



## Verizon Global Wholesale (VGW) Operational Notification

<b>Notice Number:</b> B14-0406.6	<b>Notice Date:</b> 12/17/2014	<b>Date Effective:</b> 12/17/2014
<b>Region:</b> Verizon - East & West	<b>Area Affected:</b> Local	<b>Process Affected:</b> Trouble Administration

### Details:

Effective 12/13/2014, LSI-TA was decommissioned. Review of industry notice is available at <http://www22.verizon.com/wholesale/customernotifications/notifications.jsp?sDate=September-2014&notificationId=1>

If you failed to receive the initial notices for this activity, you can sign-up for future Industry Notifications by using the following URL:

<http://www22.verizon.com/wholesale/library/letters/letters.html>

If you currently have access to Portal and the VTAG application, then you can utilize the VTAG tool. If you don't have access to Portal and/or the VTAG application, then a request must be made to get it.

If your company has access to VTAG, but you require an ID, access to VTAG can be accomplished by:

- 1) Go to <https://www22.verizon.com/wholesale/secure/register/form.jsp?app=AORD>
- 2) Fill out all details, select "VTAG" under the "Tools" section, and submit your request.
- 3) Notify your Company's Company User Administrator (CUA) of your request so they can approve.
- 4) Once approved the request is sent to Verizon where it will be processed.
- 5) Once processed you will be notified and be able to access VTAG.

If your company does not have access to VTAG, please ask your Super User/Company User Administrator to reach out to [ConnectivityManagementTeam@verizon.com](mailto:ConnectivityManagementTeam@verizon.com), and copy [TA-Assist@verizon.com](mailto:TA-Assist@verizon.com).

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.

### Name

Ticket Partial ID Search

Ticket Test

Service Test

### VTAG Name

Look Up Circuit ID

Performance Monitoring

Mechanized Loop Test

Special Service Test

High-Band Special Service Test  
Feature Verification  
Recovery  
Ticket Create  
Multiple Ticket Create  
Ticket Modify  
Ticket Close  
Escalation  
Inquiry  
Ticket Inquiry  
Enhanced Status Inquiry  
Ticket History  
Multiple Ticket History

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

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](http://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>

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