Verizon Enterprise Center Home

The Verizon Enterprise Center enables you to order, manage, and pay for your voice and data services through one portal. You can access multiple tools 24 X 7 with a single user ID and password. You can also review and pay invoices online, monitor and configure your inbound and outbound network, report on network performance, create trouble tickets, and order Verizon products and services.
Primary Contact (POC) Overview

The Verizon Enterprise Center provides many tools your company can use to order services, create tickets, work with invoices, and track the usage of your Verizon services. Primary Contact enables you, as your company administrator, to determine who can access the portal:

- Create a flexible grouping of accounts in your company structure
- Create and update users quickly, including CPNI authorization
- Provide entitlements to applications/accounts on the Verizon Enterprise Center
- Manage users, the roles they possess, and the accounts they can access

Note: The roles and entitlements available depend on your contractual requirements. Refer the Wireline Roles Matrix for descriptions of the roles.

Become a POC

Work with your Verizon service team to:

- Identify who will be an administrator in your company.
- Provide information to the company authorized approver and complete the Primary Contact CPNI forms. The form must be signed, scanned, and uploaded to contract viewer for later access if required.
- Register for the Verizon Enterprise Center and create login credentials.
- Add the Primary Contact role so the new administrator can be assigned that role.
- Determine the accounts to which you should have access:
  - You can have one or multiple accounts
  - Your account team selects the accounts
  - You request that those accounts be delivered to your Company Structure
Access Primary Contact (POC) Tools

1. Click on your name in the top right corner. A drop-down menu appears.
2. Click Profile Administration. The Profile Administration screen appears.
   Note: Not all functions are available for all administrators. Available functions vary depending on contractual requirements.
Note: Refer to the Verizon Enterprise Center Registration and Login User Guide for instructions on enrollment and creating an account.

Primary Contact (POC) User Guides

In case you want to take a look at the VEC Primary Contact (POC) information in a bit more detail or want to learn how to accomplish a particular task in the Verizon Enterprise Center portal, please take a look at the following User Guides:

Verizon Enterprise Center Primary Contact (POC) User Guide

Verizon Enterprise Center Primary Contact (POC) Current Platform User Guide
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