



# **SCHEDULED MAINTENANCE BY VERIZON USER GUIDE**

## **Purpose and Objectives**

From time to time Verizon may perform Scheduled Maintenance activities on the network. This is also known as 'planned maintenance', 'change management' or 'maintenance'. Scheduled Maintenance may cause service interruptions to your IT network.

This document explains the Scheduled Maintenance process in more detail.



# **1 Maintenance Scheduling**

## **1.1 Notice Period**

Verizon will typically inform you by email at least 10 calendar days in advance of any service affecting scheduled maintenance event. The notice period may be significantly less for emergency maintenance events, see below for more information.

## **1.2 Scheduled Maintenance Windows**

Scheduled maintenance on the Verizon network will normally take place weekdays between the hours of 00:00 and 06:00 local time. Transmission and power equipment maintenance normally takes place from Monday to Friday between the hours of 23:00 and 06:00 local time and during weekends between the hours of 00:00 – 24:00 local time.

## **1.3 Emergency Maintenance**

On some occasions emergency maintenance is required to prevent a network failure. This unforeseen emergency maintenance will be processed as a high priority. Verizon strives to inform its customers of this type of maintenance.

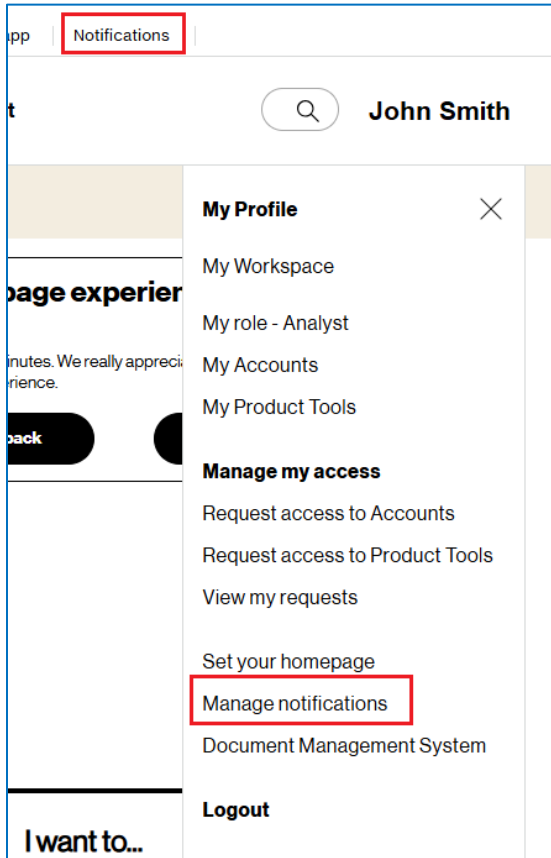
## **1.4 Maintenance on Verizon equipment at customer premises**

When scheduled maintenance is required to be performed on customer equipment (i.e. IP Dedicated router, Security Services, Private IP or Co-location Services), it will typically be executed on a mutually agreed date / time and time-window.

# **2 Maintenance Notifications**

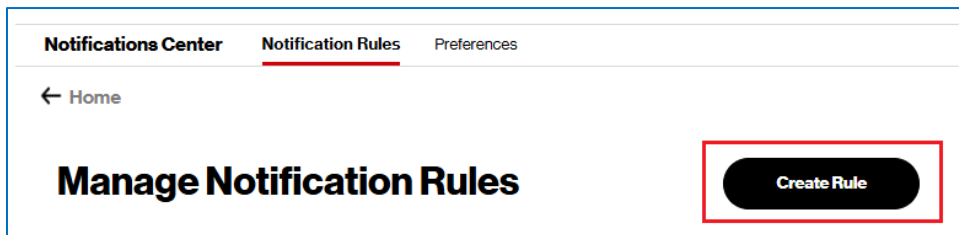
## **2.1 VEC Notifications Center**

To access the Notifications Center, you can either click the 'Notifications' button top right or click your name and select the Manage Notifications option in the pop-up menu.



## 2.2 How to enroll for notifications emails

Start by clicking the 'Create Rule' button.



On the 'Create Notification Rule' form, select notification type 'Network Maintenance' and fill in the rest of the form as desired:

- select company (in case you wish Verizon to directly notify your clients)
- region
- set name and description for your rule
- select recipient group
- select people to notify



## Create Notification Rule ⓘ

\* Mandatory fields

### General Information

Notification type: \*

Network Maintenance

Company, CLE

Select Company \* >

Regions \*

- ☐ Americas
- ☐ ASIAPAC - Asia Pacific
- ☐ EMEA - Europe, Middle East and Africa
- ☐ ICSC - Inter Continental underSea Cable

Rule / Subscription name: \*

Rule / Subscription description: \*

Set up notifications for: \*

- ☒ Entire Company / CLE
- ☐ Specific Billing Accounts
- ☐ Specific Service IDs
- ☐ Specific Circuit IDs

\* Please go to the [My Preferences Page](#) to change your condition for network maintenance notification rules.

### People to notify

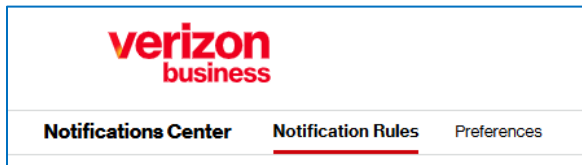
Notify me for this subscription / rule

- ☒ Yes, via email to **j.smith@acme-corp.com**

\* Verizon recommendation is to use the "Entire Company/CLE" option. (CLE is 'Customer Legal Entity')

When you're done, click on 'Add Rule'.

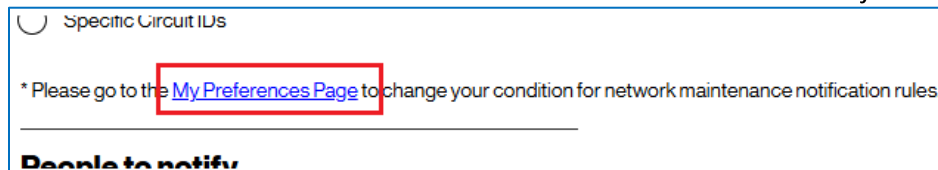
The Notification Rules overview screen shows you the existing rules.



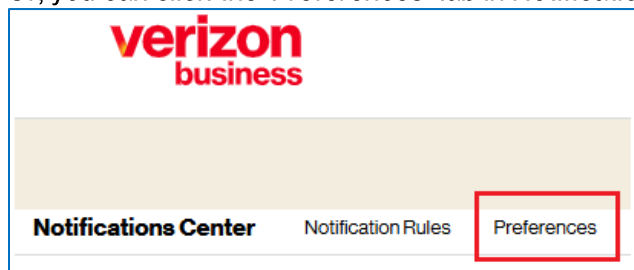
## 2.3 My Preferences Page

On this page you can set the generic conditions for all of your maintenance rule notifications.

- You can access either from the 'Create Notification Rule' form directly:



- Or, you can click the 'Preferences' tab in Notifications Center:



Here you can set up scenario, impact type and language preferences.



## Network Maintenance

\* These preferences affect all network maintenance rule notifications. If you make a change to these preferences, the changes will be applied to all existing and future network maintenance rule notification

### Network Maintenance Notifications Conditions

Scenario

- ☐ Reminder - Notify 5 calendar days prior
- ☐ Confirmation - Send only confirmation notifications

Impact Type

- ☒ Service Impacting
- ☐ Minimal Service Impacting

### Network Maintenance Notifications Languages

Please select a language

- |   |                                  |                                   |                                    |
|---|----------------------------------|-----------------------------------|------------------------------------|
| <input checked="" type="checkbox"/> English | <input type="checkbox"/> Danish  | <input type="checkbox"/> Dutch    | <input type="checkbox"/> French    |
| <input type="checkbox"/> German             | <input type="checkbox"/> Italian | <input type="checkbox"/> Japanese | <input type="checkbox"/> Norwegian |
| <input type="checkbox"/> Portuguese         | <input type="checkbox"/> Spanish | <input type="checkbox"/> Swedish  |                                    |

Apply

## 2.4 Scheduled Maintenance Events – VEC Dashboard

Customers may view a list of approved scheduled/in-progress/completed maintenance events on-line for their entire install base. Please contact your account manager if you do not have access to VEC or if you wish to receive access to the Verizon Enterprise Portal (VEC) Dashboard module.

## 3 Scheduled Maintenance & Proactive Incident Tickets

Verizon uses a global scheduled maintenance system to support the Change Management process. This system is linked with the global network management platform and the global incident ticketing system.

For services with proactive incident ticketing, an alarm may be triggered by the scheduled maintenance event which will create a proactive (priority 4) incident ticket. This ticket is automatically correlated to the scheduled maintenance event and will be automatically closed when the alarm clears prior the end of the scheduled maintenance window. If the alarm persists after the end of the scheduled window, then the ticket will be automatically closed and a new proactive (priority 1) ticket will be opened and sent to the technicians within the Verizon repair center to investigate.




## 4 Proactive Incident Tickets – Customer Scheduled Maintenance

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.

You can find more on how to do that [here](#).

## 5 Notification Email Example

Please note: the notification contains details on how to reach out to us in case you have any questions.



**Maintenance schedule on the Verizon network**

**Dear Verizon Customer,**

We're reaching out to inform you about scheduled maintenance on the Verizon network, aimed at ensuring optimal performance for your connection. The maintenance window begins on 15 Sep 2025 20:00 GMT - 16 Sep 2025 05:00 GMT, with an expected circuit downtime of approximately 9 Hour(s).

NOTE: If your circuit remains down after the maintenance window has passed, please follow your defined Verizon Repair Center process for investigation.

Maintenance Date/Time(Local):	15 Sep 2025 20:00 GMT - 16 Sep 2025 05:00 GMT
Maintenance Date/Time (GMT):	15 Sep 2025 20:00 GMT - 16 Sep 2025 05:00 GMT
Maintenance Location:	SPAIN, SPAIN SPAIN
Description of Maintenance:	A Third Party vendor will be performing scheduled network maintenance.
Planned Circuit Downtime:	9 Hour(s)
Verizon Kirke Request Number:	██████████

**Circuits Affected:**

Company Name	Circuit ID	A End	Z End	A Location	Service Type
██████████ COMMUNICATIONS	██████████	██████████	██████████	██████████	██████████

**Support:**

For questions regarding this maintenance, feel free to contact our support team.

US and Canada Customers can call VEC Helpdesk support : 800.569.8799 (M-F 9AM-6PM ET)

EMEA, APAC, LATAM Customers can call VEC Helpdesk support: 00.800.4321.5432

Customers can also do Live Chat by logging in to [Verizon Enterprise Center](#) and clicking the Chat with us button (Sun 8pm- Sat 8pm ET)

Your understanding and cooperation are greatly appreciated as we strive to provide exceptional service at all times.

Remember that you can always log in to Verizon Enterprise Center to manage your maintenance and outage notification settings.

Thank you for your continued partnership.



## 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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