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Equinix Colocation Resale User Guide

Purpose and Objectives

To provide Verizon customer's guidance on how to request access and/or support for Equinix Colocation Resale Data Centers.

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High Level Process

A Customer request for access, smart hands, shipment delivery, or change to the Authorization Access Control List should be reported to the Verizon Equinix Colocation Service Center. You can find the contact details in the <u>Verizon Equinix Colocation Service Center Contacts</u> section in this document.

The primary method of submitting requests is via the Verizon Enterprise Center portal (VEC). Alternatively, you can submit requests via email or call the Service Center Representatives who will advise you on next steps and what is required.

Submitting a request via VEC or email will result in a Ticket created and you will shortly receive an email confirmation which will include the Ticket Number for future reference. Any email correspondence regarding the same issue should always include the ticket number in the subject line. This will ensure that the correspondence is updated to the relevant ticket and prevent the creation of duplicate tickets.

The Customer Service Executive authorizes requests by checking the Equinix Portal User List for Verizon Equinix Resale against customer provided details. In cases of nonconformity Customers will be advised accordingly.

Alternatively, **if you have been granted** access to the Equinix Customer Portal (ECP), you can utilize the portal as a self-service option.

If you do not have access to the Equinix Customer Portal, please contact your organization's Company Administrator, who should have sufficient permissions to create a new user account in the portal. If no one in your organization has access to the Equinix Customer Portal, please contact your Verizon Account Manager or Sales representative.

Self Service - Equinix Customer Portal (ECP)

The Equinix Customer Portal offers a Self-Service option to perform various tasks, including the following:

- Schedule Shipments
- Coordinate data center access
- Submit orders and trouble tickets
- Open support cases
- Extract certifications
- Installed assets export
- View Your assets
    - **Assets and options visible to users on ECP:** Cabinet; Cross connects (if created via the sub customer account), Virtual connections, EIA (Equinix Internet Access), Bandwidth reports, IX ports Bandwidth reports, Open tickets such as: Smart Hands, Trouble Tickets, Work Visit, IBX access and Shipments (inbound/outbound), Installed asset report, Identity Access Management (IAM portal), IBX/network related notifications, Power consumption report
    - **Assets that are not visible to users on ECP (Customer(s) must reach out to Verizon Support to get further assistance):** IBX Smart View, Billing, End User Subaccount Set up, Cage Access Report, Occupied port reports, Unannounced shipment notifications, Patch panels that are part of the initial install order under Reseller account (in case a 2nd patch panel is ordered and opened under sub customer account, then the end customer can view that panel information in ECP.), ECX Physical port, Extended cross connects, Fiber Connects, Metro Connects, Internet Exchange physical ports, Equinix Connect physical ports

- Website: http://portal.equinix.com/
- Email: CS@equinix.com
- Phone: +1 866 378 4649

Before you engage the Equinix Support team, please make sure that you have the relevant permissions enabled in the Equinix Customer Portal in order for them to be able to provide the information. If you are not sure if you have the relevant permission on ECP, you may contact the Verizon Equinix Colocation Service Center

If you are submitting a request via email, it should include your Equinix Account number, Cage USID and or Equinix 1- order number in the email subject or email body for the Equinix Support team to be able to support your requests.

If you do not have access to the Equinix Customer Portal, please contact your organization's Company Administrator, who should have sufficient permissions to create a new user account in the portal. If no one in your organization has access to the Equinix Customer Portal, please contact your Verizon Account Manager or Sales representative.

Verizon Equinix Colocation Service Center

The Verizon Equinix Colocation Service Center is the dedicated service desk for customers who have purchased Equinix Colocation Resale services from Verizon.

Supported Day 2 activities include:

- General inquiries and support requests
- Processing of customer specific requirements
- Trouble ticket creation and ticket escalations

To engage the Verizon Equinix Colocation Service Center, simply log into the Verizon Enterprise Center portal at https://enterprisecenter.verizon.com/ and submit a ticket.

Alternatively, customers can submit requests via email to equinixcolo@verizon.com. This option is not available for US Government / Federal / Public Sector customers.

Customers submitting requests via email should include their 10-digit Service Instance ID (SIID) in the subject line of the email, in one of the following formats:
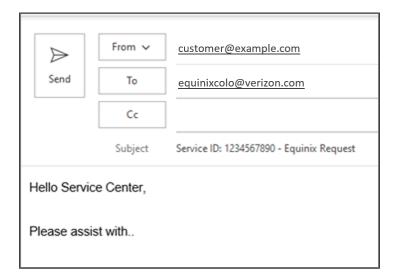
- Service ID 1234567890
- SIID: 1234567890

- Circuit ID: 1234567890
- Verizon ID 1234567890

Example format:

Please see the Verizon Equinix Colocation Service Center Contacts section of this document for additional contact details.

Access Request

Schedule a work visit to an Equinix Data Center (IBX)

For an individual issued with a permanent access badge, there is no requirement to notify Equinix in advance. This individual is entitled to visit their own cabinets at the Data Center 24 hours a day.

Customers without permanent access are required to submit a Work Visit request to obtain authorization for access. For security reasons, customers will not be granted access without prior authorization.

Please contact your Account or Service Representative for access information for your specific Equinix Colocation Data Center.

Customers can submit Work Visit requests in the Equinix Customer Portal.

Customers submitting a request for access via the Verizon Equinix Colocation Service Center (via VEC or Email) must supply the following information:

- Customer company name
- Requester contact name, email and phone number. Important Notes:
  - Visitor(s) name must match their Government Issued Photo ID
  - Visitor(s) must carry their Government Issued Photo ID (original document and not a copy)
- Verizon 10-Digit Service Instance ID (SIID)
- Asset, Serial Number or Cable ID OR Cage/Suite and Rack/Cabinet Location
- Equinix Data Center (IBX) Site Name or Site Code
- Visitor Name(s) and contact information and Company Name they represent (if applicable)
- Date and time access required (from/to)
- Equinix staff to open cage or cabinet (Yes/No)

Based on the above provided information the Ticket can be processed successfully.

To be able to approve the customer access request, the Customer Service Executive will perform the following:

- Check if the requester name corresponds with the Equinix Portal User Access List. If NOT, the Requester will be advised to get in touch with the Customer Company Administrator to either submit the request on their behalf or update the User Access List to include the requester as an authorized user.

- On approval, the Customer Service Representative provides the ETMS ticket number, Equinix Work Visit number to the customer

- Equinix will provide a QR code for the visitors to access the site.
  - If visitor(s) contact information is provided, Equinix will sent the QR code directly to the visitor(s)
  - If the visitor(s) contact information is not provided, Equinix will sent the QR code to Verizon who will provide it to the requester

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Smart Hands

Request cage assistance, customer installation and power cycling hardware.

Smart Hands requests, such as requests for the installation or replacement of equipment; support on testing or reset of equipment, can be submitted via the Equinix Customer Portal, or via the Verizon Equinix Colocation Service Center (via VEC or Email)

The Customer must supply the following information to open a ticket:

- Customer company name
- Requester contact name, email and phone number
- Verizon 10-Digit Service Instance ID (SIID)
- Asset, Serial Number or Cable ID OR Cage/Suite and Rack/Cabinet Location
- Equinix Data Center (IBX) Site Name or Site Code
- Request Type / Problem Category (e.g., Installation Equipment, Cabling, etc.)
- Problem Description (Task to be performed and, if applicable, method of procedure)
- Preferable date and time for the work to be carried out

In order to approve the customer request, the Customer Service Executive checks if the Contact name and Contact e-mail address of the requester are corresponding with the Equinix Portal User Access List.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that the support request is approved, else advises the Requester to get in touch with the Customer Company Administrator to either submit the request on their behalf or update the User Access List to include the requester as an authorized user.

On approval the Customer Service Executive provides the ETMS ticket number and Equinix Order Number to the Requester.

If site access is also required, then please follow the 'Access request' procedure as well, described in section 'Access Request'.

After the support activities are completed, the customer will be informed accordingly and the ticket will be resolved and closed automatically after 72h (unless there is a customer reply in the meantime).

Trouble Ticket

Submit a ticket to the data center (IBX) to resolve issues related to equipment, network power or environment failure.

Trouble tickets can be submitted via the Equinix Customer Portal, or via the Verizon Equinix Colocation Service Center (via VEC or Email)

The Customer must supply the following information to open a ticket.

- Customer company name
- Requester contact name, email and phone number
- Verizon 10-Digit Service Instance ID (SIID)
- Asset, Serial Number or Cable ID OR Cage/Suite and Rack/Cabinet Location
- Equinix Data Center (IBX) Site Name or Site Code
- Request Type / Problem Category (e.g., Environment Issue, Cross Connect, Power, etc.)
- Problem Description (Ongoing Issue, Service to be restored)

In order to approve the customer request, the Customer Service Executive checks if the Contact name and Contact e-mail address of the requester are corresponding with the Equinix Portal User Access List.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that the support request is approved, else advises the Requester to get in touch with the Customer Company Administrator to either submit the request on their behalf or update the User Access List to include the requester as an authorized user.

On approval the Customer Service Executive provides the ETMS ticket number and Equinix Trouble Ticket Number to the requester.

If site access is also required, then please follow the 'Access request' procedure as well, described in section 'Access Request'.

After the troubleshooting activities are completed, the customer will be informed and the ticket will be resolved and closed automatically after 72h (unless there is a customer reply in the meantime).

Inbound and Outbound Shipment

Schedule the delivery of inbound shipments or the pickup of outbound shipments

Shipment requests can be requested via the Equinix Customer Portal, or via the Verizon Equinix Colocation Service Center (via VEC or Email)

For Inbound Shipments, please add your Equinix IBX and Cage/Unique space ID (USID) information on the shipment label for the IBX team to assign that shipment to the correct customer.

The Customer must supply the following information to open a ticket:
- Customer company name
- Requester contact name, email and phone number
- Verizon 10-Digit Service Instance ID (SIID)
- Asset, Serial Number or Cable ID OR Cage/Suite and Rack/Cabinet Location
- Equinix Data Center (IBX) Site Name or Site Code
- Shipment method (by Carrier or Customer Carry)
  - If shipped by Carrier, the Carrier Company Name
- Shipment Details (Tracking Number, Number of Boxes)
- Shipment ETA (Approximate Arrival Date)
- Additional Shipment Instructions (optional)

Specifically for Inbound Shipments:
- Delivery Options
  - Deliver the packages to the customer cage or suite and unpack boxes
  - Customer picks up the packages from the data center's shipping & receiving area

Specifically for Outbound Shipments
  - For outbound shipment by carrier, customer to provide shipping label

In order to approve the customer request, the Customer Service Executive checks if the Contact name and Contact e-mail address of the requester are corresponding with the Equinix Portal User Access List.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that the support request is approved, else advises the Requester to get in touch with the Customer Company Administrator to either submit the request on their behalf or update the User Access List to include the requester as an authorized user.

On approval the Customer Service Executive provides the ETMS ticket number and Equinix Order Number to the requester.

For inbound shipments, once the shipment arrives at the site and has been accepted, the customer will be informed and the ticket will be resolved and closed automatically after 72h (unless there is a reply).

Other Requests

User Access List Change Request

The list of authorized personnel that can submit requests is the customer company's Equinix Portal User Access List. Requests will only be accepted from individuals listed in the Authorization Access Control List.

Any change to the list of authorized individuals should be performed by the Customer Company Administrator directly in the Equinix Customer Portal.

It is the sole responsibility of the Customer to maintain the User List and keep it updated.

The Customer will be required to nominate contact(s) who are authorized to request changes to the access list. These contacts have the 'Company Administrator' role in the Equinix Customer Portal.

Informational Requests

The preferred method to obtain information pertaining to the services is via the Equinix Customer Portal. Available information includes:

- Scheduled Maintenances and Incidents
- Reports (Report Center): Orders, Install Base, Users, IBX Visitor Log, Certifications, etc.

Customers are advised to set up Notification Preferences in the Equinix Customer Portal, in order to receive notifications (email, SMS or phone) pertaining to scheduled maintenances and service impacting events at the data center.

Alternatively, customers can contact the Verizon Equinix Colocation Service Center (via VEC or Email). The Customer must supply the following information to open a ticket:

- Customer company name
- Requester contact name, email and phone number
- Verizon 10-Digit Service Instance ID (SIID)
- Asset, Serial Number or Cable ID OR Cage/Suite and Rack/Cabinet Location
- Equinix Data Center (IBX) Site Name or Site Code
- Request description (informational request details)

In order to approve the customer request, the Customer Service Executive checks if the Contact name and Contact e-mail address of the requester are corresponding with the Equinix Portal User Access List.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that the support request is approved, else advises the Requester to get in touch with the Customer Company Administrator to either submit the request on their behalf or update the User Access List to include the requester as an authorized user.

On approval the Customer Service Executive provides the ETMS ticket number and Equinix reference (if applicable) to the requester.

Once the information is provided to the requester, the ticket will be resolved and closed automatically after 72h (unless there is a reply).

Equinix Portal Requests

Individuals assigned with the Company Administrator role in the Equinix Customer Portal are responsible for the creation of new user accounts in the portal, change of user account permissions as well as the termination of accounts of users that are no longer with the organization. Individual users can use the self-service option in the Equinix customer portal to change or reset their individual password as well as set two factor authentication options. This is the preferred option.

Ordering or Termination of Services

To order or terminate services, please contact your Verizon Account Manager/CSM or Sales Representative.

For the disconnection of services, the Verizon disconnect process applies, as per which customers can submit a letter of disconnect which can be done via the Verizon Enterprise Center portal or via the Account Manager/CSM.

Billing Questions

You can quickly create an inquiry on Verizon Enterprise Center if you have any billing questions or concerns. Common reasons to submit an inquiry include requesting a credit for extended downtime or disputing a charge on your bill. Once you've submitted an inquiry we'll send it to our billing experts who will work to quickly resolve your issue. Click here for details on how to submit an inquiry for your billing questions.

Verizon Equinix Colocation Service Center Contacts

Verizon Enterprise Center – preferred method to submit new requests:

https://enterprisecenter.verizon.com/

Email – alternate method to submit requests:

equinixcolo@verizon.com

- You may receive an email response from servicecenter@verizon.com
- After a ticket is created, please include the ticket number in the subject line of all correspondence pertaining to the same matter

Service Center team phones:

UK Direct Dial	+44 118 905 4003
Netherlands Direct Dial	+31 20 314 7777
Europe Toll Free	00800 8800 0080
United States Toll Free	1-866-273-8735
Australia Toll Free	1-800-519557
Japan Toll Free	0066-33-814560
Hong Kong Toll Free	800-962798
Singapore Toll Free	800-1206431

Equinix Customer Support Contacts

https://www.equinix.com/contact-us/customer-support/phone

Equinix Product and Portal Resources Page

https://docs.equinix.com/en-us/Content/home.htm

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.

Document ID: VZK80505 Version 2 10/11/2025