Send Feedback**.

- Call toll-free at 1-800-569-8799
- LiveChat if you have questions or need help
- Send an e-mail for technical questions or to inquire about purchasing products or services

## Training

Go to <https://customertraining.verizon.com> to enroll in training or to download user and reference guides. Create a training account or use an existing account.