



SUPPLIER CARRIER VENDOR eBONDING USER GUIDE

Purpose and Objectives

To provide guidelines to Verizon's suppliers (Vendors, Carriers, Service Providers) how to engage Verizon IT if the incident ticketing eBonding (B2B) connection has (partially) stopped working, or if an upgrade or change is required.

Who to engage

The Verizon IT team supporting the eBonding (b2B) connections can be engaged via vz-veb-support@verizon.com.

If no response is received within 2 business days, please email vz-veb-escalation@verizon.com. This email address should also be used (in addition to the previous email address) if there is an urgent production issue that requires immediate attention.

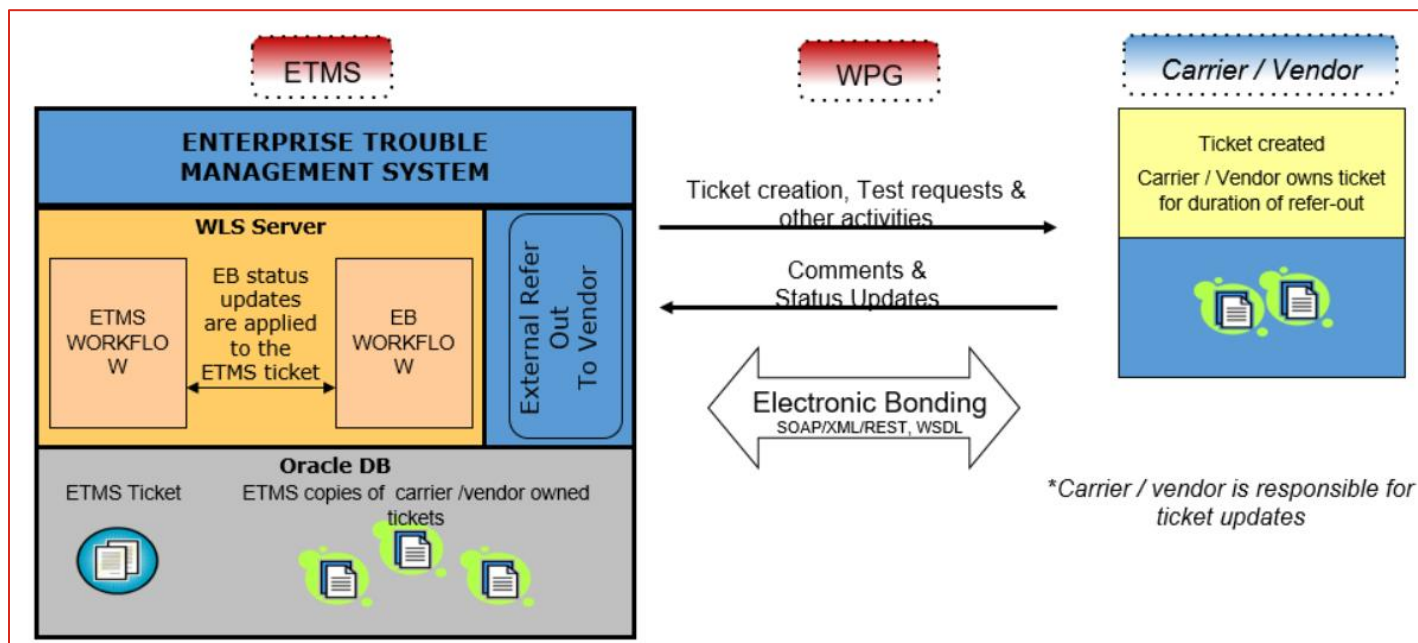
How to engage

Before engaging Verizon IT, always verify that your endpoint is up and running.

When emailing Verizon IT, always provide:

- Supplier (Carrier, Vendor, Service Provider) ticket reference number
- Date/time when the issue started including time zone
- Verizon's and Supplier's Service Reference ID (Circuit ID, Serial number etc) that is used for ticketing
- If it is a full down or partial eBonding (B2B) connectivity outage
- Any other required specific field(s) mapped that are required to create a ticket
- Error logs (if available)

High Level Architecture Overview





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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