

Keep your business up and running.

Solution brief

Verizon Care

You're only ready to successfully operate your business when your global network and equipment are up and running. Normal operating hours for business today requires around-the-clock accessibility. This is why we offer Verizon Care.¹

Keeping your network in top operating shape takes constant upkeep. But tying up your network personnel with day-to-day equipment maintenance isn't the best use of time or money.

Verizon Care covers your network equipment. We help you troubleshoot and isolate problems whether you experience network or customer premises equipment (CPE) issues.

Technical support is just a phone call away. If our team of engineers can't resolve the problem over the phone, we can dispatch a field technician to assist, depending on the service level option selected. The same goes for replacement parts, which may be sent in as little as a few hours.

More options can give you better peace of mind.

Verizon Care provides a reliable solution for equipment problems, parts replacement and onsite support. We quote, contract, bill and renew all our own plans, and we offer you multiple coverage options to choose from, including:

Service level options	Verizon technical support	Advanced parts replacement from OEM	Onsite technician
24/7/4 Onsite support	Twenty-four hours a day, seven days a week	Four hours ²	A qualified field technician will travel to the customer site generally within four hours to meet the customer and install the replacement unit, remove the defective device and update their profile accordingly.
24/7/4 Remote support	Twenty-four hours a day, seven days a week	Four hours ²	Not available. Intended for equipment that is easily replaced by the customer.
5/8 Next-business-day onsite support	Five days a week (Mon–Fri), 8 AM–5 PM local time (excluding Verizon holidays)	One business day ^{2,3}	A qualified field technician will travel to the customer's site to install the replacement unit and will arrive generally within one business day after Verizon determines failure.
5/8 Next-business-day remote support	Five days a week (Mon–Fri), 8 AM–5 PM local time (excluding Verizon holidays)	One business day ^{2,3}	Not available. Intended for equipment that is easily replaced by the customer.
Reasonable effort	Five days a week (Mon–Fri), 8 AM–5 PM local time (excluding Verizon holidays)	Verizon will work with the manufacturer to have a replacement unit sent to the customer's site based on the "reasonable effort" and availability of a replacement unit by the manufacturer. ^{2,3}	Not available. This plan provides hardware "drop-ship" support, where there is no other service plan coverage option available based on the customer's geographic location.

Summary of other features

Feature	
Verizon always takes the customer's first call.	✓
Verizon-staffed service desk/technical support with OEM-trained and certified engineers	✓
Multiple OEM solutions	✓
Evergreen renewal and no cancellation penalty	✓
Enables Verizon financing of network equipment (Monthly Recurring Plan)	✓
Available performance monitoring and configuration management	With Verizon managed services
Flexibility to add and remove equipment without penalty	✓
Customer billing	Monthly
Access to OEM engineers	Via Verizon

Fault Monitoring and Analytics

For select network equipment, Verizon Care now includes a dashboard for physical fault monitoring and analytics, which notifies you if network equipment experiences trouble. Additionally, access to the Verizon Enterprise Center provides you with device health insight, which includes network equipment identification, event types, and start and stop times for events.

Simplify maintenance with a single point of contact.

For select network equipment, Verizon Care can be your single point of contact for your network services and your equipment. Verizon supports purchasing, installing and maintaining multivendor environments for equipment. Let us help you keep your network running by quickly responding to your calls for hardware assistance. We can protect your network equipment investment with onsite coverage service plans that include timely parts replacement.

Why Verizon

With more than two decades of experience, and managing over 4000 networks, we're trusted by organizations to provide innovative security, hosting, and network device management solutions to meet evolving market and industry demands in more than 130 countries. Our broad scope of services, easy contracting and ordering, and a single portal for management of all Verizon products and services, help enable us to be a single source for global network equipment procurement, maintenance and software solutions designed to help avoid disruption of software license and maintenance coverage.



1 Verizon maintenance programs vary by CPE, vendor, equipment locations and Verizon solution. Terms apply. See your Verizon account manager for details.

2 Equipment must be determined by Verizon to be defective. Verizon Care plan availability varies by location, vendor and service type. Term and conditions apply. See your Verizon account manager for details.

3 Verizon will provide a prepaid shipping label so the customer may return the failed unit to the manufacturer.