Purpose and Objectives
To provide Verizon customer’s guidance on how to request access and/or support for Verizon Data Colocation Centres.
## Table of Contents

- Introduction .................................................................................................................. 3  
- High Level Process ....................................................................................................... 3  
- Access Request ............................................................................................................. 4  
- Verizon Support Request .............................................................................................. 5  
- Reboot Request ............................................................................................................. 6  
- Shipment Delivery ........................................................................................................ 7  
- Authorisation Control List Change Request .................................................................. 8  
- Site Access Authorisation Change Form ...................................................................... 10  
- Procedure for Removing Equipment ........................................................................... 12  
  - Out of Hours (OOH) Removal of Equipment .............................................................. 12  
- Data Colocation Center Customer Security Overview and House Rules .................. 12  
  - House Rules .............................................................................................................. 12  
- European Verizon Customer Service Center contact numbers: ................................ 13  
- Authorisation to Remove Equipment .......................................................................... 14  
- Customer Training and User Guides ........................................................................... 12
Introduction

Security and safety is a high priority within each Verizon Data Colocation Center. This document details the process that should be followed by any Verizon customer requesting access, equipment reset, remote hands support and equipment delivery related to a Verizon Data Colocation Center site within EMEA.

High Level Process

A Customer request for access, remote hands support, reboots, shipment delivery, or change to the Authorization Access Control List should be reported to the Verizon Customer Service Centers. You can find the contact details in the European Verizon Customer Service Center Contact Numbers section in this document.

The Customer Service Executive authorises access by checking the Authorisation Control List for Verizon Data Colocation sites against customer provided details. In cases of non-conformity the Customer will be advised accordingly.

A ticket will be opened against the request and a the ticket number will be provided to the Customer for reference.

For a remote hands support or reboot request a written confirmation from the Customer is required.

For access requests our Security department receives all relevant information, including ticket number. This is a security prerequisite for providing physical access to the Verizon Data Colocation Center site.

For shipment requests our Security department receives all relevant information, including ticket number.

⚠️ Important note:

Requests submitted via email are only checked and processed during local business hours and are worked as received in a chronological order. Please call Service Desk for urgent requests.

For adding any further information to an existing trouble ticket, submit an email to etms@verizon.com entering the Verizon ticket number (like 2015021002453) in the email subject header.
Access Request

Note - General

For an individual issued with a personal Verizon security ID access card, there is no requirement to notify Verizon in advance. This individual is entitled to visit their own cabinets at the Verizon Data Colocation Center area 24 hours a day.

For a majority of the Verizon Data Colocation Centers customers are required to obtain prior authorisation for access. For security reasons, customers will not be granted access without prior authorisation.

Please contact your Account or Service Representative for access information for your specific Verizon Data Colocation Center.

A request for access for a person must be requested to one of the Verizon Customer Service Centers. You can find more details in the European Verizon Customer Service Center Contact Numbers section in this document.

The Customer must supply the following information:

- Customer company name
- A valid Verizon Circuit ID (if any provided)
- Contact name and phone number
- Contact e-mail address
- Name(s) of person(s) coming onto site
- Company Name they represent (if applicable)
- Site name
- Suite and rack location
- Date and time access required

Based on the above provided information a trouble ticket will be raised.

To be able to approve the customer access request, the Customer Service Executive will perform the following:

- Check if the requestor name corresponds with the Authorisation Control List. If NOT the requestor will be advised to get in touch with the Customer contact person to process a change request on the Site Access Authorisation List.

- Check if the name(s) of the provided individuals corresponds with the Authorisation Control List. If the visitor name(s) matches with the ones on the list, the Customer Service Executive informs the requestor that access is approved, else ask the requestor to send a written confirmation of the visitors not on the Site Access Authorisation List.
• In case one of the visitor(s) is not on the Site Authorisation Access List and would like to be granted access, he will have to be added to the list. The customer contact person / Access list Admin needs to submit a change request for the Site Access Authorisation List update.

• On approval, the Customer Service Executive provides the ticket number to the Customer and to the Security department of the relevant site to notify them of the Customer requested visit.

• Physical access of Customers to the Data Colocation Center site will be provided by Security when:
  o Valid trouble ticket number can be provided
  o Customer can identify him or herself by an official ID document
  o Customer name(s) correspond with the details from the trouble ticket

Support Request

Any request for Verizon site support, such like replacement of equipment, support on testing or reset of equipment, must be requested via the Verizon Customer Service Center. You can find more details in the European Verizon Customer Service Center Contact Numbers section in this document.

The Customer must supply the following information to open a ticket:

• Customer company name
• A valid Verizon Circuit ID (when available)
• Contact name and phone number
• Contact e-mail address
• Site name
• Suite and rack location
• Support details, date and time of the support function to be carried out

In order to approve the customer request, the Customer Service Executive checks if the Contact name and Contact e-mail address are corresponding with the Authorization Access Control List.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that support request is approved, else advises the requestor to get in touch with the Customer contact person to process a change request on the Site Access Authorisation List.

Before processing the approval for the support request a confirmation email is required for security reasons. The ticket will be put ‘on hold’ until the written confirmation is received.

On approval the Customer Service Executive provides the ticket number to the requestor.

If site access is also required, then please follow the ‘Access request’ procedure as well in section “Access Request”.

- Page 5 -
The Requestor submits the confirmation email to etms@verizon.com entering the Verizon ticket number (like 2011021002453) in the email subject header.

Once the confirmation email is received the ‘on hold’ status of the ticket will be removed to a working state for the engineers to action the request.

After the support activities are completed the ticket will be closed, with confirmation by calling the customer, as a last step in the process.

Reboot Request

Any request for “reboot” must be requested via the Verizon Customer Service Center. You can find more details in the European Verizon Customer Service Center Contact Numbers part of this document below.

The Customer must supply the following information to open a ticket.

- Customer company name
- A valid Verizon Circuit ID (if any provided)
- Contact name and phone number
- Contact e-mail address
- Site name
- Suite and rack location
- “Reboot” details, date and time for the “reboot” to be carried out

Based on the above provided information a ticket will be raised.

In order to approve the customer request, the Customer Service Executive checks if the Contact name and Contact e-mail address are corresponding with the Authorization Access Control List.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that support request is approved, else advises the requestor to get in touch with the Customer contact person to process a change request on the Site Access Authorisation List.

Before processing the approval a confirmation email is required for security reasons. The ticket will be put ‘on hold’ until the written confirmation is received. On approval the Customer Service Executive provides the trouble ticket number to the requestor.

The Requestor submits the confirmation email to etms@verizon.com entering the Verizon ticket number (like 2011021002453) in the email subject header.

Once the confirmation email is received the ‘on hold’ status of the ticket will be removed to a working state for the engineers to action the request.

After the support activities are completed the ticket will be closed, with confirmation by calling the customer, as a last step in the process.
Shipment Delivery

Any request for “shipment delivery” must be requested via the Verizon Customer Service Center. Shipments will be accepted during local business hours only.

The Customer must supply the following information to open a ticket:

- Customer company name
- A valid Verizon Circuit ID (if any provided)
- Contact name and phone number
- Contact e-mail address
- Site name
- Shipment details, date and time to be delivered

Based on the above provided information a ticket will be raised.

Customer service will send an e-mail to the Security team of the relevant site to notify on the Shipment delivery.

Once the shipment arrives at the site and has been accepted, the ticket will be closed, with confirmation by calling the customer, as a last step in the process.

Note on acceptance of shipment

Verizon staff will only accept shipments to a limited weight and/or size. The acceptance of the shipment will be limited by checking the number of stated items on the shipment slip with the number of boxes delivered and any visible damage check on the package.

Where delivery is not notified, security personnel will take reasonable steps to contact the intended recipient to attend reception to receive the delivery. However, if the Customer is not in a position to attend immediately then deliveries will be accepted on their authority, subject to space being available, and collected within agreed time-scales (maximum two working days). If no one can be contacted then security personnel are entitled not to accept the delivery.
Authorisation Control List Change Request

The Customer has to provide a list of all authorized personnel who are permitted, on behalf of the Customer, to access their specific Verizon Data Colocation Center area. Access will be granted only to individuals listed in the Authorization Access Control List.

Any change related to the initial provided list of authorised individuals should be requested to the Verizon Customer Service Center. You can find more details in the European Verizon Customer Service Center Contact Numbers section in this document.

It is the sole responsibility of the Customer to provide Verizon with any changes to this list. The site Data Colocation Center Manager will update this list, based on information received from Customer Support Executive via the trouble ticketing system.

The Customer will be required to nominate a contact(s) who is authorized to request changes to the access list, along with a 24-hour contact name and number in case of queries.

All individuals on the access list must be 18 years of age or older unless stipulated by customer needs.

Customers are not allowed to bring unauthorized guests onto Data Colocation Center property.

The Customer must supply the following information to open a ticket:

- A valid Verizon Circuit ID (if any provided)
- Company name and address
- Name contact person/s authorised to request changes to the Verizon authorisation site database
- Business telephone number
- Out of business hours telephone number
- E-mail address

Based on the above provided information a ticket will be raised.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that support request is approved, else advises the requestor to get in touch with the Customer contact person to process a change request on the Site Access Authorisation List.

The Customer Service Executive provides the ticket number to the Customer.

Before processing the approval a confirmation email is required for security reasons. The email needs to include a Site Access Authorisation Change Form (See Section "Site Access Authorisation Change Form"). The ticket will be put ‘on hold’ until the written confirmation is received.

The Requestor submits the confirmation email to etms@verizon.com entering the Verizon ticket number (like 2011021002453) in the email subject header.

Once the confirmation email is received the ‘on hold’ status of the ticket will be removed to a working state for the engineers to action the request.

The Authorization Access Control List database will be updated accordingly. The ticket will be closed, with confirmation by calling the customer, as a last step in the process.
Please note:

Some customers have already been migrated to the new solution where Access List storage is done in the Service Delivery Platform (SDP) system.

The countries using this are: Austria, Belgium, Denmark, France, Germany, Luxembourg, Netherlands, Norway, Sweden, Switzerland

For all customers who are part of this group the respective Access List Administrators would have received more detailed instructions.

The process for customers is not changing. There are only slight changes to the format of the Access List and different entitlement categories, stemming from the use of the new solution.

The new form (example below) can be downloaded from here:
https://vvp.verizon.com/Docs/ACL_Form_Universal.xlsm
Site Access Authorisation Change Form

Original Access List format:

<table>
<thead>
<tr>
<th>Company:</th>
<th>Room 1:</th>
<th>Room 2:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fax:</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Last Update: 

<table>
<thead>
<tr>
<th>Name</th>
<th>Full Access</th>
<th>Remote Hands</th>
<th>3rd Party Authorisation</th>
<th>List Changes</th>
<th>Permanent Access</th>
<th>Start Date (DD/MM/YY)</th>
<th>Expire Date (DD/MM/YY)</th>
<th>Phone</th>
<th>E-Mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main 1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

General Instructions:
All individuals need to show a valid personal identification document (passport, drivers license) when entering Verizon Data Center.
3rd Party Authorisation by customer contact does not include Other Local Operators.

Name Contact Person: Date: Signature:

1. Room where your company is – 2. Rack where your equipment is placed – 3. First contact for maintaining the Access List – 4. Backup contact for Access List Maintenance – 5. Name as to be found on official identification papers – 6. Contact has full 24x7 Access to the Data Colocation Center? If not, accompanied access is needed together with person having full access – 7. Contact may request remote hands? – 8. Contact may request Access for 3rd parties? – 9. Contact may request changes to the Access List for the company he represents? – 10. Contact has permanent access? If not, include Start and Expire date for Access.
For customers with ACLs stored in the SDP system a different Access List format type applies:
Procedure for Removing Equipment

If the customer plans to remove any items from the Verizon site, then they must provide written details to the Site Manager prior to the visit. A copy of the ‘Authorisation to Remove Equipment’ form can be found in Appendix A of this document.

Out of Hours (OOH) Removal of Equipment

If it is required to take equipment off site out of hours due to a technical failure, without bringing to site a replacement piece of equipment, the following procedure should be followed:

- The Local Security team will hold blank copies of Appendix A. The form will need to be completed by the person removing the equipment including printed name and signing his name.

Data Colocation Center Customer Security Overview and House Rules

Welcome to Verizon Data Colocation Centers. This information is being provided to you as part of our continuing efforts to inform you of Data Colocation Center customer security policies and general procedures.

Verizon takes significant steps to provide a safe and secure environment for our customers. Although some of our security processes are not for public dissemination, we believe that it is important for our customers to understand our basic security policies and their responsibilities.

If you have any questions or concerns, please contact the local Verizon Data Colocation Center Manager to help address your individual needs.

House Rules

- No food or drink is allowed in Verizon Data Colocation Centers.
- No equipment or tools are to be left outside of your cabinets or cage when you are not in the Data Colocation Center. Place all materials in your cabinet or cage before you leave.
- Please dispose of all trash before leaving the Data Colocation Center. Please break down and remove boxes as you go along. Boxes cannot block other customer access. If you need assistance, please ask.
- Do not attempt to lift the floor tiles. Customers are not permitted beneath the raised flooring.
- Do not attempt to enter any cabinet or area other than those for which you are authorized.
- Without prior approval, no signs are permitted that are visible outside your space.
- Customer cabling is to be confined to cabinets and, in special cases, fibre tray specifically made for the customer located on top of the cabinet.
- Customers are not allowed into Colocation and customer areas within the Data Colocation Center unless otherwise permitted by the Data Colocation Center Manager.
- Customers must keep aisles, cages and cabinets clear and free of flammable materials (including cardboard boxes) in accordance with local fire regulations.
Customers and their agents are prohibited from bringing the following materials into the Facility: wet cell batteries, explosives, flammable liquids, gases, alcohol, controlled substances, weapons, tape recorders or similar equipment and materials.

- No smoking is allowed in the Facility.
- Without prior approval, Customers may not use camera or other recording equipment within the Data Colocation Center. This refers to all types of visual recording devices, i.e. Video Cameras, Cell Phone, Cameras, Digital or web cams etc.
- Customer's and their agents shall not use any products, tools, materials or methods that, in Verizon’s reasonable judgment, might harm, endanger, or interfere with the Services, the Facility, or the personnel or property of Verizon, its vendors or other customers.
- Customer may not lock any Verizon equipment (e.g. crash carts, step stools, etc) inside their cabinet or cages. Borrowed equipment must be returned.
- If you have an operational requirement that is contrary to these rules, please contact the local Verizon Data Colocation Center Manager to help address your individual needs.

### European Technical Service Center Contact Numbers

<table>
<thead>
<tr>
<th>Country</th>
<th>Freephone Number*</th>
<th>Direct Dial*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls from Austria, Belgium, Denmark, France, Finland, Germany, Greece, Hungary, Ireland, Italy, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom</td>
<td>00800 1103 1121</td>
<td>+44 118 905 4017</td>
</tr>
<tr>
<td>Calls from USA</td>
<td>+1 866 567 2507</td>
<td>+44 118 905 4017</td>
</tr>
<tr>
<td>Any other countries</td>
<td></td>
<td>+44 118 905 4017</td>
</tr>
</tbody>
</table>

* Customers who have been moved to SDP system for ACL storage and former Terremark colocation customers, please call the new dedicated line:

**ISD SDP Team phones:**

**Authorisation to Remove Equipment**

To be completed by the Customer prior to the removal or in an out of hours emergency.

To: Verizon Operations Manager  
Building name:  
Company Name:  
Customer Engineers Name:  

Date/Time:  
Verizon ticket No.:  

<table>
<thead>
<tr>
<th>Nbr</th>
<th>Item / Description</th>
<th>Quantity</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For Verizon use:  
Ops. Manager Name:  
Security Guard Name:  
Date / Time:  

Signature:
Customer Training and User Guides

Service Assurance User Guides
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 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