



eBonding User Guide

Introduction

Welcome to the Verizon Business eBonding Services!

eBonding is a system-to-system interface that enables true end-to-end business process integration between customers' internal applications and Verizon's enterprise network management applications for service issues, asset, and order management. eBonding services share a common infrastructure with the Verizon Enterprise Center, allowing customers to work across a choice of access methods with Verizon's operational support systems (OSS) to provide a variety of automation and self-service capabilities. eBonding is focused on automating a customer's high volume business transactions with Verizon.

eBonding services utilize standards-based XML Web Services technologies to allow system-to-system access from the customer to Verizon's back office. This document will provide the following critical information for customers who are eBonding to Verizon:

1. Key contact information including eBonding Help Desk Toll Free Number and e-mail address
2. Description of Verizon processes, procedures, and responsibilities for reporting eBonding
1. issues
2. Notification steps for planned and unplanned maintenance windows and release updates
3. Description of what a customer can expect during an outage
4. Responsibilities during an outage occurring within a customer's network
5. Requests for enhancements or support for changes in the customer's system(s)

Each of these topics is addressed in more detail below, and all are critical to a customer's success in utilizing these eBonding services.



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Key Contact Information

Below is a list of contact information for key organizations within Verizon that support the eBonding services. Roles and responsibilities within each area are detailed in subsequent sections of this document.

Verizon Enterprise Center Help Desk (HD)

First level support for eBonding Services

Hours of operations are from 8 AM ET to 8 PM ET Monday through Friday.

For all calls made outside these hours, Verizon Enterprise Center HD Tier 2 staff will be paged and will return calls within 30 minutes.

For eBonding issues call: 800-569-8799* or U.S. 919-378-6510

*For International toll free access numbers by country please refer to Appendix I.

Verizon eBonding Change Requests (Please allow two weeks for technical review)

For requests for enhancements or support for changes in your system(s) contact Verizon at:
ebonding-change@verizon.com

Procedures for Reporting Issues

The following section describes processes and procedures for reporting issues with eBonding Services. This applies to all eBonding services including Trouble Management, Inventory Reporting, and Order Management.

Reporting All eBonding Issues

Upon discovering an issue between the customer application and Verizon enterprise backend applications, the customer should notify the Verizon Enterprise Center Help Desk. When calling, please specify that the issues are related to Customer eBonding services.

Verizon Enterprise Center Help Desk can be reached toll free at: 800-569-8799 or U.S. 919-378-6510

International customers should refer to Appendix I for toll free access numbers by country. During normal business hours, you will reach the Verizon Enterprise Center Help Desk Tier 1 team. Please remain on the line while a ticket is created. The ticket and call will be transferred to a Tier 2 representative. The Verizon Enterprise Center Help Desk Tier 1 representative answering your call will need to obtain the following details for prompt ticket creation:

- eBonding Customer Company Name
- Contact Name, Telephone, and email address



- Brief description of problem

After the call is transferred, please provide as many of these additional details to the Verizon Enterprise Center Help Desk Tier 2 representative as possible.

- Specific examples of ETMS, VRepair and/or Customer Tickets (or orders) that did not bond properly
- Error details including timestamps should also be emailed directly to the Verizon Enterprise Center Help Desk Tier 2 rep assigned.
- Whether you are using the Verizon eBonding Appliance (EBA) implementation toolkit or a customer provided gateway

Verizon Enterprise Center Tier 2 Help Desk is aware of all customers who have implemented eBonding to Verizon. The Tier 2 team is trained on common customer problems and decision trees to engage appropriate staff. To escalate an issue that is not addressed to your satisfaction, please ask to speak to the supervisor on duty.

The Verizon Enterprise Center Tier 2 Help Desk Representative will be responsible for providing all status updates and will manage customer issues to resolution.

Notification during Maintenance Outages

Verizon and our customers must work together to accommodate both planned and unplanned outages. To maintain current Verizon contact records, please send desired contact information to:

ebonding-change@verizon.com. The notification process for Verizon's eBonding services planned and unplanned outages is as follows.

Planned Maintenance on Verizon Enterprise Applications

From time to time, systems may be pulled out of service for planned maintenance windows and release updates. Verizon requests customer e-mail addresses for system points of contact and users who should be notified of an upcoming eBonding Services planned outage. Verizon will send an e-mail notice to these contacts as follows:

1. Verizon will target sending e-mail notification to customers up to one week in advance of all major planned outages (four hours or longer in duration) and no later than 48 hours in advance.
2. During minor release outages (four hours or less in duration), customers will be notified as soon as Verizon Information Technology (IT) groups have committed to the outage. This may be as early as one week prior to the outage but no less than 24 hours in advance of the planned outage.
3. During the outage, an e-mail communication will be distributed reminding users of the outage and the need to use available alternate methods for Trouble Management, Order Management, and Inventory Reporting activity.

Verizon will send notifications to customers from the following E-mail address: ebonding1-support@verizon.com.

Customers using e-mail filters should update those filters so notifications are received from this e-mail address.



Unplanned Outages on Verizon Enterprise Solutions Applications

When Verizon becomes aware of an extended unplanned outage, the following notification steps will be followed:

1. An e-mail notification will be distributed with pertinent details asking users to use available alternate methods for Trouble Management, Order Management, and Inventory Reporting activity.
2. Verizon will send notifications to customers from the following

E-mail address: ebonding1-support@verizon.com

Customers using e-mail filters should update those filters so notifications are received from this e-mail address.

Alternate Tools During Planned and Unplanned Outages

During a planned or unplanned outage, customers have alternate methods of communicating with Verizon for critical issues. These are detailed below.

Trouble Management

To report a trouble ticket or check on the status of an existing trouble ticket, call the Verizon Enterprise Solutions Service Center. Please work with your account team to obtain the toll free number for your specific Service Center. Verizon suggests that while the interface is down, customers open the ticket as usual in their systems but do not submit the ticket electronically to Verizon. Customers should provide the Customer Ticket Number to the Verizon Enterprise Solutions agent when calling in the ticket. This will help alleviate duplicate ticket creation when the eBonding interface is restored.

Order Submission

Please contact your account team to submit orders during the eBonding Services outage.

Order Status

Customers can obtain order status through the Verizon Enterprise Center or from their account team. Please work with your account team to obtain User IDs for the Verizon Enterprise Center portal. To obtain order status through the portal, customers must provide the order TIN (Verizon Internal Order Tracking Number).

Inventory Reporting

For critical issues regarding Inventory Reporting, customers are encouraged to contact their account team. After receiving notification that the outage is complete, the customer is encouraged to submit a new inventory request.



Customer System Outage Notification

To help mitigate service interruptions, Verizon should be notified of customer system maintenance, as well as planned and unplanned outages. This allows the eBonding support team to take appropriate action as required.

Planned Outages of Customer Applications

Please notify Verizon promptly of planned outages via e-mail to: ebonding-change@verizon.com, including a contact phone or email address should Verizon need to request any additional information regarding the outage.

Unplanned Outages of Customer Applications

As with planned outages, please notify Verizon of all unplanned outages when they occur that affect the eBonding interface. This action is necessary so that the Verizon Enterprise Center HD can alert backend applications that may encounter timeout errors due to the customer's system outage.

Please notify Verizon promptly of unplanned outages via e-mail to: ebonding-change@verizon.com, including a contact phone or email address should Verizon need to request any additional information regarding the outage.

Alternate Tools during the Outage

During a planned or unplanned system outage please call the Verizon Enterprise Solutions Service Center to submit Trouble Tickets. For Circuit Testing, Inventory Reporting, and Order Management Services requests, please contact your account team for assistance.

Change Requests

Customers may request support for eBonding enhancements or regression testing for changes in their system(s) from: ebonding-change@verizon.com

Changes or Upgrades to Customer's System(s)

From time to time, a customer may initiate changes to their application, connectivity, or architecture that may impact the eBonding interface with Verizon.

Examples of customer interface changes include:

1. Change to the IP address/port of the eBonded customer application(s)
2. Change to customer's firewall that affects access from/to the eBonded customer application(s)
3. Change to access permissions assigned to the eBonding account
4. Upgrade of the eBonded customer application(s)

Please notify Verizon of any of these changes to your system(s) at: ebonding-change@verizon.com



To help mitigate service interruptions resulting from these changes, Verizon requires at least two-weeks advanced notice to assemble the appropriate resources for regression testing and/ or make the necessary configuration changes.

Requests for Enhancements

For inquiries into utilizing current eBonding services, suggestions for enhancements, or to add a new eBonding application to your existing interface, please contact us at: ebond-mktg@verizon.com.



Appendix I – International Toll Free Access Numbers

Country	Toll Free Number
ANTIGUA	1-8005698799
ARGENTINA	0800-6663317
AUSTRALIA	1-800-189640
AUSTRIA	0800-292406
BAHAMAS	1-8005698799
BARBADOS	1-8005698799
BELGIUM	0800-75379
BERMUDA	1-8005698799
BOLIVIA	800-10-0573
BRAZIL	0800-891-1883
CAYMAN ISLANDS	1-8005698799
CHILE	123-0-020-4633
CHINA	10-800-712-1917
COLOMBIA	01800-9-156678
COSTA RICA	0800-012-1616
DENMARK	8088-6782
DOMINICAN REPUBLIC	1-800-569-8799
ESTONIA	800-0111022
FINLAND	0800-9-19329
FRANCE	0800-905558
GERMANY	0800-1007359
GREECE	00800-12-7615
GUATEMALA	1-800-6240074
GUYANA	1-8005698799
HONG KONG	800-965335
INDONESIA	001-803-011-4142
ITALY	800-873979
JAMAICA	1-800-5698799
JAPAN	0044-22-132781
KOREA	00798-14-800-7436
LATVIA	800-2757
LITHUANIA	8800-30561
LUXEMBOURG	8002-7782
MALAYSIA	1-800-813807
MEXICO	001-8005698799
NETHERLANDS ANTILLES	001-8005698799



Country	Toll Free Number
NEW ZEALAND	0800-444724
NICARAGUA	001-800-2201891
NORWAY	800-19744
PHILIPPINES	1-800-1-114-1923
POLAND	0-0-800-1212941
PORTUGAL	800-8-14415
PUERTO RICO	1-800-569-8799
RUSSIA	8-10-8002-3554011
SINGAPORE	800-1204952
SOUTH AFRICA	080-09-81110
SPAIN	900-991895
ST. KITT & NEVIS	1-8005698799
ST. LUCIA	1-8005698799
ST.VINCENT	1-8005698799
SWITZERLAND	0800-898947
THAILAND	001-800-12-0666309
TRINIDAD TOBAGO	1-8005698799
UNITED KINGDOM	08-082344714
URUGUAY	000-413-598-3614
VIETNAM	120-11027
ICELAND	800-8833
ISRAEL	1-80-9216328
PANAMA	001-800-5072198
SLOVAKIA	0800-001314
SWEDEN	020-79-7158
VENEZUELA	0800-1-00-4505

Additional eBonding Contacts

Verizon's eBonding Product Management	For questions regarding eBonding Services functionality and planned enhancements contact us at: ebond-mktg@verizon.com
Verizon's eBonding Implementation Team	For questions about eBonding Services Implementation process contact us at: Ebonding-change@verizon.com



Glossary of Key Terms

Key Term	Functionality
Trouble Management	eBonding for Trouble Management allows customers to interface with Verizon's enterprise trouble management systems for trouble ticket exchange. Trouble Management allows customers to open trouble tickets, review the status of trouble ticket information, and review or update information related to pending or resolved trouble tickets.
Inventory Reporting	eBonding for Inventory provides direct system-to-system access between a customer's asset management system such as a C M D B, and Verizon's databases. Customers will be able to use this service to request up-to-date, detailed circuit, switched voice, toll free and access configuration inventory information to allow for data validations within a business process.



Service Assurance User Guides Library

Documents can be found on the [Service Assurance User Guides](#) page.

The latest version of this document can be always found [here](#).

General Customer Training Information

Go to our [Customer Training Portal](#)* to enroll in training or to download other user and reference guides.

*Registration is required

Verizon Enterprise Center

The [Verizon Enterprise Center](#) portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page [here](#).



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