



Major Network Infrastructure Outages

USER GUIDE

Purpose and Objectives

This guide explains how your incident ticket is handled when it is caused by a Major Network Infrastructure Outage.

Major Network Outage Definition

A Major Network Infrastructure Outage is a large-scale network incident that is resulting in multiple customer incident tickets. The duration may vary between a couple of minutes to 10+ hours (in particular severe outages where restoration is impacted by outside factors).

Examples of Network Infrastructure Outages are: Fiber cuts due to road construction works, loss of power in a telecommunication's technical facility, Third Party Provider Network Infrastructure Outages etc.

Restoration efforts can be delayed due to a number of factors like: Area wide flooding, commercial power outages, safety regulations, train derailments damaging buried fiber, HAZMAT (Hazardous Material) situations etc.

Major Network Outage Handling

The Verizon network infrastructure is monitored on a 24x7 basis by Verizon's proprietary IMPACT Network Surveillance system. Once certain alarm conditions occur, a 'Parent' (sometimes referred to as an HLO, Higher Level Outage) incident ticket will be automatically created and assigned to the responsible Network Management Center (NMC).

Your ticket will be cross-referred to this ticket and repair progress updates in the "Parent" ticket will be automatically added to your "Child" ticket and can be viewed via the Verizon Enterprise Center (VEC) portal.:

<p>Ticket Status: OPEN Dear Customer,</p> <p>This incident has been correlated to a major outage impacting multiple customers.</p> <p>The issue has been localized to the Verizon transmission network. The Verizon engineer is currently working on further repair activities in order to isolate the root cause. Verizon will contact you with a timely update.</p> <p>Best Regards, Verizon Service Assurance Team</p>



Additionally, you may receive email notifications, if subscribed.

Verizon executives are informed each time such a Major Network Outage occurs and the responsible management are involved. In severe cases, Verizon Global Event Management Center (GEMC) will be involved in order to direct restoration efforts. The GEMC may also inform the regulator in certain instances.

The NMC owns the “Parent” ticket and will first isolate the trouble before starting restoration efforts. The restoration efforts may include a Field Engineer dispatch or the engagement of a third party. Repair progress updates will be added to the parent ticket and automatically flow into the related “Child” tickets and be visible on the portals and email notifications (if subscribed).

Please note, network infrastructure failures may impact multiple customers simultaneously and hence the Service Desk will not always be able to provide repair progress updates by phone. In these cases, you may hear a pre-recorded announcement when calling the Service Desk. The VEC portal should be used to view the repair progress.

When tests show that the network infrastructure outage has been repaired, the “Parent” Ticket and all related “Child” tickets will be resolved and a RFO (Reason For Outage) will be provided in the related child tickets and published on the VEC portal.

We are pleased to tell you that your incident is resolved.

Verizon apologizes for the disruption to your service. Below you will find a summary of the events relating to your incident.

Ticket Opened: 2024-04-18 05:14 GMT
Ticket Resolved: 2024-04-18 23:57 GMT
Reason for Incident: FIBER CUT - REPAIRED (INTERNAL)
Incident Cause: FIBER CUT/DAMAGED
Resolution Code: FIBER
Resolved by: VERIZON

On 2024-04-18 at 05:14 GMT an incident ticket was created. Verizon conducted an analysis of our network utilizing our diagnostic tools to isolate the fault. This was the first stage of isolation. Further analysis was then carried out to investigate the service.

The incident was identified as a fiber cut and was resolved by a Verizon engineer. Your ticket was resolved on 2024-04-18 at 23:57 GMT.

At Verizon we are committed to providing stability of the services we deliver to you. As of best practice, the ticket is now being placed into our automated monitoring queue until . Throughout this time, our managed services systems will monitor the service and should it fail before this period, we will reopen the ticket and have one of our Engineers investigate.

Thank you for your patience and for choosing Verizon.

Typically, the “Child” tickets will be in a resolved status for three days during which you may request the ticket to be reopened via the VEC if your service has not been fully restored:

Actions

[Confirm Repair or Request Close](#)

[Request Re-Open](#)

[Add Comment](#)

There is no action required from you if the service has been restored. The ticket will be automatically closed after three days. A closed ticket cannot be reopened.



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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