

# How quickly can you transform? And who will help?

Managed in-house		Verizon	
Do it yourself	Monitor and Notify (Virtual Network Services – Monitor)	Co Management	Full Management
<p><b>Customer manages:</b></p> <ul style="list-style-type: none"> <li>Strategic direction</li> <li>Monitoring</li> <li>Fault isolation</li> <li>Fault notification</li> <li>Fault restoration – logical</li> <li>Fault restoration – physical</li> <li>Maintenance – break/fix</li> <li>Asset reporting</li> <li>Change management – logical</li> <li>Change management – physical</li> <li>Configuration backup</li> <li>Performance reporting</li> <li>Security policy and patching</li> <li>SD WAN policy management</li> </ul> <hr/> <p><b>Verizon manages:</b></p> <ul style="list-style-type: none"> <li>Management tools</li> </ul>	<p><b>Customer manages:</b></p> <ul style="list-style-type: none"> <li>Strategic direction</li> <li>Fault isolation</li> <li>Fault restoration – logical</li> <li>Fault restoration – physical</li> <li>Maintenance – break/fix</li> <li>Change management – logical</li> <li>Change management – physical</li> <li>Configuration backup</li> <li>Security policy and patching</li> <li>SD WAN policy management</li> </ul> <hr/> <p><b>Verizon manages:</b></p> <ul style="list-style-type: none"> <li>Monitoring</li> <li>Fault notification</li> <li>Fault restoration – uCPE<sup>1</sup></li> <li>Maintenance – break/fix (uCPE)<sup>1</sup></li> <li>Change management – uCPE<sup>1</sup></li> <li>Asset reporting</li> <li>Performance reporting</li> </ul>	<p><b>Customer manages:</b></p> <ul style="list-style-type: none"> <li>Strategic direction</li> <li>Security policy</li> <li>Limited SD WAN policy management</li> </ul> <hr/> <p><b>Verizon manages:</b></p> <ul style="list-style-type: none"> <li>Monitoring</li> <li>Fault isolation</li> <li>Fault notification</li> <li>Fault restoration – logical</li> <li>Fault restoration – physical</li> <li>Maintenance – break/fix</li> <li>Asset reporting</li> <li>Change management – logical</li> <li>Change management – physical</li> <li>Configuration backup</li> <li>Performance reporting</li> <li>Security patching</li> </ul>	<p><b>Customer manages:</b></p> <ul style="list-style-type: none"> <li>Strategic direction</li> <li>Security policy</li> </ul> <hr/> <p><b>Verizon manages:</b></p> <ul style="list-style-type: none"> <li>Monitoring</li> <li>Fault isolation</li> <li>Fault notification</li> <li>Fault restoration – logical</li> <li>Fault restoration – physical</li> <li>Maintenance – break/fix</li> <li>Asset reporting</li> <li>Change management – logical</li> <li>Change management – physical</li> <li>Configuration backup</li> <li>Performance reporting</li> <li>Security patching</li> <li>SD WAN policy management</li> </ul>

<sup>1</sup>Only applicable for Virtual Network Services – Monitor  
**Note:** uCPE= universal customer premises equipment

