

Dynamic Network Manager User Guide – Internet Dedicated

February 2024

Version 1.7

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Overview – Internet Dedicated Dynamic Network Manager

Dynamic Network Manager (DNM) enables you to review the configuration of your Internet Dedicated services and make changes to your port speeds.

Features and benefits

The following are the features and benefits of Internet Dedicated Dynamic Network Manager:

- Make bandwidth changes in minutes through the Verizon Enterprise Center
- Schedule a port change order up to one year in advance
- Download a site detail report in Microsoft® Excel®
- Issue a specific set of Ping and Show commands on the Provider Edge (PE) Router

Components

Internet Dedicated Dynamic Network Manager consists of the following components:

- **Looking Glass:** Allows users to view the configuration information of their Internet Dedicated services. It is mainly a “view only” interface, but users are allowed to make certain non-billable Layer 3 configuration changes to their Internet sites. Looking Glass also allows specific PING, Traceroute and Show commands to be issued for ad-hoc diagnostics.
- **Dynamic Port (DPORT):** Allows users to make service speed changes (up/down) to their Internet Dedicated services.

Note: Since DPORT enables price impacting changes, users require a specialized Verizon Enterprise Center (VEC) entitlement or permission. Contact your Account Team for assistance with setting up these permissions.

Business rules for Internet Dedicated Dynamic Port

The following business rules apply with Internet Dedicated Dynamic Port (DPORT):

- Available to both customer-managed and those using Verizon Managed Services.
- Available on direct connections, i.e., with an interface at a Verizon service edge router. DPORT is not supported on 3rd party Internet access or Broadband access.
- Available for services with Pricing Plan Tiered. Services with other Pricing Plans (e.g., Burstable Select) are not supportable for DPORT.
- Available for Internet Dedicated services with Ethernet hand-off. DPORT is not supported on services with TDM access (T1, NxT1, T3, OC-n).
- Available for services provisioned on Verizon’s Current Platform. The circuit identifiers for these services begin with a C or E prefix. The Service IDs are numerical. DPORT is not supported on circuits with other prefixes.
- When you order a new Internet Dedicated service, you can order the service with a lower initial port speed than the maximum available speed on the Ethernet access. Once the service is installed, you can use DPORT to raise or lower the speed to the level you want.

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- Unlimited Speed Change Requests: you can make more than one speed change request during a 24-hour period. Greenwich Mean Time (GMT) is used as the start/stop reference for a DNM 24-hour time period. DPORT speed changes can be made up until (but not after) 11:00 p.m. GMT.
- Billing: Verizon bills the Internet port charges prorated per day, i.e., in 24-hour minimum daily increments. The highest speed change request made during a 24-hour period will be the speed that is passed to billing for that day.
- Carry over Speed: The last speed entered for the day will be the one that gets carried over to the next day and be in effect until a subsequent speed change.

The following restriction applies:

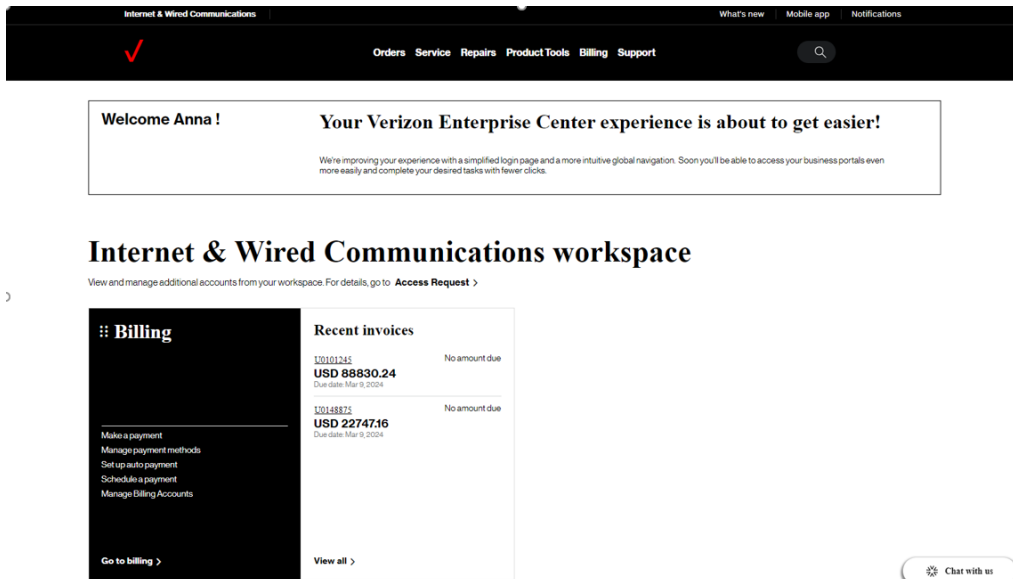
- DPORT is not supported on services with non-standard port speed which require a capacity check by the Verizon Network Planning team. Speed changes for these services need to be requested through the Verizon Sales team.

CPE configuration:

- It is important to modify your router configuration for Dynamic PORT in order to keep your router in sync.

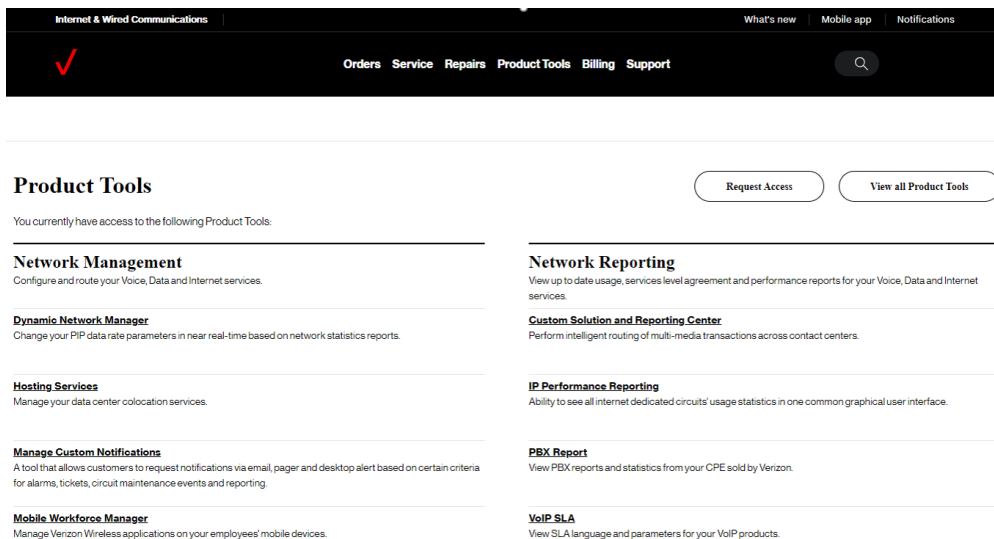
Sign In to Verizon Enterprise Center

1. Go to <https://sso.verizonenterprise.com/>. The sign in page appears.
2. Enter your user's name and password and Click Sign In.
3. The Verizon Enterprise Center home page appears.



Accessing Dynamic Network Manager

Click on Product Tools on the Verizon Enterprise Center home page to find the option for Dynamic Network Manager (DNM). It can be found under Product tools / Network Management, or scroll down to product tools section.



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Dashboard

The Dynamic Network Manager (DNM) Dashboard presents users with circuits that might require immediate attention. The circuits are arranged by category in horizontal rows. These categories include circuits exhibiting high utilization (thus at risk for packet loss), New Activations, and so on. Dynamic Network Manager (DNM) includes artificial intelligence capability to allow it to learn over time which issues/circuits are of most interest to a user and adjust screen presentation around those preferences.

The screenshot shows the Dynamic Network Manager (DNM) Dashboard. At the top, there is a navigation bar with a red checkmark icon, a 'Report an Issue' button, a user profile 'Hello, Manjunath Hadimani', and a search bar. The main navigation menu includes 'Home', 'Network', 'API', and 'Reports', with a green arrow pointing to 'Network'. Below the navigation is the 'My Networks' section, which includes a filter for 'Last 30 days' and a 'Manage Widgets' button. The dashboard is divided into three main sections:

- Service Activation:** A sidebar on the left lists categories: Private IP Sites (44), Internet Sites (20), Switched Elan Sites (5), and E-Line Sites (20). The main content area shows a donut chart for 'Private IP Sites' with a total of 44. It is broken down into 27 Completed (green) and 17 Ready for Activation (blue).
- Needs Attention:** A sidebar on the left lists categories: Private IP Failed Orders (20), Internet Failed Orders (20), Switched Elan Failed Orders (5), and E-Line Failed Orders (20). The main content area shows a donut chart for 'Private IP Failed Orders' with a total of 20. It is broken down into 12 Order Failure (DCAR) (green) and 8 Order Failure (DPORT) (blue). Below the chart is a table of failed orders with columns for Order ID, Circuit ID, Order Type, Status, and View Details.
- High Bandwidth Utilization:** A sidebar on the left lists categories: Private IP Sites (2), Internet Sites (20), Switched Elan Sites (5), and E-Line Sites (20). The main content area shows a donut chart for 'Private IP Sites' with a total of 2. It is broken down into 1 High Utilized Circuit (orange). Below the chart is a table of high utilized circuits with columns for Circuit ID, PVC, Utilization, Upgrade Bandwidth, View Utilization, and View Details.

Click on Network to see your Verizon Services.

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The Dashboard displays a menu of your Verizon Enterprise Center entitled network product+ service choices. Choose Network to search / list the circuits that you have permission to review.

When you click on Internet Dedicated, the list of Internet Dedicated circuit(s) will display shown in List view. You have the option to change the view to one of the three options, list view, grid view or compact view.

verizon
Dynamic Network Manager

Home Network API Reports

Internet Dedicated

Inventory 10

Bulk Operations Export

Circuit ID UDE204928 Service ID W1B69817 PVC 5603372 Service Address	Port Speed 10 Mbps Service Type Not Managed	Encapsulation ETHERNET Network IPv4 Address 139.4.100.220/30	Routing Protocol STATIC Start DDoS Mitigation Add DDoS Security	Description julymajor Entitlements IP	Actions Open Preferences Utilization Notifications Activation Status Not Available Birth Certificate Health Test
Circuit ID C0230631 Service ID 1460500971 PVC 6284049 Service Address 900 WALNUT ST SAINT LOUIS, MO 63102-1141 USA	Port Speed 1 Gbps Service Type Not Managed	Encapsulation ETHERNET Network IPv4 Address 63.81.62.212/30	Routing Protocol STATIC Start DDoS Mitigation Add DDoS Security	Description febmajor Entitlements IP	Actions Open Preferences Utilization Notifications Activation Status Active Birth Certificate Health Test Completed

Select an alternative view to display the circuit list with different levels of detail, grid view or compact view.

verizon
Dynamic Network Manager

Home Network API Reports

Internet Dedicated


















Inventory 10


Bulk Operations Export

Circuit ID: UDE204928 Service ID: W1B69817 View Details	Circuit ID: C0230631 Service ID: 1460500971 View Details	Circuit ID: C1000217 Service ID: 30514734 View Details	Circuit ID: C0231451 Service ID: 1443786769 View Details	Circuit ID: WNL201582 Service ID: W1B16869 View Details	Circuit ID: C0232107 Service ID: 1460860933 View Details
--	---	---	---	--	---

Dynamic Network Manager User Guide – Internet Dedicated

Circuit list shown in Compact view:

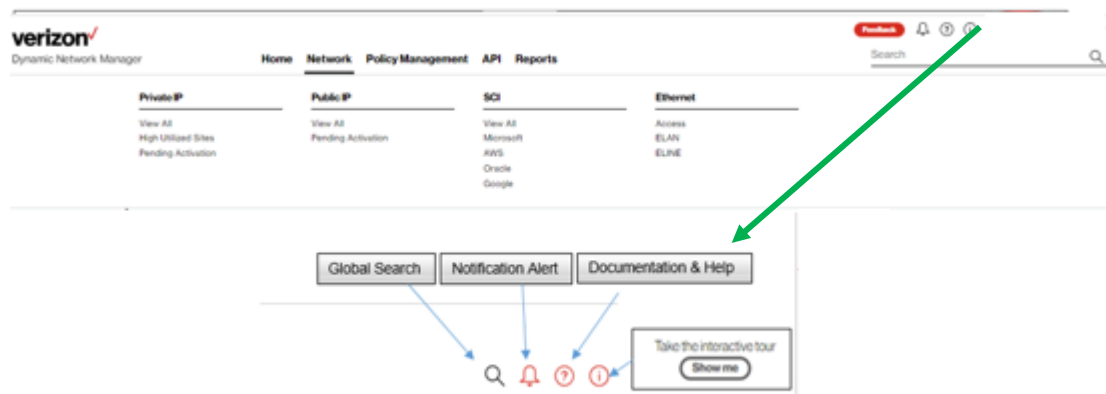
Internet Dedicated				  
Inventory 10				
				 Bulk Operations  Export  
Circuit ID	Service ID	PVC	Routing Protocol	
UDE204928	W1869817	5603372	STATIC	 +
C0230631	1460500971	6284049	STATIC	 +
C1000217	30514734	5364626	STATIC	 +
C0231451	1443786769	6286294	STATIC	 +
UNL201582	W1816869	5492021	STATIC	 +
C0232107	1460860933	6286293	STATIC	 +
C0233577	1461876189	6286289	STATIC	 +
C1000573	30985914	5418246	STATIC	 +
C0233905	1436884219	6293761	STATIC	 +
C1000313	30775092	5381968	STATIC	 +

 Live Chat

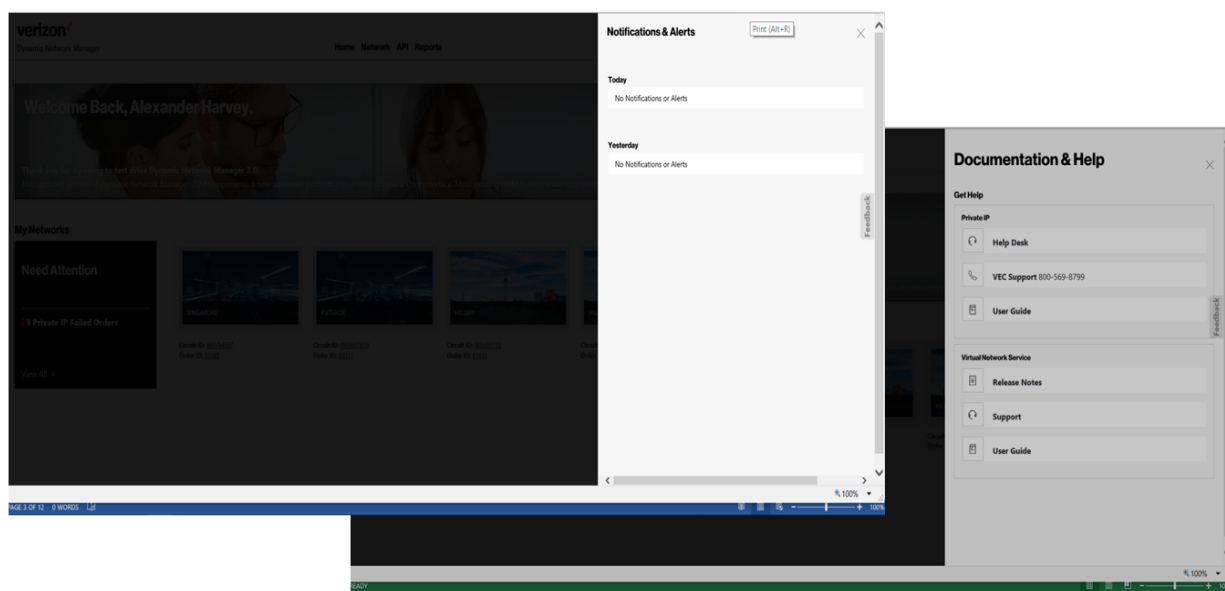
Birth Certificate: This option is informationally only and allows users to download the initial details for the circuit. This includes the RFC 1564 test, if it exists, the initial activation of a circuit. It will provide the Activation date, user that activated the circuit, RFC 1564 test results if they exist. Current PVC / EVC Configuration and Traffic Utilization.

Health Test: This option is for users to verify the health of the logical systems to ensure all systems are accurate. Users can use this option, if they are seeing order failures, to run through to verify DNM that interact with DNM.

Search, notification alert, documentation & help, interactive tour



Notification alerts, documentation & help



Search

Search allows users to look up circuits by circuit ID, service ID, circuit description or location. You can also display search results by Location for multiple service types (e.g., Private IP, Internet Dedicated, Secure Cloud Interconnect (SCI) and SDWAN Co Management (Versa)). You can refine your search further by accessing the "Filter" menu.

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Richardson Search

Search results for Richardson 2 record(s) found

PIP 1 record(s) found show more

PVC ID XXXXXXXX Site ID XXXXXXXX VPN ID XXXXXXXX	Circuit ID XXXXXXXX Description Data Update May 3rd second time	VPN Name XXXXX XXXXXXXXX - XXXXXXXX	Address 400 INTERNATIONAL PKWY RICHARDSON TX USA 75081-6606	♡	View
---	--	--	--	---	------

IDA 1 record(s) found show more

PVC ID XXXXXXXX Site ID XXXXXXXX VPN ID XXXXXXXX	Circuit ID XXXXXXXX Description	VPN Name Internet	Address 400 INTERNATIONAL PKWY RICHARDSON TX USA 75081-6606	♡	View
---	--	--------------------------	--	---	------

Search filter options

The screenshot shows the Verizon Dynamic Network Manager interface. On the right, there is a 'Refine Search' panel with the following options:

- Filter:** VPN (dropdown), Country (dropdown), Description (text input), State (dropdown), City (dropdown), Street Address (text input), Zip Code (text input), Encapsulation (dropdown menu).
- Sort:** First (dropdown), Second (dropdown), Order By (dropdown).

The main table displays the following records:

Circuit ID	Port Speed	Encapsulation
W0V30609	194 Kbps	FR
W0V30610	194 Kbps	FR
W0V30727	19 Mbps	ETHERNET

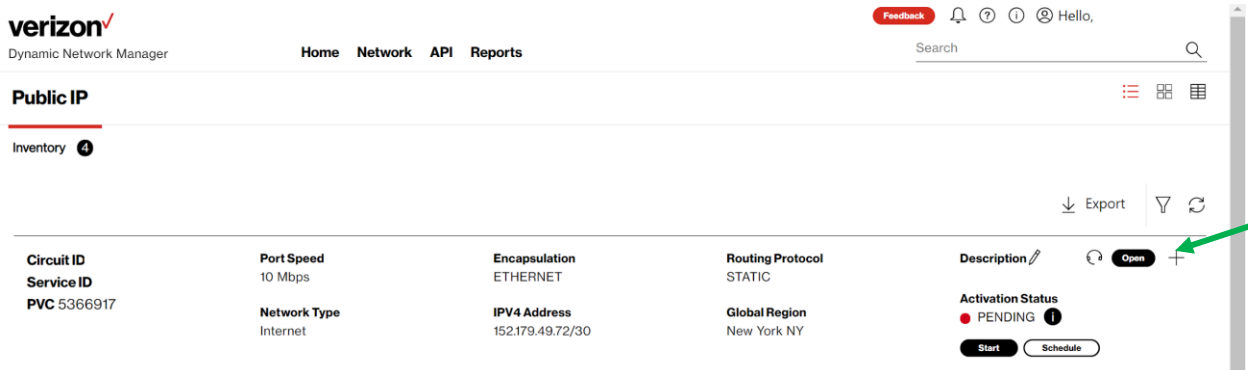
Export

Export allows a user to export the current screen data to a CSV file.

The screenshot shows the 'Internet Dedicated' interface. At the top right, there are icons for list, grid, and table views. Below the header, there is an 'Inventory' section with a count of 10. At the bottom right, there are buttons for 'Bulk Operations', 'Export', and a refresh icon. A green arrow points to the 'Export' button.

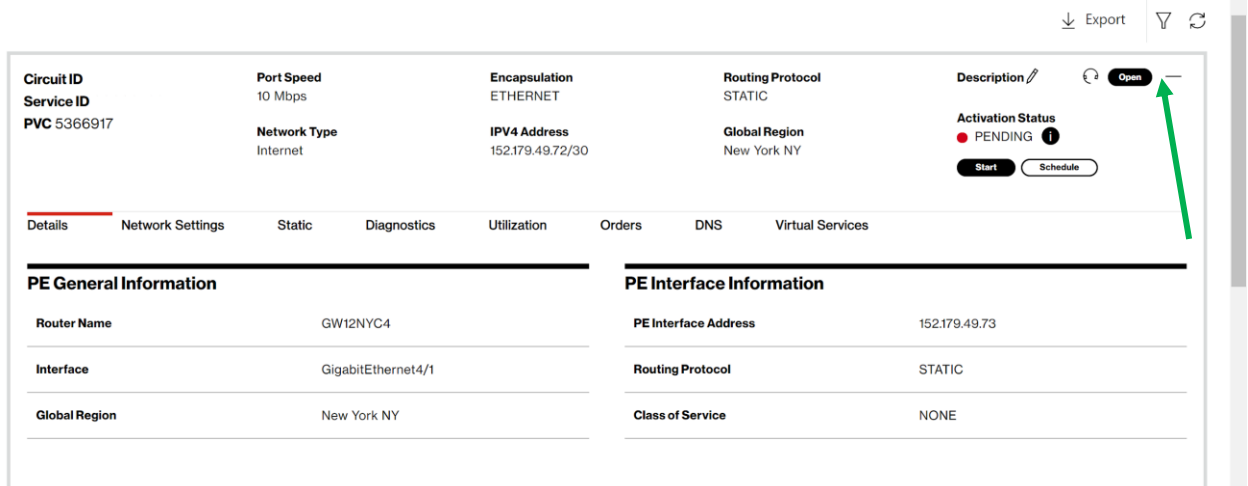
View circuit details

Click on the “add symbol” (“+”) to view the details of the circuit.



Note: You can change the description for each circuit. Click on the “pencil” symbol near the Description. View the pop up. Enter the description that needs to be changed. Click on “save changes.” DNM provides a bulk option under Bulk Operations to update 1 to many circuits description’s, refer to the bulk operations section for more details.

Upon clicking on the “add symbol” (“+”), you can review Verizon provider edge interface information and drill down to further details related to the circuit:



Click on the “minus symbol” (“-”) to hide the details of the circuit.

Site activations

Users can activate their network circuits and PVC’s using DNM. DNM Activation Service guide was developed specific for that function. Refer to the “?” on the top right section of the home page to pull open the documentation and step by step guide.

Documentation & Help ×

Quick Links —

Private IP <ul style="list-style-type: none">🔍 Help Desk📖 Service Guide📁 Welcome Kit	Internet Dedicated <ul style="list-style-type: none">🔍 Help Desk📖 Service Guide📁 Welcome Kit	Secure Cloud Interconnect <ul style="list-style-type: none">🔍 Help Desk📖 Service Guide📁 Welcome Kit
DNM Activation <ul style="list-style-type: none">📖 Service Guide	E-Line <ul style="list-style-type: none">🔍 Help Desk📖 Service Guide	Switched E-LAN <ul style="list-style-type: none">📖 Service Guide

UI/UX Enhancements

- 📖 Service Guide

Self Paced Trainings +

VEC Support +



Network settings

This section contains

- Customer Edge (CE) and Provider Edge (PE) settings information.
- IP routing information
- Demarcation / Location information

Click on the “add symbol” (“+”) to view the details of the circuit ID.

Click on the “Network Settings” tab to view PE and CE settings details of the circuit.

Details	Network Settings	IPv4 eBGP	Diagnostics	Utilization	Orders	DNS	Virtual Services
PE General Information				PE Interface Information			
Router Name	GW2FFT3			PE Interface Address	139.4.77.109		
Interface	xe-2/3/1			Routing Protocol	BGP		
Global Region	Frankfurt Am Main HESSEN DEU			Class of Service	NONE		
IPv4 eBGP				PE Interface Information			
Location	Frankfurt Am Main HESSEN DEU			Maximum Prefix	1000		
Description				MD5 Password			
Router	GW2FFT3			Shutdown BGP?	No		
Local IP	139.4.77.110			Peer Address	139.4.77.110		
Interface	xe-2/3/1			Peer Group	default-only		
Customer AS Number	2830			eBGP Multihop			
Edit IPv4 eBGP							
Customer Edge Settings							
Address / Prefix	/ 0			Layer 2 Encapsulation	undefined undefined		
Server Level							
Layer 1/2 Information							
CONNECTOR TYPE	LC			VLAN set to	300		
Demarcation Information							

DNM order history

Users can review the details and the status of Dynamic Network Manager (DNM) orders for a given circuit.

1. Click on “Orders”
2. Click on the “add symbol” (“+”) to view the details of an order, or the “-” to close out the details.

The screenshot displays the DNM interface for a specific circuit. At the top, various service details are shown, including Circuit ID, Service ID, PVC, Service Address, Port Speed, Encapsulation, Routing Protocol, and Entitlements. A green arrow points to the 'Orders' tab in the navigation bar. Below the navigation bar, a table lists the order details:

Order Number	Status	Created Date	Scheduled Date	BillingId	Order Type	Previous Port Speed	Current Port Speed	User Id	Status Date	Change Type
10250	COMPLETED	2022/07/11 14:30:11 GMT		U0101245	DEW	1 Gbps	800 Mbps	ext0987	2022/07/11 23:58:33 GMT	--

Below the table, the 'Order Milestones' section shows a timeline of the order's progress:

- Change Request Completed (07/11/2022 13:35:33)
- COMPLETED (07/11/2022 18:58:33)
- SUBMITTED (07/11/2022 09:30:12)
- Work Order Collected (07/11/2022 09:30:19)
- Work Order Approved (07/11/2022 09:30:31)
- Layer 2 Provisioned (07/11/2022 09:34:37)
- Work Order Provisioned (07/11/2022 09:34:42)
- PENDING (07/11/2022 09:30:11)
- Layer 2 Provisioned (07/11/2022 09:32:35)

Order milestones:

DNM change orders flow through many steps to complete the change transaction. If a customer is managed by Verizon it will flow through the additional steps that update the customers edge device that Verizon is managing.

Legend:

Status: Success | Failed | Skipped | In Progress

- Success: Change has successfully completed this step.
- Failed: Change has failed in this step.
- Skipped: Step was skipped not required for this type of change.
- In Progress: Change is current in progress in this step:

Note: When a change transaction fails, you must contact Verizon to help resolve the issues. Orders are not automatically monitored, refer to the “Order failure” section below for more details.

Unmanaged view of milestones:

The order is not complete until step 13 shows a completed date.

The screenshot shows the 'Order Milestones' section for an unmanaged order. The timeline includes the following steps:

- PENDING (02/05/2024 22:50:00)
- SUBMITTED (02/05/2024 22:50:04)
- Change Request Submitted (02/05/2024 22:50:10)
- EV Details Retrieved (02/05/2024 22:50:14)
- Work Order Collected (02/05/2024 22:50:18)
- Work Order Approved (02/05/2024 22:50:22)
- LSUBMITTED (02/05/2024 22:50:26)
- LPROVISIONED (02/05/2024 22:54:01)
- LISUBMITTED (02/05/2024 22:54:04)
- LPROVISIONED (02/05/2024 22:55:25)
- Work Order Provisioned (02/05/2024 22:55:31)
- COMPLETED (02/07/2024 13:52:04)
- Change Request Completed (02/07/2024 13:52:04)

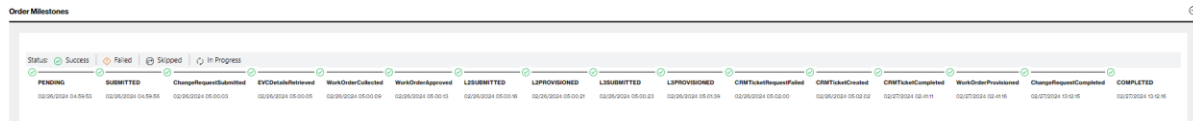
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The full list of milestones is listed below.

- | | |
|---------------------------|----------------------------|
| 1. PENDING | 8. L2PROVISIONED |
| 2. SUBMITTED | 9. L3SUBMITTED |
| 3. ChangeRequestSubmitted | 10. L3PROVISIONED |
| 4. EVCDetailsRetrieved | 11. WorkOrderProvisioned |
| 5. WorkOrderCollected | 12. COMPLETED |
| 6. WorkOrderApproved | 13. ChangeRequestCompleted |
| 7. L2SUBMITTED | |

Customer Managed view:

The order is not complete until step 16 shows a completed date.

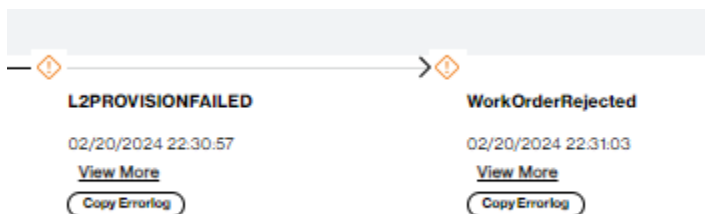


The full list of milestones is listed below.

- | | |
|---------------------------|----------------------------|
| 1. PENDING | 9. L3SUBMITTED |
| 2. SUBMITTED | 10. L3PROVISIONED |
| 3. ChangeRequestSubmitted | 11. CRMTicketRequestFailed |
| 4. EVCDetailsRetrieved | 12. CRMTicketCreated |
| 5. WorkOrderCollected | 13. CRMTicketCompleted |
| 6. WorkOrderApproved | 14. WorkOrderProvisioned |
| 7. L2SUBMITTED | 15. COMPLETED |
| 8. L2PROVISIONED | 16. ChangeRequestCompleted |

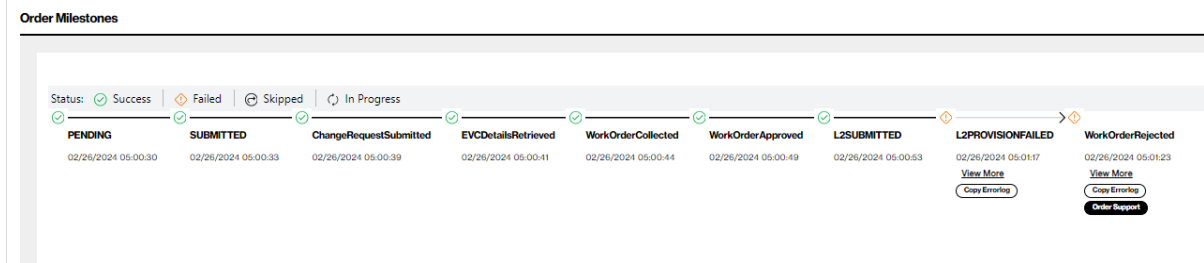
Order failures:

Orders can fail for different reasons along the automated process, it is the customer's responsibility to review and ensure the order completed successfully. Following will be a few examples of order failures and the next steps to resolve the issue. In all cases a Verizon Enterprise Center (VEC) ticket can be opened but in a few, when the Order Support button is present it will be faster to click on that button. See the examples below. Refer to the top right of the screen under the "?" for more details.



In this example you will need to contact the VEC help desk to resolve the issue. Refer to the top right of the screen under the "?" for more details.

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In this example you should click on the “Order Support” button to resolve the issue. Verizon’s Tier 2 operations team will work with you to resolve the issue quickly.

Order Support

We do not have any Technical Support available at this moment. You can schedule for support below or try again later.

Contact Information

Contact Name* This field is required

Email Address*

Country code Phone Number* This field is required

Please use a Direct ID number (DID) or US domestic number only, no passcode or other options are allowed

Scheduling Date and Time

Pick Date & Time Time Zone

Audio Conference Information

Bridge

Direct Call Back Verizons Bridge Use My Audio Bridge

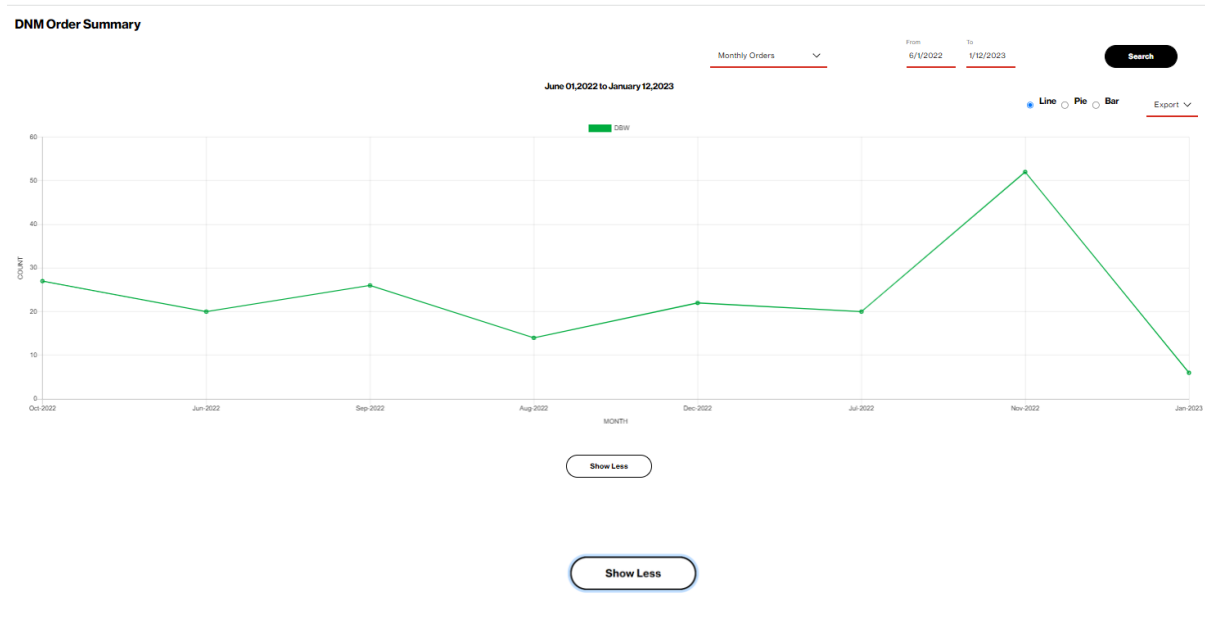
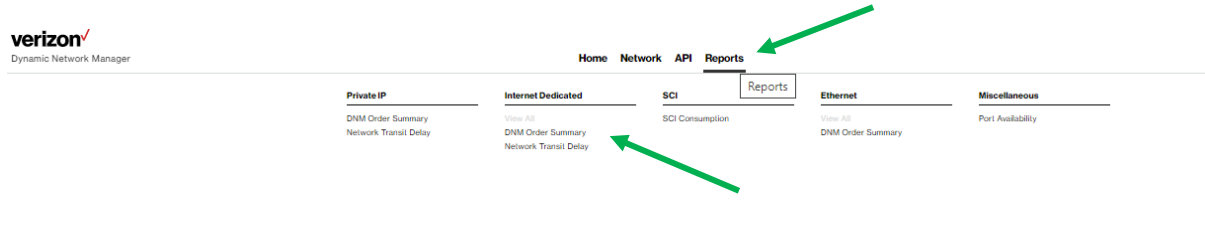
Complete all required fields, choose the option of Direct Call Back or conference bridge and click submit. If you choose direct call back, operations will call you back within next 30 minutes.

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DNM order summary

This report allows users to see multiple circuit change activity versus single circuit events (shown in Order History). You can tailor the report to show a defined range of time and frequency of change orders. Results can be exported to PDF and Excel file formats.

Order Summary feature can be found by clicking on Reports/Internet Dedicated / Order Summary.



Show Order Pending Order Failed Order Completed

Enter Search Criteria

Order ID 3128835	Status COMPLETED	Port Speed 150 Mbps	Billing ID	Billing Status BILLING NOTIFIED
Circuit ID C0178638	Order Type DBW	Change Type	Scheduled Date [GMT] 2020/11/14 06:30:06 GMT	Status Date [GMT] 2020/11/14 06:30:06 GMT
User ID verizonnm@gmail.com				
Order ID 3127165	Status COMPLETED	Port Speed 200 Mbps	Billing ID	Billing Status BILLING NOTIFIED
Circuit ID C0178638	Order Type DBW	Change Type	Scheduled Date [GMT] 2020/11/11 20:30:07 GMT	Status Date [GMT] 2020/11/11 20:30:07 GMT
User ID verizonnm@gmail.com				

Diagnostics > looking glass

The Looking Glass provides routing information across the Public IP network infrastructure. Users can issue Ping, Traceroute and Show BGP Route commands to review network latencies and routing details between selectable network locations.

1. Click on the “add symbol” (“+”) to view the details of the circuit ID.
2. Click on the “Diagnostics” tab to view the *Looking Glass* section and the *Router Commands* section. The *Looking Glass* section is displayed upon clicking in “Diagnostics.”
3. Select a command from the Command list (Ping, Trace, or Show BGP Route).
4. Select Source and Destination and make respective selections or entries.
5. Click Submit. The system displays the response from the router.

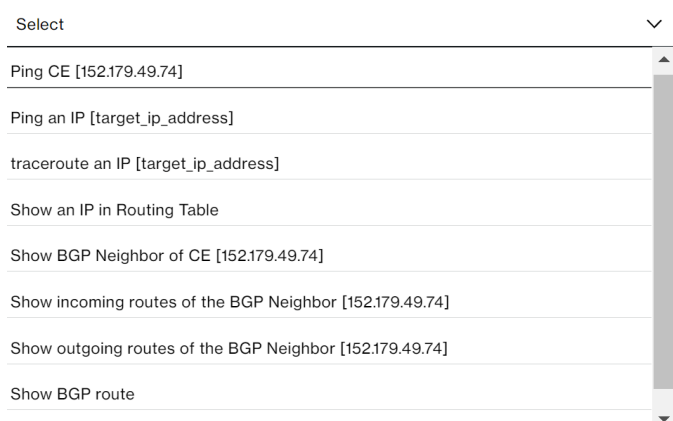
The screenshot shows the 'Looking Glass' configuration page. The navigation tabs at the top are: Details, Network Settings, Static, Diagnostics (selected), Utilization, Orders, DNS, and Virtual Services. The page title is 'Looking Glass'. Below the title, there is a description: 'The Verizon Looking Glass provides routing information across the Public IP network infrastructure.' The page is divided into three main sections: 'Choose Source', 'Command', and 'Choose Destination'. In the 'Choose Source' section, there are two tabs: 'Circuit' and 'Verizon Gateway' (selected). Below the tabs is a 'Gateway*' dropdown menu with 'Select' as the current selection. In the 'Command' section, there are three radio buttons: 'Ping' (selected), 'Trace', and 'Show BGP Route'. Below these is a toggle switch for 'IPV4' (checked) and 'IPV6' (unchecked). In the 'Choose Destination' section, there are three tabs: 'IP Address' (selected), 'Circuits', and 'Verizon Gateway'. Below the tabs is an 'IP Address*' input field with the example text 'ex. 12.25.232.0/21'. At the bottom right of the form is a black 'Submit' button.

Diagnostics > router commands

Users can issue router commands to verify specifics in their network.

1. Click Router Commands under Site Details. The Router Commands section appears above Site Details.
2. Select a command from the Select Router Command drop-down list.
3. Click Submit. The system displays the response from the router.

The screenshot shows the 'Router Commands' configuration page. The navigation tabs at the top are: Details, Network Settings, Static, Diagnostics (selected), Utilization, Orders, DNS, and Virtual Services. The page title is 'Router Commands'. Below the title, there is a description: 'Select Router Command'. Below the description is a dropdown menu with 'Select' as the current selection.



Diagnostics > router commands

Ethernet access pre activation test (US only)

Users can issue an Ethernet Access test prior to activating the circuit.

If all the below conditions are satisfied DNM allows the Ethernet Access Test and will display the Ethernet Access Test Results tab.

Conditions:

Encapsulation must be Ethernet

Region must be US domestic Circuit

Port Speed must be less than or equal to 1GB

Circuit Activation Status cannot be active

Submission of the test steps:

Click Router Commands under Site Details. The Router Commands section appears above Site Details.

Select the "Ethernet Test" from the Router Command drop-down list.

Initiate the Test

DNM Ethernet test tab

Circuit ID C0138656
Service ID 136065507
PVC 5971707
VPN E2E-MAR17-USA-NVDQ143
VRF Name Vb68944:E2EMAR17USANVDQ1
43-etc
VPN Address
750 WASHINGTON BLVD
STAMFORD, CT USA

Port Speed
10 Mbps
Realtime CAR
0 Kbps

Encapsulation
ETHERNET
Traffic Rule
G1
Equipment IP
68130.242.78

Service Type
Not Managed
Description
description1-test-25thNov test
Entitlements
10

Router Commands
Open

Preferences
Utilization Notifications
Change Notifications
Activation Status
PENDING
Retry Activation

Details Network Settings Orders **Diagnostics** Utilization Virtual Services Cloud Services Other VRF

Router Commands
Ethernet Test
Ethernet Test Result

Ethernet Test

Start Test

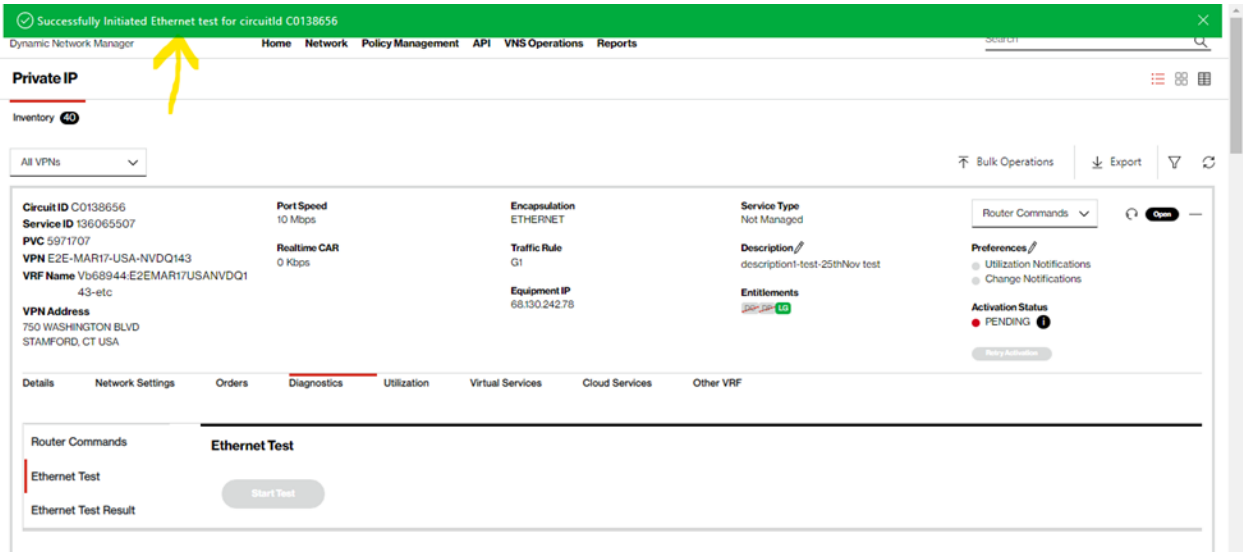
Click "Start Test".

Disclaimer

The test you are about to attempt for C0138656 is an intrusive test. The circuit will be out of service during the testing period. If you agree to this, please hit continue to proceed.

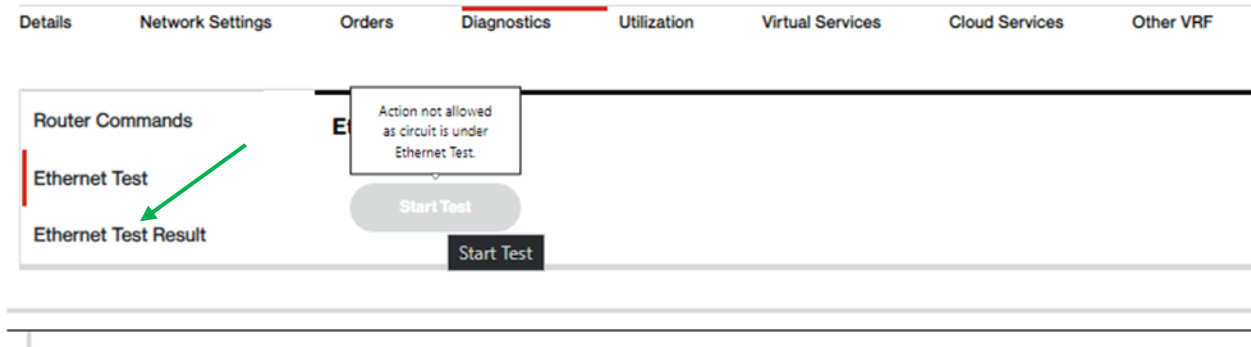
Continue Cancel

Dynamic Network Manager User Guide – Internet Dedicated



After Ethernet test is completed

- Ethernet test results option will appear
- Click Ethernet Test Result.



Response from test

Ethernet access test results

The screenshot displays the 'Diagnostics' tab in the Dynamic Network Manager. The left sidebar shows 'Router Commands' with 'Ethernet Test Result' selected. The main content area is titled 'Ethernet Test Result' and contains a table with the following data:

Event	Sum Cd	History Key	Date
Activation	TOK	053551764	21-JUN-21 07:22:05.681000

Below the table is a scrollable text area containing the test results:

```

-----
Y1564 Service Configuration Results : OK
-----
FAIL/PASS                pass  pass  pass  pass
-----
Duration (secs)          62    62    62    62
Frame Size               128   512   1518  8192
Test Phase                cir    cir    cir    cir
    
```

A 'Download PDF' button is located below the text area. At the bottom of the main content area, there is another table entry:

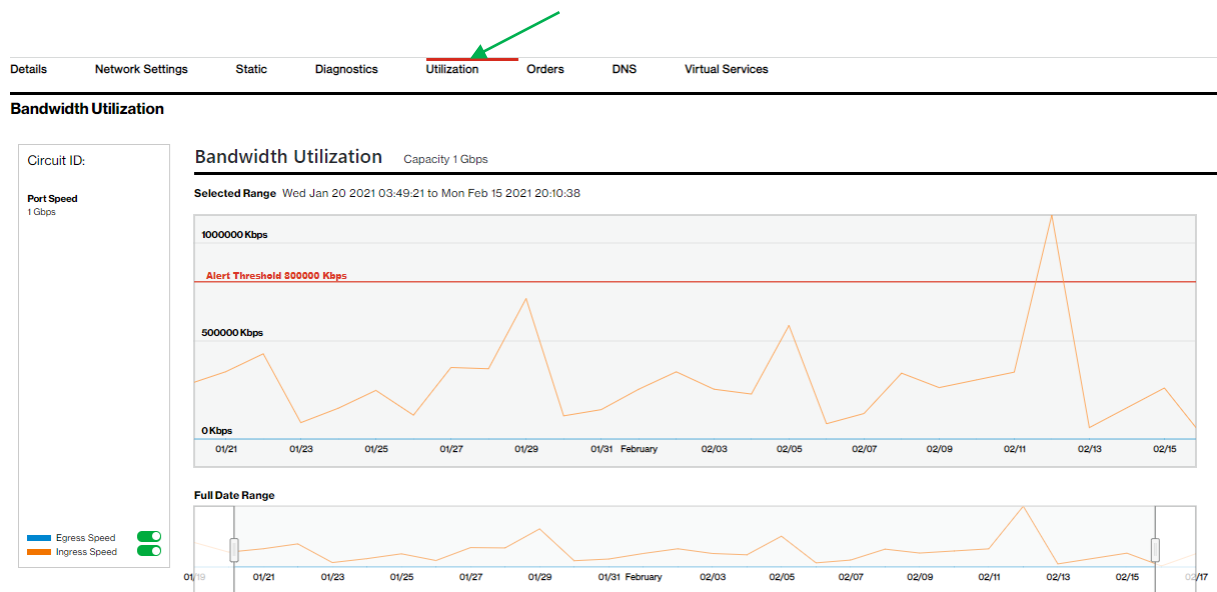
Event	Sum Cd	History Key	Date
Maintenance	TOK	053551898	21-JUL-21 07:22:05.681000

Bandwidth utilization

Users can view a high-level chart displaying peak circuit utilization figures per day over a time period of 1 day through 30 days. In addition, users have an option to view bandwidth utilization reports with specific date ranges for the last 12 months. This new feature is available as of January 2022.

The example below shows the peak utilization figures for received and transmitted results taken from the Verizon Provider Edge (PE) port. Ingress/Received is what Verizon receives from a customer, and Egress/Transmitted is what Verizon sends to a customer. If you were to view the Customer Equipment (CE) port then you would see the opposite measurements. Verizon PE port measurements and CE port measurements should closely match.

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1. Click on the utilization tab to view the utilization details.
2. By default, the graphs display the data for the last 30 days.
3. To enlarge the view for a specific time period, drag the start and stop date to the requested dates.
4. Use the toggle buttons next to Egress and Ingress speed to view specific usage details (i.e., Only Egress or Ingress traffic).
5. Use the Export function to download the traffic figures in table format.

 Export

Note: Detailed usage/utilization reporting for Internet Dedicated services is available in the Verizon Enterprise Center application “IP Performance Reporting (IPR).”

IPv4 eBGP routing / static routes

If your service is configured for BGP routing, related configuration details are displayed under “Network Settings” and are also directly accessible under the tab “IPv4 eBGP”. Users can submit certain changes, such as “Shutdown BGP.”

If your service is configured for static routing, related configuration details are displayed under “Network Settings” and are also directly accessible under the tab “Static.” Changes to static routing configuration are currently not supported in the Dynamic Network Manager tool.

Port speed changes: Dynamic Port (DPORT)

The Dynamic Port (DPORT) feature allows users to submit a change order online to raise/lower port speeds for entitled services. After an Internet Dedicated port is provisioned and has been entitled for DPORT, you can use the Dynamic Network Manager to adjust the port to a desired speed value.

After Verizon Enterprise Center entitlements for Dynamic Port are confirmed, you must initially wait 24 hours before the first change order can be issued. This is due to the IT processing time for the submitted entitlements/permissions.

DPORT for Internet Dedicated is only available for services that meet the following criteria:

- Provisioned on Verizon’s Current Platform. These services have numeric service ID and circuit IDs with a “C” prefix,
- Ordered with pricing plan = Tiered,
- Installed with a standard speed, i.e., a speed that does not require a capacity check, and
- Ethernet circuit types

The entitlement status of a circuit is displayed on the circuit summary under “Entitlements”:

The screenshot displays a circuit summary page with the following fields:

- Circuit ID**: Service ID
- PVC**
- VPN**
- VRF Name**
- VPN Address**
- Port Speed**: 30 Mbps
- Realtime CAR**: 768 Kbps
- Encapsulation**: ETHERNET
- Traffic Rule**: G1
- Equipment IP**: 68.138.168.214
- Service Type**: Not Managed
- Description**
- Entitlements**: DC DP LG (highlighted with a green arrow)
- Actions**: Open +
- Preferences**: Utilization Notifications, Change Notifications
- Activation Status**: Active

Entitlement codes are:

- DC = Dynamic CAR: this is not used with Internet Dedicated
- DP = Dynamic Port
- LG = Looking Glass

Please refer to the applicable rules for Internet Dynamic Port, which are provided above in section “Business Rules for Internet Dedicated Dynamic Port.”

How to modify port bandwidth

Click Modify Bandwidth in the Actions Menu (or in the Expanded Details view, bottom left of screen):

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The screenshot displays the circuit details page in the Dynamic Network Manager. At the top, a summary table lists key information:

Circuit ID C3022785	Port Speed 10 Mbps	Encapsulation ETHERNET	Routing Protocol BGP	Entitlements DP
Service ID 263655863	Network Type Internet	IPv4 Address 152.179.8.232/30	Global Region Boston MA	
PVC 5995430				

Below the summary, a navigation bar includes tabs for Details, Network Settings, IPv4 eBGP, Diagnostics, Utilization, Orders, DNS, and Virtual Services. A dropdown menu is open, with 'Modify Bandwidth' highlighted in yellow and indicated by a green arrow. Other menu items include View Details, Bgp Details, Static Routes, Looking Glass, Router Commands, View Utilization, and View Orders. A 'Pending orders 1' indicator is visible on the right.

The 'Port Speed' section shows a bar chart with 'Current - 10 Mbps' and a 'Modify Bandwidth' button below it. The 'PE General Information' and 'PE Interface Information' sections are also visible, showing details like Router Name (GW5DCA5), Interface (GigabitEthernet1/0), and PE Interface Address (152.179.8.233).

Review, if there are pending orders on the circuit. Pending orders must be completed first before you can submit a new bandwidth change request in the Dynamic Network Manager (DNM).

This screenshot shows the circuit details page with a focus on the activation status. The summary table at the top is identical to the previous screenshot. Below the navigation bar, the 'Activation Status' is shown as 'Not Available' with a red dot icon. The 'Port Speed' bar chart and 'Modify Bandwidth' button are also present. The 'Pending orders 1' indicator is visible in the bottom right corner.

Upon clicking on “Modify Bandwidth”, you can review the current bandwidth settings and select new values from the respective dropdown menus:

Dynamic Network Manager User Guide – Internet Dedicated

Circuit ID C3022785 Service ID 263655863 PVC 5995430	Port Speed 10 Mbps Network Type Internet	Encapsulation ETHERNET IPv4 Address 152.179.8.232/30	Routing Protocol BGP Global Region Boston MA	Entitlements DP	View Details Open
Description					
Activation Status ● Not Available					

Details Network Settings IPv4 eBGP Diagnostics Utilization Orders DNS Virtual Services

Pending tickets:0 Pending orders:1

Port Speed

Modify Bandwidth

*Required Fields

Please check the dropdown to see the available options.

Port Speed*

5 Mbps

Scheduling

Schedule change to happen later

Submit Order **Cancel**

The dropdown menu for the port speed is specific to the service and includes the eligible speeds for change requests in the Dynamic Network Manager (DNM). These port speeds are included in the respective service contract together with their respective monthly recurring charge. Please contact your Verizon account team if you wish to upgrade or downgrade to a speed that is not included in the dropdown.

Scheduler: User may optionally schedule port changes out to a year in advance for unmanaged circuits only.

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The screenshot displays the Dynamic Network Manager interface for configuring a service. At the top, there are sections for **Port Speed** (set to ETM) and **EF Realtime CAR** (set to G1). Below these, a **Scheduling** section features a toggle for "Schedule change to happen later" (which is turned on) and buttons for "Submit Order" and "Cancel". A calendar pop-up is open, showing the month of November 2019, with the date 27 selected. Below the calendar are input fields for "12" and "43", and "Cancel" and "Set" buttons. The main configuration area includes: **Circuit ID** WOV32760, **Service ID**, **PVC** 1795192, **VPN** LemonAPA, and **JAPAN TOKYO, N/A JPN**. Other configuration details include **Encapsulation** FR, **Traffic Rule** G1, **Equipment IP** 206.155.31.17, **Service Type** Not Managed, **Description** "Testing the bulk update test process", **Entitlements** DC, DP, and **Activation Status** Active. There are also sections for **Preferences** (Utilization Notifications, Change Notifications) and an **Actions** menu.

Note: Users cannot change or remove scheduled orders in the Dynamic Network Manager (DNM) portal. Please open a ticket (see below), if you want to remove a scheduled order in the DNM.

Order confirmation Pop-Up:

Confirm Your Order

You acknowledge that by submitting this order, the monthly charges billed to this account may increase or decrease, in accordance with your contract and the changes you have made to your network bandwidth.

Note that these changes may impact your network performance if they are not in accordance with the technical and business rules.

Depending on your traffic profile, the actual bandwidth available to you may be reduced due to related Ethernet protocol overhead. You must apply bandwidth shaping policies at your CE egress to prevent packet loss due to the Ethernet protocol overhead used within the Company Network.

If your Customer Edge (CE) router is not managed by Verizon, please be sure to implement any corresponding CE configuration changes. If your CE router is managed by Verizon, please be aware that your requested changes may take up to 72 hours before the CE routers are manually updated by Verizon.

Click "Accept" below to acknowledge your acceptance of these changes to your account.

Confirm Settings

PVCID	Port Speed
5996043	5 Mbps
↓	↓
5996043	4 Mbps

Accept

Cancel

Change order acceptance (full text):

You acknowledge that by submitting this order, the monthly charges billed to this account may increase or decrease, in accordance with your contract and the changes you have made to your network bandwidth. Note that these changes may impact your network performance if they are not in accordance with the technical and business rules.

Depending on your traffic profile, the actual bandwidth available to you may be reduced due to related Ethernet protocol overhead. You must apply bandwidth shaping policies at your CE egress to prevent packet loss due to the Ethernet protocol overhead used within the Company Network.

If your Customer Edge (CE) router is not managed by Verizon, please be sure to implement any corresponding CE configuration changes. If your CE router is managed by Verizon, please be aware that your requested changes may take up to 72 hours before the CE routers are manually updated by Verizon.

Click "Accept" below to acknowledge your acceptance of these changes to your account.

Note for Ethernet Access

Ethernet Access goes from the customer premise to the nearest Layer 2 device. A Network-to-Network Interface (NNI) connects the Layer 2 device to the nearest Internet Dedicated Provider Edge over a shared interface. The bandwidth on the NNI is not reserved. In the event the NNI or Provider Edge device has reached capacity it will not be possible to increase your Ethernet Port speed. You will however be able to lower the speed. The dropdown menu on Dynamic Port will reflect the port speeds available based on the amount of bandwidth on the NNI. If the NNI or Provider Edge has been capped you will need to engage your Verizon account team (or the Verizon Enterprise Help Desk) to enable submission of an order to increase bandwidth. As part of the ordering process your Ethernet Port will be migrated to an NNI with sufficient bandwidth to support the higher port speed. There will be no change in the Circuit ID; it will remain the same.

Bulk operations

This Dynamic Network Manager (DNM) feature allows Users to submit multiple circuit changes at one time. There are three categories of DNM bulk changes: 1) Circuit descriptions, 2) Bandwidth changes either uploading with custom speeds or change with pre-set speeds, and 3) Bulk subscription (Utilization threshold alerts and circuit change activity). Bulk change requests can be manually entered directly into the tool or via a DNM spreadsheet template (where applicable).

Tip: If you elect to use the DNM spreadsheet template to enter your circuits, you can first use DNM's Export function to download the circuit/ PVC list you wish to modify and then copy/paste the appropriate values into the Bulk spreadsheet template fields.



← Bulk Operations

Create New Job Jobs in Progress Completed Jobs

Settings

Select an Operation*

Select	▼
Circuit Description	
Bandwidth - Upload excel with custom speeds	
Bandwidth - Change with pre-set speeds	
Bulk Subscription	

Circuit description

This option allows changes to Circuit Descriptions (only). You can manually enter circuit information (circuit id, PVC id, and description) or enter the details into a DNM spreadsheet template which you would upload into the tool.

The screenshot shows the Verizon Dynamic Network Manager interface. The 'Bulk Operations' section is active, with 'Circuit Description' selected. The 'Circuits' section contains two input areas: a file upload area and a text input area. A green arrow points to the text input area. Below this is a screenshot of an Excel spreadsheet template with columns for 'circuitId', 'pvcId', and 'description'. A green arrow points to the 'M' column header.

	A	B	C	D	E	F	G	H	I	J	K	L	M
1	circuitId	pvcId	description										
2	1	1	description1										
3	2	2	description2										
4	3	3	description3										
5	4	4	description4										
6	5	5	description5										
7	6	6	description6										
8	7	7	description7										
9	8	8	description8										
10	9	9	description9										
11	10	10	description10										
12	11	11	description11										
13	12	12	description12										
14	13	13	description13										
15	14	14	description14										
16	15	15	description15										
17	16	16	description16										
18													
19													

Note: Circuit information submitted via spreadsheet for any DNM bulk change request must be entered in a DNM spreadsheet template format. If data does not match the Template format provided, the sheet will not be uploaded.

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← Bulk Operations

Create New Job Jobs in Progress Completed Jobs

Settings

Select an Operation*

Circuit Description

Circuits

Upload a list of Circuit IDs

Drop file here, or click to select from your computer.

OR

Enter a list of Circuit IDs, pvcID, description per line. Eg: C12345, P12345, description

0/500

Download Template

Live Chat

After the Excel file (or your manually entered list) has been entered, Click Upload.

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← Bulk Operations

Create New Job Jobs in Progress Completed Jobs

Settings

Select an Operation*

Circuit Description

Circuits

Selected circuits are listed below. You may modify your circuit list before validating. Note that duplicate circuit IDs have been removed.

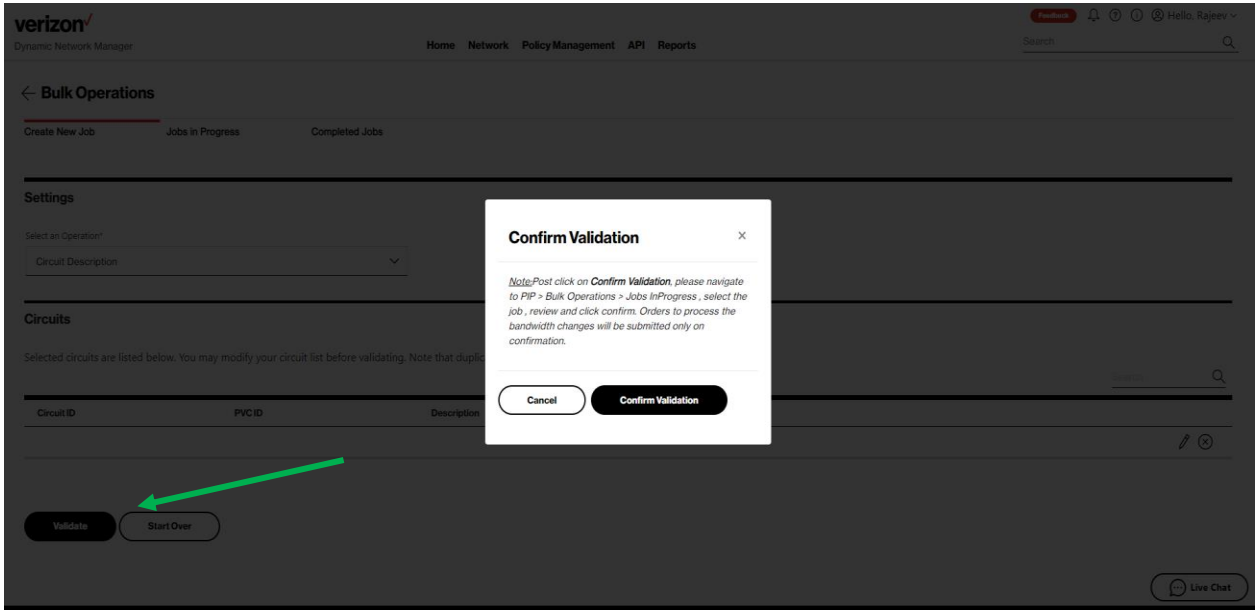
Circuit ID	PVC ID	Description
------------	--------	-------------

Validate Start Over

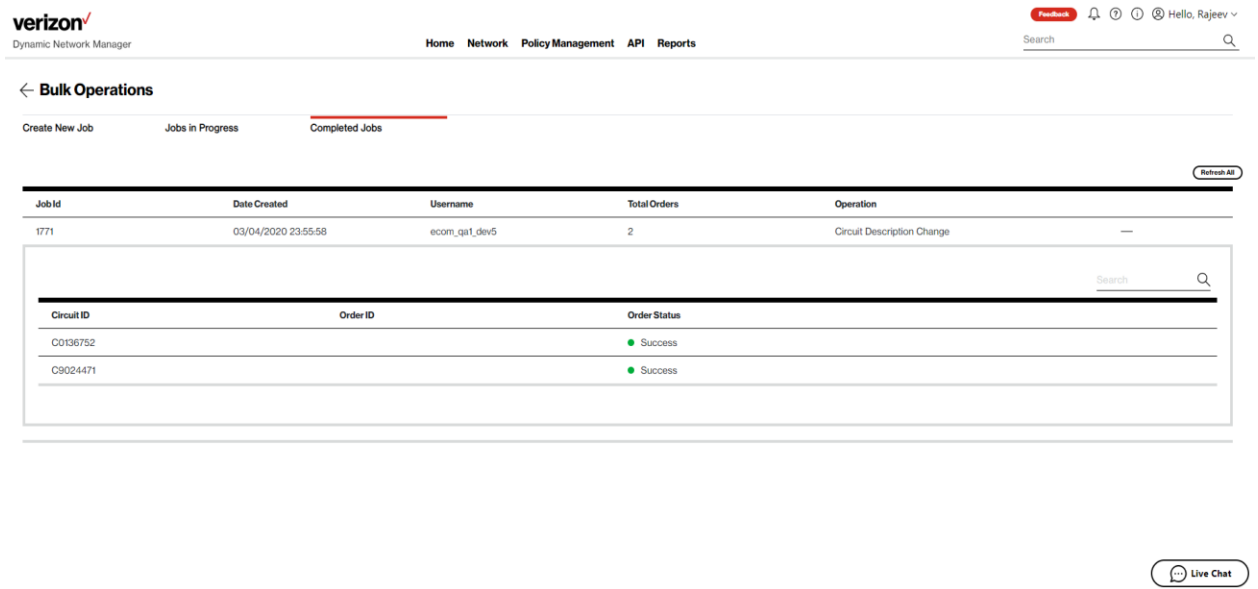
Live Chat

Click **Validate**

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Click Confirm Validation.



Completed Tab displays the jobs that have been processed.

Bandwidth profile – change with preset speeds

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← Bulk Operations

Create New Job Jobs in Progress Completed Jobs

Settings

Bulk functionality supports single VRF change only

Select an Operation* Bandwidth EF Realtime CAR Egress Profile

Bandwidth, CAR, Profile - Change with pre-set speeds Select Select Select

Please Select Either Bandwidth or EF Realtime Car and Egress Profile

Enter Circuit, PVC and Bandwidth profile selections in drop down menus.

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← Bulk Operations

Create New Job Jobs in Progress Completed Jobs

Settings

Bulk functionality supports single VRF change only

Select an Operation* Bandwidth EF Realtime CAR Egress Profile

Bandwidth, CAR, Profile - Change with pre-set speeds 2000 Kbps 32 Kbps G1

Please Select Either Bandwidth or EF Realtime Car and Egress Profile

Circuits

Select the Circuit IDs and PVC IDs

Search by Circuit ID/PVC ID/VPN Name/Bandwidth/EF Realtime CAR/Egress profile/Location

Upload

Click the Circuits bar to search & select circuits for Bulk changes.

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The screenshot shows the 'Bulk Operations' page with the 'Create New Job' tab selected. A table lists circuit configurations for upload:

Circuit ID	PVC ID	VPN Name	Bandwidth	EF RealTime CAR	Egress Profile
C0136752	5957706	EZE-MARIT-USA-NVDQ143	Bandwidth	EF RealTime CAR	Egress Profile
C0136385	5955170	EZE-MARIT-USA-NVDQ143	Bandwidth	EF RealTime CAR	Egress Profile
ENRALDAL0001	VCP_121951049_2	EZE-MARIT-USA-NVDQ143	Bandwidth	EF RealTime CAR	Egress Profile
9228504	9228504	RadiLabG2Orch	Bandwidth	EF RealTime CAR	Egress Profile

Below the table is an 'Upload' button. A 'Live Chat' button is visible in the bottom right corner.

Click Upload to submit circuits for Bulk Changes.

The screenshot shows the 'Bulk Operations' page with the 'Jobs in Progress' tab selected. The 'Settings' section is visible, showing configuration options for the bulk operation:

- Select an Operation*: Bandwidth, CAR, Profile - Change with pre-set speeds
- Bandwidth: 2000 Kbps
- EF Realtime CAR: 16 Kbps
- Egress Profile: G1

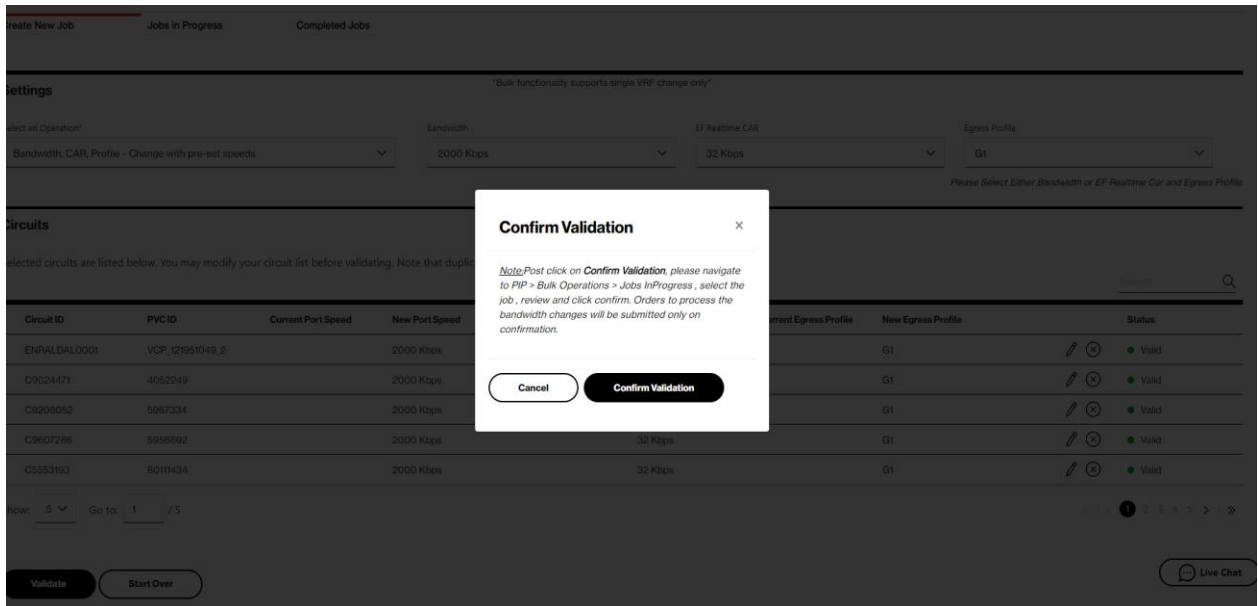
Below the settings is a 'Circuits' section with a table of validation results:

Circuit ID	PVC ID	Current Port Speed	New Port Speed	Current EF Realtime CAR	New EF Realtime CAR	Current Egress Profile	New Egress Profile	Status
C0136385	5955170	2000 Kbps	2000 Kbps	16 Kbps	16 Kbps	G1	G1	Valid
ENRALDAL0001	VCP_121951049_2	2000 Kbps	2000 Kbps	16 Kbps	16 Kbps	G1	G1	Valid
C3017152	5974019	2000 Kbps	2000 Kbps	16 Kbps	16 Kbps	G1	G1	Valid
C9607286	5956692	2000 Kbps	2000 Kbps	16 Kbps	16 Kbps	G1	G1	Valid
C9208052	5967334	2000 Kbps	2000 Kbps	16 Kbps	16 Kbps	G1	G1	Valid

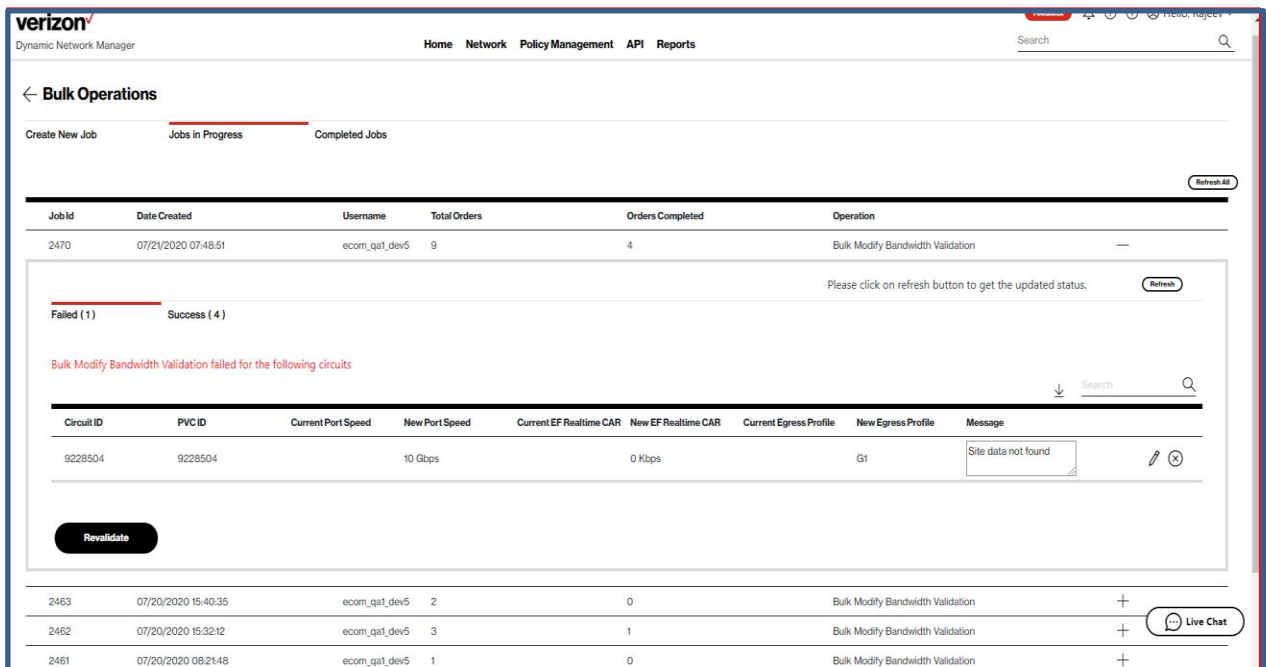
A green arrow points to the 'Valid' status in the first row. Below the table are 'Validate' and 'Start Over' buttons. A 'Live Chat' button is visible in the bottom right corner.

All sites that pass pre-validation will appear with a green status. All sites that contain a red status will fail and the change will not be processed. Click Validate.

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Click Confirm Validation.



Important Note: DNM will send you an email confirmation when all submitted circuits are processed after the Confirm Validation step. If, however, you go to the Jobs in Progress tab to review status before receiving the DNM email, then hit Refresh to see the most current list of validated circuits (or hit Refresh All for in-progress status of all active requests). DNM processes circuit validations in batches so you may need to hit Refresh/Refresh All several times. Click Revalidate after making corrections (or deletions).

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← Bulk Operations

Create New Job **Jobs in Progress** Completed Jobs

Job Id	Date Created	Username	Total Orders	Orders Completed	Operation
2470	07/21/2020 07:48:51	ecom_qat_dev5	9	4	Bulk Modify Bandwidth Validation

Please click on refresh button to get the updated status.

Failed (1) **Success (4)**

Bulk Modify Bandwidth Validation succeeded for the following circuits

Circuit Id	PVC ID	Current Port Speed	New Port Speed	Current EF Realtime CAR	New EF Realtime CAR	Current Egress Profile	New Egress Profile
C5952791	5954290	6 Mbps	8 Kbps			G1	
C1068540	5980967	10 Mbps	16 Kbps			R1	
C0136752	5957706	200 Mbps	1300 Kbps			G1	
C9024471	4052249	1536 Kbps	384 Kbps			G1	

Place Order

Live Chat

Click Place Order once Revalidation is complete.
This is the final step to entering the bulk change request.

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← Bulk Operations

Create New Job **Jobs in Progress** Completed Jobs

Job Id	Date Created	Username	Total Orders	Orders Completed	Operation
2470	07/21/2020 07:48:51	ecom_qat_dev5	9	4	Bulk Modify Bandwidth Validation

Please click on refresh button to get the updated status.

Failed (0) **Success (4)**

Bulk Modify Bandwidth Validation succeeded for the following circuits

Circuit Id	PVC ID	Current Port Speed	New Port Speed	Current EF Realtime CAR	New EF Realtime CAR	Current Egress Profile	New Egress Profile
C5952791	5954290	6 Mbps	8 Kbps			G1	
C1068540	5980967	10 Mbps	16 Kbps			R1	
C0136752	5957706	200 Mbps	1300 Kbps			G1	
C9024471	4052249	1536 Kbps	384 Kbps			G1	

Place Order

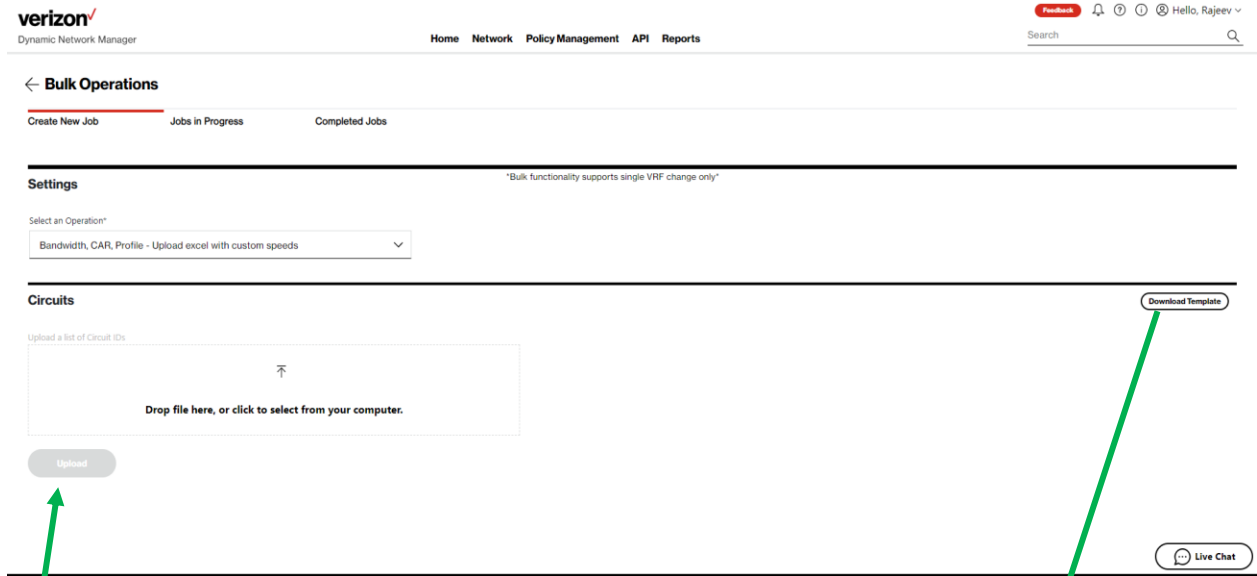
Live Chat

Success tab shows circuits that have been successfully submitted for change. Note: It does not mean the change order was completed.

Use the “view orders” option under each circuit or the Order Summary option to verify the order was successful. Review to DNM Order History section for more details.

Bandwidth profile – upload excel with custom speeds

DNM allows you to drag & drop an Excel spreadsheet into DNM with your defined circuit changes. This spreadsheet must be in the same format as the accessible DNM Excel template.



Click Upload after dropping the Excel file into DNM. **NEED NEW PICTURE**

DO NOT CHANGE THE HEADER INFORMATION - SPECIFY ONLY INVENTORY						
Circuit ID	PVC ID	Bandwidth	Bandwidth Unit	EF Realtime CAR	EF Realtime CAR Unit	Egress Profile
<<Enter Circuit ID>>	<<Enter PVC ID>>	10	Select	10	Select	Select

DNM speed change template

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← Bulk Operations

Create New Job Jobs in Progress Completed Jobs

Settings *Bulk functionality supports single VRF change only*

Select an Operation*

Bandwidth, CAR, Profile - Upload excel with custom speeds

Circuits

Selected circuits are listed below. You may modify your circuit list before validating. Note that duplicate circuit IDs have been removed.

Circuit ID	PVC ID	Current Port Speed	New Port Speed	Current EF Realtime CAR	New EF Realtime CAR	Current Egress Profile	New Egress Profile	Status
C0136752	5957706	200 Mbps	200 Mbps		1300 Kbps	G1	G1	Valid
9228504	9228504	10 Gbps	10 Gbps		0 Kbps	G1	G1	Valid
C1068540	5980967	10 Mbps	10 Mbps		16 Kbps	R1	R1	Valid
C9024471	4052249	1536 Kbps	1536 Kbps		384 Kbps	G1	G1	Valid
C5952791	5954290	6 Mbps	6 Mbps		8 Kbps	G1	G1	Valid

Go to: 1 / 2

Validate Start Over

When finished editing, click Validate.

Create New Job Jobs in Progress Completed Jobs

Settings *Bulk functionality supports single VRF change only*

Select an Operation*

Bandwidth, CAR, Profile - Upload excel with custom speeds

Circuits

Selected circuits are listed below. You may modify your circuit list before validating. Note that duplicate circuit IDs have been removed.

Confirm Validation

Note: Post click on Confirm Validation, please navigate to PIP > Bulk Operations > Jobs In Progress, select the job, review and click confirm. Orders to process the bandwidth changes will be submitted only on confirmation.

Cancel Confirm Validation

Circuit ID	PVC ID	Current Port Speed	New Port Speed	Current EF Realtime CAR	New EF Realtime CAR	Current Egress Profile	New Egress Profile	Status
C0136752	5957706	200 Mbps	200 Mbps		1300 Kbps	G1	G1	Valid
9228504	9228504	10 Gbps	10 Gbps		0 Kbps	G1	G1	Valid
C1068540	5980967	10 Mbps	10 Mbps		16 Kbps	R1	R1	Valid
C9024471	4052249	1536 Kbps	1536 Kbps		384 Kbps	G1	G1	Valid
C5952791	5954290	6 Mbps	6 Mbps		8 Kbps	G1	G1	Valid

Go to: 1 / 2

Validate Start Over

Live Chat

Click Confirm Validate.

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← Bulk Operations

Create New Job Jobs in Progress Completed Jobs Refresh All

Job Id	Date Created	Username	Total Orders	Orders Completed	Operation	
2470	07/21/2020 07:48:51	ecom_qat_dev5	9	1	Bulk Modify Bandwidth Validation	—

Please click on refresh button to get the updated status. Refresh

Failed (1) Success (1)

Bulk Modify Bandwidth Validation failed for the following circuits

Circuit ID	PVC ID	Current Port Speed	New Port Speed	Current EF Realtime CAR	New EF Realtime CAR	Current Egress Profile	New Egress Profile	Message
9228504	9228504		10 Gbps		0 Kbps		G1	Site data not found

Revalidate ←

2463	07/20/2020 15:40:35	ecom_qat_dev5	2	0	Bulk Modify Bandwidth Validation	+
2462	07/20/2020 15:32:12	ecom_qat_dev5	3	1	Bulk Modify Bandwidth Validation	+
2461	07/20/2020 08:21:48	ecom_qat_dev5	1	0	Bulk Modify Bandwidth Validation	+
2460	07/20/2020 08:02:21	ecom_qat_dev5	3	2	Bulk Modify Bandwidth Validation	+

Feedback Live Chat

Important Note: DNM will send you an email confirmation when all submitted circuits are processed after the Confirm Validation step. If, however, you go to the Jobs in Progress tab to review status before receiving the DNM email, then hit Refresh to see the most current list of validated circuits (or hit Refresh All for in-progress status of all active requests). DNM processes circuit validations in batches so you may need to hit Refresh/Refresh All several times. Click Revalidate after making corrections (or deletions).

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← Bulk Operations

Create New Job Jobs in Progress Completed Jobs Refresh All

Job Id	Date Created	Username	Total Orders	Orders Completed	Operation	
2470	07/21/2020 07:48:51	ecom_qat_dev5	9	3	Bulk Modify Bandwidth Validation	—

Please click on refresh button to get the updated status. Refresh

Failed (1) Success (3)

Bulk Modify Bandwidth Validation succeeded for the following circuits

Circuit Id	PVC ID	Current Port Speed	New Port Speed	Current EF Realtime CAR	New EF Realtime CAR	Current Egress Profile	New Egress Profile
C0136752	5957706		200 Mbps		1300 Kbps		G1
C1068540	5980967		10 Mbps		16 Kbps		R1
C9024471	4052249		1536 Kbps		384 Kbps		G1

Place Order

Live Chat

Click Place Order once Revalidation is complete.
This is the final step to entering the Bulk change request.

Bulk subscriptions

Bulk subscription changes work very similarly to single changes that are made in the “Preferences” section displayed for individual circuits. Alternatively, here you can apply changes to multiple circuits/VPNs.

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← **Bulk Subscription**

Utilization Notifications Circuit Change Notifications

Select VPN to Subscribe

Select ▾

Current Subscriptions Search 🔍

<input type="checkbox"/>	Circuit ID	VPN	Service ID	Recurrence	High Alert	Status
<input type="checkbox"/>	C0136752	ves-vns-orch-infra	123555363	DAILY	30%	●
<input type="checkbox"/>	C0136752	E2E-MAR17-USA-NVDQ143	123555363	DAILY	30%	●

Unsubscribe

● Subscribed ● Not Subscribed

Live Chat

verizon
Dynamic Network Manager

Home

← **Bulk Subscription**

Utilization Notifications Circuit Change Notifications

Select VPN to Subscribe

Select ▾

- Select
- E2E-MAR17-USA-NVDQ143
- EohsfMNC
- RadLabG2Orch
- TwsdhnK
- VPN-JUL16-SIT-01
- VPN-Jun16M-163

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← **Bulk Subscription**

Utilization Notifications **Circuit Change Notifications**

Select VPN to Subscribe
TwsdhK

Circuit List Search

<input type="checkbox"/>	Circuit ID	PVC	Service ID	Port Speed	High Alert	Street Address	City, State	Country	Status
<input type="checkbox"/>	C5008383	16341251	82423582	1536 Kbps		8239 WQQAWHM VLFJY SP	VSTAKXRHIYL, WV	USA	●
<input type="checkbox"/>	C5553193	80111434	85206452	1536 Kbps		1848 VQUDJYTC DF FA	FSPZIU, OZ	USA	●
<input type="checkbox"/>	C0136385	5955170	117718343	1000 Kbps		400 INTERNATIONAL PKWY?	RICHARDSON, TX	USA	●
<input type="checkbox"/>	C0136517	5955965	117015098	10 Kbps		1600 W 7TH ST	FORT WORTH, TX	USA	●
<input type="checkbox"/>	C0136752	5957706	123555363	200 Mbps	30%	1600 W 7TH ST	FORT WORTH, TX	USA	●
<input type="checkbox"/>	C1067115	5967622	133448095	4 Mbps		400 INTERNATIONAL PKWY	RICHARDSON, TX	USA	●
<input type="checkbox"/>	ENRALDAL0001	VCP_121951049_2	121951049	1 Gbps		5959 N BTDXD CVY	TFGTIY◆VMHBH, UV	USA	●
<input type="checkbox"/>	W4N58795	5960011	991336827	34.386 Mbps		123 MISSION ST	SAN FRANCISCO, CA	USA	●

Alert when or above: of utilization ● Subscribed ● Not Subscribed

Select one or all listed circuits to submit for Alerts/Notifications subscription.

Dynamic Network Manager Home Network Policy Management API Reports Search

← **Bulk Subscription**

Utilization Notifications **Circuit Change Notifications**

Select VPN to Subscribe
TwsdhK

Circuit List Search

<input checked="" type="checkbox"/>	Circuit ID	PVC	Service ID	Port Speed	High Alert	Street Address	City, State	Country	Status
<input checked="" type="checkbox"/>	C5008383	16341251	82423582	1536 Kbps		8239 WQQAWHM VLFJY SP	VSTAKXRHIYL, WV	USA	●
<input checked="" type="checkbox"/>	C5553193	80111434	85206452	1536 Kbps		1848 VQUDJYTC DF FA	FSPZIU, OZ	USA	●

Start Date / Time Zone ● Subscribed ● Not Subscribed

Pick Date

Recurrence Pattern Daily Weekly Monthly

Weekly Options
 Sunday Monday Tuesday Wednesday Thursday Friday Saturday

End Date No End Date End After End By

Schedule the desired frequency of Emailed Alerts.

Threshold alerting options

Threshold Alerting allows customers to set up Utilization Bandwidth alerts. Customers can choose which circuit to enable threshold alerting as well as the percentage of utilization from 30% up to 90%. They can decide to alert daily, weekly or monthly based on their preferences. Follow these steps to activate threshold alerting on your specific sites. Utilization Alerting is a user selected option. The tool will notify the user who has subscribed to the alert only. The alert will come via email to the specific user.

There are two types of Utilization Alerting to choose from

- 1) **Busy Hours.** This allows each circuit to be set up to alert when the circuit utilization exceeds the selected percentage. The user is provided the option to select the following options:
 - a) Alerting time period average: Day, Week, Month. The Utilization statistics are summed together and averaged over this time period.
 - b) Busy Hours: User chooses the busy hours for the given circuit
 - c) Days to monitor: Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday
 - d) Time Zone: User is allowed to select the time zone for that circuit
 - e) Alerting Percentage: User selected the percentage, 60, 70, 80% when the average exceeds this percentage an alert is provided

Users will select the specific criteria. Based on the selections, the Utilization Statistics will be averaged and alert if the value exceeds the given alert percentage value.

Example: Circuit C123456 is in New York. User selects these options:

- a) Alert Average of weekly
- b) Busy hours of 7 am to 6 pm
- c) Days to monitor: Monday through Friday
- d) Time Zone of EST
- e) Alerting Percentage of 80%

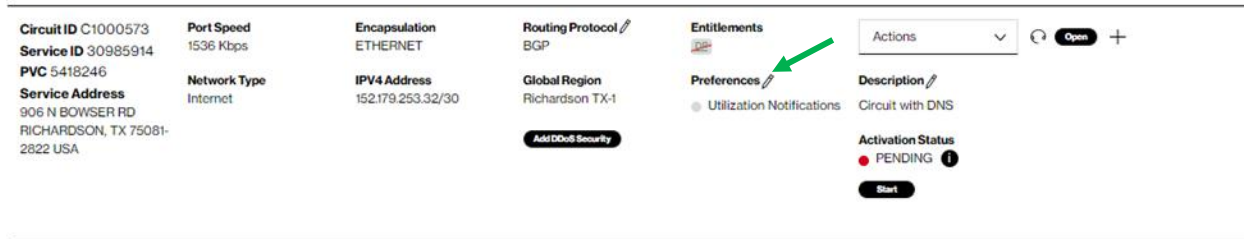
Tool will average the Utilization Statistics weekly for this circuit. The utilization data will be pulled for all 5 minutes increments within the 7 am to 6 pm EST for Monday through Friday. If the average for the week exceeds 80% an email alert will be sent to the user who subscribed to the alerts.

- 2) **30 Days or Daily Average.** This is the daily average of the sum of the utilization statistics captured for the 30 days for each 5-minute increment within a 24-hour day.

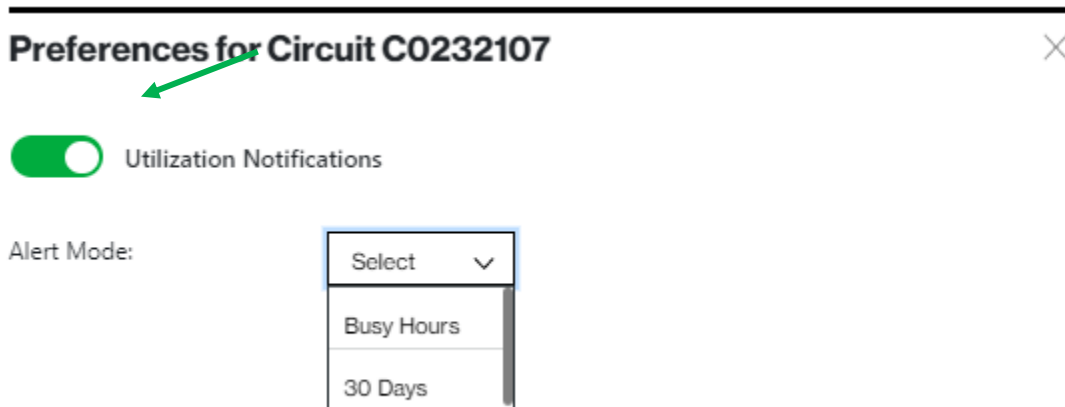
Example: All Utilization data is summed together for the full month, for every 5-minute increment and averaged for the number of days. If the average exceeds the percentage selected the tool will alert the user who subscribes to the alert.

How to set up threshold alerting

From the Circuit listing page



Next to the preferences, Click on pencil

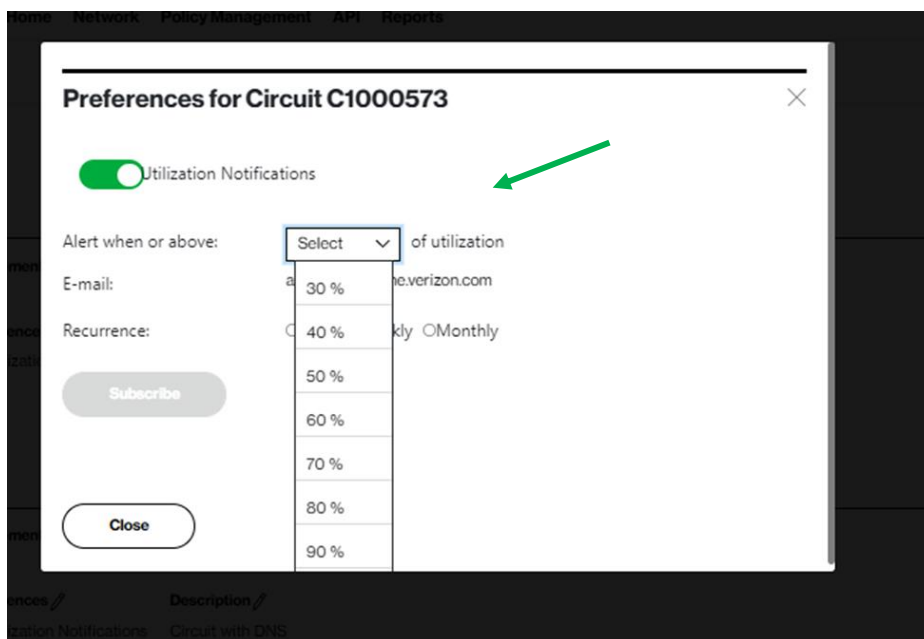


Click Utilization Notifications button to change it from Red to Green

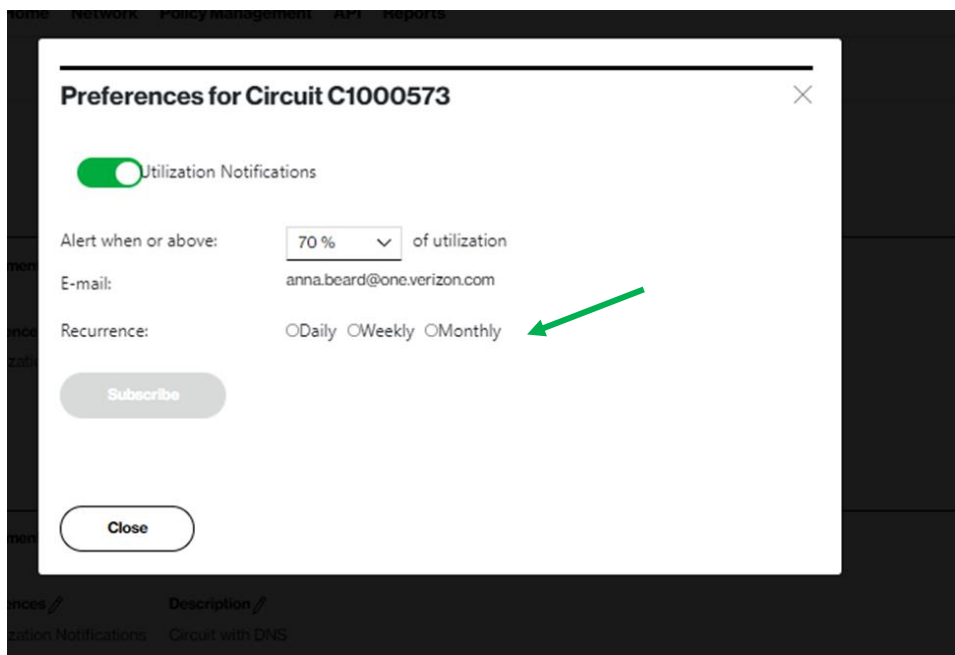
Choose from the drop down the type of Utilization Alerting preferred

- 1) Busy Hours
- 2) 30 Days (30 Daily Average)

How to set up 30 day daily average alerting



Select Alert Percentage from drop down box

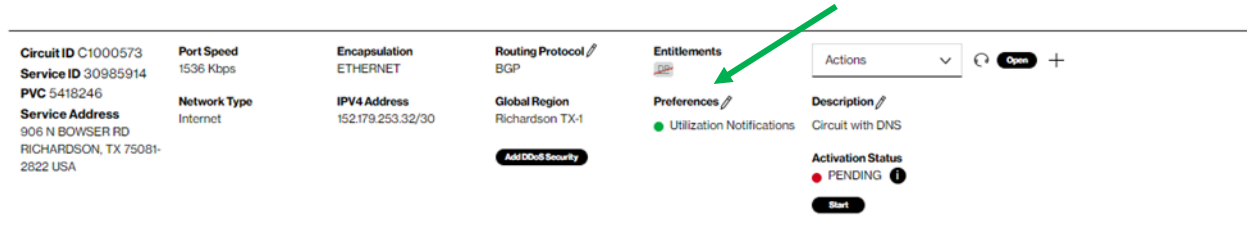



Select how often you want to be alerted; Daily, Weekly or Monthly.

Click on Subscribe

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Click Close

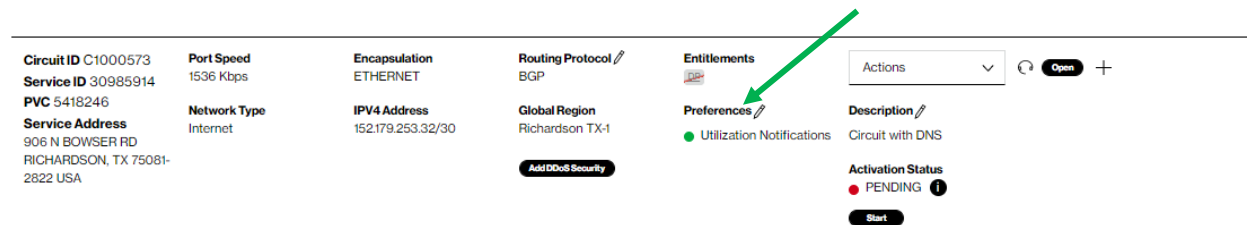



Circuit ID C1000573 Service ID 30985914 PVC 5418246 Service Address 906 N BOWSER RD RICHARDSON, TX 75081-2822 USA	Port Speed 1536 Kbps Network Type Internet	Encapsulation ETHERNET IPV4 Address 152.179.253.32/30	Routing Protocol / BGP Global Region Richardson TX-1 Add DoD Security	Entitlements  Preferences / ● Utilization Notifications	Actions [v] [Refresh] [Open] + Description / Circuit with DNS Activation Status ● PENDING [i] [Start]
--	---	--	---	---	---

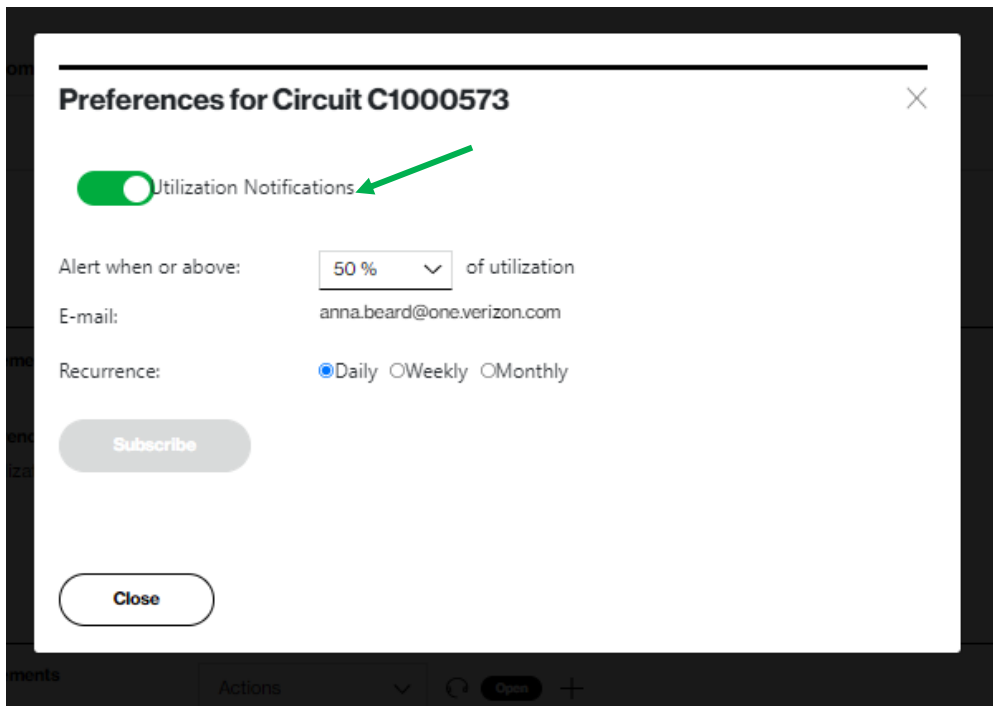
Utilization Notification will display Green as active.

How to turn off utilization alerting

To turn the notifications off, just start from the beginning, click on the Pencil next to Preferences



Circuit ID C1000573 Service ID 30985914 PVC 5418246 Service Address 906 N BOWSER RD RICHARDSON, TX 75081-2822 USA	Port Speed 1536 Kbps Network Type Internet	Encapsulation ETHERNET IPV4 Address 152.179.253.32/30	Routing Protocol / BGP Global Region Richardson TX-1 Add DoD Security	Entitlements  Preferences / ● Utilization Notifications	Actions [v] [Refresh] [Open] + Description / Circuit with DNS Activation Status ● PENDING [i] [Start]
--	---	--	---	---	---



Preferences for Circuit C1000573 [Close]

Utilization Notifications

Alert when or above: of utilization

E-mail:

Recurrence: Daily Weekly Monthly

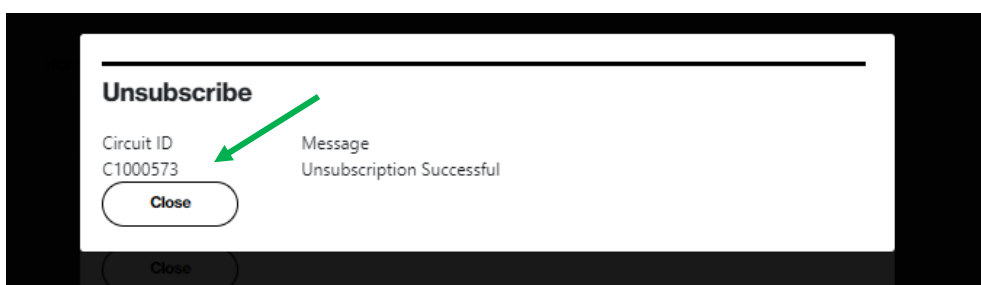
[Subscribe]

[Close]

Click on Green Button next to Utilization Notifications

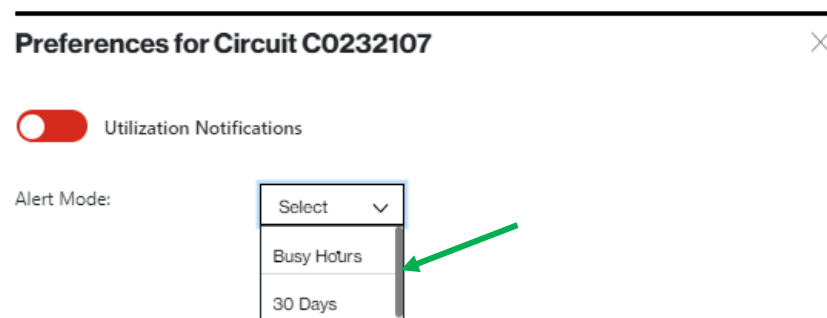


Click on Unsubscribe



It will confirm Unsubscribe is Successful, Click close

How to set up busy hours alerting



User will select Busy Hours from the drop down

Preferences for Circuit C0232107 ✕

Utilization Notifications

Alert Mode:

Busy Hours: Start Time: Stop Time:

Busy Days:

Time Zone:

Threshold:

Alert Calculation Window: Daily Weekly Monthly

E-mail:

The system has default most common values.
Click Utilization Notifications button to change it from Red to Green
Users should select actual values for each selection option as needed for their circuit.
Once all selections are complete the "Subscribe" button will appear. Click on Subscribe button



Tool will return a "Subscription Successful" when active

If one of the options needs to be changed

Preferences for Circuit C0232107

Utilization Notifications

Alert Mode: Busy Hours

Busy Hours: Start Time: 9:00 AM Stop Time: 5:00 PM

Busy Days: Monday Tuesday Wednesday Thursday Friday

Time Zone: CAT-Central African Time

Threshold: 30

Alert Calculation Window: Daily Weekly Monthly

E-mail: anna.beard@one.verizon.com

Update **Unsubscribe**

Change the specific option(s) that requires to be changed

Click on “Update”



Tool will return the green bar with the “Subscription Successful”

Unsubscribe from busy hours

Preferences for Circuit C0232107

Utilization Notifications

Alert Mode: Select

Busy Hours

30 Days

User will Select “Busy Hours” from the drop-down menu

Preferences for Circuit C0232107 ✕

Utilization Notifications

Alert Mode: Busy Hours ▾

Busy Hours: Start Time: 9:00 AM Stop Time: 5:00 PM

Busy Days: Monday x Tuesday x Wednesday x Thursday x Friday x x ▾

Time Zone: CAT-Central African Time ▾

Threshold: 30 ▾

Alert Calculation Window: Daily Weekly Monthly

E-mail: anna.beard@one.verizon.com

Update
Unsubscribe

User will select “Unsubscribe” button



Tool will respond with “Subscription Successful”.

DNS

DNS = Domain Name System. This tab/functionality is not available yet. It shall enable users to view and edit DNS zone files for Internet domains that are associated with an Internet Dedicated service. Associated domains will be displayed in a dropdown.

Circuit ID	Port Speed	Encapsulation
Service ID	100 Mbps	ETHERNET
PVC	Network Type	IPv4 Address
	Internet	

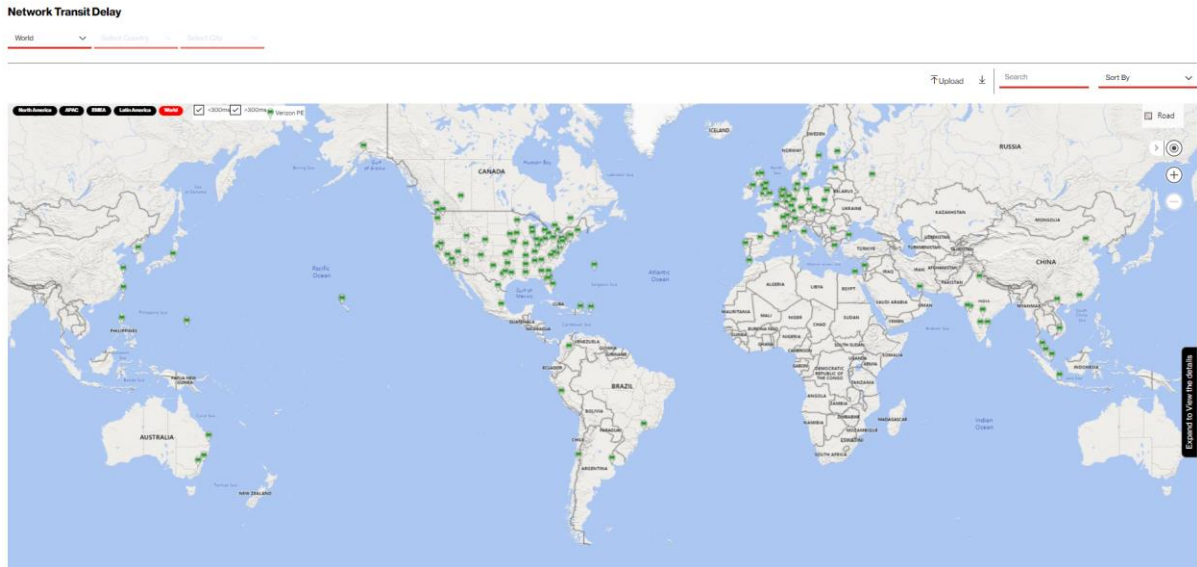
Details Network Settings Static Diagnostics Utilization Orders **DNS** Virtual Services

Select Domain

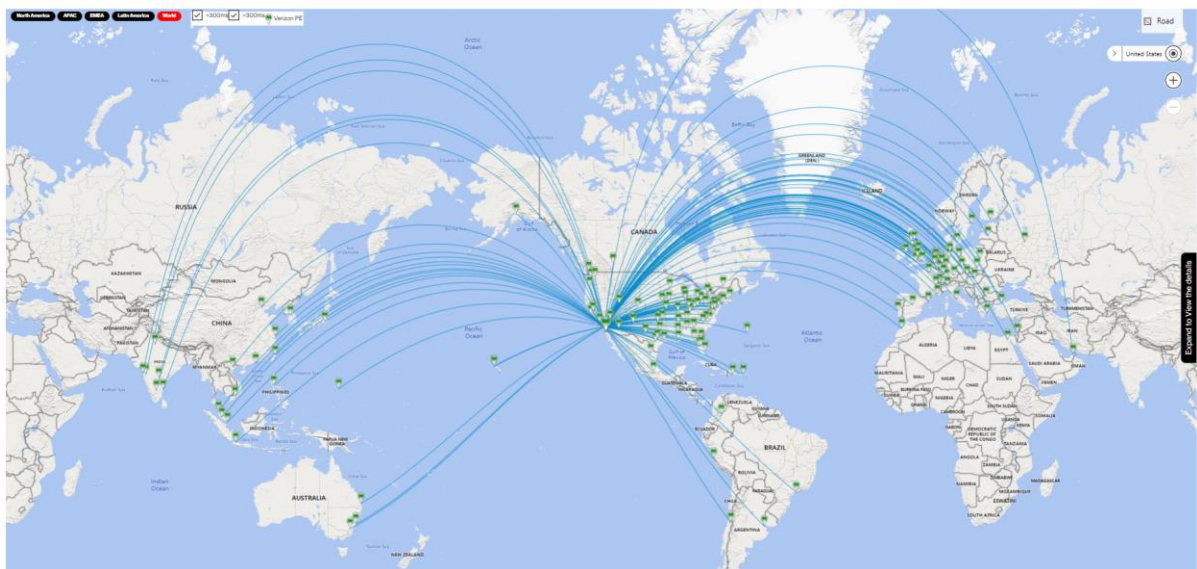
Select ▾
[REDACTED].com

Network transit delay

This section displays Verizon metrics for Network Transit Delay (Latency) between Internet PE (provider edge) devices. This is not a report but rather a listing of those metrics. You can see what Verizon’s Service Level Agreements (SLA) Latency metrics are between the selected sites where SLAs are available.

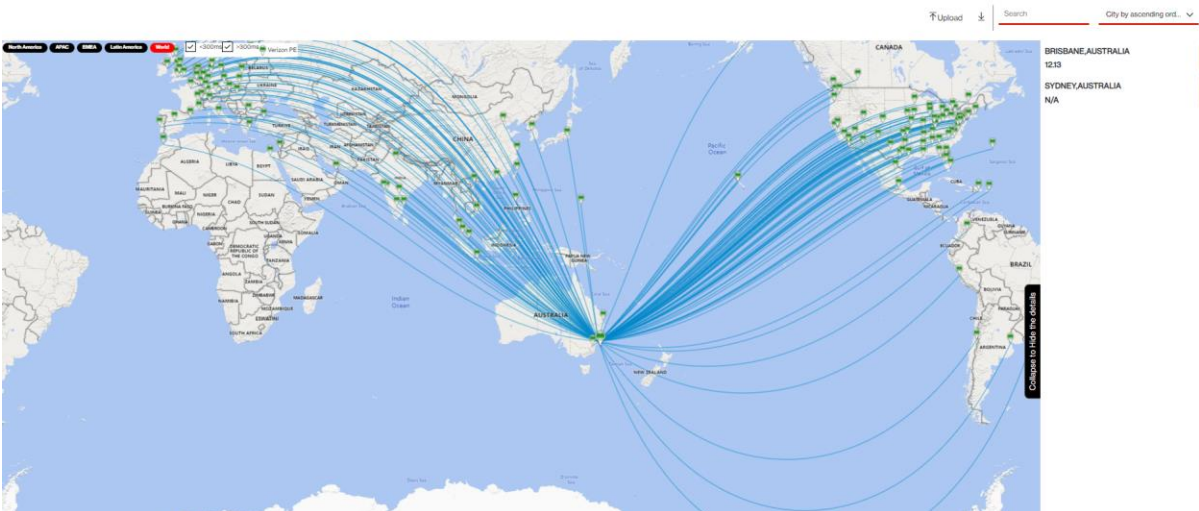


Click on the specific city to the latency measurements between locations or select the region you want, if applicable. Then use the filters to view the region, country, or city that you want to view on the map. By clicking on any Verizon PE location/city we can display the latency measurements between that location and all other Verizon PE locations.




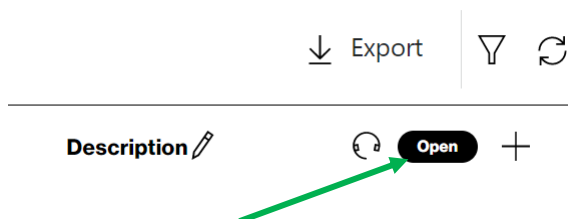
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In the below graph we added a site (Sydney, Australia). By clicking now on Sydney, we can show its relative Network Transit Delay measurements between that location and all other Provider Edge router locations.



Open quick (trouble) ticket

Click the Headphone icon  under Site Details. The Create Quick Ticket pop-up appears.



1. When you open a ticket, the Service ID for which you are viewing in the Site Details automatically populates. Enter a different Service ID, if applicable.
2. Click Next to verify service and enter the ticket information.

Customer support & training

Customer support

Contact customer support for product and general platform questions or errors.

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.

Training

Go to <https://customertraining.verizon.com> to enroll in training or to download user and other reference guides. Log in with an existing login or create a new one.

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