Dynamic Network Manager User Guide – Internet Dedicated

February 2024

Version 1.7

verizon

Table of Contents

Overview – Internet Dedicated Dynamic Network Manager 4
Features and benefits 4
Components 4
Business rules for Internet Dedicated Dynamic Port 4
Sign In to Verizon Enterprise Center 6
Accessing Dynamic Network Manager 6
Dashboard 6
Search, notification alert, documentation & help, interactive tour 10
Notification alerts, documentation & help 10
Site activations 12
Network settings 14
DNM order history 15
DNM order summary 18
Diagnostics > looking glass 19
Diagnostics > router commands 19
Diagnostics > router commands 20
Ethernet access pre activation test (US only) 20
Submission of the test steps: 20
DNM Ethernet test tab 21
After Ethernet test is completed 22
Response from test 23
Ethernet access test results 23
Bandwidth utilization 23
Port speed changes: Dynamic Port (DPORT) 25
How to modify port bandwidth 25
Bulk operations 30
Circuit Description 31
DNM speed change template 39
Bulk subscriptions 41
Threshold alerting options 43
How to set up threshold alerting 44
How to set up 30 day daily average alerting 45

How to turn off utilization alerting 46
How to set up busy hours alerting 47
Unsubscribe from busy hours 49
DNS 50
Network transit delay 51
Open quick (trouble) ticket 52
Customer support & training 53

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.

- 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:

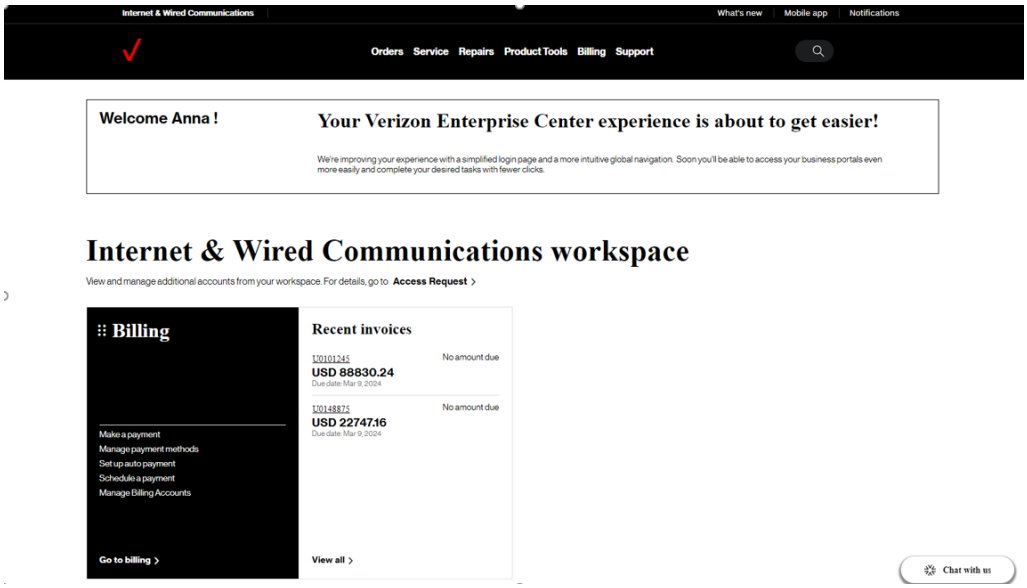
- DPORT is not supported on services with non-standard port speed which require a capacity check by the Verizon Network Planning team. Speed changes for these services need to be requested through the Verizon Sales team.

CPE configuration:

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

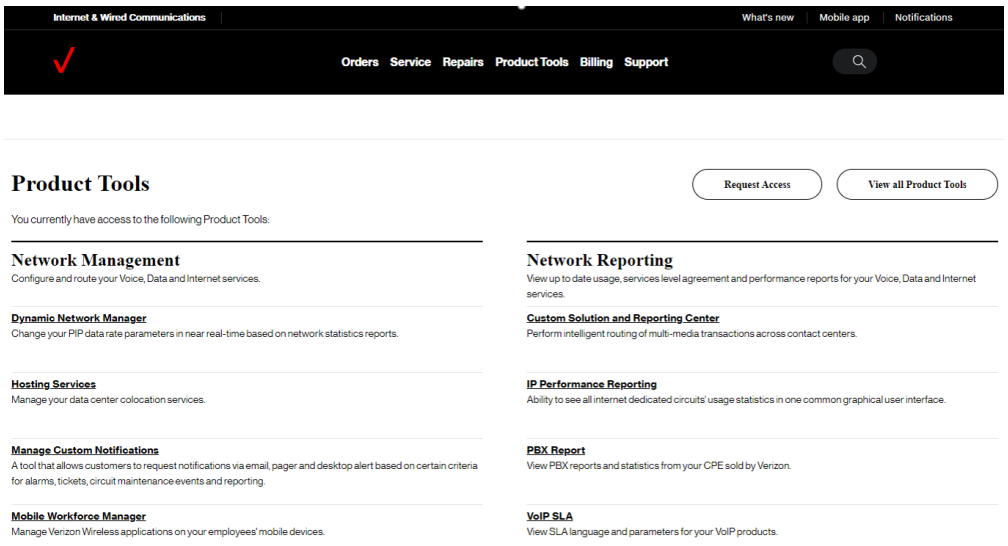
Sign In to Verizon Enterprise Center

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.



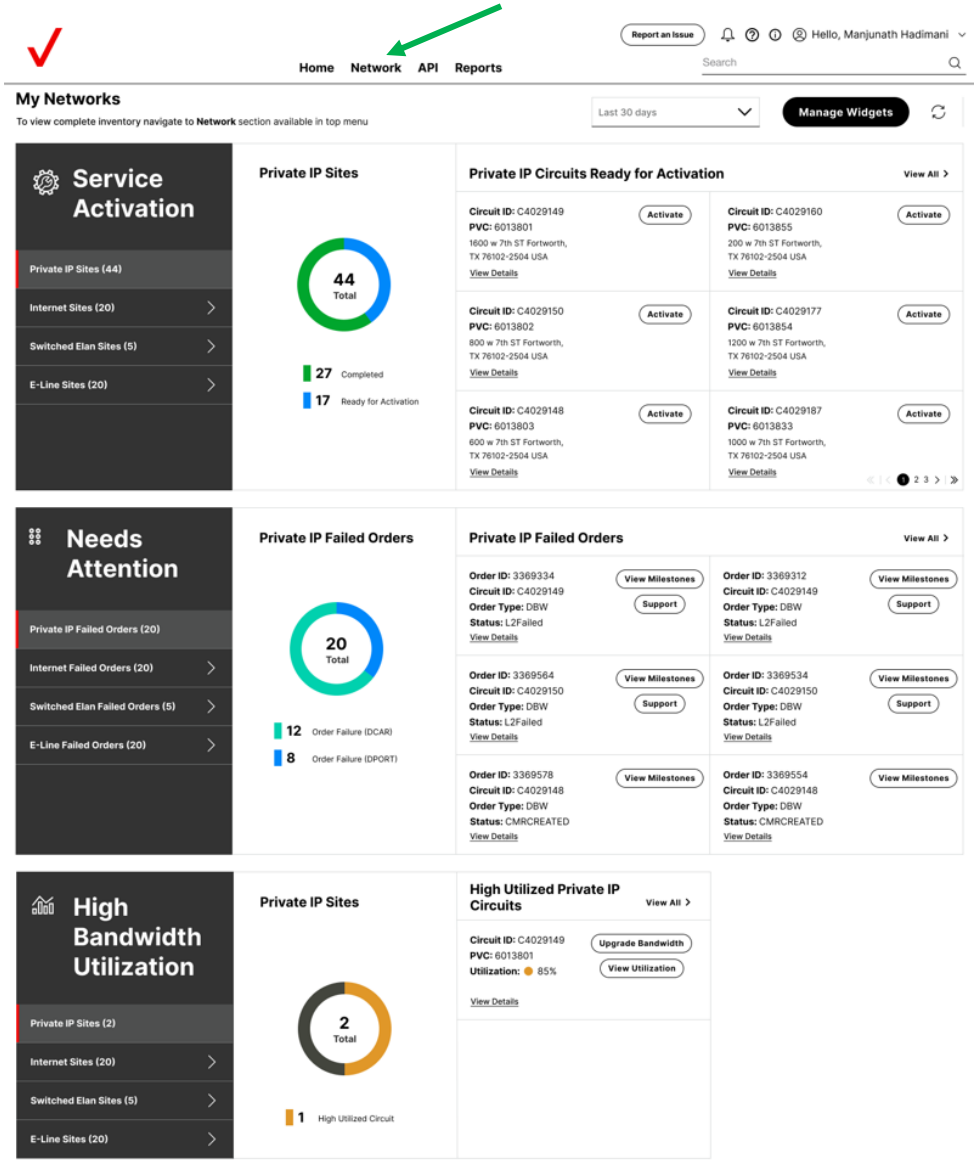
Accessing Dynamic Network Manager

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.



Dashboard

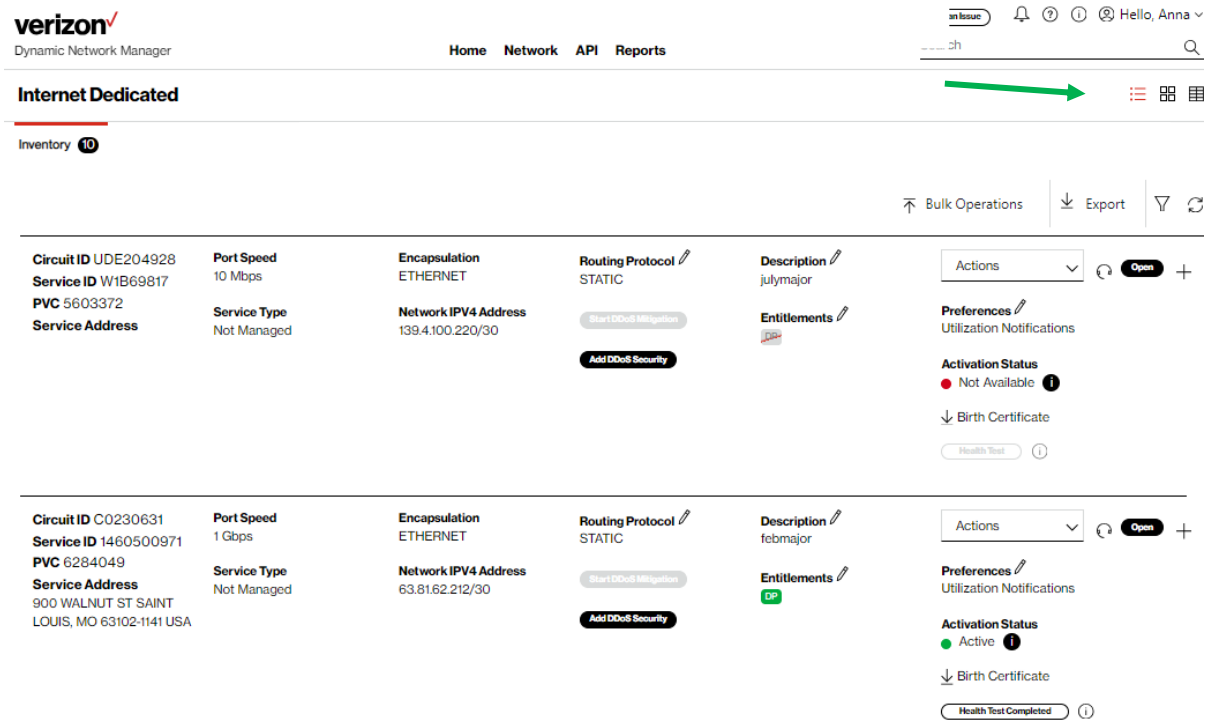
The Dynamic Network Manager (DNM) Dashboard presents users with circuits that might require immediate attention. The circuits are arranged by category in horizontal rows. These categories include circuits exhibiting high utilization (thus at risk for packet loss), New Activations, and so on. Dynamic 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.



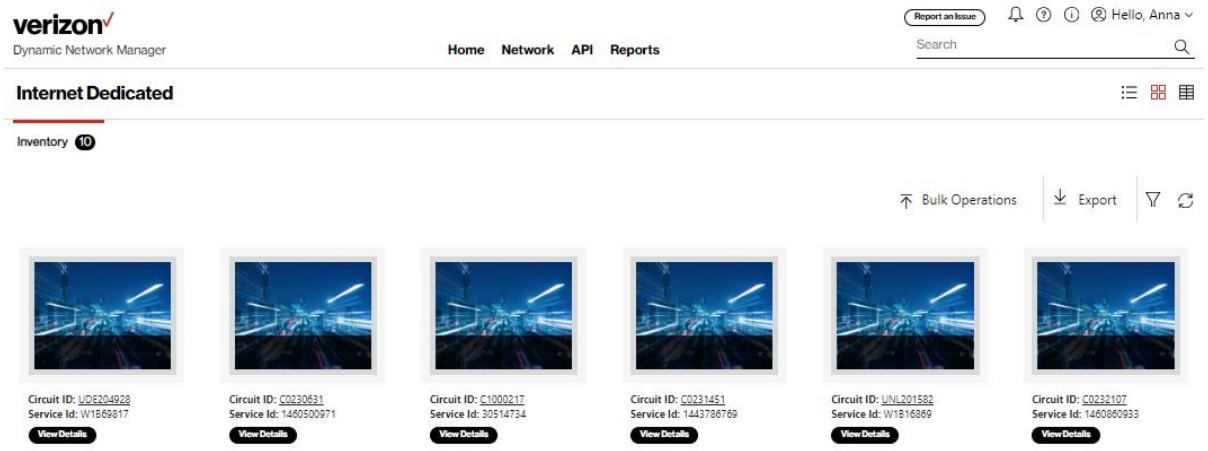
Click on Network to see your Verizon Services.

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.

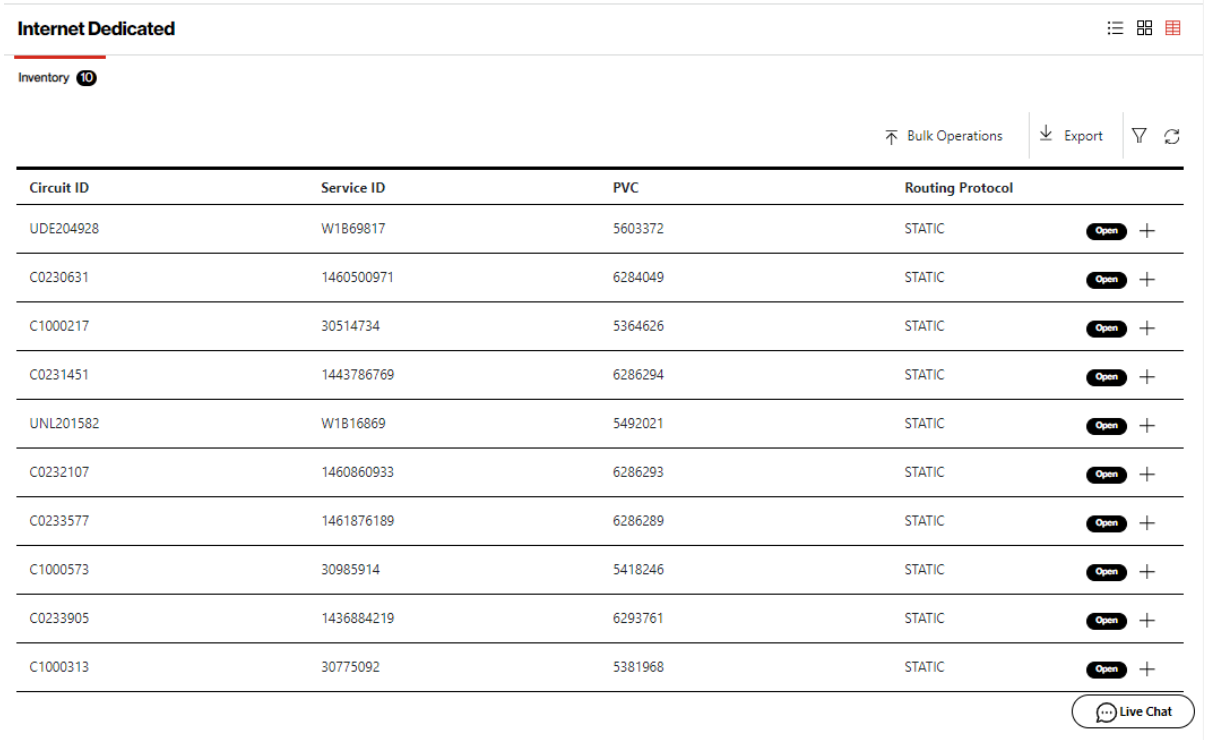
When you click on Internet Dedicated, the list of Internet Dedicated circuit(s) will display shown in List view. You have the option to change the view to one of the three options, list view, grid view or compact view.



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



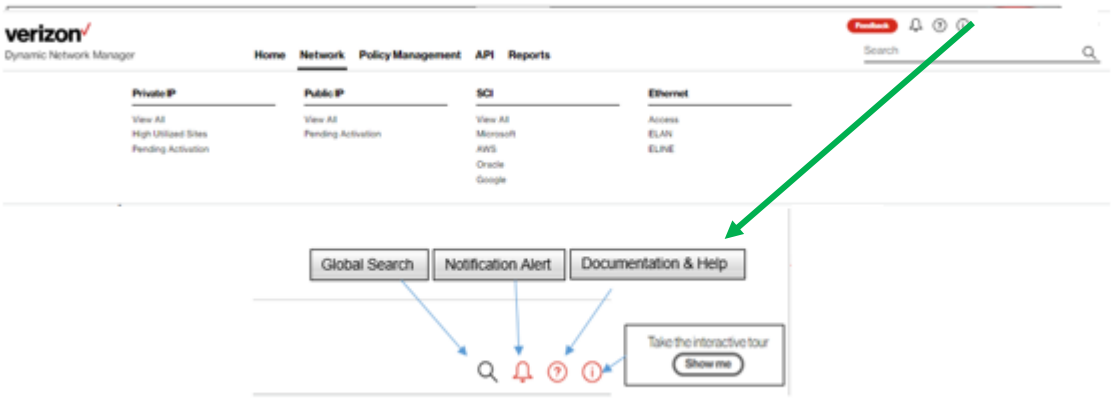
Circuit list shown in Compact view:



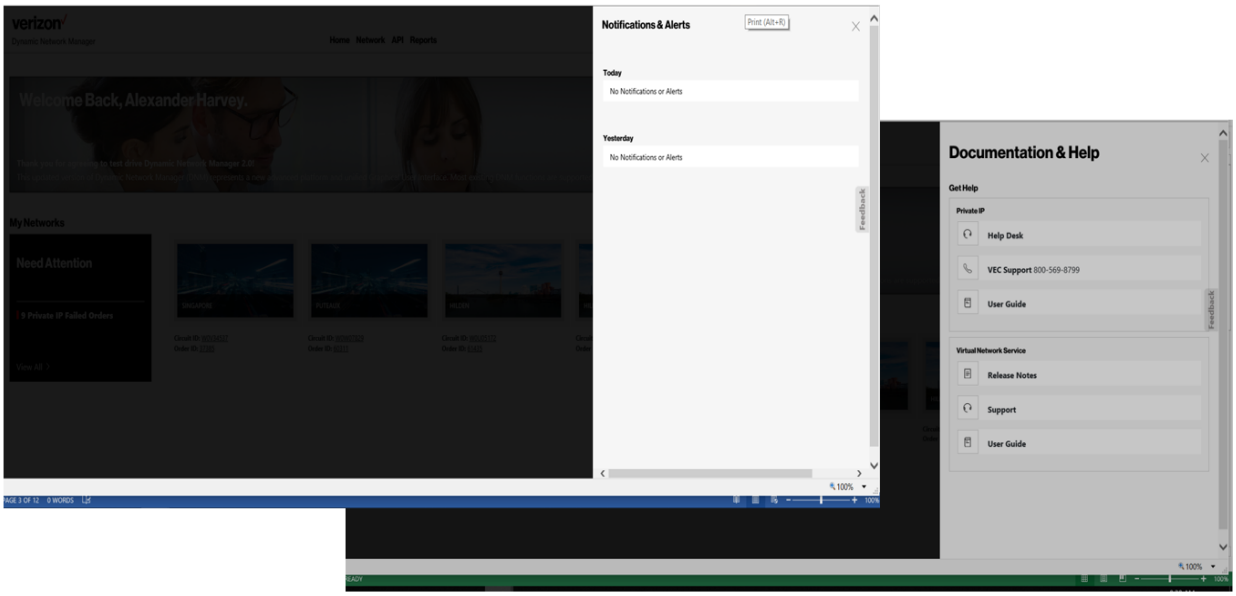
Birth Certificate: This option is informationally only and allows u[illegible]wnload the initial details for the circuit. This includes the RFC 1564 test, if it exists, the initial activation of a circuit. It will provide the Activation date, user that activated the circuit, RFC 1564 test results if 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

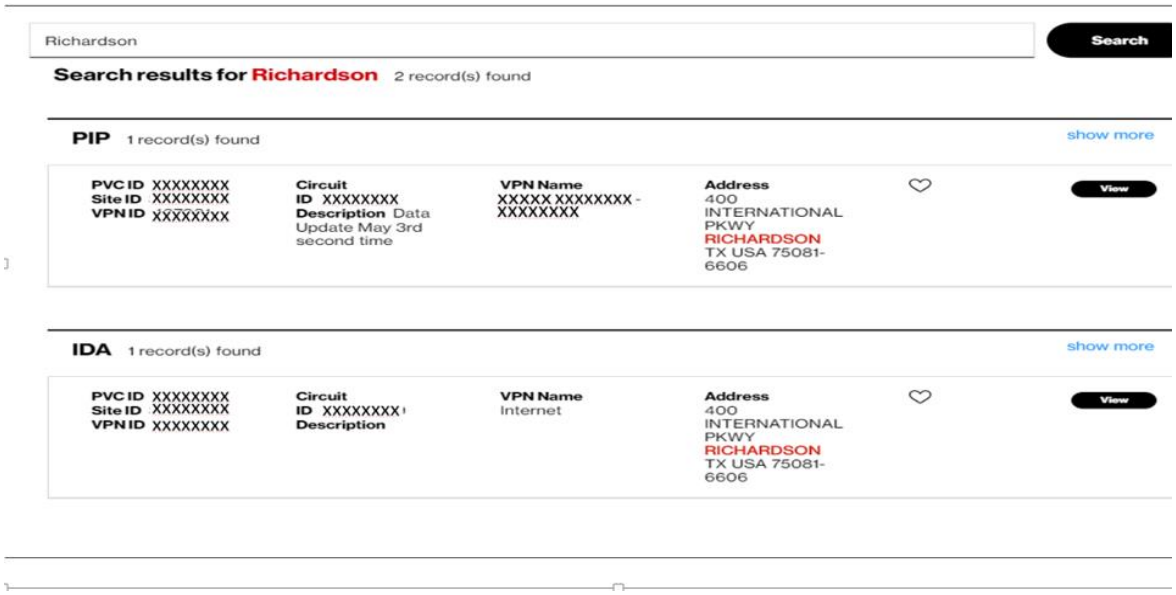


Notification alerts, documentation & help

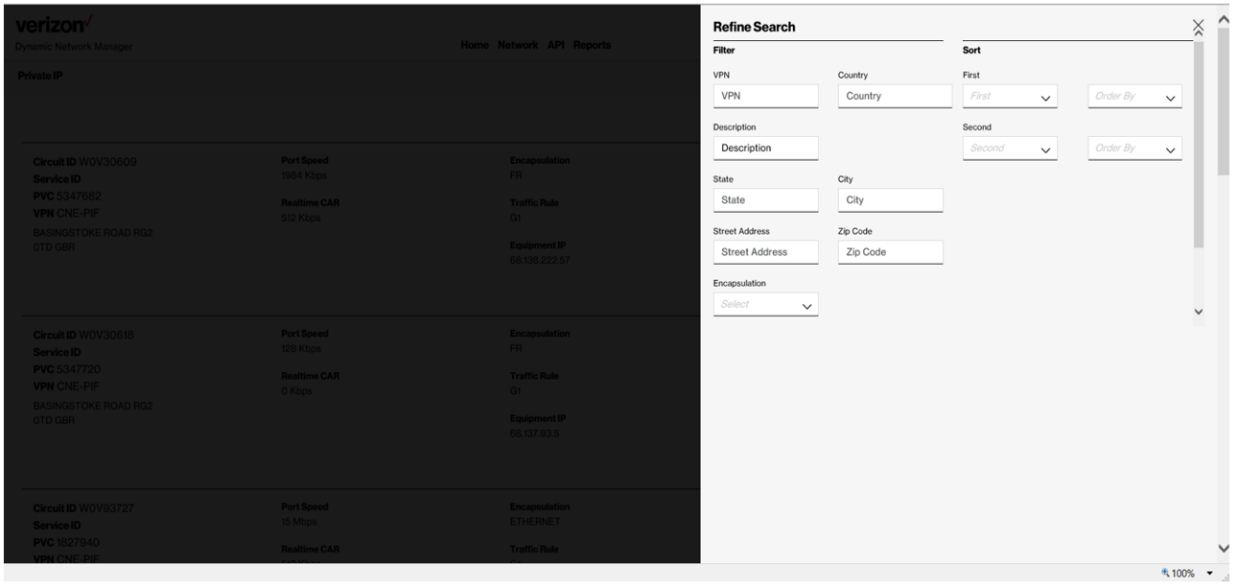


Search

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.



Search filter options

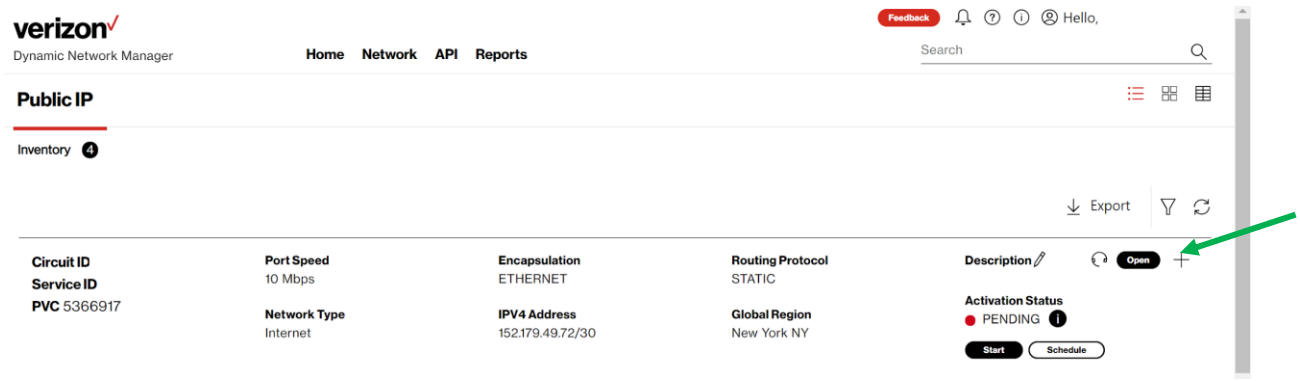


Export

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

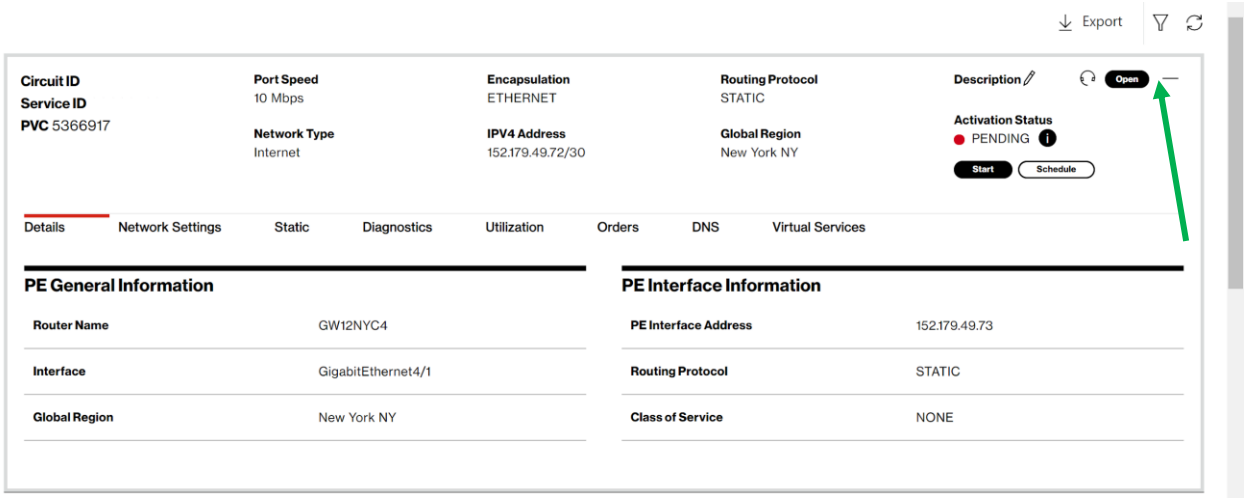
View circuit details

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.

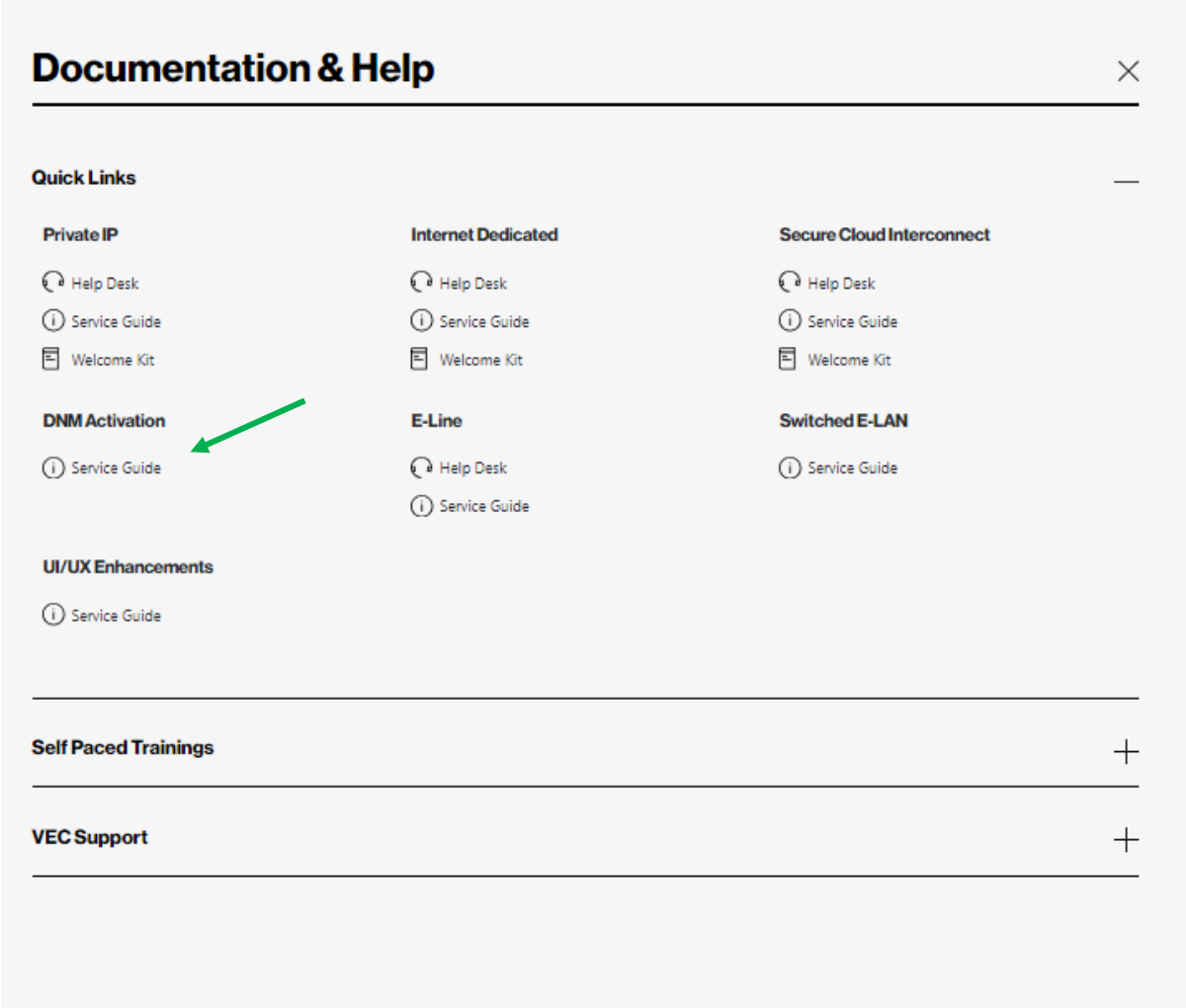
Upon clicking on the “add symbol” (“**+**”), you can review Verizon provider edge interface information and drill down to further details related to the circuit:



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
Help Desk
Service Guide
Welcome Kit
Internet Dedicated
Help Desk
Service Guide
Welcome Kit
Secure Cloud Interconnect
Help Desk
Service Guide
Welcome Kit
DNM Activation
Service Guide
E-Line
Help Desk
Service Guide
Switched E-LAN
Service Guide
UI/UX Enhancements
Service Guide
Self Paced Trainings
VEC Support

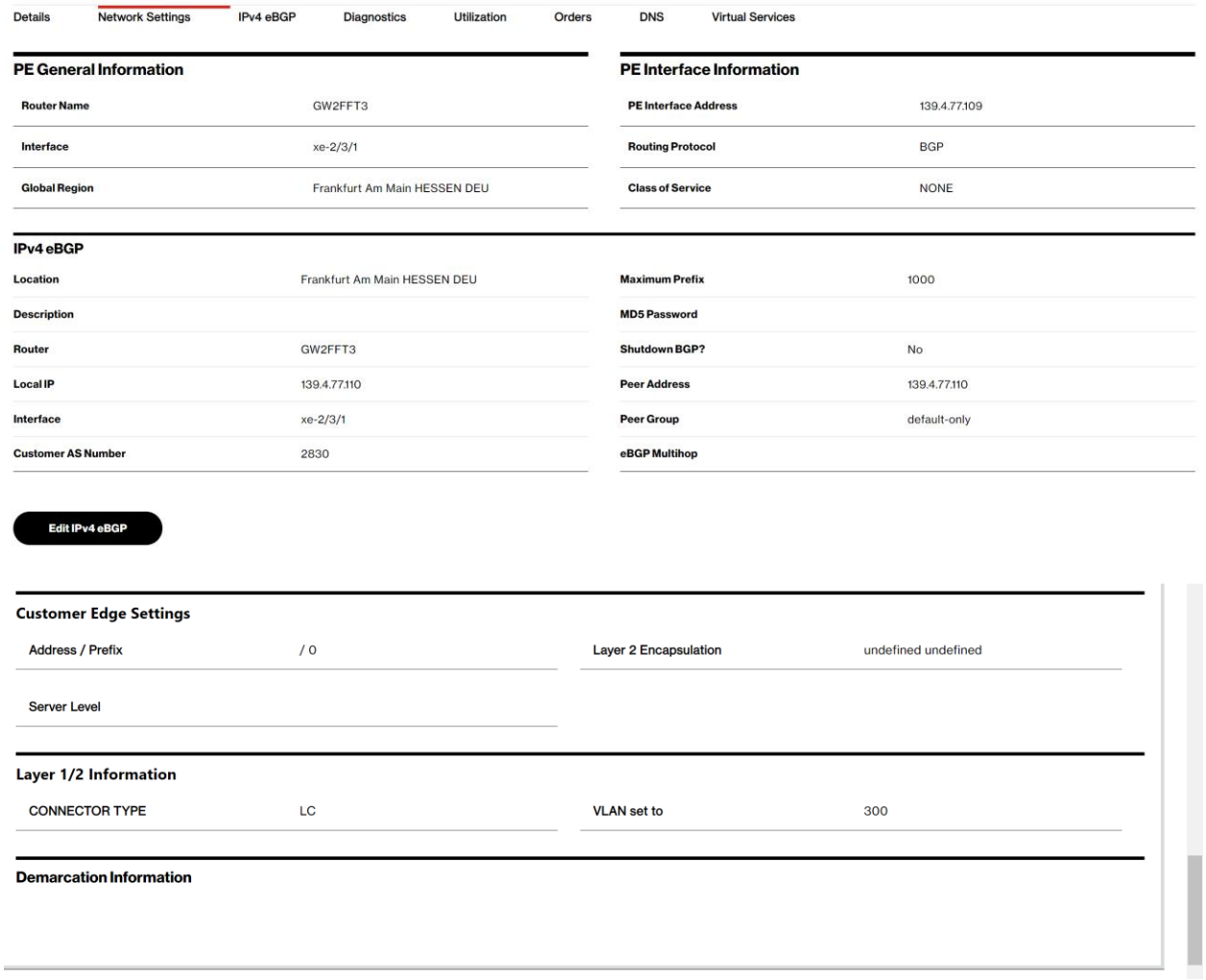
Network settings

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.

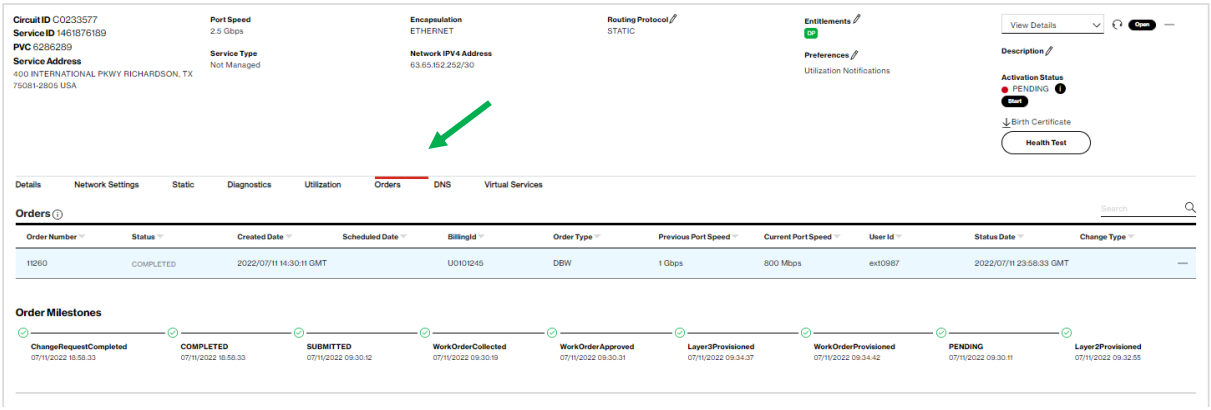
Click on the “Network Settings” tab to view PE and CE settings details of the circuit.



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.



Order milestones:

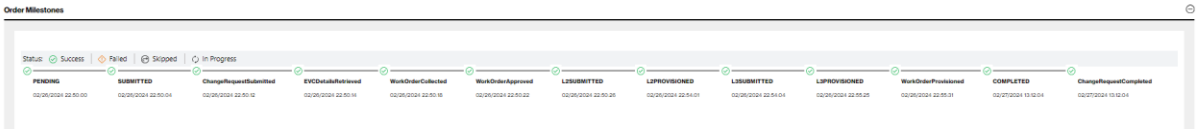
DNM change orders flow through many steps to complete the change transaction. If a customer is managed by Verizon it will flow through the additional steps that update the customers edge device that Verizon is managing.

Legend:

- 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.

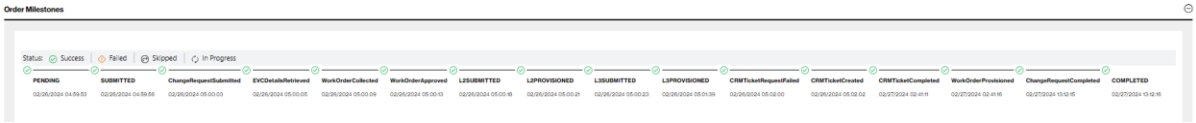
Unmanaged view of milestones:
The order is not complete until step 13 shows a completed date.



The full list of milestones is listed below.

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

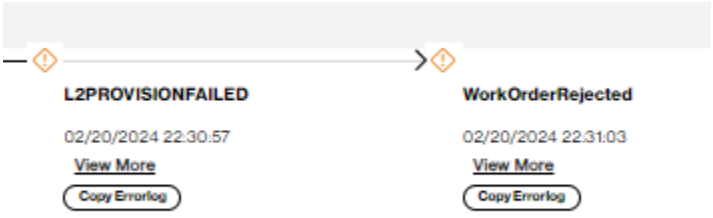
Customer Managed view:
The order is not complete until step 16 shows a completed date.



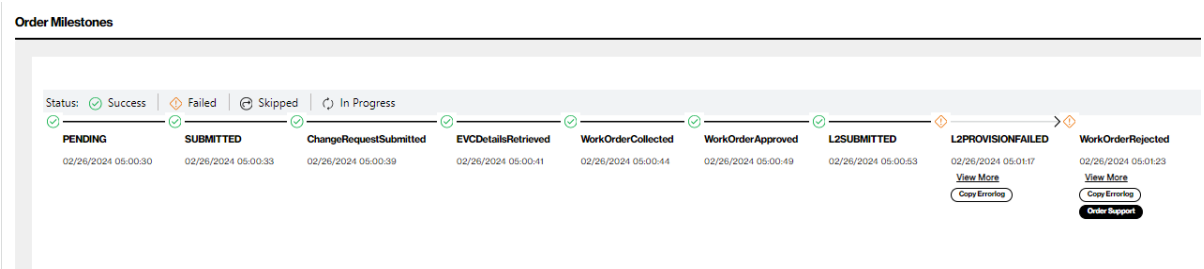
The full list of milestones is listed below.

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

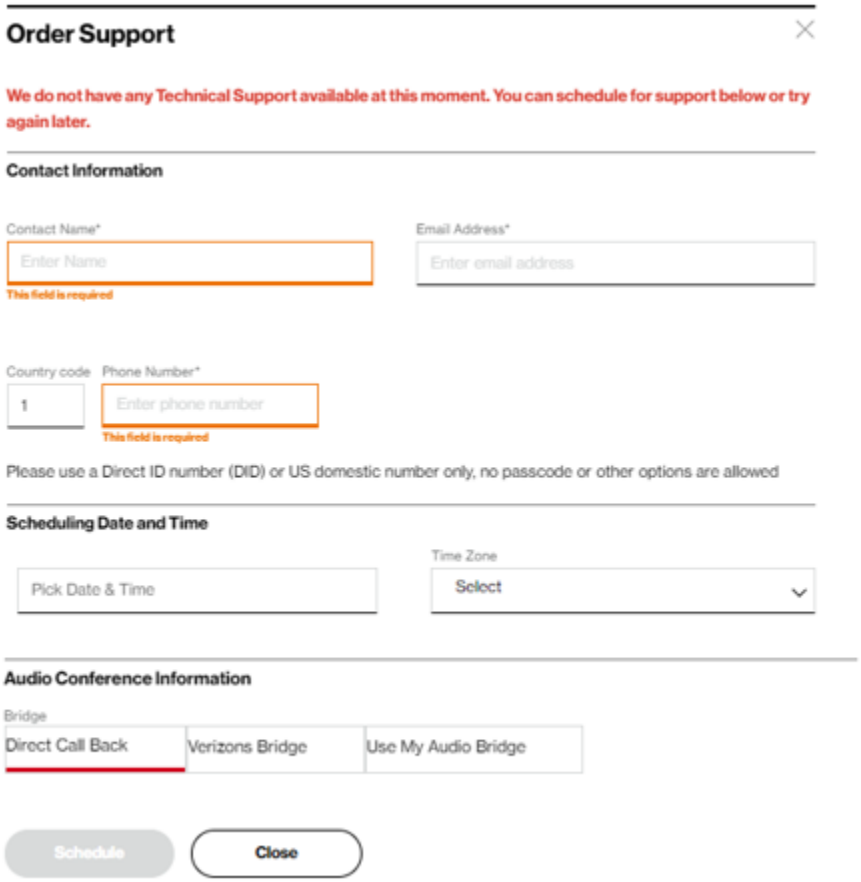
Order failures:
Orders can fail for different reasons along the automated process, it is the customer's responsibility to review and ensure the order completed successfully. Following will be a few examples of order failures and the next steps to resolve the issue. In all cases a Verizon Enterprise Center (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.



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.

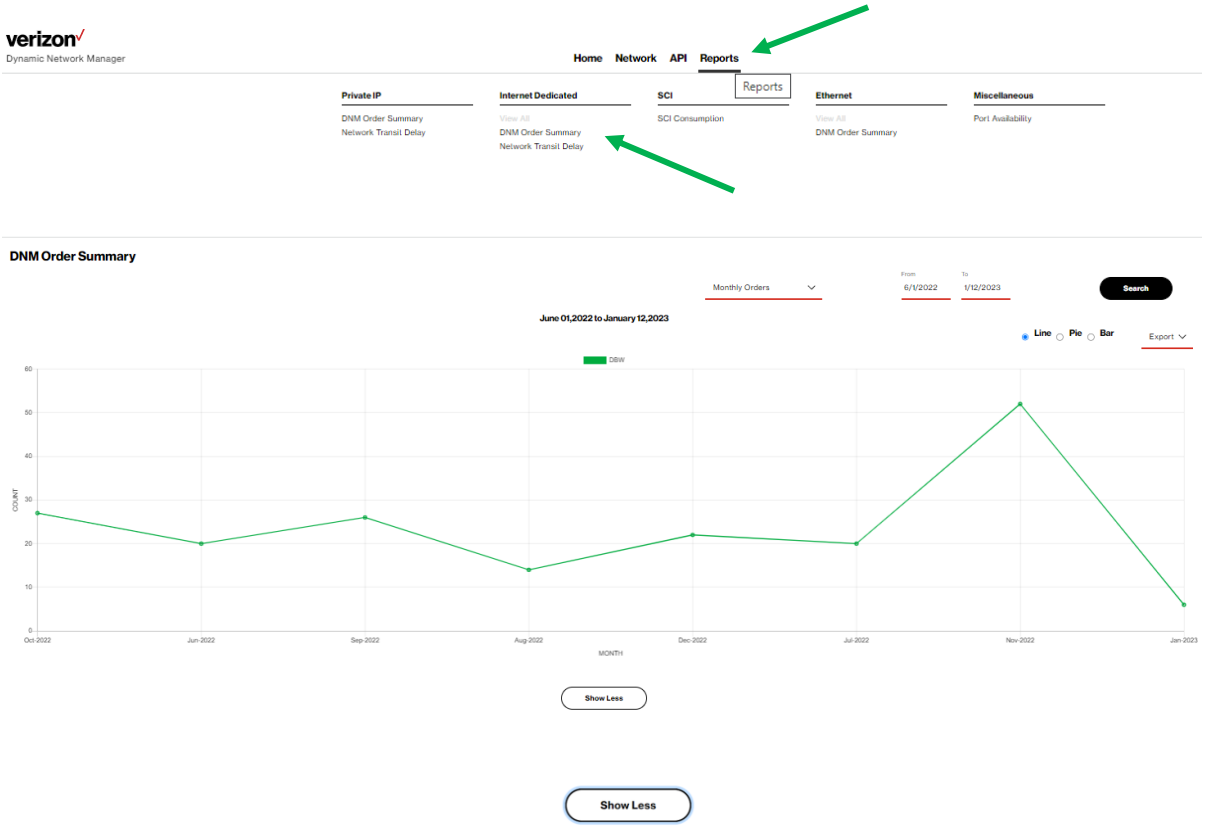


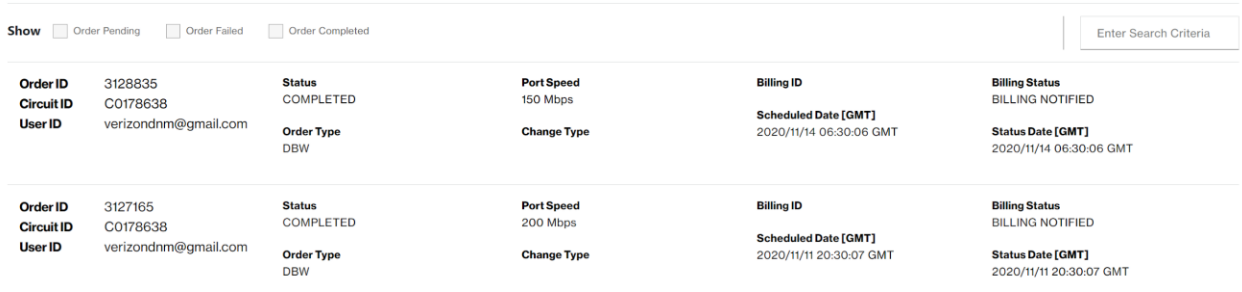
Complete all required fields, choose the option of Direct Call Back or conference bridge and click submit. If you choose direct call back, operations will call you back within next 30 minutes.

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.

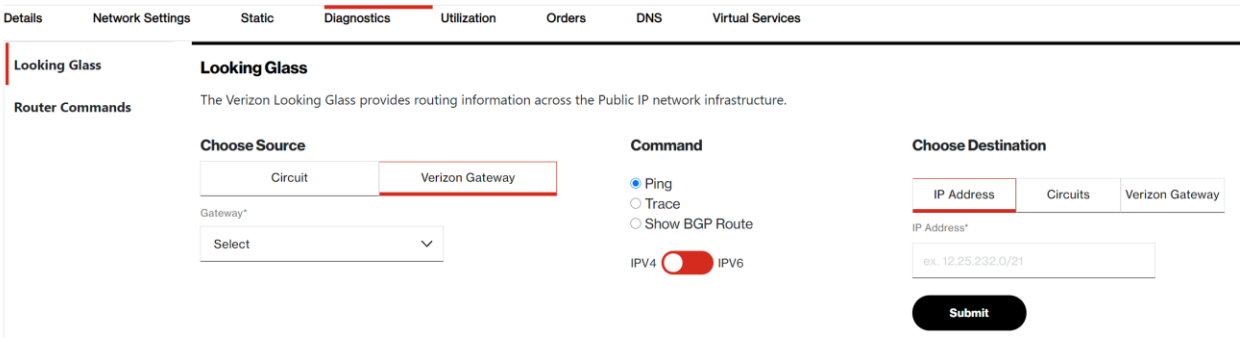




Diagnostics > looking glass

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.

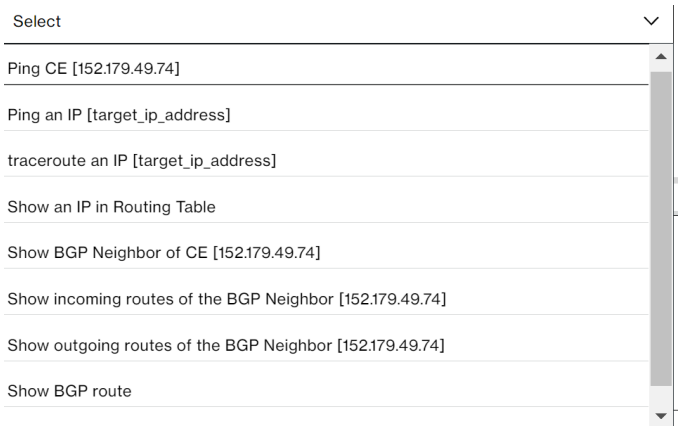
1. Click on the “add symbol” (“+”) to view the details of the circuit ID.
2. Click on the “Diagnostics” tab to view the *Looking Glass* section and the *Router Commands* section. The *Looking Glass* section is displayed upon clicking in “Diagnostics.”
3. Select a command from the Command list (Ping, 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.



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.



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

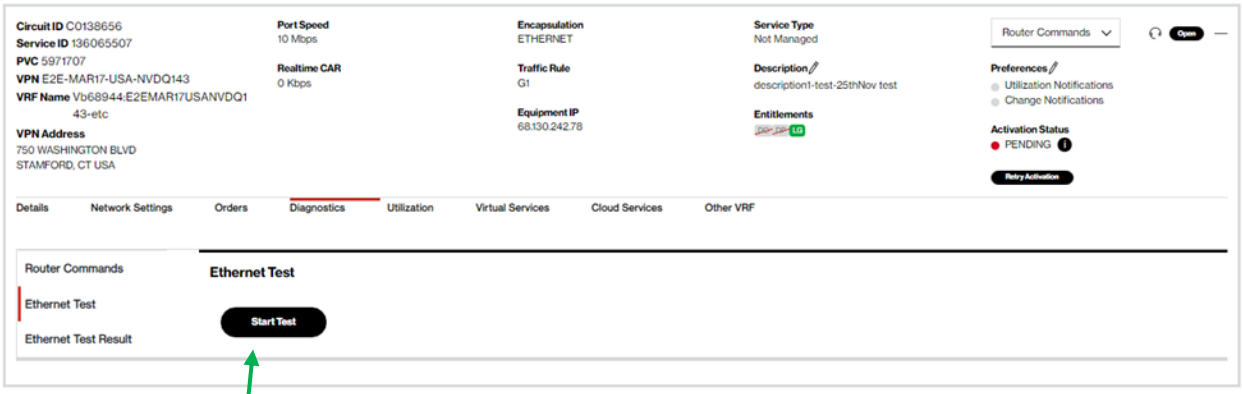
Submission of the test steps:

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

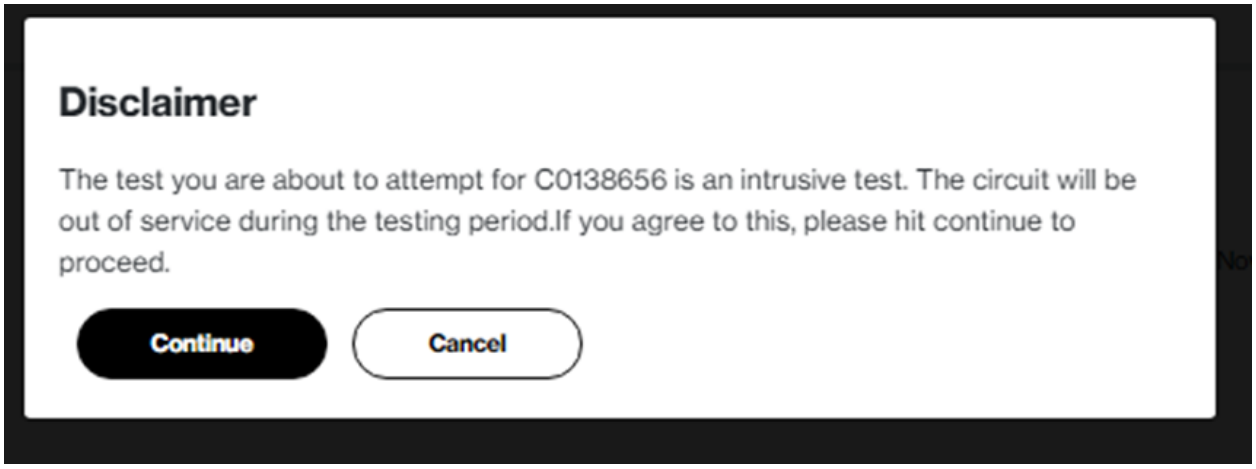
Select the “Ethernet Test” from the Router Command drop-down list.

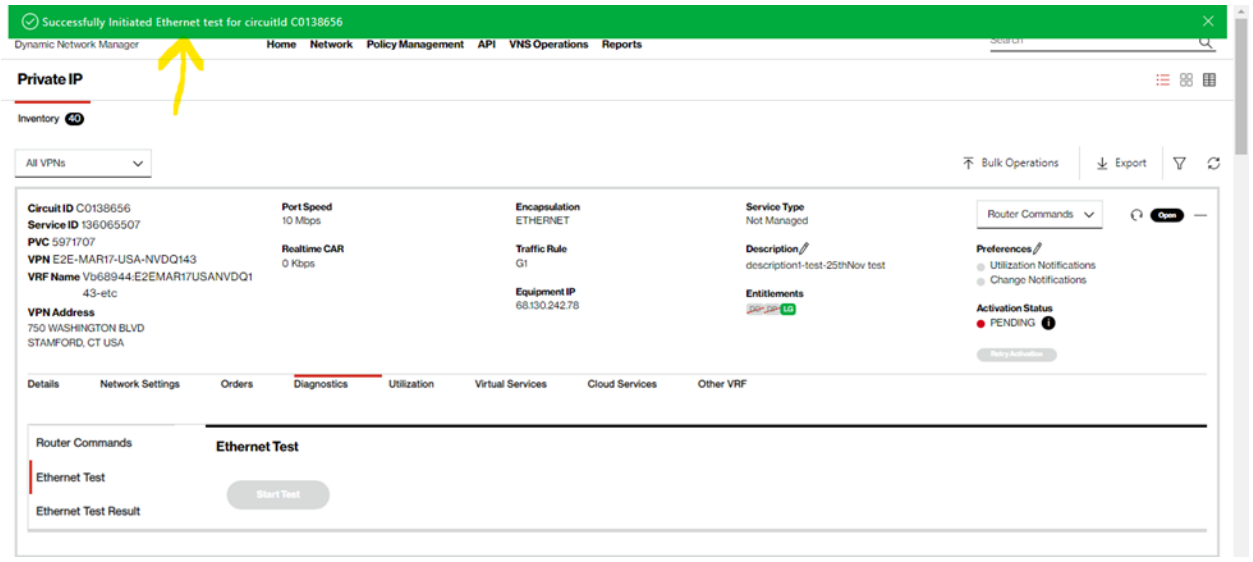
Initiate the Test

DNM Ethernet test tab



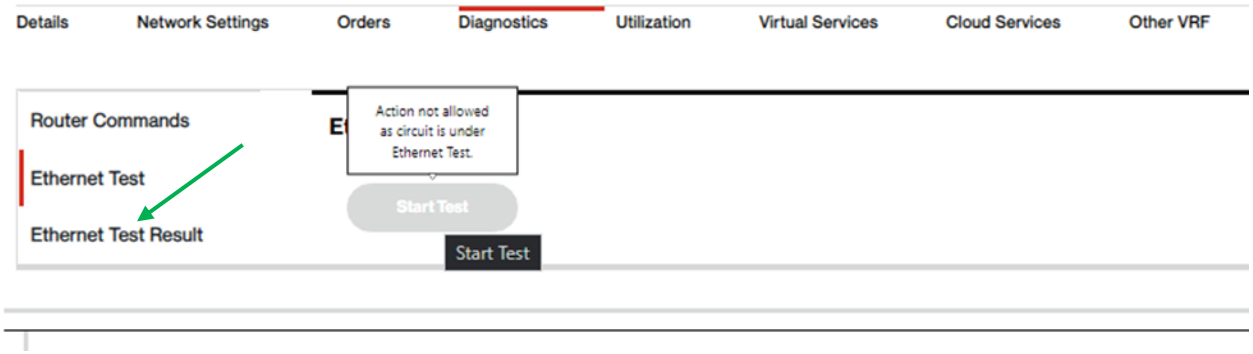
Click “Start Test”.





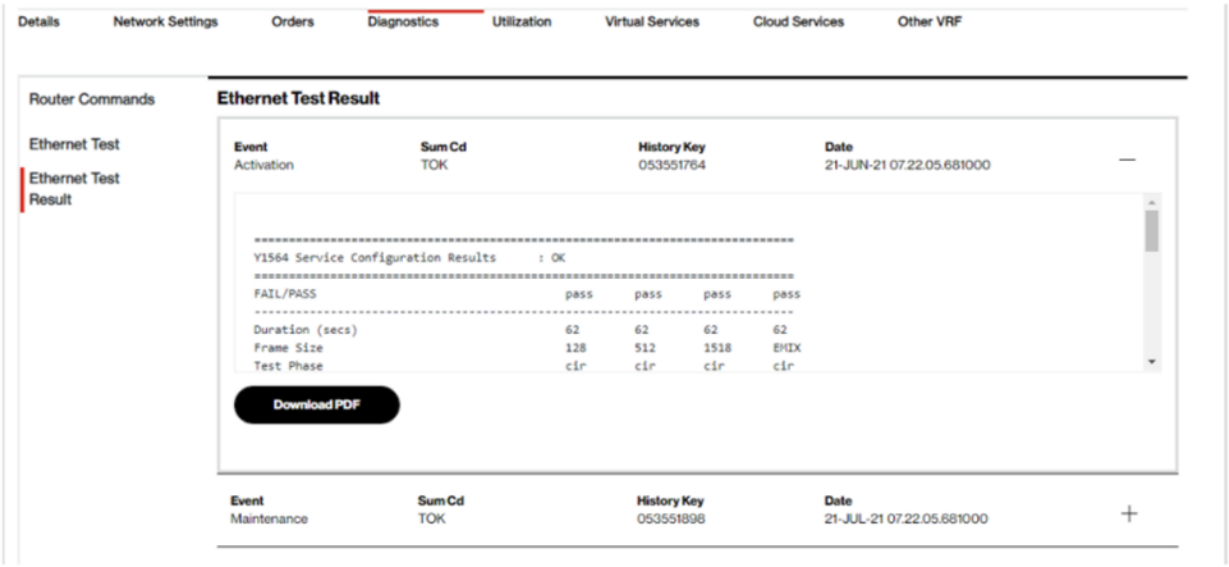
After Ethernet test is completed

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



Response from test

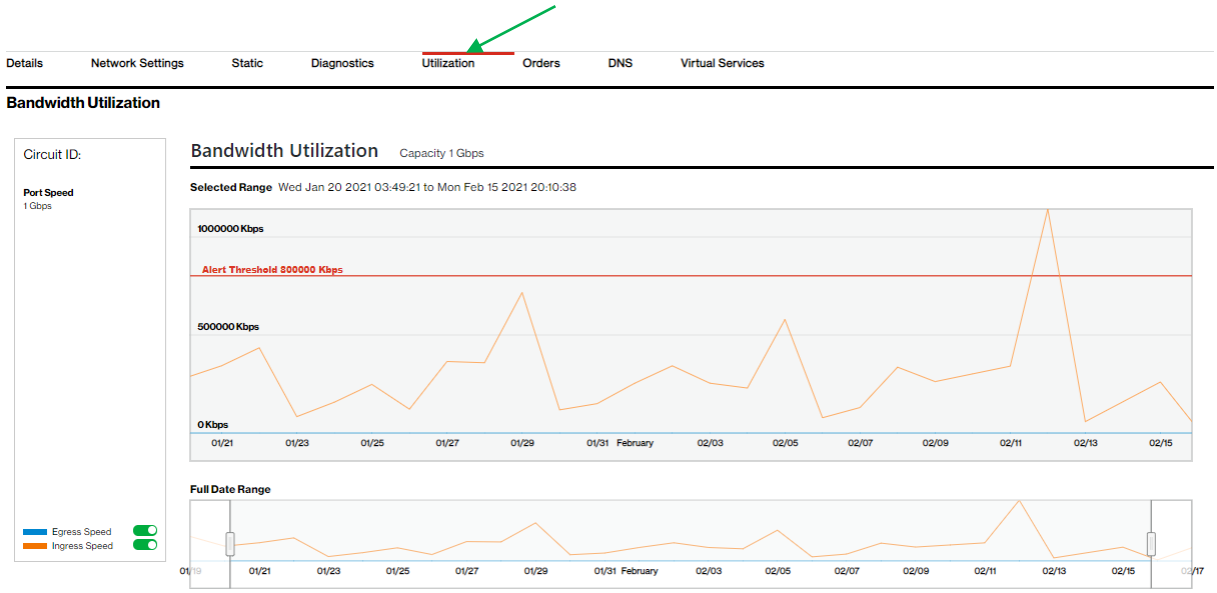
Ethernet access test results



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.



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.

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":

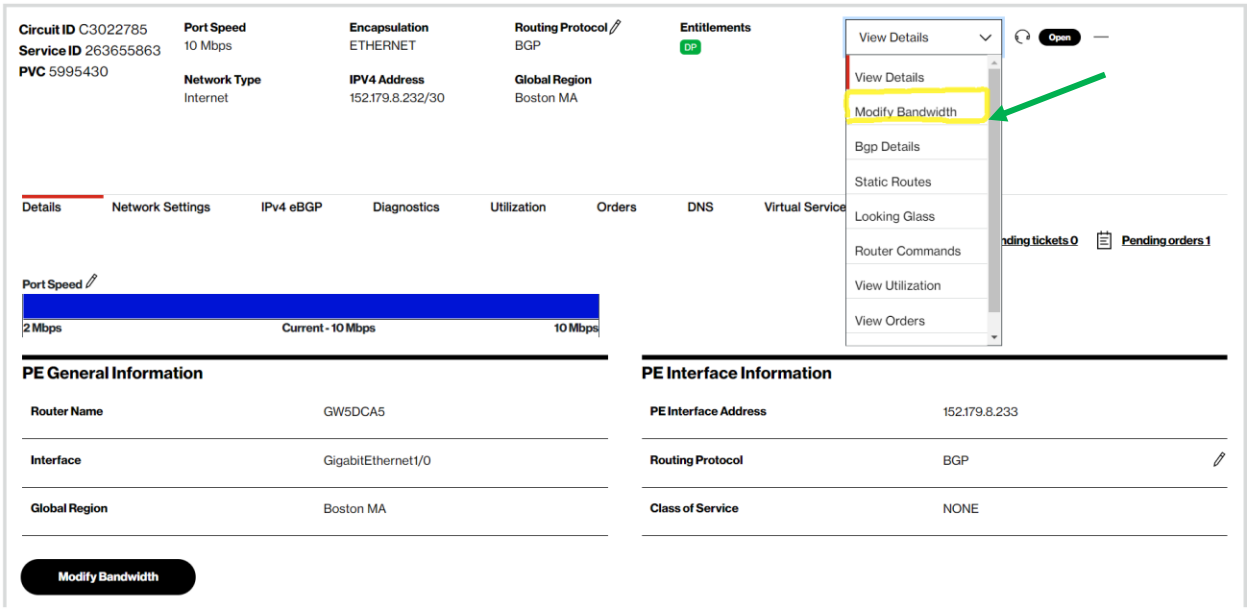
Entitlement codes are:

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

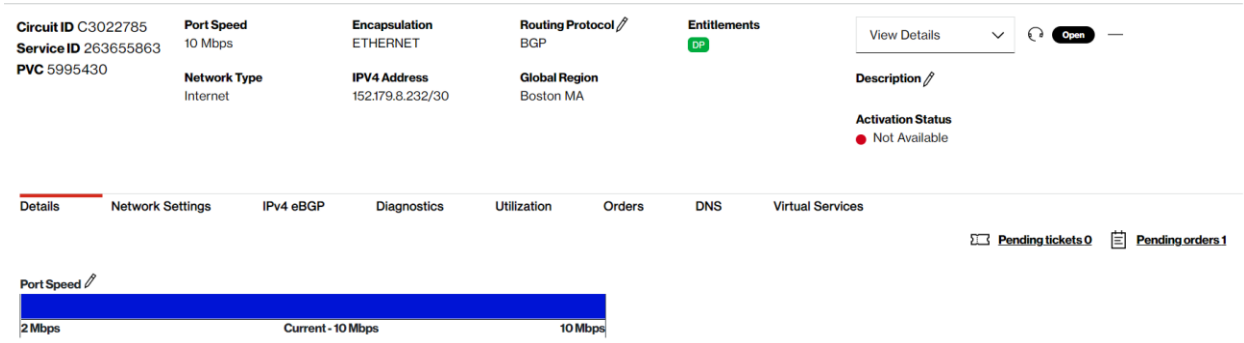
Please refer to the applicable rules for Internet Dynamic Port, which are provided above in section "Business Rules for Internet Dedicated Dynamic Port."

How to modify port bandwidth

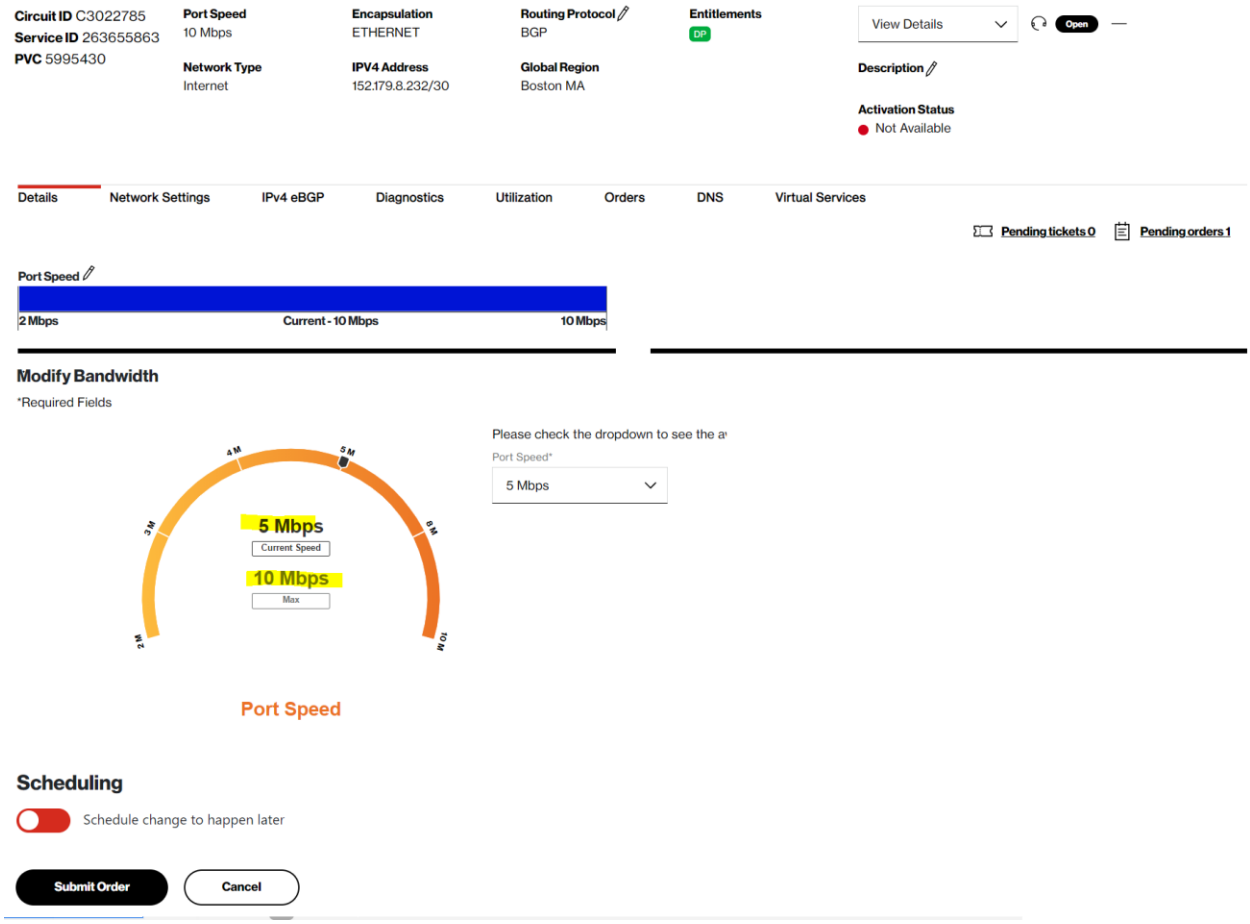
Click Modify Bandwidth in the Actions Menu (or in the Expanded Details view, bottom left of screen):



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).

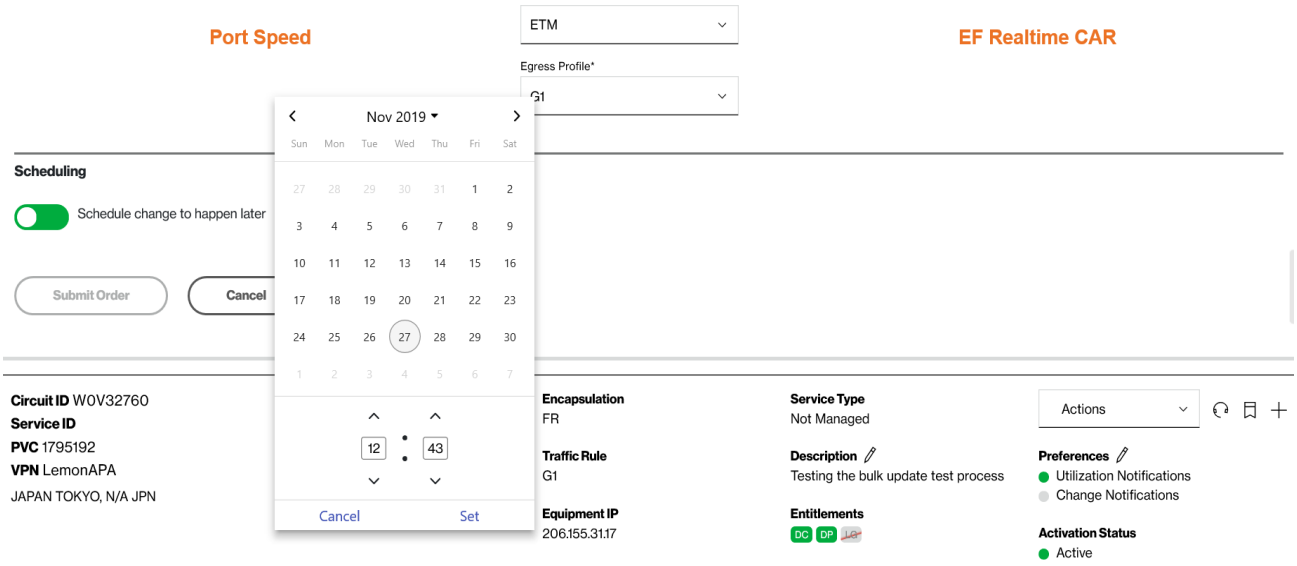


Upon clicking on “Modify Bandwidth”, you can review the current bandwidth settings and select new values from the respective dropdown menus:



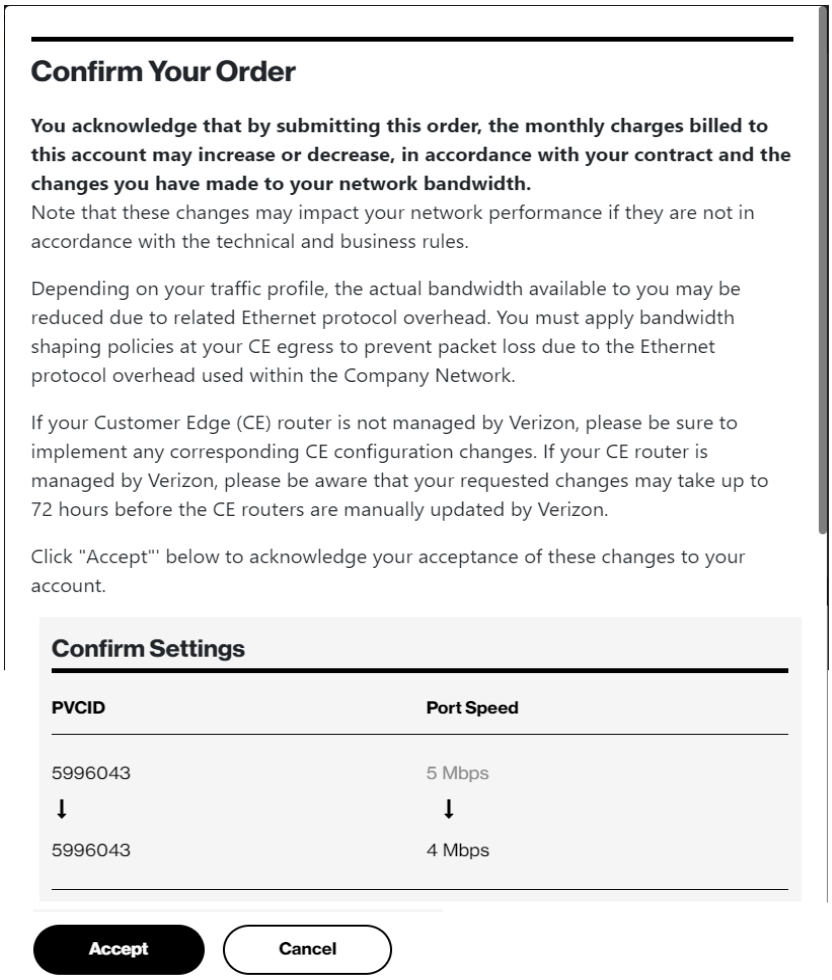
The dropdown menu for the port speed is specific to the service and includes the eligible speeds for change requests in the Dynamic Network Manager (DNM). These port speeds are included in the respective service contract together with their respective monthly recurring charge. Please contact your Verizon 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.



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:



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.

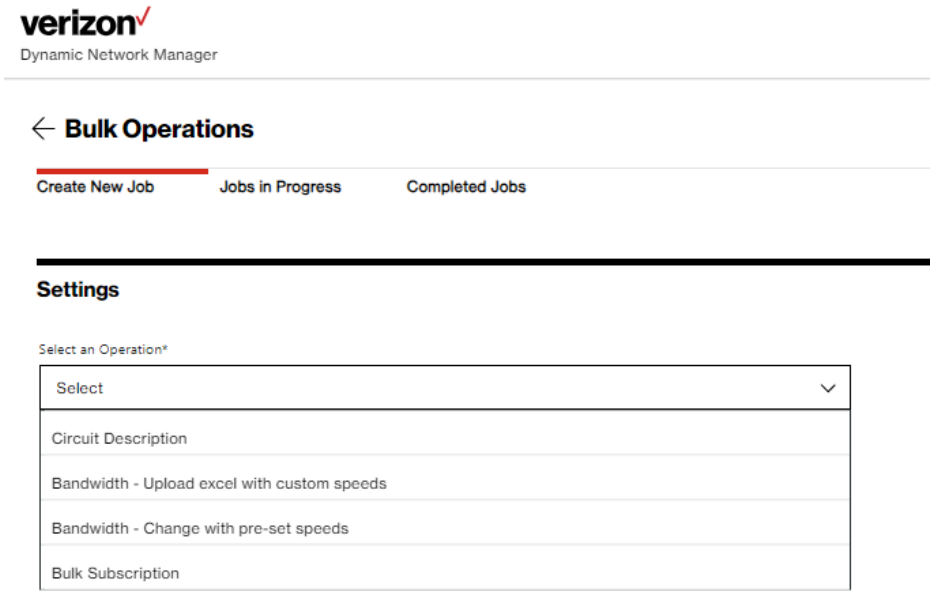
Note for Ethernet Access

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

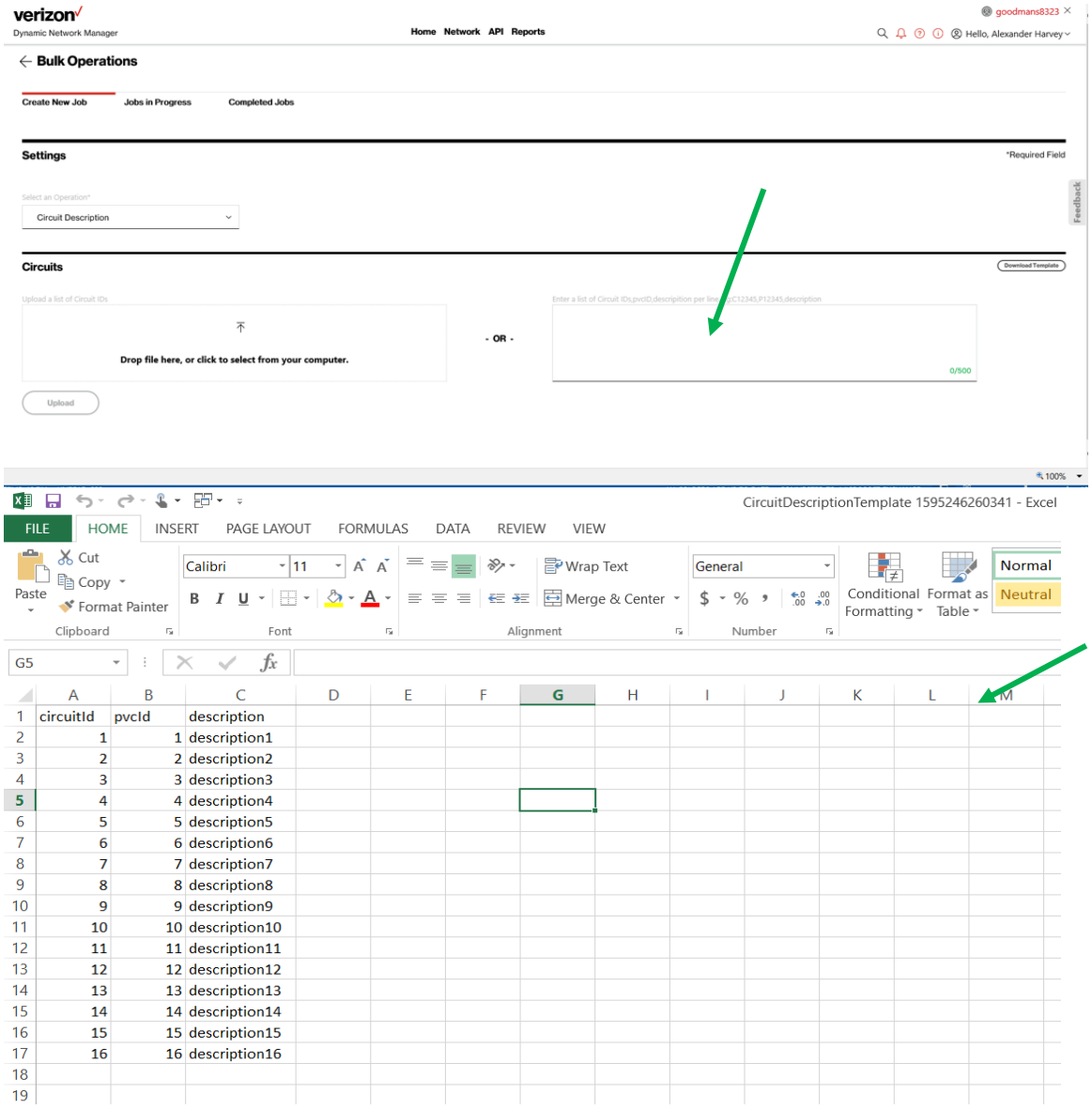
This Dynamic Network Manager (DNM) feature allows Users to submit multiple circuit changes at one time. There are three categories of DNM bulk changes: 1) Circuit descriptions, 2) Bandwidth changes either uploading with custom speeds or change with pre-set speeds, and 3) Bulk subscription (Utilization 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.*

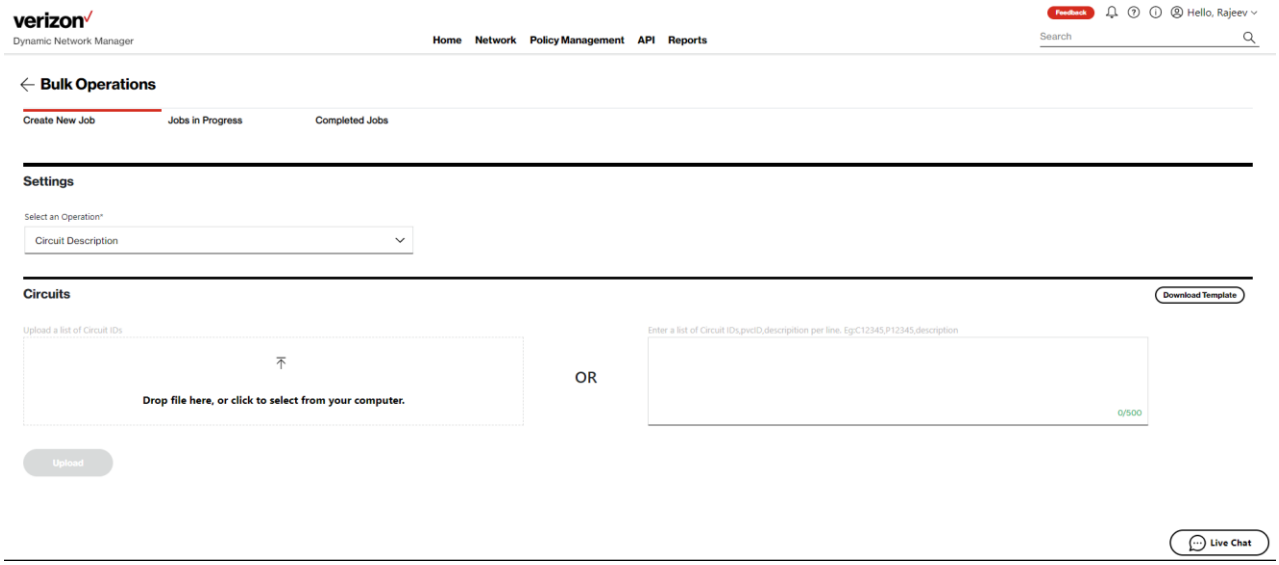


Circuit description

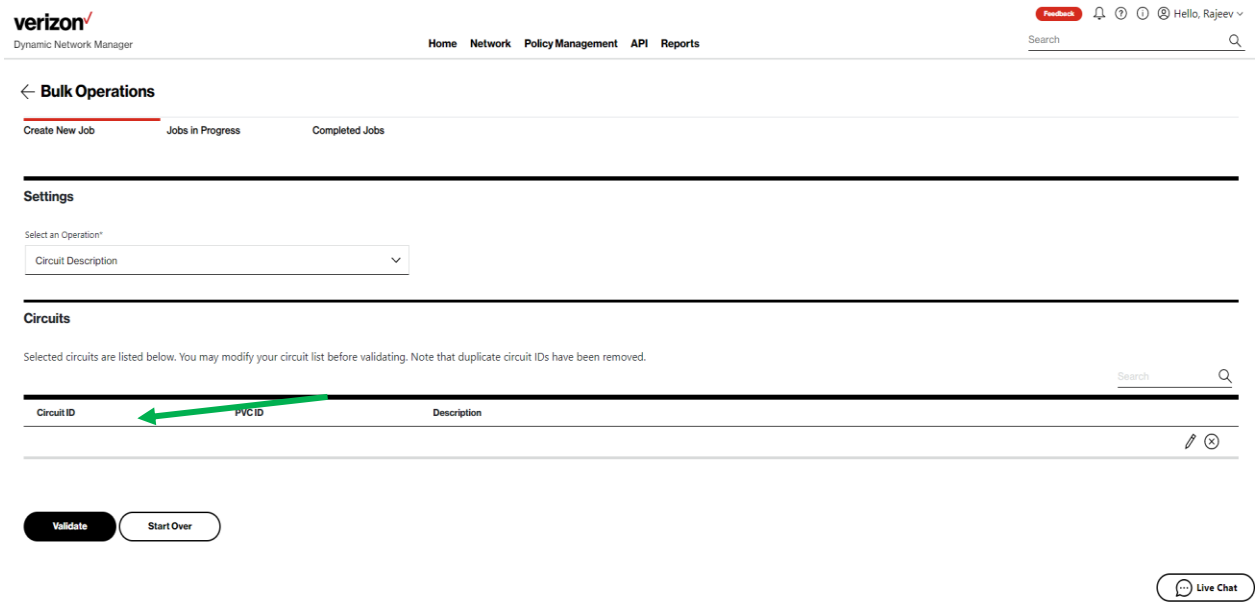
This option allows changes to Circuit Descriptions (only). You can manually enter circuit information (circuit id, PVC id, and description) or enter the details into a DNM spreadsheet template which you would upload into the tool.



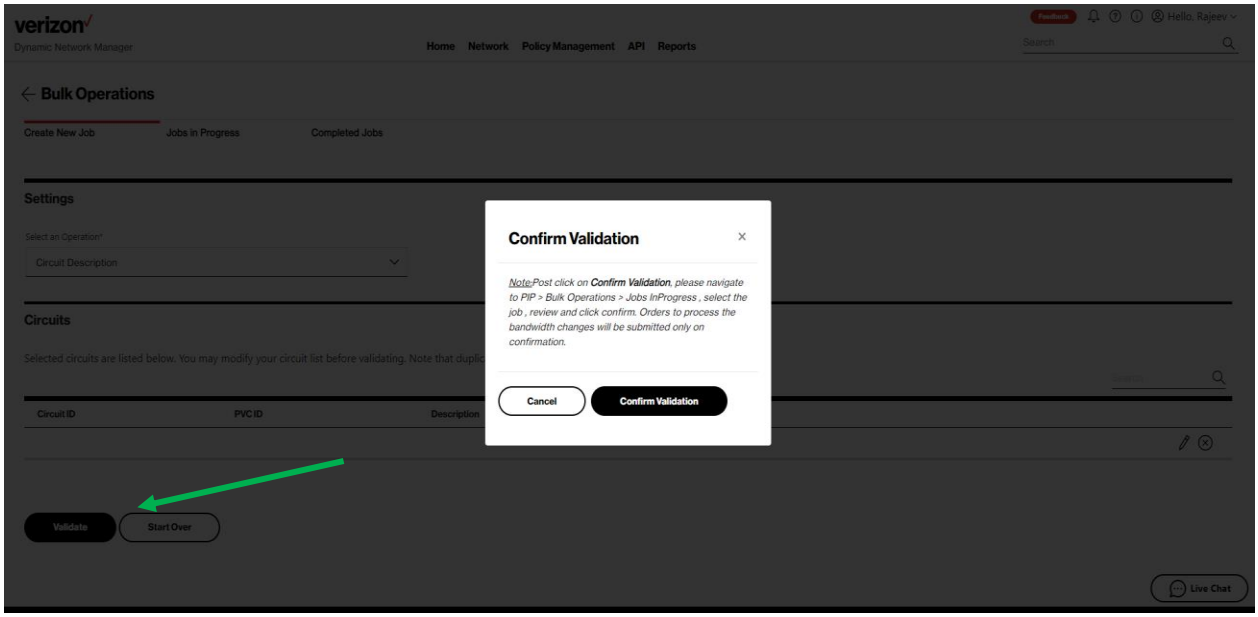
Note: Circuit information submitted via spreadsheet for any DNM bulk change request must be entered in a DNM spreadsheet template format. If data does not match the Template format provided, the sheet will not be uploaded.



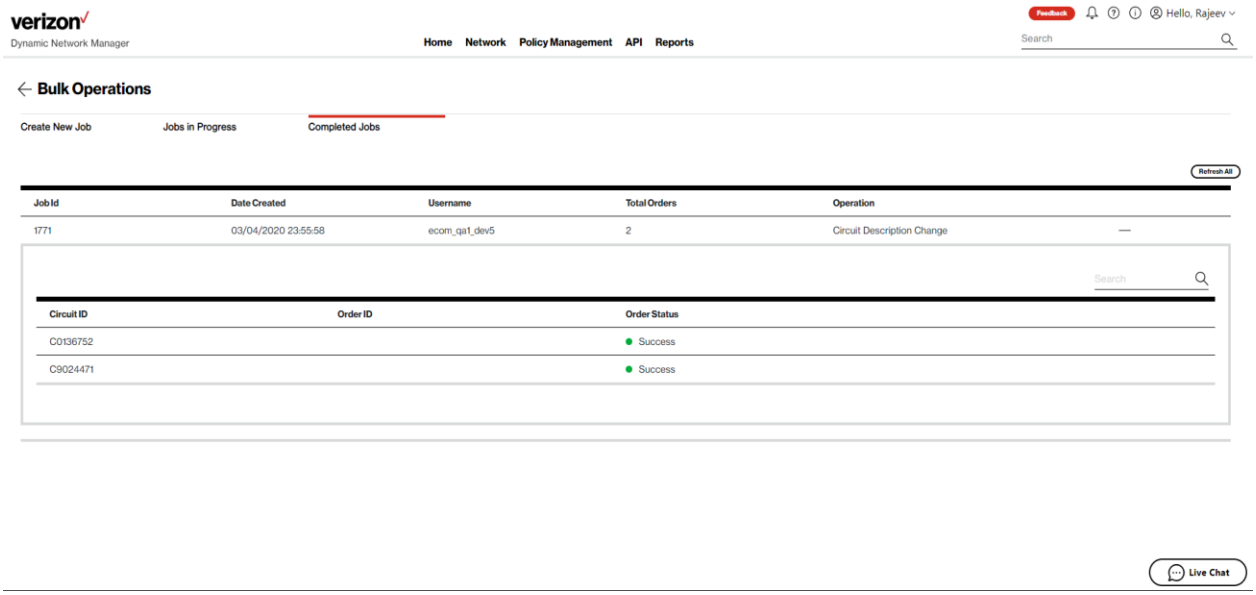
After the Excel file (or your manually entered list) has been entered, Click Upload**.**



Click **Validate**

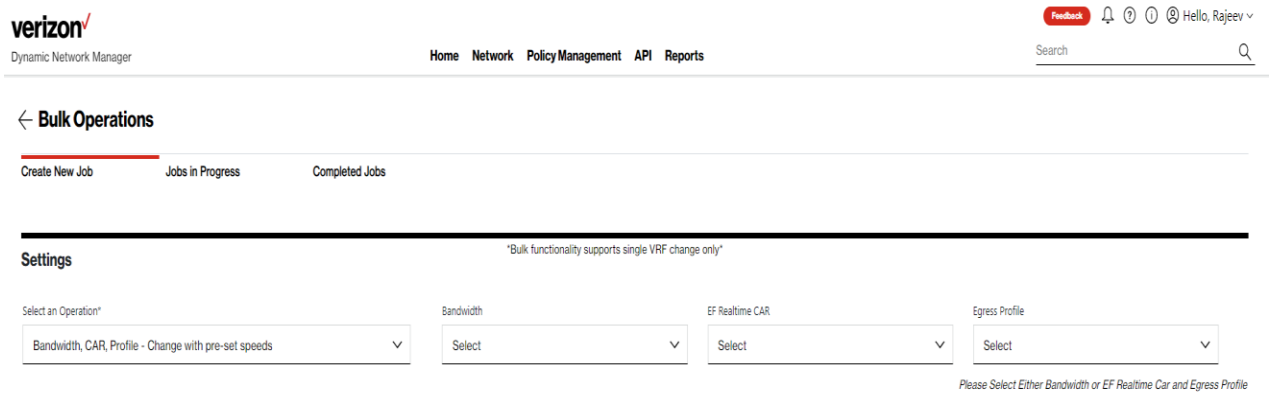


Click Confirm Validation**.**

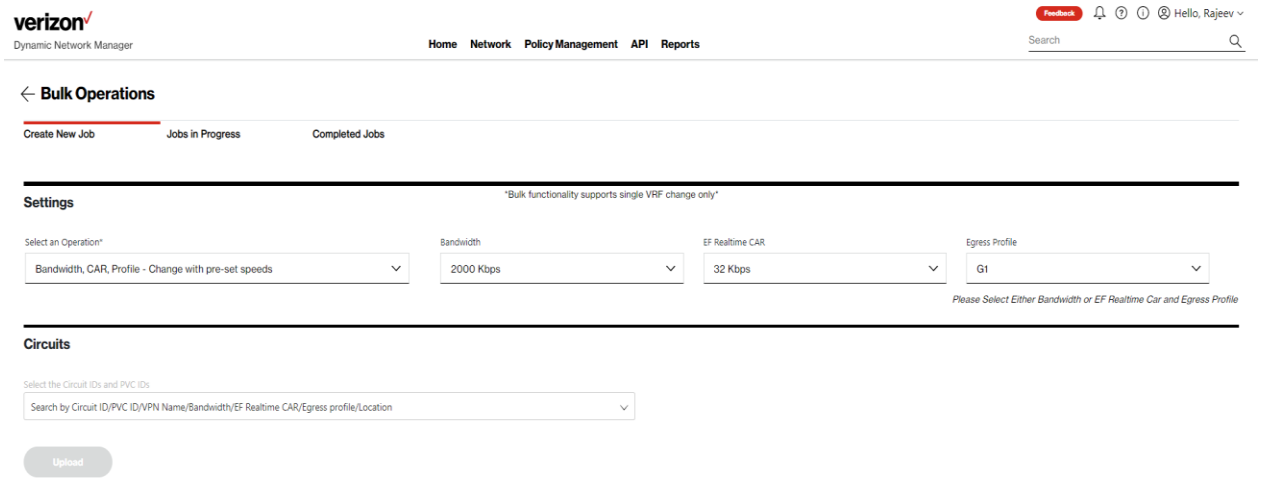


Completed Tab displays the jobs that have been processed.

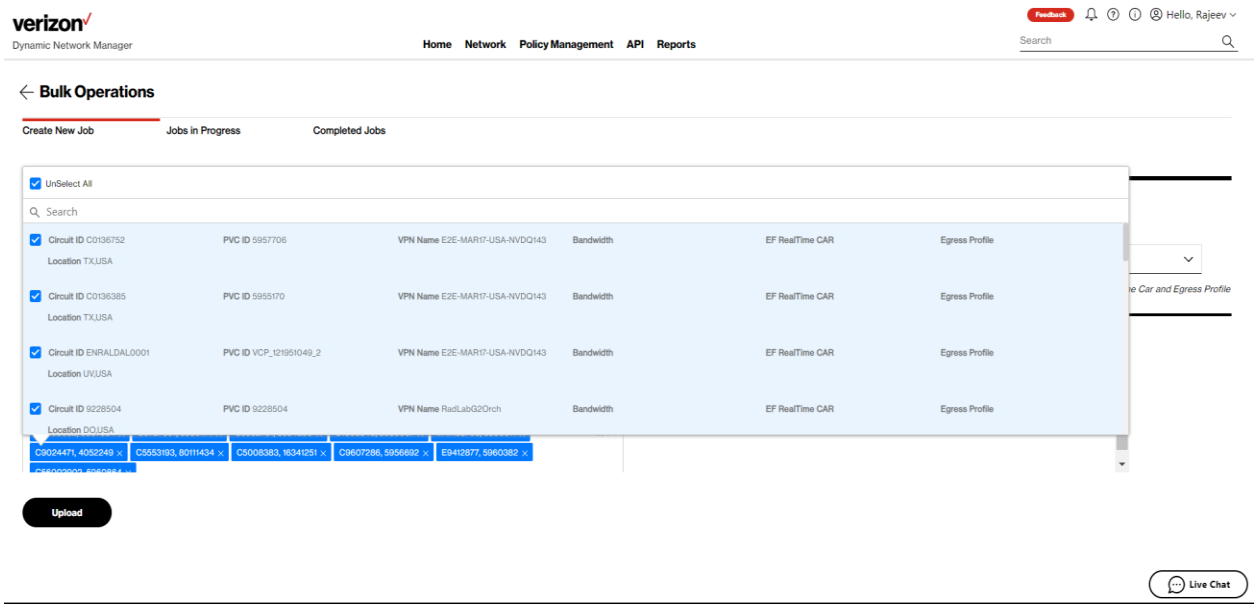
Bandwidth profile – change with preset speeds



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

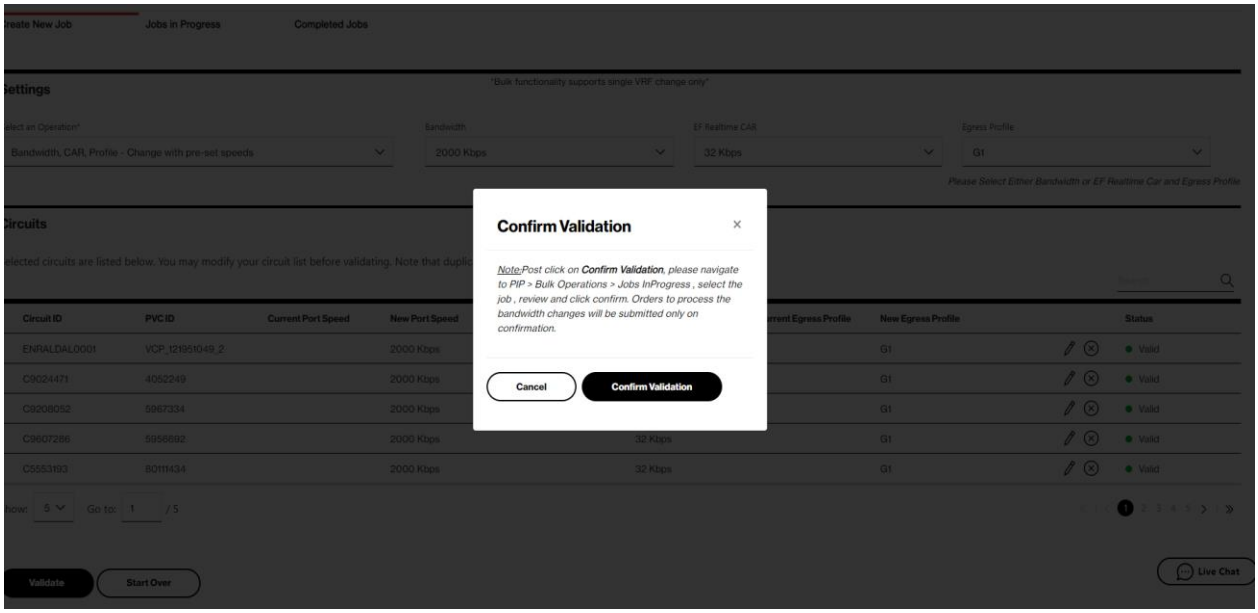


Click the Circuits bar to search & select circuits for Bulk changes.

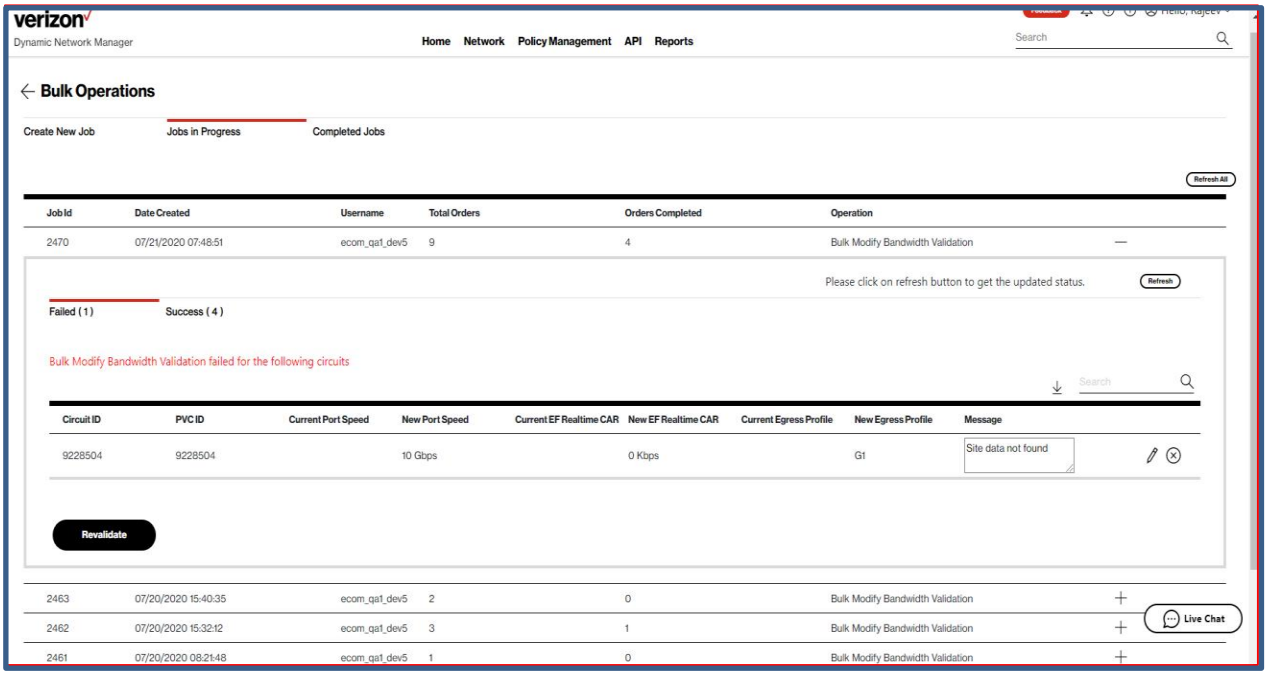


Click Upload to submit circuits for Bulk Changes.

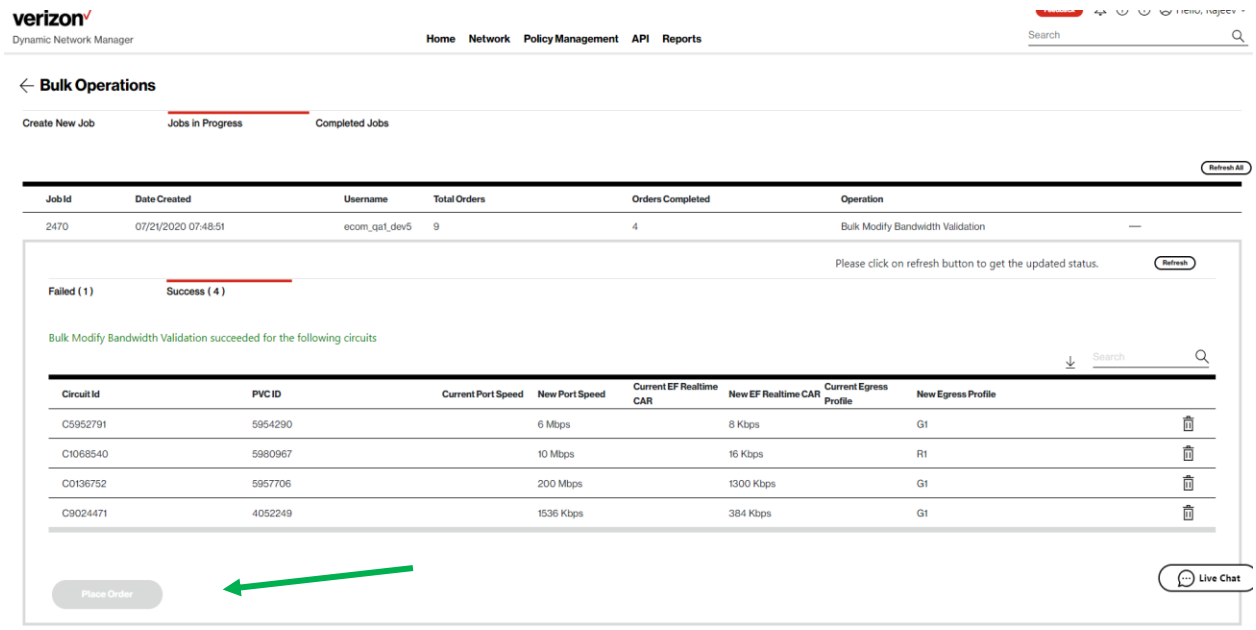
All sites that pass pre-validation will appear with a green status. All sites that contain a red status will fail and the change will not be processed.
Click Validate.



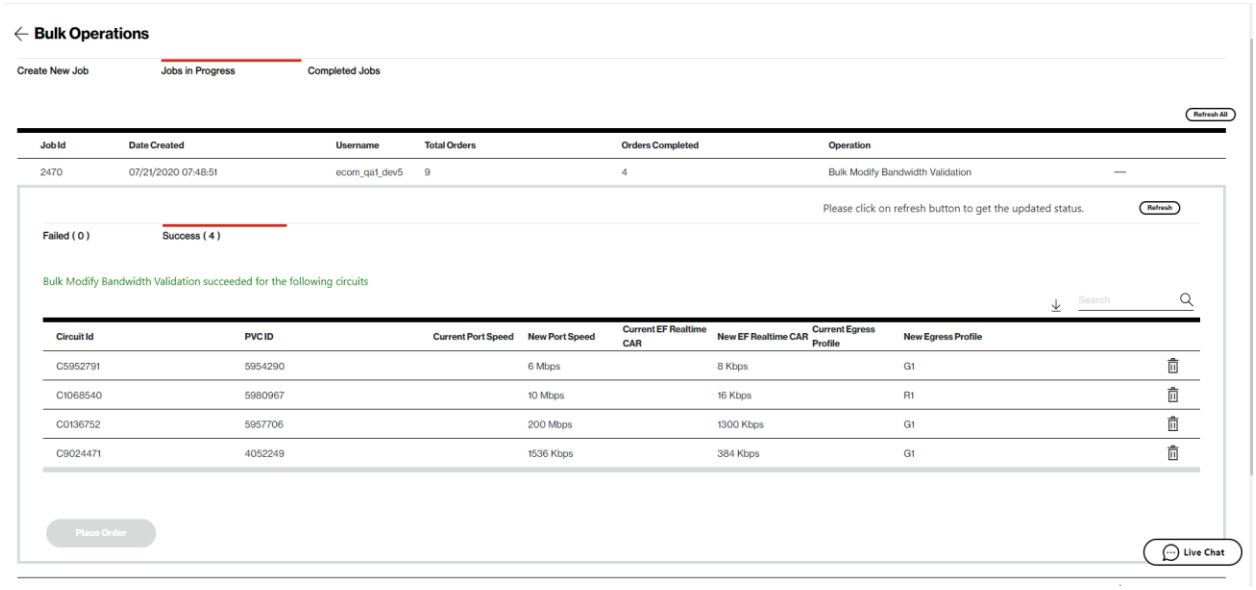
Click Confirm Validation.



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).



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

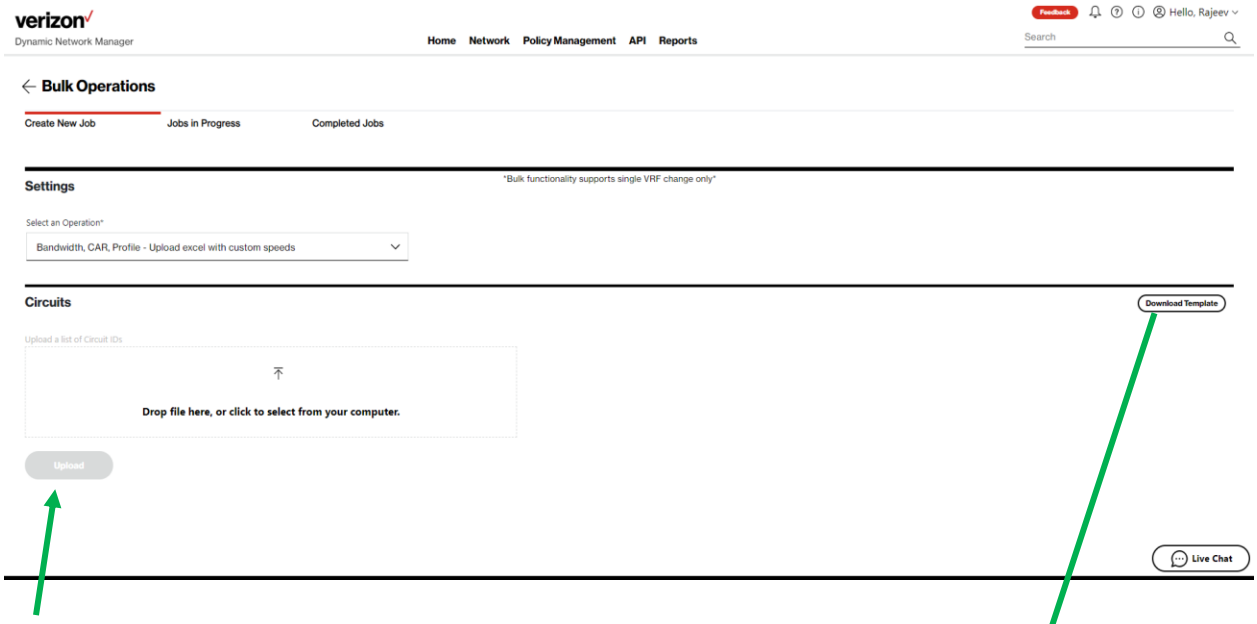


Success tab shows circuits that have been successfully submitted for change. Note: It does not mean the change order was completed.

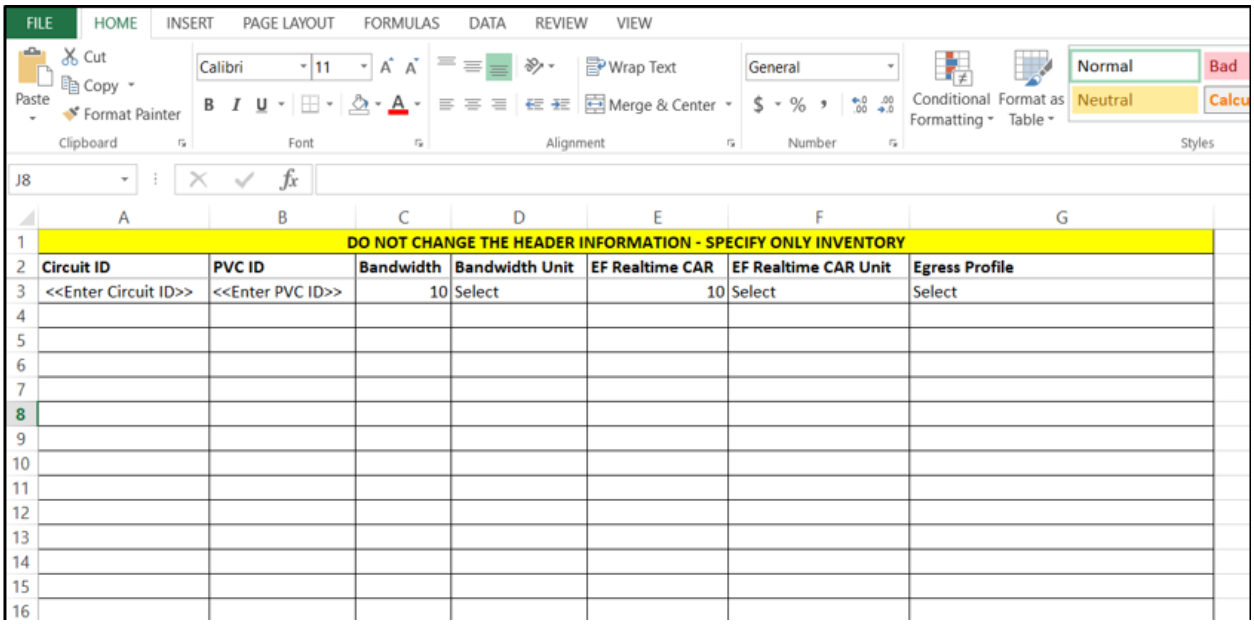
Use the “view orders” option under each circuit or the Order Summary option to verify the order was successful. Review to DNM Order History section for more details.

Bandwidth profile – upload excel with custom speeds

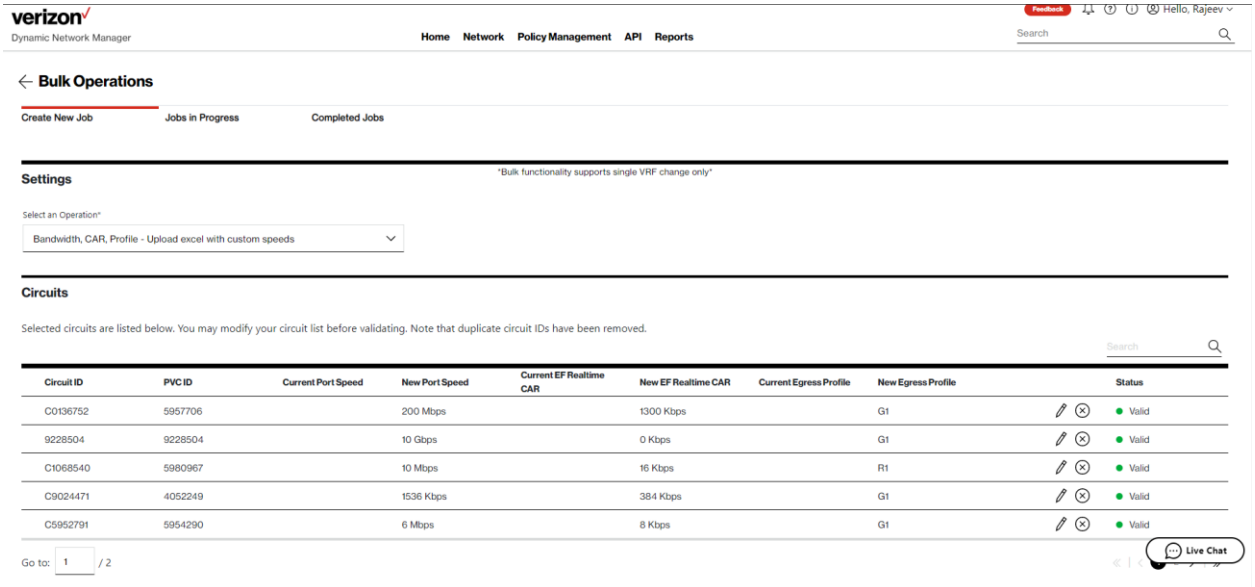
DNM allows you to drag & drop an Excel spreadsheet into DNM with your defined circuit changes. This spreadsheet must be in the same format as the accessible DNM Excel template.



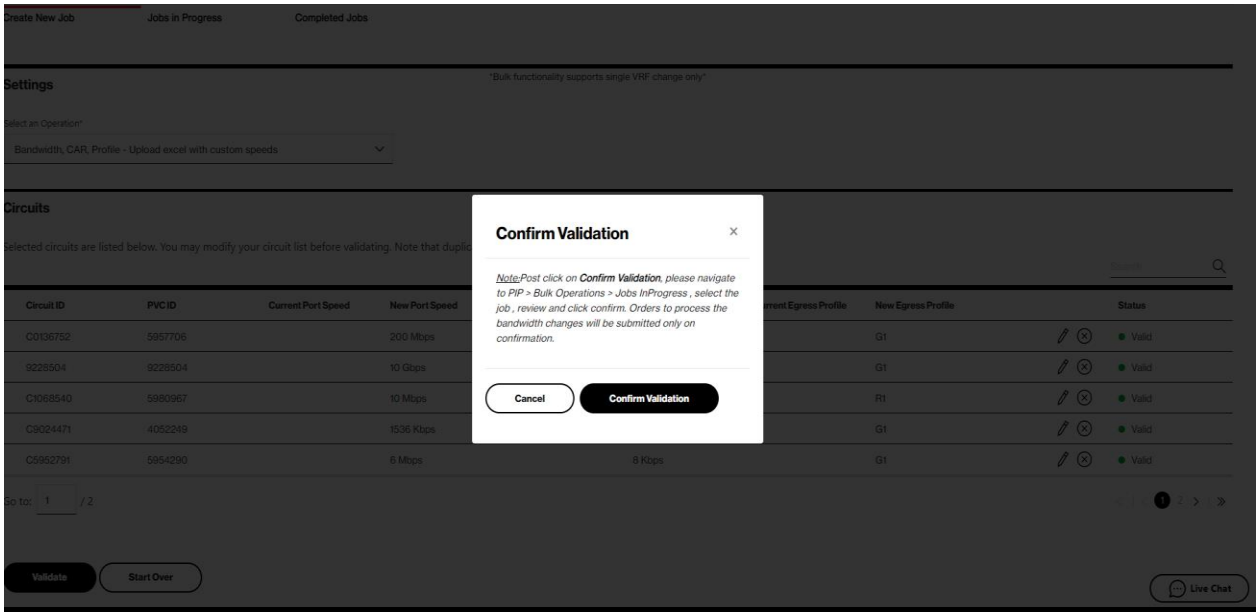
Click Upload after dropping the Excel file into DNM. NEED NEW PICTURE



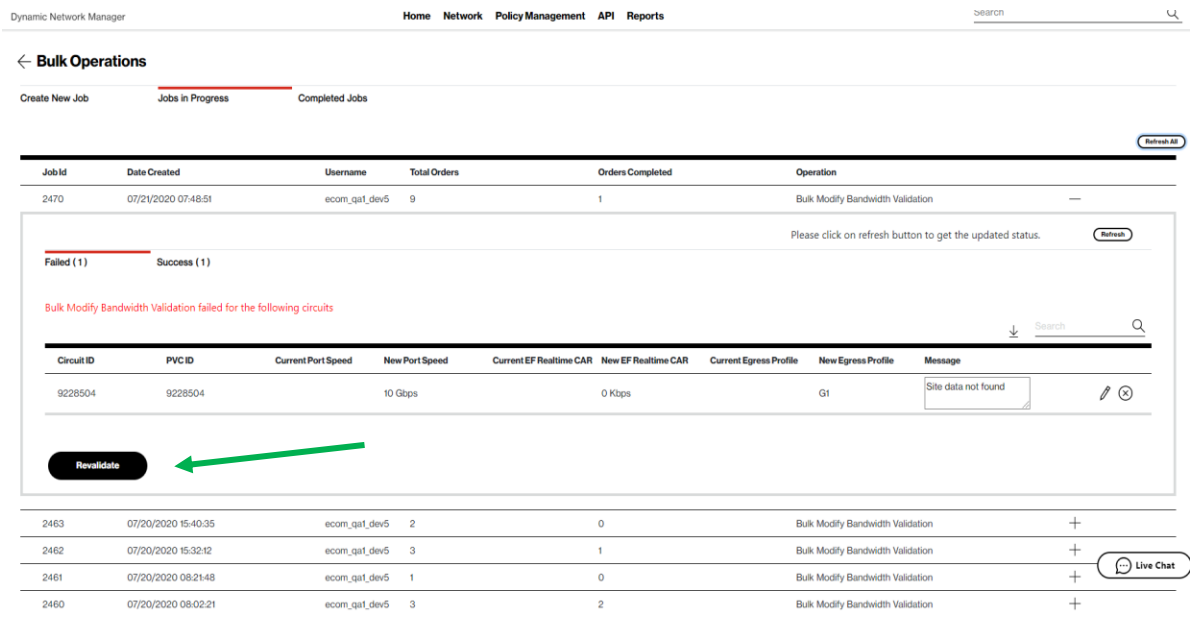
DNM speed change template



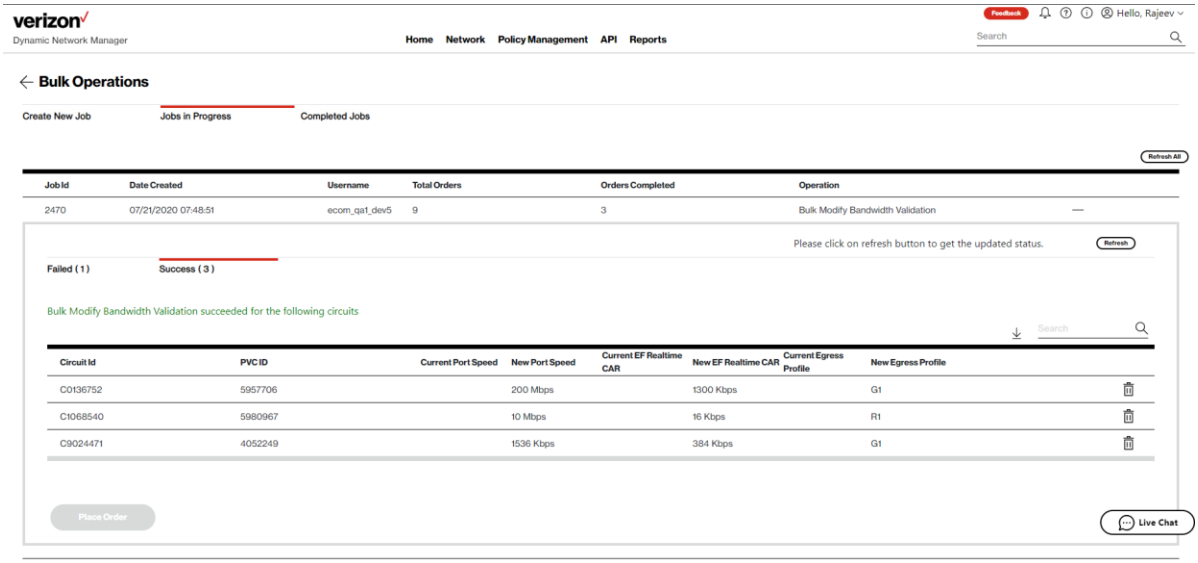
When finished editing, click Validate**.**



Click Confirm Validate.



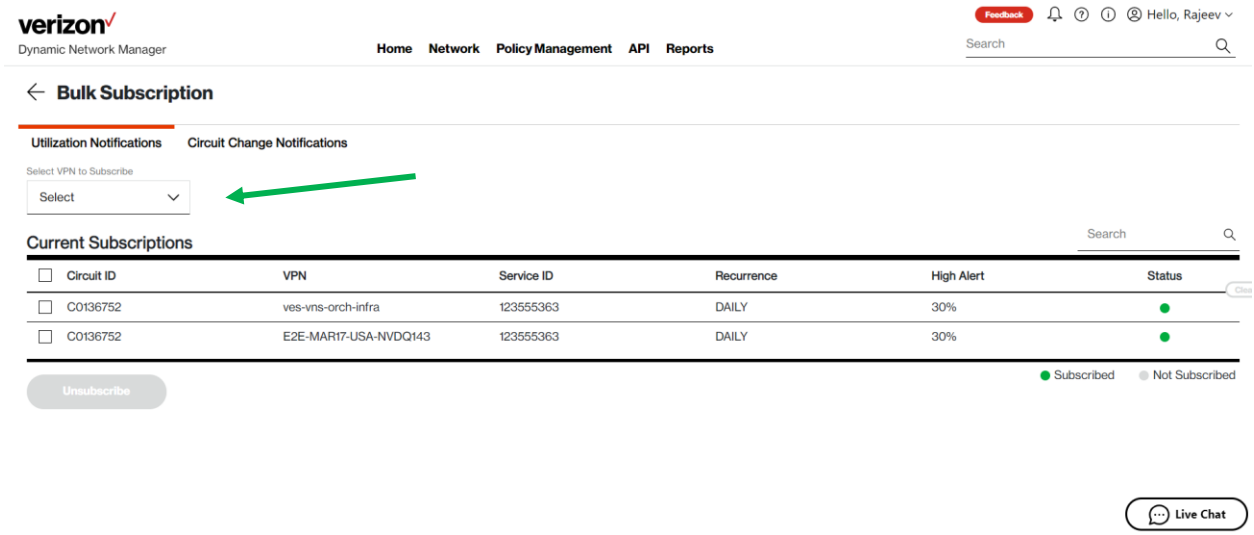
Important Note: DNM will send you an email confirmation when all submitted circuits are processed after the Confirm Validation step. If, however, you go to the Jobs in Progress tab to review status before receiving the DNM email, then hit Refresh to see the most current list of validated circuits (or 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).

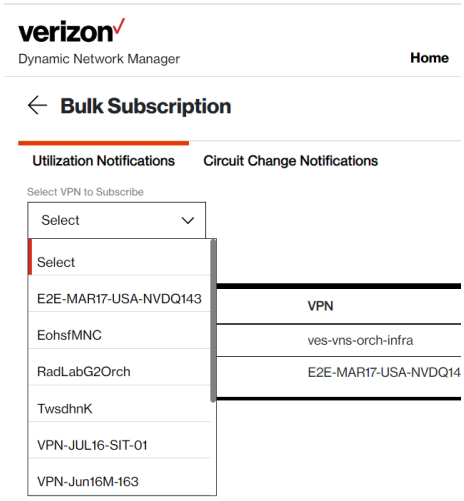


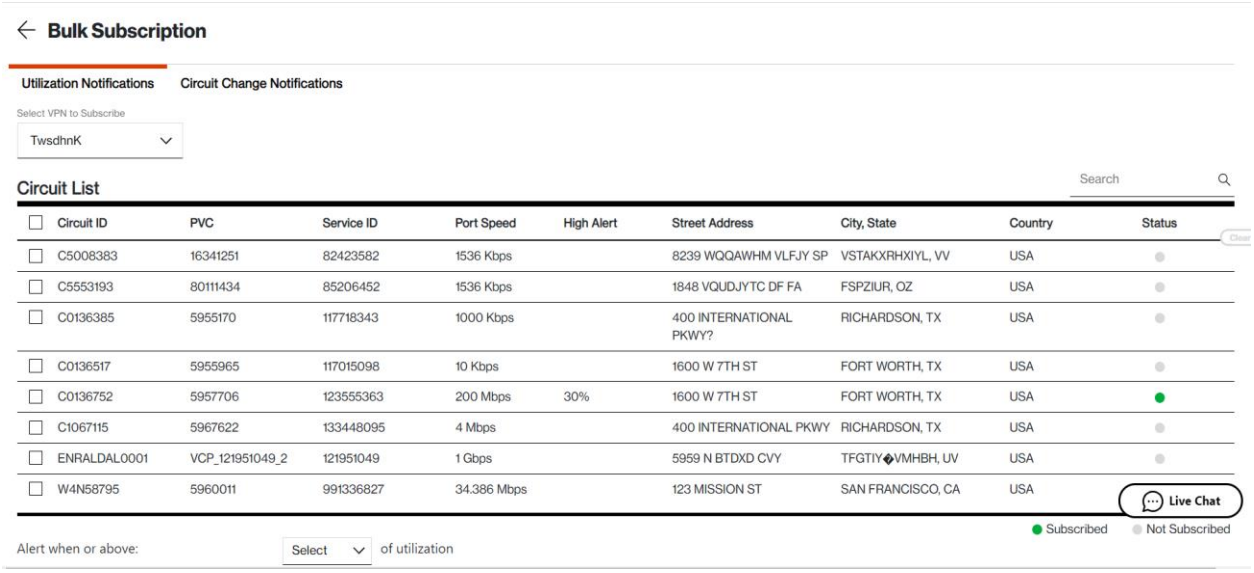
Click Place Order once Revalidation is complete.
This is the final step to entering the Bulk change request.

Bulk subscriptions

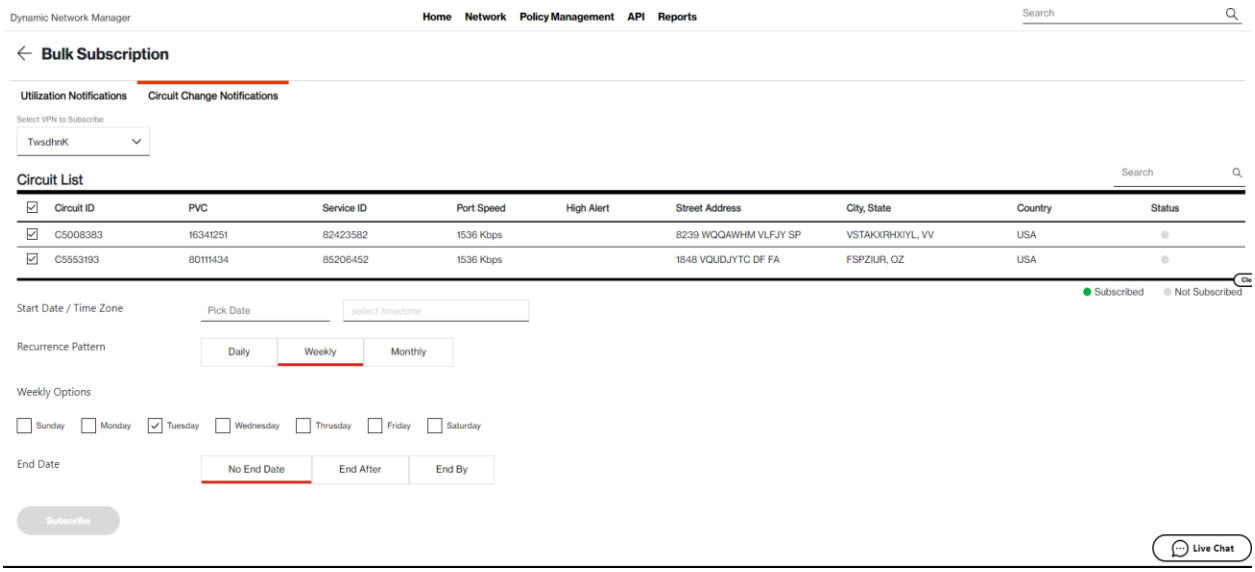
Bulk subscription changes work very similarly to single changes that are made in the “Preferences” section displayed for individual circuits. Alternatively, here you can apply changes to multiple circuits/VPNs.







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



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%

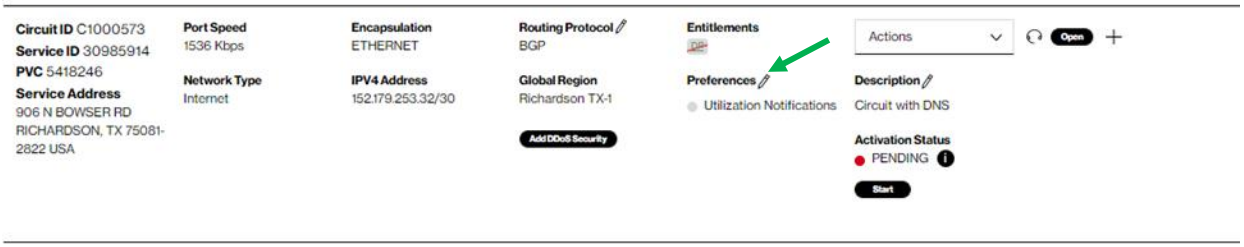
   Tool will average the Utilization Statistics weekly for this circuit. The utilization data will be pulled for all 5 minutes increments within the 7 am to 6 pm EST for Monday through Friday. If the average for the week exceeds 80% an email alert will be sent to the user who subscribed to the alerts.

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.

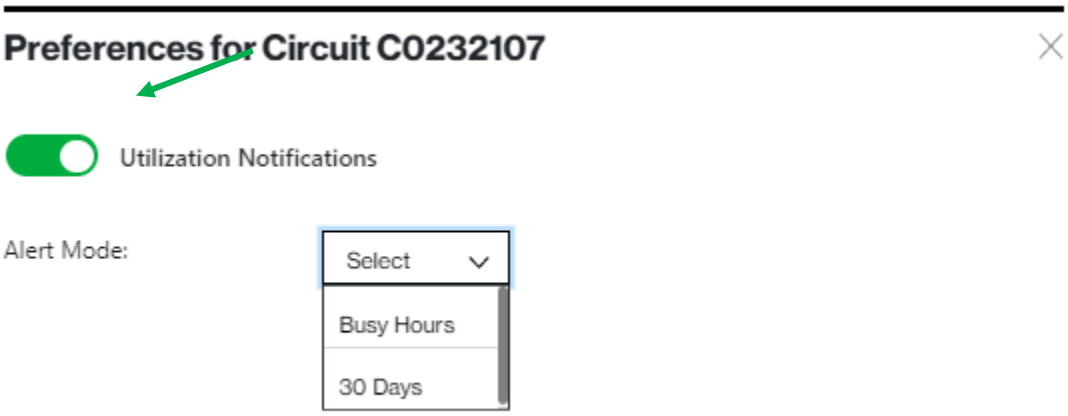
   Example: All Utilization data is summed together for the full month, for every 5-minute increment and averaged for the number of days. If the average exceeds the percentage selected the tool will alert the user who subscribes to the alert.

How to set up threshold alerting

From the Circuit listing page



Next to the preferences, Click on pencil

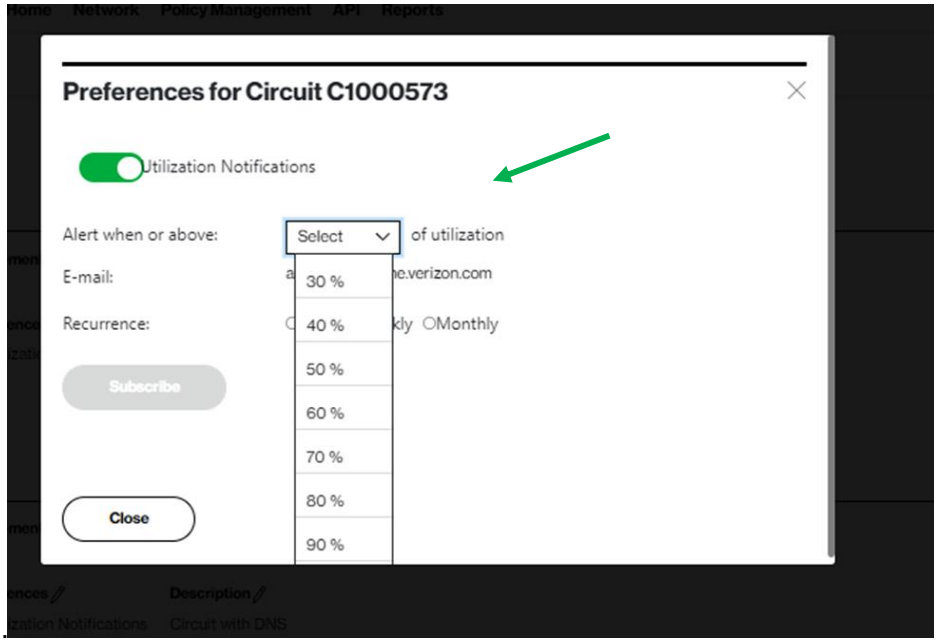


Click Utilization Notifications button to change it from Red to Green

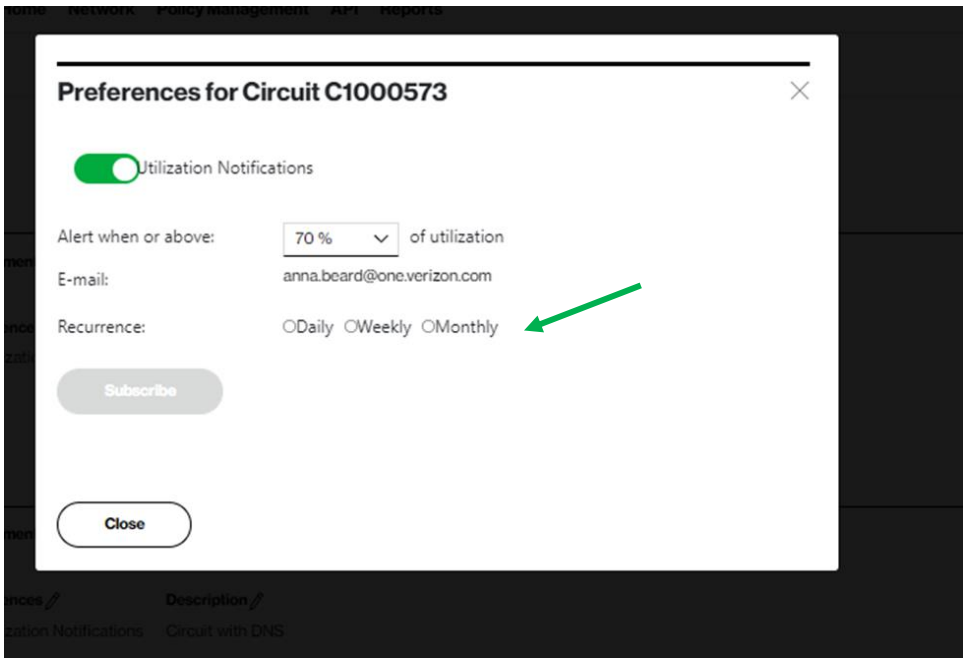
Choose from the drop down the type of Utilization Alerting preferred

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

How to set up 30 day daily average alerting



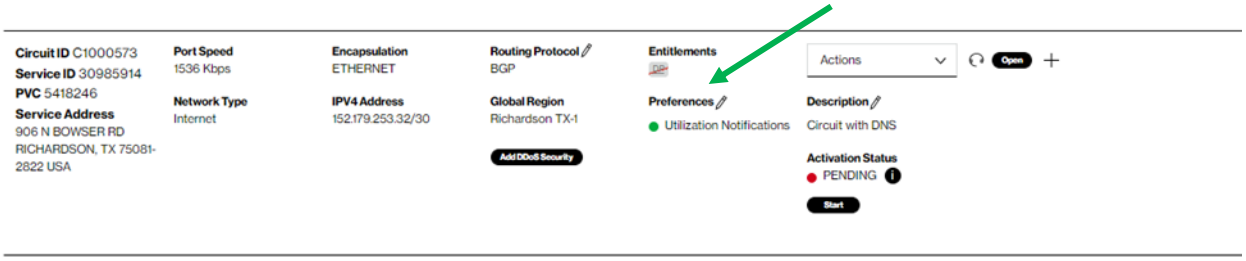
Select Alert Percentage from drop down box



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

Click on Subscribe

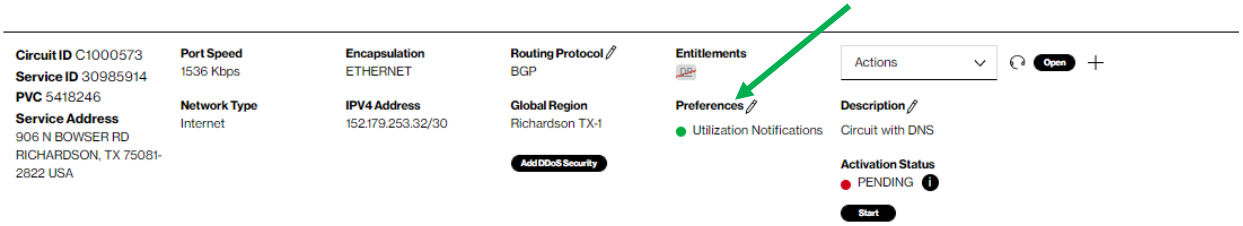
Click Close

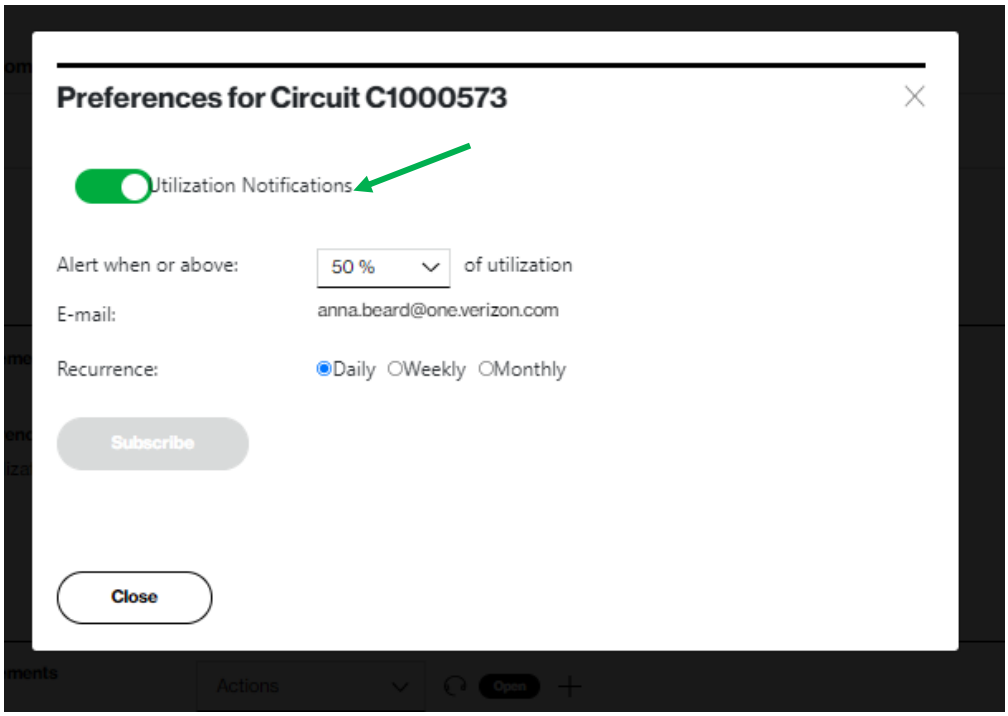


Utilization Notification will display Green as active.

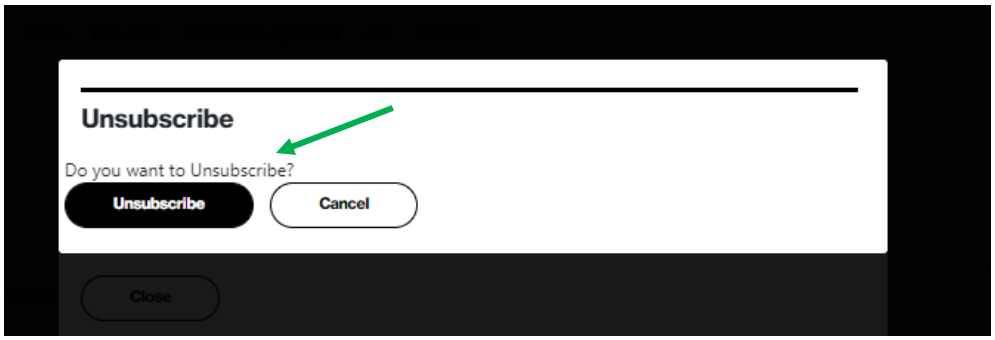
How to turn off utilization alerting

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

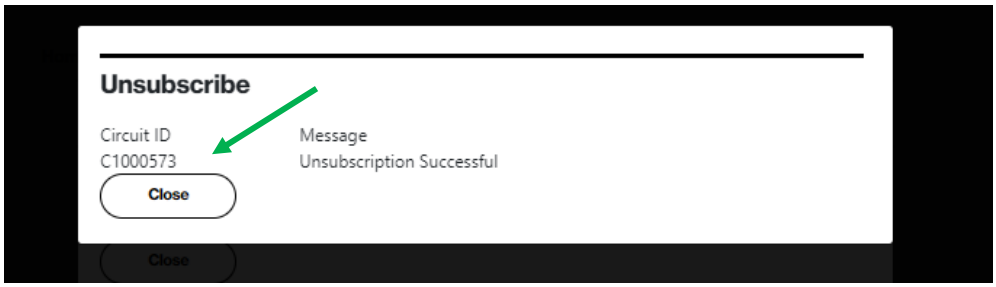




Click on Green Button next to Utilization Notifications

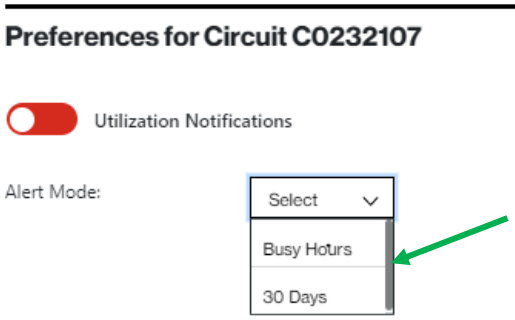


Click on Unsubscribe

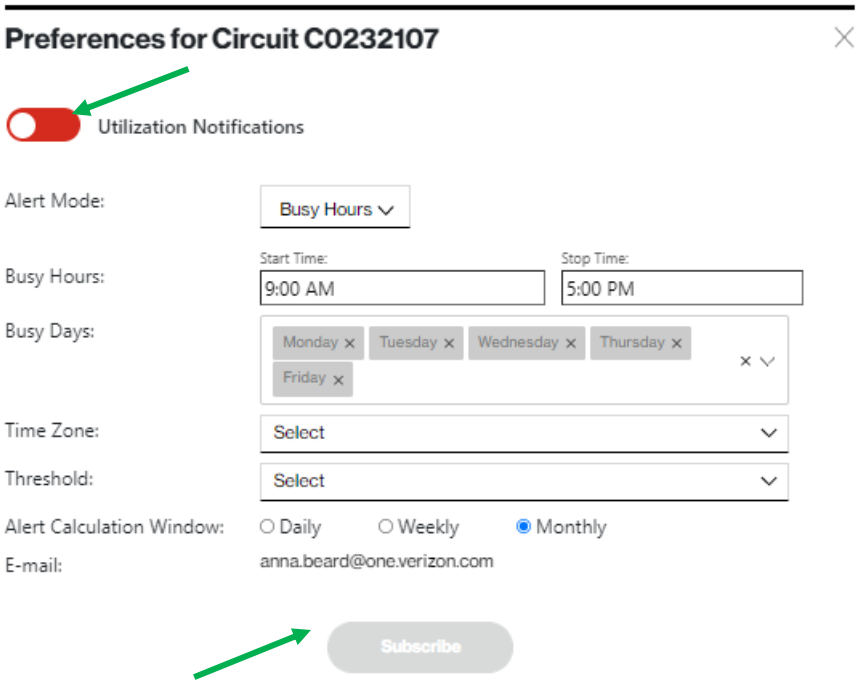


It will confirm Unsubscribe is Successful, Click close

How to set up busy hours alerting



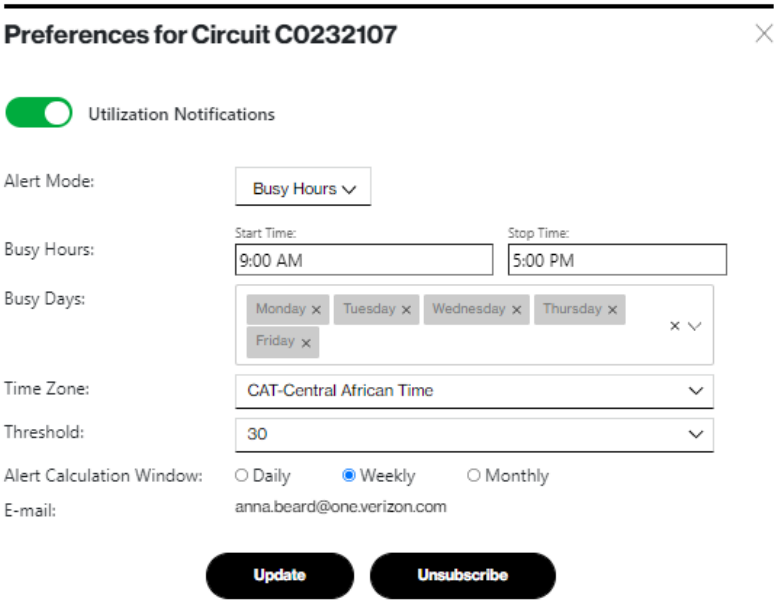
User will select Busy Hours from the drop down



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

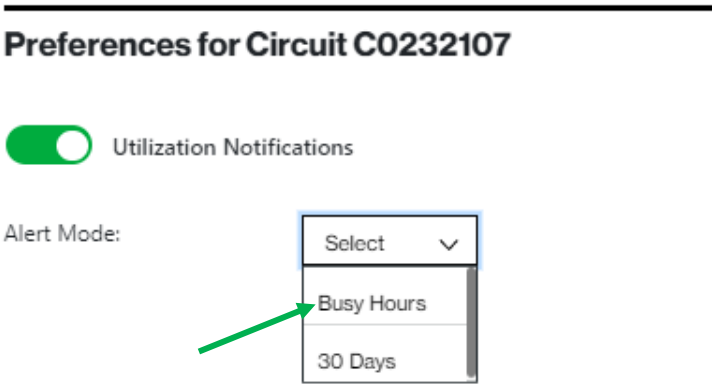


Change the specific option(s) that requires to be changed

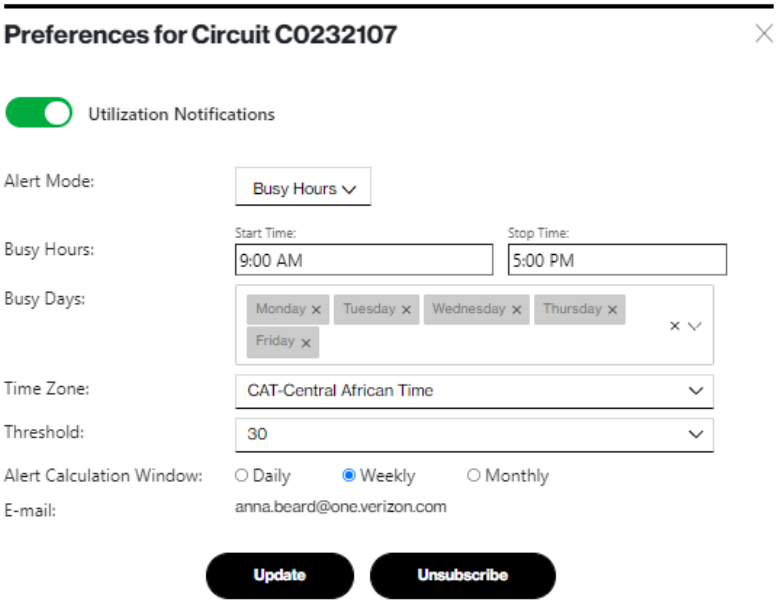
Click on “Update”

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

Unsubscribe from busy hours



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

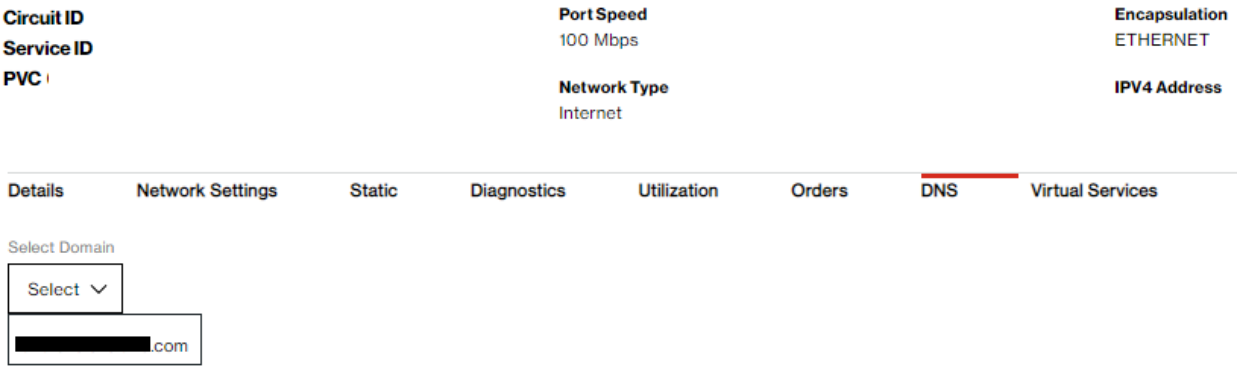


User will select “Unsubscribe” button

Tool will respond with “Subscription Successful”.

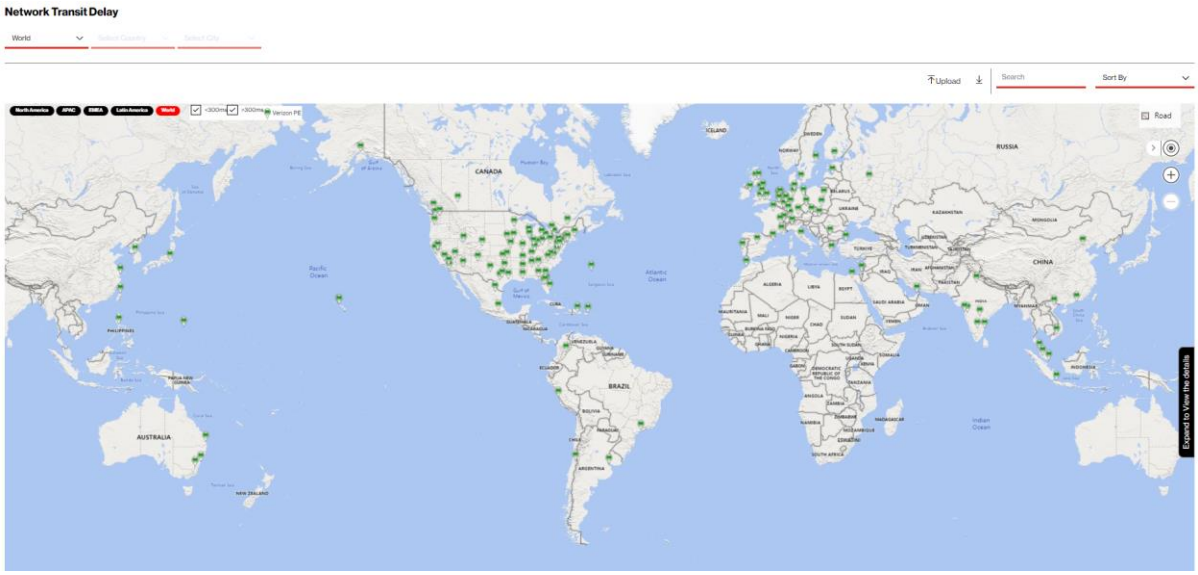
DNS

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.



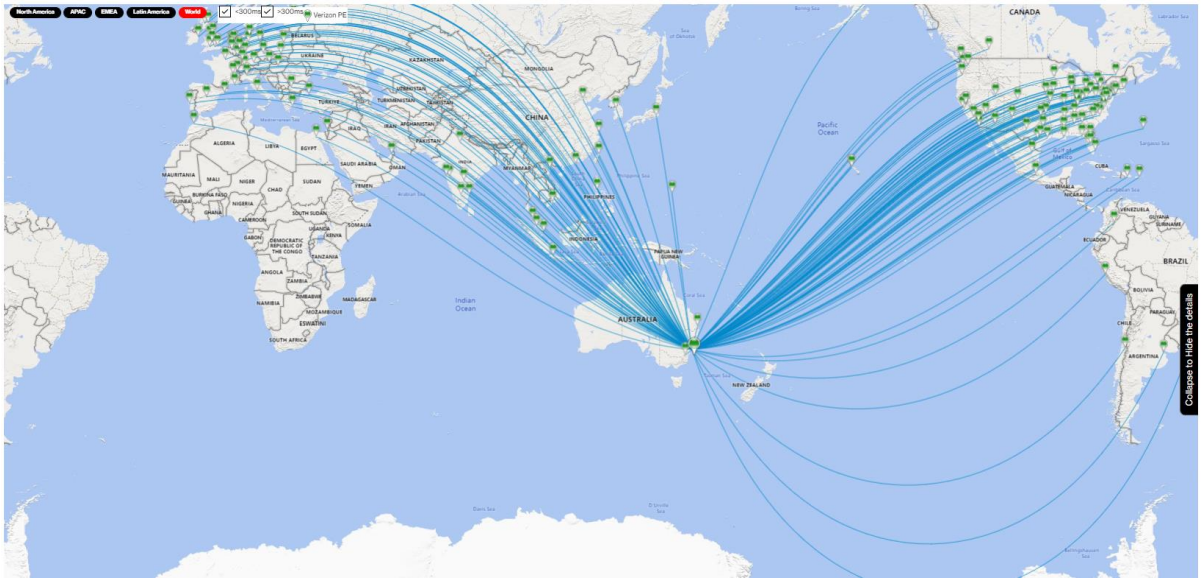
Network transit delay

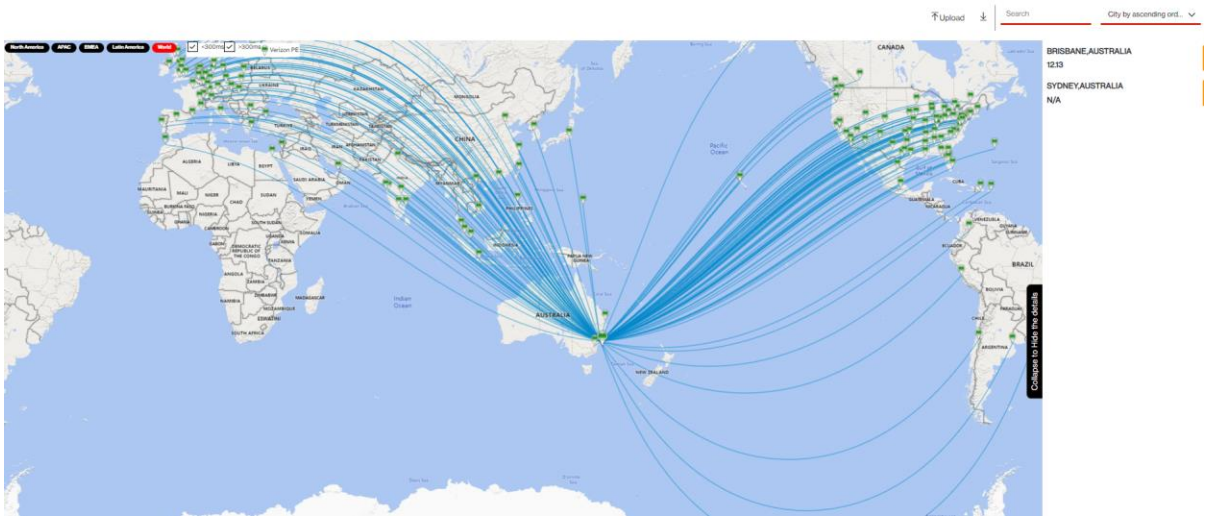
This section displays Verizon metrics for Network Transit Delay (Latency) between Internet PE (provider edge) devices. This is not a report but rather a listing of those metrics. You can see what Verizon's Service Level Agreements (SLA) Latency metrics are between the selected sites where SLAs are available.



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.

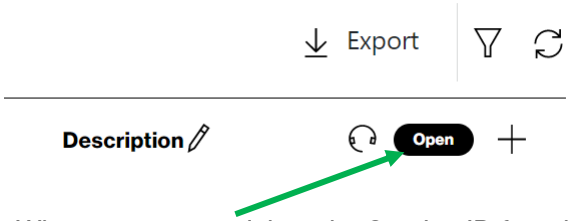
In the below graph we added a site (Sydney, Australia). By clicking now on Sydney, we can show its relative Network Transit Delay measurements between that location and all other Provider Edge router locations.





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.

Proprietary & Confidential Statement: This document and the information disclosed within, including the document structure and contents, are confidential and the proprietary property of Verizon and are protected by patent, copyright and other proprietary rights. Any disclosure to a third party in whole or in part in any manner is expressly prohibited without the prior written permission of Verizon.