

Verizon Wholesale Portal Contact Us

March 2018



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Verizon Wholesale Portal Contact Us - Overview

The Global Wholesale Portal allows customers to review information and access applications in order to do business with Verizon Wholesale.

Within the Portal we've established a "Contact Us" link, which allows customers to identify the proper Verizon group to assist with any questions or issues they might have.

This includes the proper groups to assist with User Access, Ordering, Provisioning, Billing and Maintenance & Repair questions.

As of March 2018 we are enhancing the "Look & Feel" associated with the Global Wholesale Portal Contact Us page.

Previously we allowed customers to identify contacts by choosing from a series of drop-down menus. The new enhancement will allow users to utilize a more user friendly format

Verizon Wholesale Portal Contact Us - Old

http://www22.verizon.com/wholesale/homepage.jsp

The screenshot shows the Verizon Wholesale Portal's 'Contact Us' page. At the top, there are navigation links for 'Personal', 'Business', and 'About Us', along with 'Sitemap', 'Glossary', and 'Contact Us' (highlighted in blue). A 'Sign In / Register' link is also present. Below the Verizon logo, there are links for 'Solutions & Products', 'Doing Business', 'Systems', and 'Support'. A search bar is located on the right. A 'Wholesale customer login' box is visible on the right side. The main content area is titled 'How can we help you?' and features two columns: 'Request Consultation' (with a question mark icon) and 'Get Support' (with a headset icon). Both columns have a 'Contact Us >' button. A red arrow points from the 'Contact Us' link in the top navigation to the 'Get Support' section. Another red arrow points from the 'Get Support' section to a callout box. The callout box shows the breadcrumb 'Home > Contact Us >', a message: 'Please select and search for service details below. Then, you'll get contact information for the best people to help you.', and a form with four dropdown menus: '*Segment:' (value: '-- Select Segment --'), '*Region:' (value: '-- Select Region --'), '*Service Group:' (value: '-- Select Service Group --'), and '*Service:' (value: '--Select Service--'). A 'Search' button is below the dropdowns. At the bottom of the callout box, it says 'Please select your criteria and click on "Search".'

Verizon Wholesale Portal Contact Us – New

<http://www22.verizon.com/wholesale/homepage.jsp>

Personal Business About Us Sitemap Glossary **Contact Us** Sign In / Register

verizon Solutions & Products Doing Business Systems Support Search

Partner Solutions

Wholesale customer login

How can we help you?

Request Consultation
Connect with a sales representative about our products.
Contact Us >

Get Support
Get the right support for your needs.
Contact Us >

Home > Contact Us >

- User Access
- Ordering
- Provisioning
- Billing
- Maintenance & Repair
- Other

"Get the support you need, when you need it."
Click on one of the icons above to access Connectivity, Ordering, Provisioning, Billing, Maintenance and Repair, or to get support for your other needs.



Verizon Wholesale Portal Contact Us – Select Issue

Customer clicks on icon associated with a question they have. Each icon will either display the proper contact information or display additional options for customer to further define their specific issue.

Personal Business About Us

Sitemap Glossary Calendar Contact Us Sign In / Register



Solutions & Products

Doing Business

Systems

Support

Search

Partner Solutions

Home > Contact Us >



User Access



Ordering



Provisioning



Billing



Maintenance & Repair



Other

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Need Consultation?



If you'd like to discuss Verizon Partner Solutions service offerings with an account executive, please [Request a Consultation.](#)

In the Wrong Place?



For inquiries about service for your home or personal use, please visit [Local Phone Services For Your Home.](#)



For inquiries about service for your business, please visit [Verizon Enterprise Solutions.](#)



Verizon Wholesale Portal Contact Us – User Access



Solutions & Products

Doing Business

Systems

Support

Search

Partner Solutions

Home > Contact Us >



User Access



Ordering



Provisioning



Billing



Maintenance & Repair



Other



"Get the support you need, when you need it."

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Connectivity Management Team (CMT)

The Connectivity Management Team (CMT) provides assistance to the CLEC community for access to Verizon for the purposes of transitting and receiving electronic messages to and from Verizon. If you have further questions they can be sent to Connectivity.Management.Team@verizon.com

General Contact Information

Person / Center Name	Title	Contact information	Notes
Connectivity Management Team	Connectivity Management Team	Connectivity.Management.Team@verizon.com	IP Address

Escalation List

Hours of Operation and Holiday Schedule

Need Consultation?



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In the Wrong Place?



For inquiries about service for your home or personal use, please visit [Local Phone Services For Your Home](#).



For inquiries about service for your business, please visit [Verizon Enterprise Solutions](#).



If you want to be a Verizon Wireless reseller, please visit [Reseller Program](#)



Verizon Wholesale Portal Contact Us – Ordering

verizon
Partner Solutions

Home > Contact Us >

Solutions & Products **Doing Business** **Systems** **Support**

User Access **Ordering** Provisioning Billing Maintenance & Repair Other

"Get the support you need, when you need it."
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Access Ordering

- Equal Access Point of Contact (EAPOC)
- Ethernet - TLS (UNI , EVC)
- Ethernet - VON
- Optical
- Special Access
- Switched Access
- UNE Hicap

Local Ordering - National Market Center (NMC)

- Directory Listings
- Line Share
- Resale
- UNE
- Wholesale Advantage
- Wholesale Advantage with DSL

National Ordering

- All Products - Installs / Changes
- LD Switched
- Wholesale Disconnects
- XO Points Of Contact

States

- DC, Maryland, Virginia
- New Jersey
- New York
- Pennsylvania, Delaware
- Massachusetts, Rhode Island

All Products - Installs / Changes
DS0, DS1, DS3, Optical, Ethernet (EVPL, Ethernet Access, EPL), Private IP, Internet Services, Wave

General Contact Information

Person / Center Name	Title	Contact Information	Notes
V2N Order Entry	V2N Order Entry	V2N-OrderEntry@verizon.com	Prior to receipt of Order Confirmation Document (OCD) After OCD, escalate to Service Delivery Support (SDS) Please allow 2 business hours for a response before escalating to next level.

[Escalation List](#)
[Hours of Operation and Holiday Schedule](#)

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Verizon Wholesale Portal Contact Us – Provisioning



Home > Contact Us >

Solutions & Products

Doing Business

Systems

Support



"Get the support you need, when you need it."

Click on one of the icons above to access Connectivity, Ordering, Provisioning, Billing, Maintenance and Repair, or to get support for your other needs.

Access Provisioning

- Ethernet - TLS (UNI, EVC)
- Ethernet - VON
- Optical - All Sonet Services
- UNE HICAP
- Special and Switched Access

Local Provisioning

- Local Number Portability (LNP) Center
- Regional CLEC Coordination Center (RCCC)
- UNE Hicap
- Wholesale Mobility Services Center

States

- DC, Maryland, Virginia
- New Jersey
- New York
- Pennsylvania, Delaware
- Massachusetts, Rhode Island

Search

Ethernet Wholesale Provisioning - TLS (UNI, EVC)

TLS (UNI, EVC)

General Contact Information

Person / Center Name	Title	Contact Information	Notes
Test & Turn Up		800-891-0301(O)	Select: Prompt 8, Prompt 3, Prompt 2
Status Desk	Post FOC / Pre RFD / Post RFD	800-891-0301(O)	Select: Prompt 8, Prompt 2

Escalation List

Hours of Operation and Holiday Schedule

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For inquiries about service for your business, please visit [Verizon Enterprise Solutions](#).



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Verizon Wholesale Portal Contact Us – Billing

verizon Solutions & Products Doing Business Systems Support Search

Partner Solutions

Home > Contact Us >

User Access Ordering Provisioning **Billing** Maintenance & Repair Other

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Click on one of the icons above to access Connectivity, Ordering, Provisioning, Billing, Maintenance and Repair, or to get support for your other needs.

Carrier Access Billing Web Application Support

The Carrier Access Billing System (CABS) Help Desk supports trouble ticket processing, user ID generation and password resets.


General Contact Information

Person / Center Name	Title	Contact information	Notes
Billy Hewitt	Analyst - Finance	Vzt.BDT-DUF@verizon.com	For Usage and Billing resends and data issues
Connectivity Management Team	CMT	connectivity.management.team@verizon.com	For user access and login issues


Escalation List


Hours of Operation and Holiday Schedule


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Verizon Wholesale Portal Contact Us – M&R



Solutions & Products

Doing Business

Systems

Support



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Click on one of the icons above to access Connectivity, Ordering, Provisioning, Billing, Maintenance and Repair, or to get support for your other needs.

Access M&R

- Optical & Ethernet Services
- Special Access, Switched Access, Dark Fiber & UNE
- TLS and Fast Packet Operations (DSAC)
- Weekend Duty List
- Weekend Duty List - TLS and Fast Packet (DSAC)

Local M&R

- Regional CLEC Maintenance Center (RCMC) POTS/DSL/Line Share
- Wholesale Mobility Services Center

National M&R

- Americas Maintenance

States

- DC, Maryland, Virginia
- New Jersey
- New York
- Pennsylvania, Delaware
- Massachusetts, Rhode Island

Search

Americas Maintenance

Optical Services

General Contact Information

Person / Center Name	Title	Contact Information	Notes
Optical Service		800-301-1095(O) OPTICALSERVICES.ESCALATIONS@verizon.com	C&P Trouble Reports

Escalation List

Hours of Operation and Holiday Schedule

Hours of Operation	Holiday Schedule
24 Hours 7 Days A Week	

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Verizon Wholesale Portal Contact Us – Other

verizon Solutions & Products Doing Business Systems Support

Partner Solutions

Home > Contact Us >

User Access Ordering Provisioning Billing Maintenance & Repair Other

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Click on one of the icons above to access Connectivity, Ordering, Provisioning, Billing, Maintenance and Repair, or to get support for other needs.

- Change Management
- Colocation
- Help Desk - National Order By Product
- Help Desk - PSSC
- Help Desk - SOS
- Help Desk - TAXI/VTAG/XEA
- Internet Service Provider
- LBW FOC
- Negotiations
- New Entrant and Rel Test
- Pole & Conduit Licensing
- Profile Management
- Project Management
- Service Delivery
- Technical Support (CAST VZB)
- Unlawful Call Center
- XO Points Of Conducts

Search

OSS Interface Change Management
The OSS Change Management Team is the single point of contact for the OSS Interface Change Management Process (CMP) by which the OSS Interface Change Management Agreement defines how interfaces will be introduced, retired or enhanced. This agreement contains provisioning for a CLEC Test Environment where advance testing of new releases and new entrant testing may occur, a bulletin process to alert the CLEC community to OSS fixed to production interfaces and monthly scheduled and interim meetings as required. For information on CLEC Test Environment please use the CTE contact list. For all other CMP issues please contact the Change Management Team.

Person / Center Name	Title	Contact Information	Notes
Change Management Process Team	Specialist	VZ-CMP.team@verizon.com	

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Thank you.