



# **CUSTOMER SCHEDULED MAINTENANCE USER GUIDE**

## **Purpose and Objectives**

Customers performing maintenance (including power down/up and reboots) may also trigger alarms and proactive tickets. Hence, it is important to notify Verizon in advance of these activities so the proactive tickets may be automatically correlated to your scheduled maintenance event.



# How to notify Verizon of Customer Maintenance

On the VEC portal, navigate to Service > Create Service/Change Request:

Next, fill in the request details:

Category, Type of service and in Item, select the corresponding Customer Maintenance option.

(Alternatively, you can use just click the *Frequently Used Requests* template.)

**Next you will need to fill in additional details:** (see screenshot below)


- Title
- Objective
- Start and Completion dates (or set recurrence)
- Manage contacts
- Add Inventory details
- Add Attachments

When done, click Submit and we will create a Customer Maintenance ticket for you.



Home > Create Request > AURUBIS AG[LE(304724)]

Customer Name: [REDACTED]

Requested CTI: Managed Network > Managed WAN > Customer Maintenance - Managed Entity/Instance 


Submitter: [REDACTED]

### - Summary

\*Title

[REDACTED] 100

\*Change Type/ Priority

Customer Driven 

\*Objective

This is used to provide notice of customer initiated maintenance actions which will impact service and result in an outage and alarms on network monitoring systems. Such maintenance actions include, but not limited to, customer initiated power work. This is an automatic change which is not handled by a person and will automatically close at the end of the scheduled date/time. Note: Alarms received during the scheduled work time will result in a priority 4 maintenance ticket.

4000 

Managed Network Customer:


\* Managed Network Customer:

[REDACTED]

\* Requested Start Date/Time( GMT )

mm/dd/yyyy  hh mm

\* Requested Completion Date/Time( GMT )

mm/dd/yyyy  hh mm

☐ Recurrence Event


### - Request Contacts

+ Add Contacts

### - Inventory Details

\* Add Inventory -OR- \* Add Bulk Inventory

### - Attachments

Choose Files 

Drag And Drop Your Files Here

(Up to 10 files, each with a maximum size of 10MB is allowed. Accepted file formats are '7z', 'bmp', 'csv', 'doc', 'docm', 'docx', 'dot', 'dotx', 'dwg', 'eml', 'flac', 'gif', 'htm', 'html', 'jpeg', 'jpg', 'message', 'mp3', 'mpp', 'msg', 'pdf', 'png', 'ppt', 'pptx', 'pst', 'rar', 'rtf', 'tif', 'tiff', 'txt', 'vsd', 'vsd.', 'wav', 'xls', 'xlsb', 'xlsm', 'xlst', 'lsx', 'xlt', 'xltx', 'xml', 'xps', 'zip')

+ Other Details

Submit

Save as Draft



## 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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