Verizon Enterprise Center
Disconnect Services

Where to start?

Letter of disconnect can be submitted via either VEC Portal account or VEC Quick Tasks

VEC Portal
2. Enter your username.
3. Click Sign In. The Sign In screen appears.
4. Enter your password.
5. Click Continue. The Verizon Enterprise Center home page appears.
6. Click Manage Account | Disconnect Services (2) at the top of the screen. The Disconnect request screen appears (4).
7. Submit via the Verizon Enterprise Center Quick Tasks

VEC Quick Tasks
2. Click Disconnect a service. Disconnect request screen appears (3).
3. Enter account number.
4. Select where the services are billed out of.
5. Enter Billing Zip Code (US) or Last Billed Amount (Non-US).
6. Enter security characters.
7. Click Proceed.
8. Submit via Verizon Enterprise Center Quick Tasks

Don’t Have an Account?

If you do not have a VEC Portal account, see Registration/Login User Guide http://www.verizonenterprise.com/r3s0u4c3s/verizon_enterprise_center_register_login_en_xg.pdf
(1) Business sign in screen / Quick tasks

(2) Manage Account – VEC Portal
### Disconnect Request

1. **Account Selection**
   - Request Type and Details
   - Review and Confirm

For more detailed tracking of this request log in to the Verizon Enterprise Center. If you do not have a User ID, register for one here.

1. **What is the account number with services to be disconnected?**
   - 

2. **Where are these services billed out of?**
   - ☑ US
   - ☐ Non-US

3. **Billing Zip Code**
   - 

Please confirm that your billing account number and zip code are accurate before submitting your request. An incorrect entry may result in your request not being processed.

Enter Characters: 

(3) **Disconnect request – Quick tasks**
Submit via the Verizon Enterprise Center

You can create a track Disconnect Orders in the Verizon Enterprise Center

Identify Services

1. Enter Service ID you wish to disconnect and hit Enter key. Selecting Service Address from drop-down menu brings you to the Inventory (6).
   You may enter Service ID directly or select it from your Inventory (6). (Both options support multiple selection - selecting from the Inventory allows you to select more services simultaneously by checking tickboxes next to the Service Identifier column. Entering a Service ID manually allows you to add multiple services on one by one basis (5)).
2. Entering correct Service ID will lead you to the next page (5) where you will be asked to confirm/select searched services, select your searched service and click Continue.
(5) Identify services – Service selection

On this page (5) you can also add additional services by searching for another service ID. Select the services you wish to disconnect (notice the little red tick box at left top corner of your searched service ID). Services selected to disconnect appear on the right side of the page inside blue rectangles.

3. Once finished, click Continue to proceed to Service details page (7).
4. If you wish to choose services from your inventory, click Select from Inventory (4), select services you wish to disconnect and then click Disconnect at top right corner of the page (6). Service details page will appear (7).

(6) Identify services – Service Address / Inventory
5. On this page you can review all selected services. Some services may have related services (7). If you wish to disconnect related service as well, check the tick box. You can also click on related service to view it.
6. Click Continue to proceed. Request details page appears (8).
7. **Primary Disconnect contact** is your default contact information. You can edit the details by clicking on the pencil in the upper right corner.

8. Check the tick box: ‘**eMail this disconnect request to additional contacts too**’ to add additional contacts, to whom you would like to email the disconnect request. You can specify up to 5 additional emails.

9. **Enter your company's internal reference number for this order.**

10. **Upload documents** – you may attach any relevant document to your disconnect request – a maximum of 10 files with total size of 20MB is allowed.

11. **Enter specific instructions for your request.**
(9) Request details (2 of 2) – Location details

Please note that fields marked * are required

12. Select Reason to Disconnect.
13. For Migration/upgrade and moving locations reasons enter existing order number or service ID.
14. For Moving to another carrier and Service/Support reasons please select additional reason.
15. Choose Requested Disconnect Date – please note that the intended disconnect date cannot be sooner than in 30 days from the submission date.
16. Location contact details – search for a contact or check ‘Same as primary contact’ to select the default/primary contact.
17. Provide site access hours. You may specify access hours for each day of the week.
18. Copy information – you can apply the information entered above to all other locations or to some select locations. (Location list is placed at top left corner of this page)
19. Click **Continue** to proceed to Review & Submit screen (**10**).
Review & Submit

Review the information you entered for each Service ID and the corresponding location. If the information is correct then go ahead and authorize and submit the request. Otherwise go back and edit the information as needed.

Request details

Primary Disconnect Contact
Marla Kearnsley

Your company's Internal reference no.
123456

Specific instructions
Disconnect by due date. Contact me on +12345678 for any queries

Email addresses of additional contacts
address@example.com

Service & Location details

ASHBURN

NEW YORK

NEW YORK

Service Address: Location 1, 22001 LOUDOUN COUNTY PKWY, ASHBURN, VA, USA, 20147-6166

Service ID: 109810522

Account Number | Circuit or Service | Product
---|---|---
U0180 | 109810522 | DDoS

Disconnect reason
Service/Support

Reason for
Service/Support:
Incorrect Installation

Requested Disconnect Date
24 May 2018

Location/Contact
Marla

Business hours
Monday to Friday
8:00 AM to 6:00 PM

Authorization
You must give authorization to Verizon to disconnect the services in accordance with the minimum notice periods set forth in your Verizon contract.

By selecting "Yes, I agree" below, you authorize Verizon to deactivate the account(s) and/or telephone number(s)/circuit(s) listed above and/or subsequently identified to your service representative.

Deactivating services includes the cancellation of dial-tone on your telephone numbers or the cancellation of circuits and the cancellation of the associated billing. If you intend to obtain service from another provider, it is your responsibility to contact the new provider to establish service.

☐ Yes, I agree

(10) Review & Submit

- Page 10 -
20. This is the final review screen of your disconnect request. Check the tick box at the bottom of the screen. (by selecting ‘Yes I agree’, you authorize Verizon to deactivate the account(s) and/or telephone number(s)/circuit(s) listed above and/or subsequently identified to your service representative)
21. Click Submit.

22. Your disconnect request has been created and you will be provided with single tracking number (11) which you can use to check the status of your order.
23. To see the status of your order, log into your VEC account, click Manage Account | View Order Status and search single tracking number you were provided with after submitting your disconnect order (12 and 13).
(12) Manage Account – View Order Status

(13) View order status page
Submit via the Verizon Enterprise Center Quick tasks

You can submit disconnect request without having to log in to the Verizon Enterprise Center.

Request Details

Fields marked * are required.

Account Information

1. Select your Country.
2. Enter your Company Name.

Enter your Contact Information

3. Enter your name, email address, and phone number.
4. Specify if you want someone else to be notified of this request (up to three contacts) and add contacts.
5. Enter up to 20 service identifiers to be disconnected. All fields are required.
6. When selecting the Service Type:

**Circuits**
- Indicate if you have equipment (CPE) to return or if it is a managed service.
- If you have a Rapid Delivery service, enter the service name and the service/solution instance ID. If you need help finding your service name or service solution instance ID, contact someone in your company if you do not know or have access to your Verizon Quote/Contract or invoice.
- Enter the Service Address and the onsite contact information.
- Add rows, if necessary.

**VOIP**
- Check Yes if you are disconnecting VoIP services.
- Indicate if you have equipment (CPE) to return.
- Indicate whether or not you want to disconnect the access circuit that the VOIP service uses.
- Complete any other relevant fields that apply to your service.

**Toll Free**
- Check Yes if you are disconnecting Toll Free services.
- Enter the tool-free numbers.
- Select the Action: Retain, Move, Disconnect.

### Colocation/Data Center
- Check Yes if you are disconnecting Colocation/Data Center services.
- Enter your Verizon Colocation Account Manager.
- Select the Start Date of Colocation.

### Related/Associated Services
Indicate if there is any other service that is not specifically listed in the previous sections of the form. For example, if a product or service has an ancillary service such as access, enter that information here.
7. Enter your account representatives email address so they receive a notification of this request.
8. Specify your preferred timing.
9. Select the reason for disconnecting your services.
   **Note:** If you move service to another carrier for Local Domestic Voice Service it is not necessary to place a disconnect order. The new carrier will place a disconnect order with Verizon.
10. Indicate if you want a disconnect message or referral on the line and provide the disconnect message for the telephone number. Leave this blank if the service does not have a message on it. There may be a fee for the disconnect message.
11. Specify if you want Verizon to cancel the account.
12. Add comments, if applicable. If you have multiple services to disconnect, it might be helpful to attach a list here and add a message to the *Comments* section to further clarify your request.
13. Attach an LOA if you are a 3rd party vendor.
14. Enter an internal reference number, if applicable.
15. Click **Next** to review and submit your request.
Review & Confirm

16. Review your disconnect details. You can click Back to go back and make any necessary changes.
17. Read the authorization and check Yes, I agree.
18. Click Confirm to complete your disconnect request.
19. Your request has been successfully submitted and confirmation email will be sent to you.
Your Disconnect Request has been submitted successfully.

Thank you for placing your request online. Your tracking identifier is NSPE0012294019

What to expect next:

1. A confirmation email will be sent to @intl.verizon.com
2. If you do not receive a copy of the request as well as a request acknowledgement within 24 hours, please contact the VEC help desk at 800.569.8799 or customer service to avoid delays in disconnection of service.

Service Request Summary

<table>
<thead>
<tr>
<th>Account Number</th>
<th>Service ID</th>
<th>Service Type</th>
<th>Service Address</th>
</tr>
</thead>
</table>

Request Details

Disconnect Reason: Migrating or Upgrading to another Verizon service/technology
Existing Order Number: 
Preferred Timing: 4-11-2019

Contact Information
Requestor Contact: Jan
intl.verizon.com
+420-123456
Other Point of Contact:

Submit a New Request

(18)Request submitted
Confirmation Email

If NSPE, you will receive an initial acknowledgment followed by further communication from an Order Manager. Typically the Order Manager responds within two business days. If your email (19) contains a tracking number that begins with the letters INQ, you can check the status of your request via the Verizon Enterprise Center (20 and 21).

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Dear Customer,

Please accept this system-generated response as an acknowledgement of your request.

Verizon will initiate the processing of your disconnect request within the next 2 business days, and has assigned your request the following tracking number: **NSPE0012294019**

If you need to provide additional information associated with this request, please reply utilizing the tracking number in the subject line on any related correspondence. This will ensure timely handling of the activity.

At Verizon we make every effort to support you with consistent, high-quality service and provide you with access to the information and status updating you need.

Thank you for choosing Verizon for your business communication needs.

Sincerely,

EMEA Disconnect Team

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(19) Confirmation Email

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(20) Check ticket status
Check Status of a Repair Ticket

* Ticket Number

* PIN

Go >

Check Status of an Inquiry

* Tracking Number

* PIN

Go >

(21) Check ticket status
**Disconnection of multiple services using the template**

You are allowed to select up to 25 services by filling and submitting disconnect template.

1. Log in to your VEC Portal account.
2. Select **Manage Account | Disconnect service**.
3. Download the template by clicking on **Download our template** (Excel format - *.xls). *(22)*
4. Open the template, fill it with services you wish to disconnect – column A.
5. Click **Upload file** - This brings you to another page where you can upload the file.
6. Click **Choose file**, find the filled template on your hard drive and select it. *(23)*
7. Click **Add to Disconnect list** *(23)*

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**(22) Template upload (1 of 2)**

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service ID</td>
<td></td>
</tr>
<tr>
<td>103286337</td>
<td></td>
</tr>
<tr>
<td>109810522</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>
(23) Template upload (2 of 2)
Check the Status of your Disconnect Order via Quick tasks

You can check the status of your disconnect order (inquiry) without having to log in to the Verizon Enterprise Center


   ![Business Sign In](image)

   (24) Business Sign In

2. Click Check ticket status under Quick Tasks. The check status pop-up appears.

   ![Check Status of a Repair Ticket](image)

   ![Check Status of an Inquiry](image)

   (25) Check Status of an Inquiry
3. Enter the Tracking Number and the PIN of the person who submitted the inquiry. In Figure 11 above, the person who opened the inquiry was Jay so the PIN is JA.
4. Click Go. The Quick Status for INQxxx screen appears.

The status, last time it was updated, when it was submitted, the date it was closed, the last four digits of the invoice number, and the invoice date are shown. Since you are not logged in to validate who you are, no additional information is provided. Log in to the Verizon Enterprise Center to see additional information.

![Quick Status](image)

(26) Quick Status

5. Click Check another status to return to the Quick Tasks screen and enter another tracking number, if applicable
   -OR-
   Click Close.
Customer Training and User Guides

Service Assurance User Guides

Documents can be found on the Service Assurance User Guides page.

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 offers customers the possibility of raising inquiries and managing different requests online.

What is it for?

The Verizon Enterprise Center portal supports customers with Repair related technical issues via repair tickets as well as customers with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Related documents

Related documents and guides can be found on the Verizon Enterprise Center Commercial User Guides* page (follow the menu path User/Reference Guides > Verizon Enterprise Center).

*Registration is required