



# CHARGE FOR SERVICE USER GUIDE

## Purpose and Objectives

Standard to our services is that you can contact the Verizon Service Desk to report an incident or to request an update on a ticket and that the troubleshooting and resolving of incidents performed by our technicians are both free of charge. However, there are three situations where Verizon may charge you for Service Assurance related tasks. Please refer to information below for more detail.

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## Introduction

The Charge for Service (CFS) process is only applicable for services terminating in the EMEA network and for EMEA billed customers. Other regions follow different specific processes (for example for services terminating US no prior notice of charges and approval process takes place prior to assistance by engineers) so if EMEA Customers are in need of support on service outside of EMEA, they should contact the Account/Service Manager, who will prepare a Service Order Form (SOF) for them.

## Troubleshoot Assistance

Verizon technicians have been troubleshooting and found that there is no fault with the service, or have determined that the cause of the trouble is behind the demarcation point within your network.

Up to this point, all troubleshooting conducted by Verizon is free. However, if you request Verizon to perform further troubleshooting activities, and as a result of such activities Verizon reconfirms that there is no fault with the Verizon-provided service, you will incur charges. This additional troubleshooting will only be performed after an authorized person from your company agrees to the charges.

You may bypass the approval process by issuing one-time authorization for such events. Please contact your Service Desk, Account Manager or Service Program Manager for more information. This authorization is only valid when you request Verizon to perform further troubleshooting activities for all incidents until it is revoked.

Examples may include:

- Verizon technicians have determined that the slow response is caused by over utilization. A screenshot from the network management systems demonstrating the problem has been emailed to you. At your request, Verizon technicians were dispatched with testers to your premises, and their test results reconfirmed that the Verizon service runs error free.
- Verizon technicians have performed remote tests that showed there were no issues with your service. Additional troubleshooting was performed at your request. A technician was dispatched to your premises and noticed that your cable that connects your network to the Verizon network was not securely plugged in.
- Verizon technicians have determined that the incident was caused by incorrect configuration settings of your network. You requested technical assistance to adjust the configuration of your network. The Verizon technicians continued remote troubleshooting with your technicians and advised your technicians to change the configuration settings of your network.

In all cases you will be informed, before the incident is closed, by the Verizon Service Desk of the charges if the requested additional troubleshooting reconfirms that there is no fault with the Verizon provided service.



## Unauthorized Interference

Verizon technicians conclude that an unauthorized change has been made to the Verizon service equipment or Verizon network at your premises or that no power was provided.

Our terms and conditions require you to be liable for any damage to the service equipment or the Verizon network arising from an unauthorized interference or failure of equipment or facilities provided by you. Verizon does not bear liability under such circumstances. It is your responsibility to provide power to the Verizon service equipment at your premises.

Examples may include:

- A third-party technician is dispatched to your premises on behalf of Verizon, and finds that the room where the Verizon service equipment is located is without power.
- The Verizon service equipment has been moved to a different room, and the cables have been wrongly connected. A Verizon technician is dispatched and connects the cables to the correct ports.
- The Verizon service equipment at your site has been disconnected by your cleaning company, but your IT department was not aware and logged an incident with the Verizon Service Desk. A Verizon technician is dispatched to your premises and reconnects the equipment.

You will be informed of an unauthorized interference, verbally and by email, by the Verizon Service Desk, including the charges, after the service has been restored.

## Technical Assistance

In some instances, you may request technical assistance that is outside the product or service specifications, but often related to the services provided by Verizon. While Verizon may be able to provide this technical assistance, the timelines and charges are dependent on the type of work, the volume of work, time of day and location.

Please contact your Account Manager, and ask for a Professional Services Stand-alone Service Order Form (SOF).

Technical assistance requests that require “non-complex” Verizon support and less than 2 days of work do not require a signed Service Order Form. The charges and authorization process will be the same as for the Troubleshoot Assistance case described above.

All work requests should be submitted at least 2 working days in advance.

Examples may include:

- You require some advice to configure your network that is connected to the Verizon network.
- You would like Verizon to dispatch a technician to locate the circuit that is provided by Verizon.
- You require a Verizon technician to attend a technical conference during a disaster recovery exercise for 3 hours.



- You would like a Verizon technician to attend a technical conference bridge after implementation of a change request for your managed MPLS network, or to standby in case more changes or an immediate roll-back are required.
- You are performing maintenance on your electricity distribution panel. You would like Verizon to verify that all Verizon services restored correctly and provide immediate remote technical assistance in case of troubles.

## Charges & Payment

Fees are in Euros (or in the foreign currency equivalent if the billed currency is different) and applied within the Verizon technician's time zone, per engagement.

Office hours are defined as Monday to Friday, from 9:00 to 18:00 (local time). The time that the Verizon technician commences the work determines if it is within office hours.

For **Troubleshoot Assistance** and **Unauthorized Interference** the same fees apply:

- 400 Euros within office hours; this assistance typically takes 4 hours maximum
- 600 Euros outside office hours; this assistance typically takes 4 hours maximum

**Technical Assistance** requests that require up to 4 hours of work (including travel time) have the same charges as for Troubleshoot Assistance / Unauthorized Interference:

- 400 Euros per day within office hours;
- 600 Euros per day outside office hours.

Charges more than 4 hours of work (including travel time) are:

- 700 Euros per day within office hours;
- 1050 Euros per day outside office hours.

**Exception:** the fee for technical assistance requests that require less than 1 hour of work (remote support/without travel) is 150 Euros within and 400 Euros outside of office hours.

By default, charges will be added to the bill for the service associated with the ticket or technical assistance. Charges will show up as a separate Professional Services item on your regular bill and may include the Verizon trouble ticket reference number. You may provide a purchase order number which Verizon can include on the invoice to facilitate payment within 10 calendar days after incident closure.



## Service Assurance User Guides Library

Documents can be found on the [Service Assurance User Guides](#) page.  
The latest version of this document can be always found [here](#).

### General Customer Training Information

Go to our [Customer Training Portal](#)\* to enroll in training or to download other user and reference guides.  
\*Registration is required

### Verizon Enterprise Center

The [Verizon Enterprise Center](#) portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

### Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page [here](#).



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