

International Colocation Centers User Guide

Purpose and Objectives

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

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Introduction

Security and safety are a high priority within each Verizon Colocation Data Center.

This document details the process that should be followed by any Verizon customer requesting access, equipment reset, remote hands support and equipment delivery related to a Verizon Colocation Data Center site within EMEA.

High Level Process

A Customer request for access, remote hands support, reboots, shipment delivery, or change to the Authorization Access Control List should be reported to the Verizon Customer Service Centers. You can find the contact details in the [International Verizon Customer Service Center Contacts](#) section in this document.

The primary method of submitting request is email. You can also call and the Service Center Representatives will advise you on next steps and what is required.

Submitting a request through the Service Center mailbox will result in a Ticket created and you will shortly receive an email confirmation which will include the Ticket Number for future reference.

The Customer Service Executive authorizes access by checking the Authorization Control List for Verizon Colocation Data sites against customer provided details. In cases of nonconformity Customers will be advised accordingly.

For access requests our Security department receives all relevant information, including ticket number. This is a security prerequisite for providing physical access to the Verizon Colocation Data Center site.

For shipment requests our Security department receives all relevant information, including ticket number.



Access Request

For an individual issued with a personal Verizon security ID access card, there is no requirement to notify Verizon in advance. This individual is entitled to visit their own cabinets at the Verizon Colocation Data Center area 24 hours a day.

For a majority of the Verizon Colocation Data Centers customers are required to obtain prior 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 Verizon Colocation Data Center.

A request for access for a person must be requested to one of the Verizon Customer Service Centers. You can find more details in the [International Verizon Customer Service Center Contacts](#) section in this document.

The Customer must supply the following information:

- Customer company name
- A valid Verizon Circuit ID (if any provided)
- Contact name and phone number
- Contact e-mail address
- Name(s) of person(s) coming onto site
- Company Name they represent (if applicable)
- Site name
- Suite and rack location
- Date and time access required

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 requestor name corresponds with the Authorization Control List. If NOT, the requestor will be advised to get in touch with the Customer contact person to process a change request on the Site Access Authorization List.
- Check if the name(s) of the provided individuals corresponds with the Authorization Control List. If the visitor's name(s) matches with the ones on the list, the Customer Service Executive informs the requestor that access is approved, else ask the requestor to send a written confirmation of the visitor names currently not on the Site Access Authorization List.
- In case one of the visitor(s) is not on the Site Authorization Access List and would like to be granted access, he will have to be added to the list. The customer contact person / Access list Admin needs to submit a change request for the Site Access Authorization List update.



- Temporary Building Access (e.g., for a 3rd party technician) is considered to be a temporary change of the Authorization Control List which expires at the end time of access. It needs to be submitted by an Administrator or by a contact with the 3rd Party Access entitlement.
- On approval, the Customer Service Representative provides the ticket number to the Customer and to the Security department of the relevant site to notify them of the Customer requested visit.
- Physical access of Customers to the Colocation Data Center site will be provided by Security when:
 - Valid trouble ticket number can be provided
 - Customer can identify him or herself by an official ID document
 - Customer name(s) correspond with the details from the trouble ticket

Support Request

Any request for Verizon site support, such as replacement of equipment, support on testing or reset of equipment, must be requested via the Verizon Customer Service Center. You can find more details in the [International Verizon Customer Service Center Contacts](#) section in this document.

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

- Customer company name
- A valid Verizon Circuit ID (when available)
- Contact name and phone number
- Contact e-mail address
- Site name
- Suite and rack location
- Support details, date and time of the support function 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 are corresponding with the Authorization Access Control List.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that support request is approved, else advises the requestor to get in touch with the Customer contact person to process a change request on the Site Access Authorization List.

Before processing the approval for the support request a confirmation email is required for security reasons. The ticket will be put 'on hold' until the written confirmation is received.

On approval the Customer Service Executive provides the ticket number to the requestor.

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

If the Requestor is required to amend information to an existing ticket, the confirmation email is sent to servicecenter@verizon.com entering the Verizon ticket number (like 2011021002453) in the email subject header.



Once the confirmation email is received the 'on hold' status of the ticket will be removed to a working state for the engineers to action the request.

After the support activities are completed, the ticket will be closed, with confirmation by calling the customer, as a last step in the process.

Reboot Request

Any request for "reboot" must be requested via the Verizon Customer Service Center. You can find more details in the [International Verizon Customer Service Center Contacts](#) part of this document below.

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

- Customer company name
- A valid Verizon Circuit ID (if any provided)
- Contact name and phone number
- Contact e-mail address
- Site name
- Suite and rack location
- "Reboot" details, date and time for the "reboot" to be carried out

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

In order to approve the customer request, the Customer Service Executive checks if the Contact name and Contact e-mail address are corresponding with the Authorization Access Control List.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that support request is approved, else advises the requestor to get in touch with the Customer contact person to process a change request on the Site Access Authorization List.

Before processing the approval, a confirmation email is required for security reasons. The ticket will be put 'on hold' until the written confirmation is received. On approval the Customer Service Executive provides the trouble ticket number to the requestor.

If the Requestor is required to amend information to an existing ticket, the confirmation email is sent to servicecenter@verizon.com entering the Verizon ticket number (like 2011021002453) in the email subject header. Once the confirmation email is received the 'on hold' status of the ticket will be removed to a working state for the engineers to action the request.

After the support activities are completed, the ticket will be closed, with confirmation by calling the customer, as a last step in the process.

Shipment Delivery



Any request for “shipment delivery” must be requested via the Verizon Customer Service Center. Shipments will be accepted during local business hours only.

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

- Customer company name
- A valid Verizon Circuit ID (if any provided)
- Contact name and phone number
- Contact e-mail address
- Site name
- Shipment details, date and time to be delivered

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

Customer service will send an e-mail to the Security team of the relevant site to notify on the Shipment delivery.

Once the shipment arrives at the site and has been accepted, the ticket will be closed, with confirmation by calling the customer, as a last step in the process.

Note on acceptance of shipment

Verizon staff will only accept shipments to a limited weight and/or size. The acceptance of the shipment will be limited by checking the number of stated items on the shipment slip with the number of boxes delivered and any visible damage check on the package.

Where delivery is not notified, security personnel will take reasonable steps to contact the intended recipient to attend reception to receive the delivery. However, if the Customer is not in a position to attend immediately then deliveries will be accepted on their authority, subject to space being available, and collected within agreed time-scales (maximum two working days). If no one can be contacted then security personnel are entitled not to accept the delivery.



Authorization Control List Change Request

The Customer has to provide a list of all authorized personnel who are permitted, on behalf of the Customer, to access their specific Verizon Colocation Data Center area. Access will be granted only to individuals listed in the Authorization Access Control List.

Any change related to the initial provided list of authorized individuals should be requested to the Verizon Customer Service Center. You can find more details in the [International Verizon Customer Service Center Contacts](#) section in this document.

It is the sole responsibility of the Customer to provide Verizon with any changes to this list.

The site Colocation Data Center Manager will update this list, based on information received from Customer Support Executive via the trouble ticketing system.

The Customer will be required to nominate a contact(s) who is authorized to request changes to the access list, along with a 24-hour contact name and number in case of queries.

All individuals on the access list must be 18 years of age or older unless stipulated by customer needs. Customers are not allowed to bring unauthorized guests onto Colocation Data Center property. The Customer must supply the following information to open a ticket:

- A valid Verizon Circuit ID (if any provided)
- Company name and address
- Name contact person/s authorized to request changes to the Verizon authorization site database
- Business telephone number
- Out of business hours telephone number
- E-mail address

Based on the above provided information a **ticket can be processed successfully**.

If the name(s) matches with the ones on the list, the Customer Service Executive informs the customer that the change request is approved, else advises the Requestor to get in touch with the Customer contact person to process a change request on the Site Access Authorization List.

The Customer Service Executive provides the ticket number to the Customer.

Before processing the approval, a confirmation email is required for security reasons. The email needs to include a Site Access Authorization Change Form (See Section 'Site Access Authorization Change Form'). The ticket will be put 'on hold' until the written confirmation is received.

The Requestor submits the confirmation email to servicecenter@verizon.com entering the Verizon ticket number (like 2011021002453) in the email subject header.

Once the confirmation email is received the 'on hold' status of the ticket will be removed to a working state for the engineers to action the request.



The Authorization Access Control List database will be updated accordingly. The ticket will be closed, with confirmation to the customer, as a last step in the process.

The ACL form (see example below) can be downloaded from here:

https://www.verizon.com/business/r3s0u4c3s/acl_form_universal.xlsx


Once filled in, it can be sent via email to:

servicecenter@verizon.com



Site Access Authorization Change Form

<https://www.verizon.com/business/r3s0u4c3s/acl form universal.xlsx>



Customer Access Control Form

Account Name:

Account Number:

Please complete this form and return to the Verizon Service Center (servicecenter@verizon.com)

Place an X in all that applies below for what each person is authorized to request at Verizon:

Administrator: Authorizes modifications to the customer's ACL and has full access to all listed below. Select 2 people available 24x7.

3rd Party Access: Authorizes person to manage the ACL Account for the purpose of requesting 3rd Party Access.

Support: Authorizes person to open and follow up on Trouble Tickets including Smart and Remote Hands Services (billed in hourly increments).

Building Access: Authorizes person to access the leased Colocation environment.

It is the customer's responsibility to notify Verizon when personnel are to be added or removed from their access control list.

All routine & emergency notifications are to be submitted to the Verizon Customer Service Center

Last Name	First Name	Business Phone	Mobile Phone	Email Address	Remove ALL Access	Please click here to select the data center (the drop-down menu will appear on the lower right corner of this cell)	If Temp Access Date/Time From (Local Time)	If Temp Access Date/Time To (Local Time)	Comments	
Doe	Jane			jane.doe@example.com		Contact Categories			Use this line for comments.	
						Administrator				X
						3rd Party Access				X
						Support				X
						Building Access				X
Doe	John			john.doe@example.com		Contact Categories			Use this line for comments.	
						Administrator				
						3rd Party Access				X
						Support				X
						Building Access				X

Temporary Access Example

Doe	John			john.doe@example.com		Contact Categories		09-30-2022 09:30AM	10-01-2022 10:30PM	Use this line for comments.	
						Administrator					
						3rd Party Access					
						Support					
						Building Access					X



Report Requests

Colocation Report requests can be requested via the Verizon Customer Service Center. You can find more details in the International Verizon Customer Service Center Contacts section in this document. For ACL reports, the requester must be a customer Administrator according to the Authorization Control List.

Report requests are processed in EMEA business hours.

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

- Customer company name
- A valid Verizon Circuit ID (when available)
- Contact name and phone number
- Contact e-mail address
- Site name
- Suite and rack location (if applicable)
- Report Type

The Colocation Service Center can provide the following reports:

- ACL report (list of authorized customer personnel)
- IFC (Intra-facility cable) and Interconnect reports (f/Terremark data centers only - AMS1 and IST1)
- Power Circuits report (f/Terremark data centers only - AMS1 and IST1)

Other Colocation reports – depending on the type of report, the Service Center may be able to provide it or advise you to contact your Verizon Account Manager

Procedure for Removing Equipment (EMEA Process)

If the customer plans to remove any items from the Verizon site, then they must provide written details to the Site Manager prior to the visit. A copy of the 'Authorization to Remove Equipment' form can be found in Appendix A of this document.

Out of Hours (OOH) Removal of Equipment

If it is required to take equipment off site out of hours due to a technical failure, without bringing to site a replacement piece of equipment, the following procedure should be followed:

- The Local Security team will hold blank copies of Appendix A. The form will need to be completed by the person removing the equipment including printed name and signing his name.



Colocation Data Center Customer Security Overview and House Rules

Welcome to Verizon Colocation Data Centers. This information is being provided to you as part of our continuing efforts to inform you of Colocation Data Center customer security policies and general procedures.

Verizon takes significant steps to provide a safe and secure environment for our customers. Although some of our security processes are not for public dissemination, we believe that it is important for our customers to understand our basic security policies and their responsibilities.

If you have any questions or concerns, please contact the local Verizon Colocation Data Center Manager to help address your individual needs.

House Rules

- Any current local COVID-related restrictions apply in our Centers as well. Please mind that our personnel might ask you to adhere to the set rules when entering.
- No food or drink is allowed in Verizon Colocation Data Centers.
- No equipment or tools are to be left outside of your cabinets or cage when you are not in the Colocation Data Center. Place all materials in your cabinet or cage before you leave.
- Please dispose of all trash before leaving the Colocation Data Center. Please break down and remove boxes as you go along. Boxes cannot block other customer access. If you need assistance, please ask.
- Do not attempt to lift the floor tiles. Customers are not permitted beneath the raised flooring.
- Do not attempt to enter any cabinet or area other than those for which you are authorized.
- Without prior approval, no signs are permitted that are visible outside your space.
- Customer cabling is to be confined to cabinets and, in special cases, fiber tray specifically made for the customer located on top of the cabinet.
- Customers are not allowed into Colocation and customer areas within the Colocation Data Center unless otherwise permitted by the Colocation Data Center Manager.
- Customers must keep aisles, cages and cabinets clear and free of flammable materials (including cardboard boxes) in accordance with local fire regulations.
- Customers and their agents are prohibited from bringing the following materials into the Facility: wet cell batteries, explosives, flammable liquids, gases, alcohol, controlled substances, weapons, tape recorders or similar equipment and materials.
- No smoking is allowed in the Facility.
- Without prior approval, Customers may not use camera or other recording equipment within the Colocation Data Center. This refers to all types of visual recording devices, i.e., Video Cameras, Cell Phone, Cameras, Digital or web cams etc.
- Customer's and their agents shall not use any products, tools, materials or methods that, in Verizon's reasonable judgment, might harm, endanger, or interfere with the Services, the Facility, or the personnel or property of Verizon, its vendors or other customers.
- Customer may not lock any Verizon equipment (e.g., crash carts, step stools, etc.) inside their cabinet or cages. Borrowed equipment must be returned.
- If you have an operational requirement that is contrary to these rules, please contact the local Verizon Colocation Data Center Manager to help address your individual needs.



International Technical Service Center Contacts

International Service Desk (ISD) SDP Team email:

servicecenter@verizon.com*

*Please note that email is the primary option for submitting requests.

International Service Desk (ISD) SDP 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



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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