

Solution brief

Keep your business up and running.

Verizon Care

ready ✓

You're only ready to successfully operate your business when your global network and equipment is up and running. Normal operating hours for business today means around-the-clock accessibility. This is why we offer Verizon Care*.

Keeping your network in top operating shape takes constant upkeep. But, tying up your network personnel with day-to-day equipment maintenance isn't the best use of time or money.

Verizon Care covers your network equipment. We help you troubleshoot and isolate problems whether you experience any network or CPE issues. Technical support is just a phone call away. If our team of engineers can't resolve the problem over the phone, we can dispatch a field technician per your service level option to assist. The same goes for replacement parts, which may be sent in as little as a few hours.

More options can give you better peace of mind.

Verizon Care provides a reliable solution for equipment problems, parts replacement and on-site support. We quote, contract, bill and renew all of our own plans, and offer you multiple coverage options to choose, including:

Service level options	Verizon technical support	Advanced parts replacement from OEM	On-site technician
7x24x4 On-site Support	7 days/week, 24 hours/day	4 hours ¹	A qualified field technician will travel to the customer site generally within 4 hours to meet and install the replacement unit, remove defective device and update their profile accordingly.
5x8 Next Business Day On-site Support	5 days/week (M-F), between the hours of 8 AM and 5 PM local time (excluding Verizon holidays)	1 business day ^{1,2}	A qualified field technician will travel to the customer's site to install the replacement unit and will arrive generally within one business day after Verizon determines failure.
5x8 Next Business Day Remote Support	5 days/week (M-F), between the hours of 8 AM and 5 PM local time (excluding Verizon holidays)	1 business day ^{1,2}	Not available. Intended for equipment that is easily replaced by the customer.
Reasonable effort	5 days/week (M-F), between the hours of 8 AM and 5 PM local time (excluding Verizon holidays)	Verizon will work with the manufacturer to have a replacement unit sent to the customer's site based on the "reasonable effort" and availability of a replacement unit by the manufacturer. ^{1,2}	Not available. This plan provides hardware "drop ship" support where there is no other service plan coverage option available based on the customer's geographic location.

1. Equipment must be determined by Verizon to be defective. Verizon Care Plan availability varies by location, vendor and service type. Term & conditions apply. See your Verizon account manager for details.

2. Verizon will provide a prepaid shipping label so the customer may return the failed unit to the manufacturer.



Summary of other features.

Feature	
Verizon always takes the customer's first call.	✓
Verizon-staffed concierge service desk/technical support with OEM-trained and certified engineers.	✓
Multiple OEM solutions.	✓
Troubleshooting of Verizon-provided network service as part of initial triage of network failure.	✓
Evergreen renewal and no cancellation penalty.	✓
Enables Verizon financing of network equipment (MRP).	✓
Available performance monitoring and configuration management.	With Verizon managed services
Available fault monitoring for pre-selected devices.	✓
Customer billing.	Monthly
Access to OEM engineers.	Via Verizon

Simplify maintenance with a single point of contact.

With a presence around the globe, we can be your single point of contact for your network services and your equipment. Verizon supports purchasing, installing and maintaining multi-vendor environments for equipment. Use our available financing plans to pay for equipment. Let us help you keep your network running by quickly responding to your calls for hardware assistance. We can protect your network equipment investment with on-site coverage service plans that include timely parts replacement.

Why Verizon?

We can help you manage your network and equipment because we've spent 20 years supporting many Fortune 1000 companies. We have five Global Network Operations Centers throughout the U.S., Europe and Asia, and handle security, hosting and network device management in 130 countries. Our broad scope of services means that you can stop worrying about the maintenance of your network equipment and focus your efforts on serving your customers.

*Verizon maintenance programs vary by CPE, vendor, equipment locations and Verizon solution. Terms apply See your Verizon account manager for details.