



NOC TO NOC PROCESS USER GUIDE

Purpose and Objectives

To provide guidelines on the maintenance and repair processes for the Customer Network Operations Center to Verizon Network Operations Center (NOC to NOC) support.

NOC to NOC Support

What Is It?

The NOC to NOC process allows the Customer engineer direct access to the Verizon engineers for:

- Performing joint testing & diagnostics on service outages (Priority 1) and service affecting (Priority 2) Incident Tickets.
- Technical discussion in order to assist the diagnostic and fault clearance process.

Who Can Use It?

All Customers may use this process if:

- The repair activities for their service are performed from a Verizon NOC.
- The caller to the Verizon Service Desk requesting a NOC to NOC call must be the customer's engineer and not the Customers Service Desk agent.
- This service is available in English only.

Availability

- The NOC to NOC support is available 24x7 to all customers for Priority 1 and 2 incidents.
- NOC to NOC support for Voice and VOIP is available in business hours only for Priority 1 & 2 Incident Tickets
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The NOC to NOC process should not be used for requesting repair updates, service activation assistance or requesting a NOC technician to attend a conference bridge.

How to Request NOC to NOC Support?

The Customer's engineer should call the [Verizon Service Desk](#) and request a NOC to NOC call.



The Verizon Service Desk Agent will confirm the Incident Ticket details and ensure that the NOC to NOC request meets the requirements for the NOC to NOC process.

After this, the Verizon Service Desk Agent will advise the Customer that the NOC will call them back, as the engineers need at least 30 minutes (Priority 1 tickets) or 60 minutes (Priority 2 tickets) to carry out their initial technical investigations.

Visual Troubleshooting Aid

To speed up troubleshooting, the Verizon NOC technician may request for remote visual assistance by sending an invitation via SMS to the smartphone of your technician. Your technician will receive an invitation link within the SMS. After clicking the link, your technician will be asked to approve the "Terms and Conditions" of the TechSee application by tapping the "Allow" button. The technician will then receive an application permission request to provide access to the smartphone's camera.

The video stream will not be recorded but images ('screenshots') may be captured from video for troubleshooting purposes.

TechSee is available for both IOS and Android



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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