Purpose and Objectives
To provide guidelines on the maintenance and repair processes for the Customer Network Operations Center to Verizon Network Operations Center (NOC to NOC) support.

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**NOC to NOC Support**

**What Is It?**
The NOC to NOC process allows the Customer engineer direct access to the Verizon engineers for:
- Performing joint testing & diagnostics on service outages (Priority 1) and service affecting (Priority 2) Incident Tickets.
- Technical discussion in order to assist the diagnostic and fault clearance process.

**Who Can Use It?**
All Customers may use this process if:
- The repair activities for their service are performed from a Verizon NOC.
- The caller to the Verizon Service Desk requesting a NOC to NOC call must be the customers engineer and not the Customers Service Desk agent.
- This service is available in English only.

**When Can It Be Used (Time)?**
- The NOC to NOC support is available **24x7 to all customers for Priority 1 and 2 incidents**.
- For customers that call into the ECSR NOC directly, all priorities are supported.
- NOC to NOC support for **Voice and VOIP** is available in **business hours only for Priority 1 & 2 Incident Tickets**

**Exceptions**
*This process should not be used for escalation requests, change requests, Turn-up support, Service Delivery issues (i.e. problems occurring before the service has gone live), or for customers to obtain updates on Incident Tickets.*

- Federal customers are out of scope.
- Child tickets for Major Outages are out of scope.

**How to Request NOC to NOC Support?**
The Customer engineer should call the Verizon International Service Desk using their normal contact details and request a NOC to NOC call.

The Verizon Service Desk Agent will confirm the Incident Ticket details and ensure that the NOC to NOC request meets the requirements for the NOC to NOC process.

- For **New Incident Tickets** just opened: The Verizon Service Desk Agent will advise the Customer the NOC will call them back, as the engineers need at least 30 minutes (Priority 1 tickets) or 60 minutes (Priority 2 tickets) to carry out their initial technical investigations.
- **No Incident Ticket** is open yet: The Verizon Service Desk will open a new Incident ticket. The initial technical investigation is expected to take up to 30 minutes (Priority 1 tickets) or up to 60 minutes (Priority 2 tickets). The NOC will call the customer's engineer back.
- **Open Incidents Tickets**: The Verizon Service Desk agent will accept the request and pass the information to the Verizon engineers. The engineers will review the Incident Ticket and call the customer's engineer back within 30 minutes (Priority 1 tickets) or 60 minutes (Priority 2 tickets).
**Glossary**

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<th>NOC</th>
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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

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