

Customer Success Reference Guide

Digital Service Guide



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Introduction

Your success matters to us. It's why we're here to give you the best possible experience. This digital guide provides information and connections about your account team, welcome kits for your product base, and customer enablement capabilities through the Verizon Enterprise Center. You'll also have access to Verizon's operational processes and contact procedures during the experience.

Please note that the processes in this guide are subject to change according to Verizon's operating policies.

For complete information about our solutions, visit [Verizon Enterprise Center](#).

Account Team Roles and Responsibilities

Account Management – Sales

- Responsible for overall relationship
- Understands your strategic road map and how Verizon solutions help to enable the achievement of your business outcomes
- Serves as the primary sales team for proposals, quotes, contracts and amendments

Solutions Architect (SA)

- Provides pre-sale technical input on IT, Communications, and Security designs to best match your requirements and Verizon capabilities
- Maintains an understanding of the IT and business applications and continually strives to develop a solution that supports present and future requirements
- Collaborates with you and the account team to translate your business issues and opportunities into technical requirements and technology solutions
- Identifies and proposes specific strategies, initiatives and remedies necessary to align your technology infrastructures with your business objectives
- Coordinates Verizon engineering resources to capture detailed technical requirements and develop a solution consistent with your objectives
- Builds and communicates the value proposition of end-to-end solutions

Client Service Management

- Service governance of your solution – confirming that the contracted solution is delivered and operational
- Monitors Verizon contractual terms and service levels to ensure compliance and drives execution of corrective actions, as needed
- Provides education and documentation on service management processes across your solution
- Provides Verizon Enterprise Center assistance with training, registration and access issues

Billing Support

- Provides post-sales billing support, invoice reviews, credits and answers to billing questions through the Verizon Enterprise Center
- Sends you an invoice inquiry (INQ) number for tracking purposes

Incident Management

- Provides 24x7 post-sales technical support through Verizon Enterprise Center
- Escalates and manages repair teams, carriers and third parties for remedial solutions

Verizon Account Team for SOCT Customer Success Reference Guide

Account Management - Sales

Name	Title	Email	Office	Mobile
Suzanne Flynn	Senior Account Executive	Suzanne.Flynn@verizon.com	781-733-1255	
Michael McCormack	Managing Client Partner	Michael.k.mccormack@verizon.com	518-815-2756	
Vincent Pastore	Associate Director	B.Pastore@verizon.com	917-699-4126	

Solutions Architect

Name	Title	Email	Office	Mobile
Chris Copeland	Solutions Architect	Chris.copeland@verizon.com	401-378-3480	
Kin-Fung Chan	Sr. Mgr Solutions Architect	Kn-Fung.chan@verizon.com	212-652-9558	

Client Service Management

Name	Title	Email	Office	Mobile
Bryan Szilli	Service Manager	Bryan.D.Szilli@verizon.com	610-288-7579	610-504-5741
Paul Sholtis	Sr Manager Client Services	paul.sholtis@verizon.com	919-378-6426	919-451-9885
Tom Colatosti	Exec Director Service Mgmt	Thomas.colatosti@verizon.com	703-694-4976	

Verizon Telecom Local Services (U.S. only)

Ordering and Billing (Local)

Verizon Enterprise Center

General phone inquiries: 8 AM – 5 PM Eastern Time

State where service installed	Email address	Contact number
PA, DE	hbgsgcenter@verizon.com	800.700.8297
MA, RI	newenglandbcare@verizon.com	800.903.1526
NY, CT	customercare6@verizon.com	866.299.8448
NJ	nj.enterprise.services@verizon.com	800.540.6960
MD, DC, VA	verizon.csc@verizon.com (order requests) http://enterprisecenter.verizon.com (billing)	800.315.4477

Repairs (Local) (U.S. only)

Local services: local telephone lines, Centrex, PRI, local data circuits, etc.

Open a new ticket, check status on an existing ticket or escalate a ticket.

State where service installed	After business hours escalations: Provide ticket number in email subject line	Phone contact information
PA, DE	pa.mco.team.leaders@verizon.com	Enterprise: 800.405.5339 Regional: 800.294.7833, 866.285.8927
MA, RI	ne.escalation.team@verizon.com	Enterprise: 800.405.5339 Regional: 800.769.4656, 800.405.5339
NY City (Downstate)	downstateny-mco-escalations@verizon.com	Enterprise: 800.405.5339 Regional: 866.846.0118, 866.260.1924
NY Upstate, CT	li-upstateny-nyup-escalations@verizon.com	Enterprise: 800.405.5339 Regional: 866.846.0118, 866.260.1924
NJ	njmco@verizon.com	Enterprise: 800.405.5339 Regional: 800.294.7831, 800.405.5339
MD, DC, VA	potomacmco@verizon.com	Enterprise: 800.405.5339 Regional: 800.297.2355, 866.285.8927

Advanced Communications

Conference, audio, video

Services for Advanced Communications include:

- Reservations
- General or product inquiries
- Instant meeting account
- Event meetings
- Replay/recordings
- Web-based meeting applications
- Local call routing (toll and toll free) from 60+ countries
- Online credentials and password resets
- Billing issues
- Technical support
- Video Help Desk changes
- Net Help Desk

	Audio, Video and Net Conferencing Support	Escalations
Email	General Reservations conf@mymeetings.com Net Help Desk nettech@mymeetings.com	customerrelations@mymeetings.com
Phone	US: 800.475.5000 Europe: +44.20.7950.9950 Australia: +1800.505.020 Singapore: +65.6883.9144	US: 800.475.5000 opt 3 Europe: +44.20.7950.9950 opt 3 Australia: +1800.505.020 opt 3 Singapore: +65.6883.9144 opt 3
Online	e-meetings Global Contact Numbers	

Troubleshoot conferencing issues.

Prior to calling, you will need the following information:

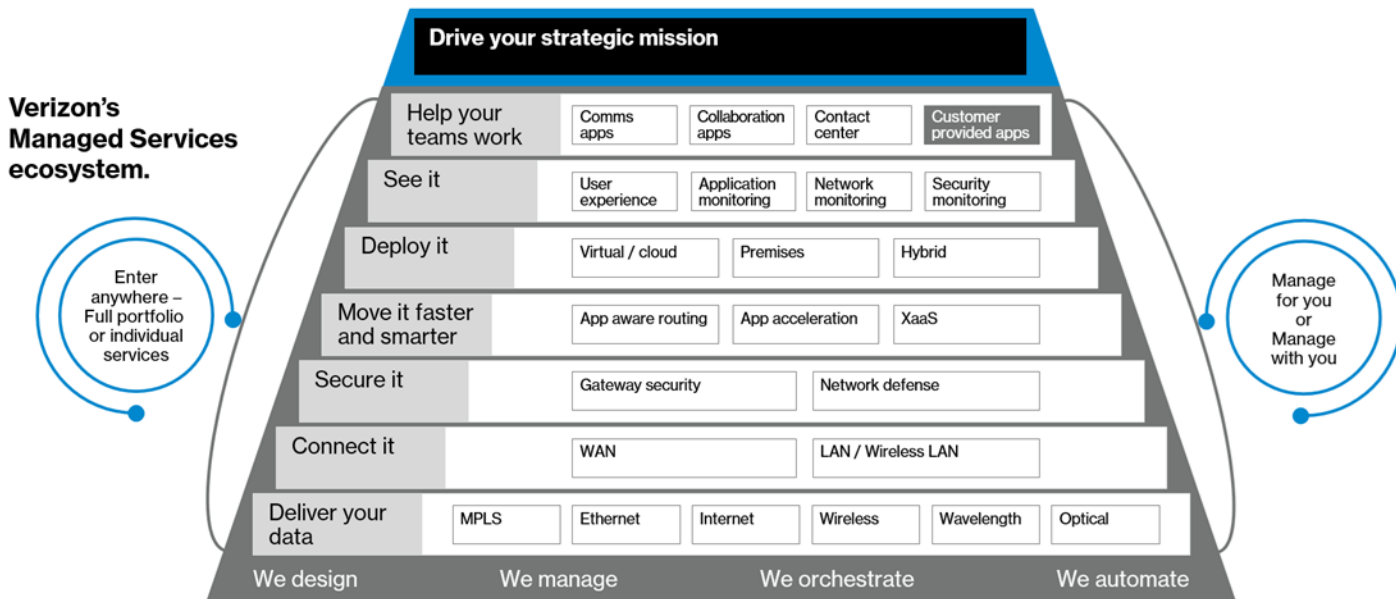
- Date and time of difficulty
- Leader name and/or confirmation number
- Passcodes - leader and participant
- Phone number dialed to join the conference
- Originating phone number (for participant experiencing difficulties); if all participants experienced the difficulty, provide the phone number from which the leader joined
- A brief description of the difficulty experienced (for example, a busy signal, disconnect, an online or audible error message, etc.); for error messages, please include the contents of the message

Managed Network Services

Managed Network Services is Verizon's suite of managed solutions for connecting, securing, and providing visibility to your network operations around the world. Our services free you to focus on your core business while we handle the installation, provisioning, maintenance and management of your network. We'll do all of this, as you direct, by managing things either with you or for you as best suits your specific needs. The end goal is to better enable you to drive what's important to your organization.

Our Managed Network Services not only provide a cost-effective alternative to in-house network monitoring and management, but with comprehensive tools and industry-leading service level agreements (SLAs), they can also improve your ability to keep your network and business up and running.

Not products. An ecosystem.



Managed Network Services includes proactive monitoring and management based on the service level you choose. You will be notified of incidents if you have set up notification rules within the Verizon Enterprise Center.

The Incident Management process applies as documented in the Incident Management section.

Change Management Process for Managed Network Services

Change Management for Managed Network Service is the operational process used for the efficient handling of all requests for changes to the services.

There are two types of changes:

- Standard Change Management such as configuration changes that are not price and design impacting
- Optional Change Management such as design impacting or price changes

Standard Changes:

A standard change request can be initiated by you via the Create Service/Change Request option in the Verizon Enterprise Center. You may request standard changes such as router/network information, adding static routes, access list adjustments, etc. A standard change request is typically executed within 72 hours and can be scheduled by you in the system.

Please follow the Managed Service Standard Change Management process as described in the [User Guide](#).

Upon receipt of a change request, Verizon will:

- Utilize standardized methods and procedures for changes
- Prevent unauthorized changes
- Provide the final control point for any changes in the production environment
- Manage the process of requesting, assessing, authorizing, and implementing changes
- Obtain necessary approvals from you to perform and implement changes to the services and service components
- Update the inventory database and store the backup configurations when the entries are changed

For a limited number of changes, e.g. Host Name Change, an express change request can be submitted and will be completed within one business day, or on the same day, if submitted before 17:00 U.S., EMEA or APAC time.

The requirements for express change requests are:

- No coordination/follow-up with customer required before or after the change
- No scheduling requirement (open window) – Tech Support can complete request immediately upon receipt
- Customer must provide complete information, including the specific commands/configurations upon submission
- Impact assessment/evaluation – not required
- No fault isolation of bad/unsupported configuration

Optional Change Management Design-impacting or Price-impacting Changes

Changes that do not fall under the standard changes may require a request to the account team and/or additional charges.

- Upgrade or downgrade of local access, port and/or CAR speed for Private IP Dynamic Bandwidth may be performed with PORT and CAR invoice-impacting changes via the Verizon Enterprise Center, specifically via Dynamic Network Manager
- Within the Verizon Enterprise Center, you have the ability to directly manage your Secure Cloud Interconnect ports and value-added services from the cloud to your end users. With the Secure Cloud Interconnect Dynamic Network Manager portal, you are able to activate/deactivate connections, view your Secure Cloud Interconnect ports on a map, manage VPN connectivity, and view usage per connection.
- Additional optional change management support is provided with fixed pricing on a per change basis and may include:
 - Advanced configuration management such as adding/changing Network Address Translation
 - Modifying custom Intrusion Prevention signature files
 - Additions to managed CPE (additional memory, WIC cards, etc.)
 - Physical move of address/location

Feedback

We are continuously working to improve our Customer Success Reference Guide. Please provide us with your valuable feedback by completing this brief [three question survey](#).