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VENDOR HTML EMAIL EBONDING USER GUIDE

Purpose and Objectives

To explain how Verizon partners (vendors) can utilize HTML EMAIL EBONDING feature to quickly sent Verizon their ticket number, update Verizon ticket, ask for additional information, confirm fix, etc.

Table of Contents

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How to send Vendor ticket number to Verizon

- Once Verizon needs to involve one of it Vendor´s, Verizon will sent email to the Vendor from **vendor-email-eb@verizon.com** describing the issue and asking for assistance.

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vendor-email-eb@verizon.com   1:21 PM (7 minutes ago)   ☆   ↩   ⋮
to me ▾

Hello Generi Vendor

We would like to open a trouble ticket for the following service:

Your Circuit ID: TEST VENDOR SERVICE ID
Verizon Circuit ID: TEST CKT
Problem Type: Circuit is hard down
Time Circuit Failed:
Released for testing: YES as circuit is hard down
Power: Confirmed by local site contact / Confirmed remotely by Out of Band Management

Problem details
===========
Service is Down, please investigate asap.

Please investigate this outage with a matter of urgency. If you do not find any issue on your line please provide a loop on the customer NTU facing the Verizon network (A-end) and phone us so we can test.

Please also confirm your trouble ticket number and provide regular updates by calling us or REPLY ALL to this email.

In any further email communication please always refer to our ticket number given at the beginning of the subject line (format YYYYMMDDxxxxx) and keep it in the subject line when replying via email to ensure that your reply is linked to the correct ticket on our side.

End customer details
===============
Company: Generic Co.
Name: John Doe
Contact Number: 00440000112222
Hours of Contact: 24x7
Site Address: No Name Street no. 7, London, UK

Thanks for your assistance!

Kind Regards

Agent Jane Doe
31 00 711 0000

Verizon Enterprise Solutions
E-Mail: vendor-email-eb@verizon.com

Send Verizon my Ticket Number


- At the bottom of the email there is **Send Verizon my Ticket Number** link which will trigger New Email window allowing Vendor to simply send Vendor ticket to Verizon:

Please investigate this outage with a matter of urgency. If you do not find any issue on your line please provide a loop on the customer NTU facing the Verizon network (A-end) and phone us so we can test.

Please also confirm your trouble ticket number and provide regular updates by calling us or REPLY ALL to this email.

In any further email communication please alw~~ays~~ and keep it in the subject line when replying vi~~a~~

End customer details
===============
Company: Generic Co.
Name: John Doe
Contact Number: 00440000112222
Hours of Contact: 24x7
Site Address: No Name Street no. 7, London,

Thanks for your assistance!

Kind Regards

Agent Jane Doe
31 00 711 0000

Verizon Enterprise Solutions
E-Mail: vendor-email-eb@verizon.com

Send Verizon my Ticket Number

| Acknowledged. | Confirmed, than |

| ↩ Reply | ➡ Forward |

Draft saved _ ↗ ✕

vendor-email-eb@verizon.com

RE: (2019080515556) (ETTRID:105096125) SVCID:TEST VENDOR SERVICE ID

Here is my ticket number: 0987TEST00TICKET

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Send ▾ | A̲ 📎 🔗 🙂 △ | ⋮ 🗑

3

How to send comment or resolution details to Verizon

Upon sending Vendor ticket to Verizon, Verizon will update the email subject with Vendor ticket number and will provide these 6 link allowing Vendor to respond to Verizon or ask for additional info:
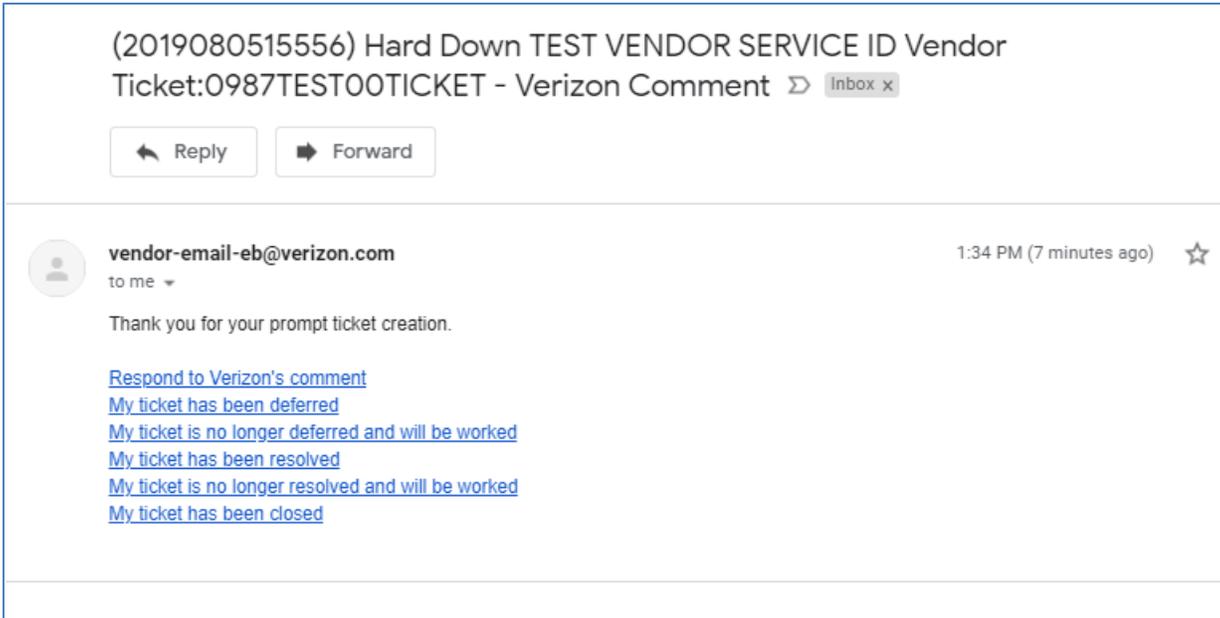
Respond to Verizon´s comment

Using **Respond to Verizon´s comment** link will open new email window allowing vendor to update Verizon or ask for additional information:
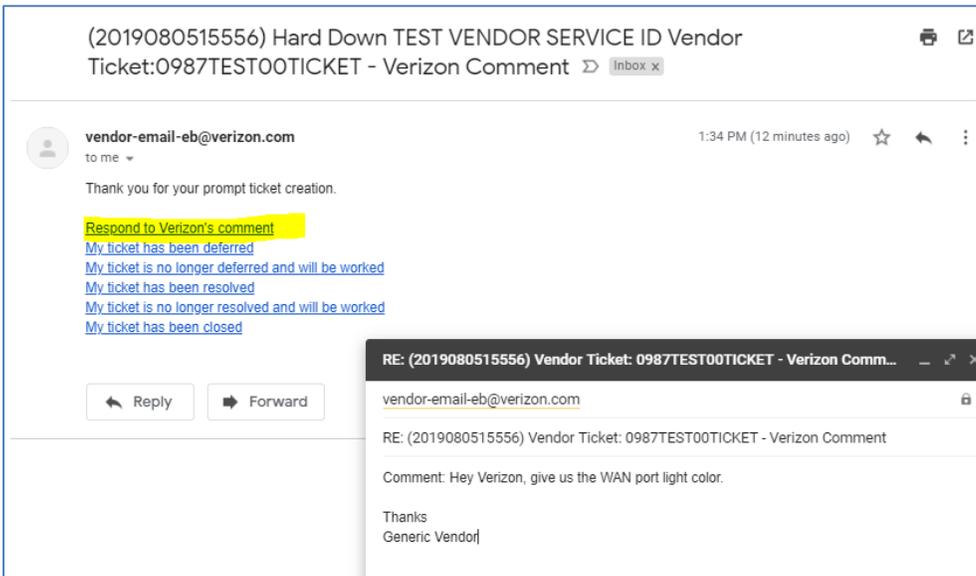
My ticket has been deferred (on hold)

When Vendor receives answer on their question/comment they can defer (put on hold) their ticket using the link from previous email.

My ticket is no longer deferred and will be worked

When Vendor releases their ticket from Defer (On Hold) status he can inform Verizon about it and provide latest update.

My ticket has been resolved

!! Carrier needs to await Verizon's confirmation that the issue was resolved and close their ticket only after confirmation is received from Verizon. !!

After resolving the issue Vendor can send resolution details to Verizon using this link:
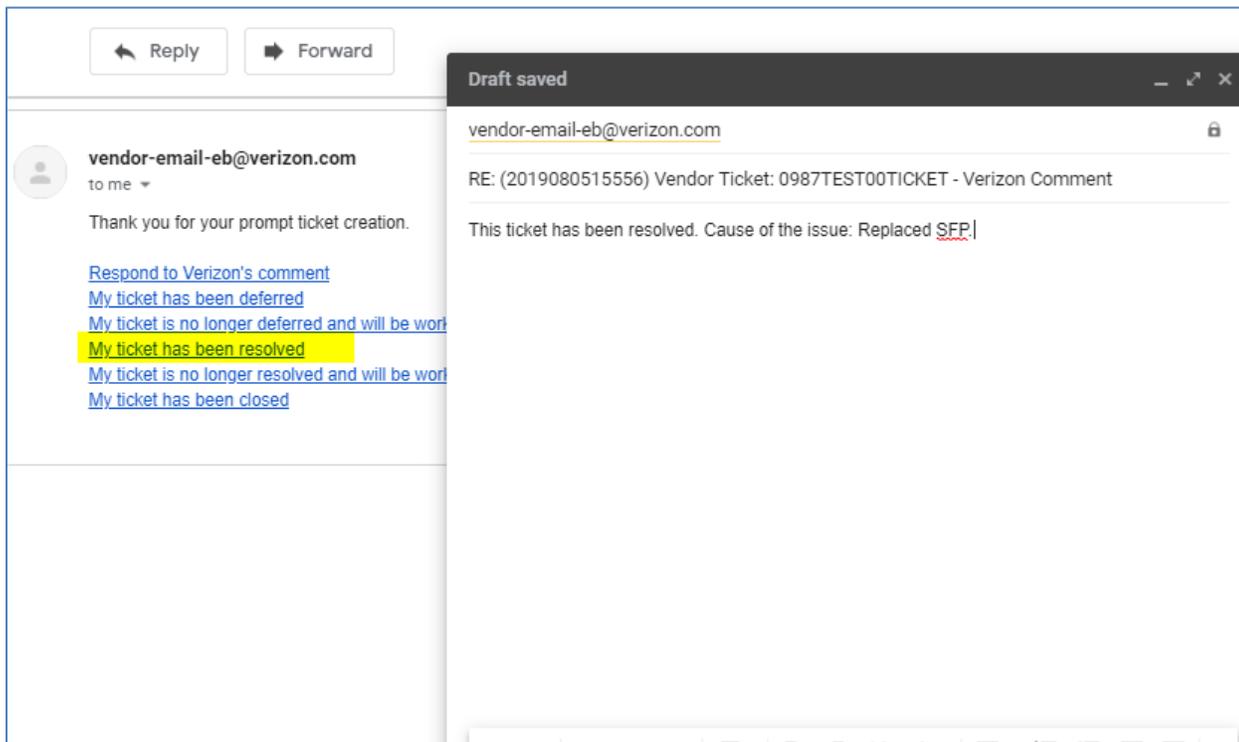
My ticket is no longer resolved and will be worked

If issues recourses Verizon will Deny the fix and will sent email back to Vendor.

Vendor can reply with this link confirming ticket has been reopened and investigation continues.

My ticket has been closed

When Verizon Verifies the fix after Vendor sends the **My ticket has been resolved** message, Vendor can confirm ticket closure using this link:
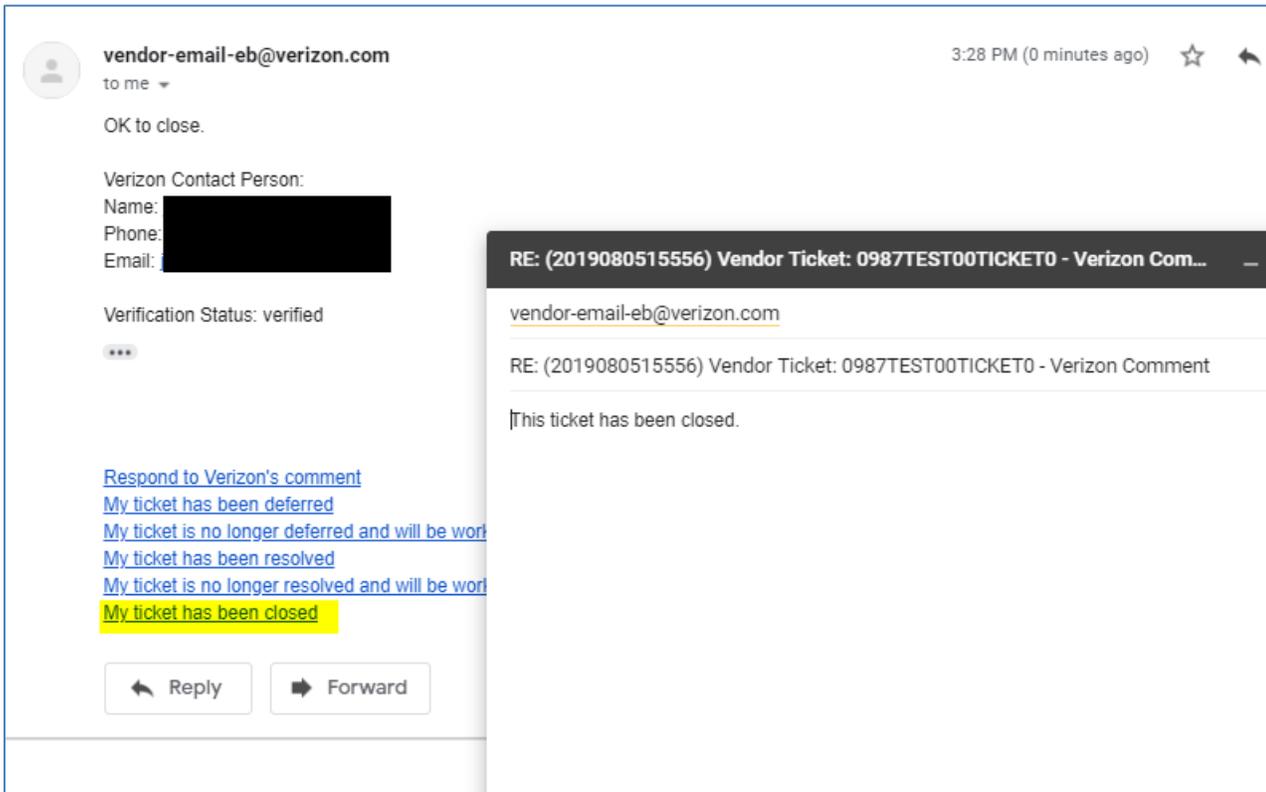
This will close tickets on both ends, ending the process.

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.