# Welcome to Verizon!

Customer Reference Guide

We appreciate and value your business!

Your success matters to us. It's why we're here to give you the best possible experience. This guide provides the resources you need to prepare for Service Delivery. We will also introduce you to Verizon Enterprise Center – a comprehensive suite of digital tools to help you optimize your Verizon services.

Prepare for service delivery.

The Verizon Product Welcome Kits are helpful guides that provide all of the information you need to learn about your new Verizon products and services. They will explain how we set up your service and what you need to do to be ready for implementation.

View all Product Welcome Kits.
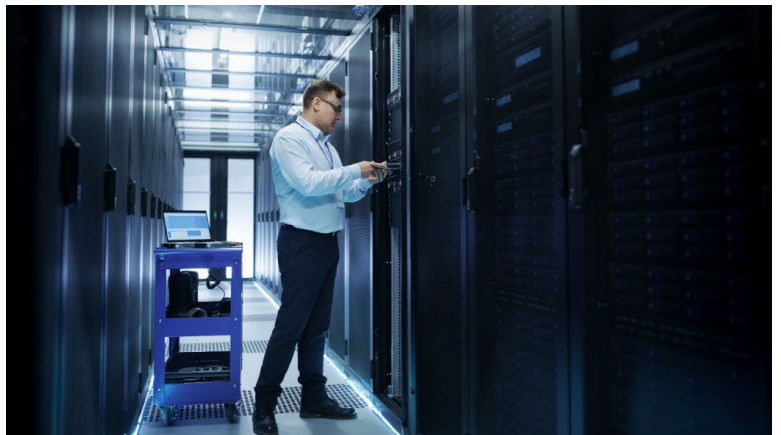
What's New.

Stay up-to-date with our latest product and service changes by visiting the What's New section of Verizon Enterprise Center. Be the first to know about updates that will make your business run even smoother. Don't miss out on this opportunity to improve your experience with us.
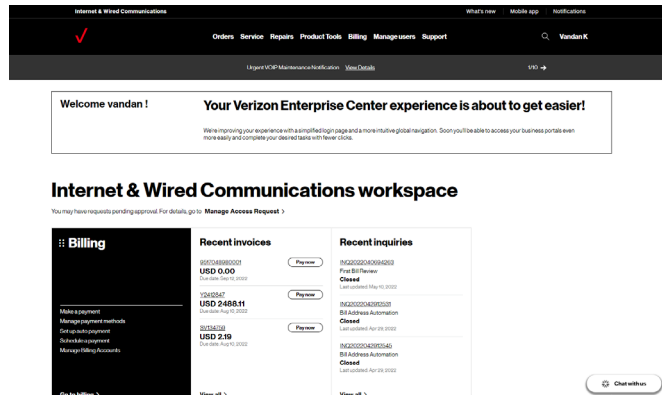
What's New.

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Easily manage your services online.

Verizon Enterprise Center makes it easy for you to monitor, manage, analyze and optimize your Verizon products and services online. Available seamlessly between desktop, tablet and smartphone – you can act on your crucial data wherever your work takes you.

If you need to register for Verizon Enterprise Center

1. Go to verizon.com/business/login or download the My Verizon for Enterprise mobile app
2. Click the 'Register for an account' link
3. Enter the invitation code you received to complete registration.
- The invitation code to enroll is included in the 'Manage Your Account' section of your invoice.

Register now.   Learn more

Powerful tools for better business.

Ordering

Easily order additional product & services¹

- Check for product & service availability
- Compare pricing for different speeds
- Receive confirmation that your information is complete and accurate
- Track order status

Service management & repairs

Monitor & analyze network performance

- View and monitor your network's health
- Access a full list of your services and equipment
- View all active alarms associated with your services
- Create, update and actively track the status of your change requests and incident tickets

Product tools

Access network management & reporting tools

- Utilize product specific tools to help configure and route your Voice, Data and Internet services
- Upgrade bandwidth on demand
- Track product performance
- Customize services to meet your business needs

Billing

Manage billing & payment information

- See current charges and balances
- Submit billing questions and disputes
- Make payments online or schedule payments (U.S. only)
- Enroll in Autopay (U.S. only), paperless billing & more!

¹ Only U.S. locations can be ordered through the automated experience. Orders for Private IP and other select services can still be initiated through Verizon Enterprise Center, though the automation capabilities will not be available. Automated online ordering is available with Worldwide Service Agreements if both the customer and Verizon Legal entities are U.S. based.

Getting started on Verizon Enterprise Center.

Once you've registered, log in and take your business to the next level with fast and easy access to transactions at your fingertips!

I want to...

Order or change service[1]

- Select Orders to:
    - Browse product catalog (U.S. only)
    - Order new service (U.S. only)
    - View order status
    - Disconnect a service
    - Submit a move, add, change
    - Create a service/change request
    - Manage requests

Manage my service

- Select Service to:
    - Access services dashboard
    - View inventory
    - View alarms
    - Create change service request

Open a repair ticket

- Select Repairs to:
    - Create, view and check the status of a ticket
    - To escalate, select a specific ticket status, under Actions on the right-hand side select Request Escalation
    - Map view and access reporting

Pay my bill (U.S. only)

- Select Billing to:
    - Make a payment
    - Manage payment methods
    - Set up recurring payments
    - Schedule a payment

View all Guides & Tutorials >

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Personalized access to keep your data secure.

Control who can view and act on your Customer Proprietary Network Information (CPNI).

Easily control your team's permissions on Verizon Enterprise Center.

- After registration, the next step is to gain permission which provides secure access to your information in each of the functional areas.

- Verizon Enterprise Center has eleven roles you can choose from that outline what you are able to see and do in the portal.

- A Primary Contact has the highest level of access with the ability to create and delete users, assign roles to users, grant access to tools and accounts and create service groups for your company.

- Access to online functions will vary based on your assigned user role.

Become a primary contact ❯
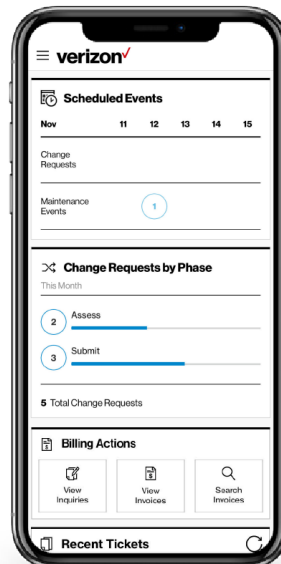

Manage your account on the go.

Did you need to access an incident ticket after you've already left the office? Or do you need to check the status of an order you've placed?

Download the My Verizon for Enterprise app to access your accounts and services wherever your work takes you.

App Store (iOS)

Google Play (Android)

Learn more

Additional training & resources.

The **Customer Learning Portal** is available to help you learn how to use Verizon Enterprise Center tools and applications! Our training team offers instructor-led training as well as recorded self-paced tutorials which are available 24x7.

Topics include:

- Verizon Enterprise Center
  - Overview & Registration
  - Roles & Permissions
  - Primary Contacts
  - Invoices
  - Orders
  - Repairs
- Product Training
- Reporting and Tools

How to access training:

- Log into Verizon Enterprise Center
- Select Support
- Select Customer Learning Portal
- Search for the class and click on the course title
- Select the session you wish to attend by clicking on Enroll (confirmation email will be sent)

Still have questions? We're here to help!

Live chat

You can chat with us in Verizon Enterprise Center to quickly have any of your questions answered.

Verizon Enterprise Center Help Desk

800.569.8799 M – F (9 AM – 6 PM ET)
Live Chat (Sun. 8 PM – Sat. 8 PM ET

Customer Service

Support for account maintenance and billing questions is available by visiting us online at verizon.com/business/login or call 800.264.1000.

US Verizon Repairs

Open a Repair ticket 24 hours seven days a week online at verizon.com/business/login > Repairs > Create a new ticket.

Call: 800.444.1111. You may also request to speak to a Service Desk Incident Manager at any time.

Verizon Local Exchange Carrier Repair Help: 800.405.5339

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* Please note that the processes in this guide are subject to change according to Verizon's operating policies.

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