



SOC TO SOC PROCESS USER GUIDE

Purpose and Objectives

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

SOC to SOC Support

What Is It?

The SOC to SOC 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 SOC.
- The caller to the Verizon Service Desk requesting a SOC to SOC call must be the customer's engineer and not the Customers Service Desk agent.
- This service is available in English only.

Availability

- The SOC to SOC support is available 24x7 to all customers for Priority 1 and 2 incidents.

The SOC to SOC process should not be used for requesting repair updates, service activation assistance or requesting escalations.

How to Request SOC to SOC Support?

- The Customer's engineer should call the Verizon Service Desk and request a SOC to SOC call.
- The Verizon Service Desk Agent will confirm the Incident Ticket details and ensure that the SOC to SOC request meets the requirements for the SOC to SOC process.
- After that Verizon Service Desk will assist the Customer to engage with the correct SOC team.



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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