



Verizon Global Wholesale (VGW) Operational Notification

Notice Number: B14-0406.2	Notice Date: 10/02/2014	Date Effective: 12/13/2014
Region: Verizon - East & West	Area Affected: Local	Process Affected: Trouble Administration

Details:

Effective 12/13/2014, LSI-TA will be decommissioned. Existing VTAG users can use their VTAG IDs to perform Local functions, effective immediately. LSI-TA users who do not have access to VTAG will need to request access through their company administrator.

All local transactions have been moved over to VTAG, effective immediately. The table below outlines all available transactions, including changes to the name of the transaction, where applicable. Local transactions submitted via VTAG will be measured according to previously established local guidelines.

LSI-TA Name

Trouble Ticket Partial ID Search
N/A
Trouble Ticket Test
Special Service Test
ADSL High-Band Special Service Test
Vertical Feature Verification
Service Recovery
Trouble Ticket Create
Multi Trouble Ticket Create
Trouble Ticket Modify
Trouble Ticket Close
Request Escalation
Status Inquiry
Trouble Ticket Inquiry
Enhanced Status Inquiry
Trouble History
Extended Trouble History

VTAG Name

Look Up Circuit ID
Performance Monitoring
Mechanized Loop Test
Special Service Test
ADSL High-Band Special Service Test
POTS Feature Verification
POTS Service Recovery
Trouble Ticket Create
Multi Trouble Ticket Create
Trouble Ticket Modify
Request to Cancel Ticket
Request Escalation
Quick Status
POTS Commitment Inquiry
Enhanced Status Inquiry
Circuit Ticketing History
Extended Circuit Ticketing History

TAXI Customers with questions about this change should contact us directly at TA-Assist@verizon.com.

During the system unavailability, trouble tickets may be held until each application is restored or trouble tickets may be called into the appropriate repair center.

Contact information for the appropriate repair center can be found on the Verizon Global Wholesale Web site: <http://www22.verizon.com/wholesale/contactus/Contact-Us.html>

Additional information about the applications can be found on the Verizon Global Wholesale Web site: www.verizon.com/wholesale.

VTAG - <http://www22.verizon.com/wholesale/ldp/homepage/verizon-trouble-administration-gateway.html>

TAXI - <http://www22.verizon.com/wholesale/ldp/homepage/trouble-administration-xml-interface1.html>

LSI-TA - <http://www22.verizon.com/wholesale/troubleadmin/trouble-admin-help-center-01.html>

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