

Dynamic Network Manager User Guide - Ethernet E-Line

Version 7.0

Last Updated: January 2023



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Switched E-Line Dynamic Network Manager overview

Switched E-Line Dynamic Network Manager (DNM) enables you to make changes to your Switched E-Line EVC Speed.

Features & benefits

Following are the features and benefits of Switched E-Line Dynamic Network Manager:

- Schedule an EVC bandwidth change order up to one year in advance
- Make bandwidth changes in minutes through the Verizon Enterprise Center

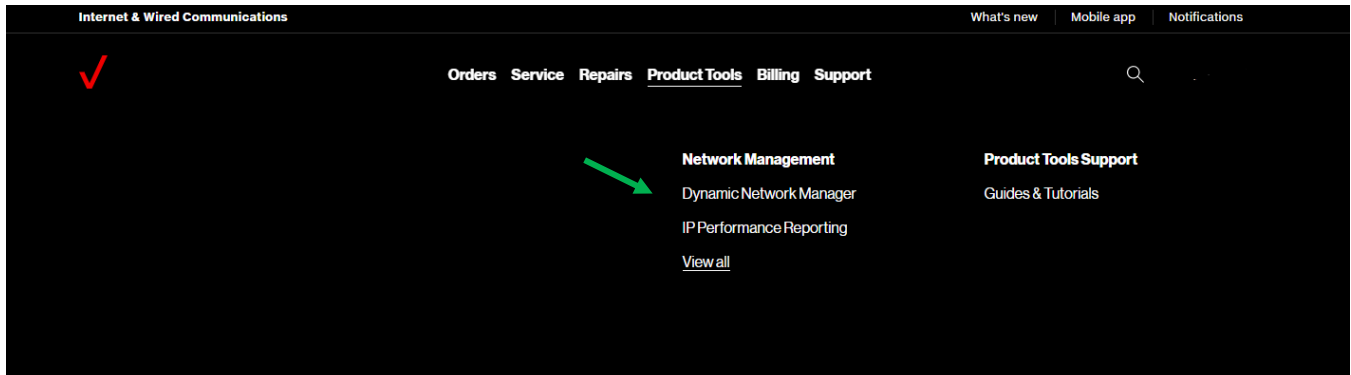
Business rules for E-Line

The following business rules apply with E-Line Dynamic Network Manager:

- Available to existing and new customers, both customer-managed and those using Verizon Managed Services.
- Available for sites located globally
- Bandwidth for EVCs Ordered prior to Q42021 cannot be decreased below the original bandwidth the EVC was ordered at in the Contract
- Billing is based on the highest reserved bandwidth in a calendar day
- Ethernet Access must be provisioned to meet projected Ethernet EVC needs
- Application response time is within 60 minutes of request
- Service interruption time less than 15 minutes
- Customer entitlement to the tool required
- Incremental bandwidth rates are not discountable
- Capacity availability is first come first serve, no guarantee
- Standard change orders to the base line speed/circuit will have precedent over a Dynamic Bandwidth change. Thus, a Dynamic Bandwidth change order in progress will be overridden and end dated by the standard change order.
- Recommendation to customer/account team: Customers should place a moratorium on dynamic bandwidth changes until the (increase or decrease) standard change order is completed to the base line bandwidth.
- Customer doesn't lose enablement of the feature nor does the circuit lose its enablement.
- Below are detailed rules for bandwidth changes per day
 - Unlimited Speed Change Requests: you can make more than one speed change request during a 24-hour period. Greenwich Mean Time (GMT) is used as the start/stop reference for a DNM 24-hour time period. EBOD (Ethernet Bandwidth on Demand) speed changes can be made up until (but not after) 11:00 p.m. GMT.
 - Ability to Reverse Speed Change Requests: Within 60 minutes of making a speed upgrade (or downgrade) request, you can "correct" the request (as needed) by reversing the speed change request back to the original speed. After 60 minutes the speed change will be completed from a billing perspective. One speed correction is allowed during a 24-hour period.
 - Billing: Verizon will continue to bill in 24-hour minimum daily increments. The highest speed change request made during a 24-hour period will be the speed that is passed to billing for that day.
 - Carry over Speed: The last speed entered for the day will be the one that gets carried over to the next day and be in effect.

Accessing Dynamic Network Manager

When you log into the Verizon Enterprise Center (VEC) home page to go to the Dynamic Network Manager (DNM) Dashboard page. It can be found under “Product Tools”.



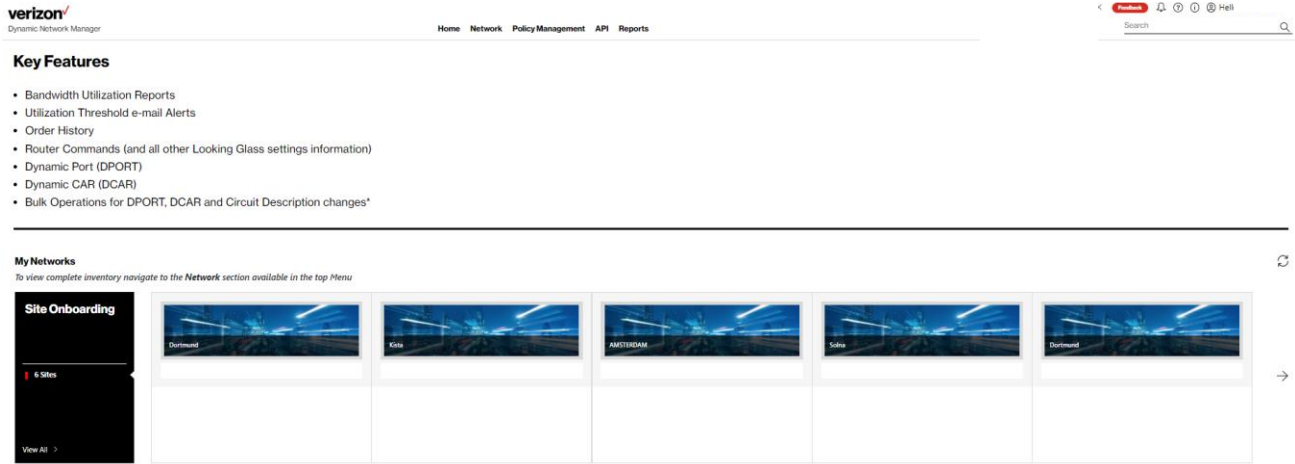
Internet & Wired Communications workspace

View and manage additional accounts from your workspace. For details, go to [Access Request](#) >

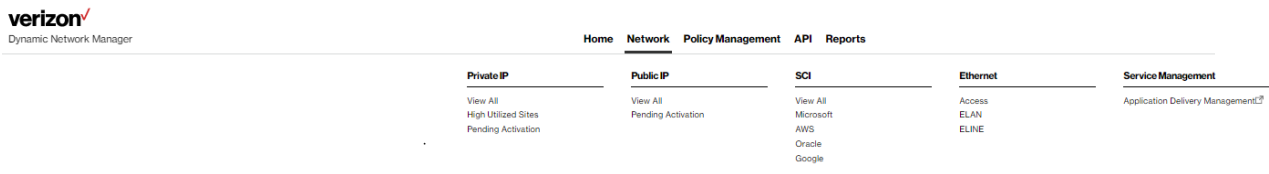
1. Go to <http://sso.verizonenterprise.com>. The sign in page appears.
2. Enter your user name and password and Click Sign In.
3. Verizon Enterprise Center home page appears.
4. Click on Dynamic Network Manager, found under Product Tools.

Dashboard

The DNM Dashboard presents Users with circuits that might require immediate attention. The circuits are arranged by category in horizontal rows. These categories include circuits exhibiting high utilization (thus at risk for packet loss), New Activations, and so on. DNM includes artificial intelligence capability to allow it to learn over time which issues/circuits are of most interest to a User and adjust screen presentation around those preferences.



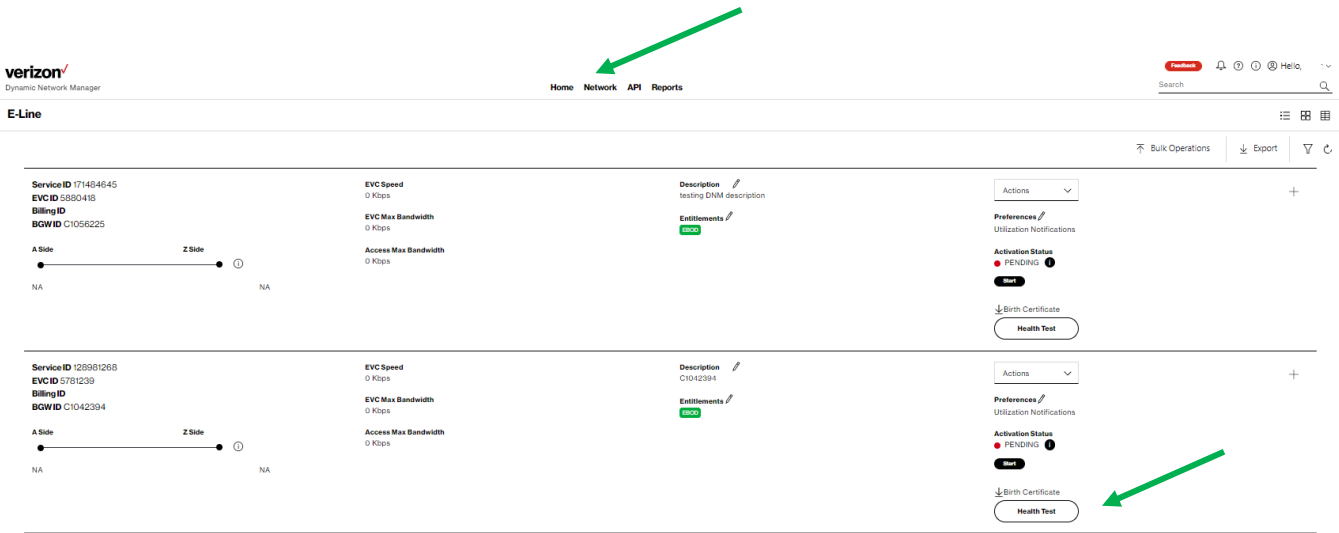
Select **Network** to see your Verizon Private IP, Internet Dedicated, Ethernet E-Line or Secure Cloud Interconnect (SCI) Services.



- Router Commands (and all other Looking Glass settings information)
- Dynamic Port (DPORT)
- Dynamic CAR (DCAR)
- Bulk Operations for DPORT, DCAR and Circuit Description changes*

The Dashboard displays a menu of your Verizon Enterprise Center entitled service choices. Choose Network to list the circuits or EVCs in inventory that you have permission to review.

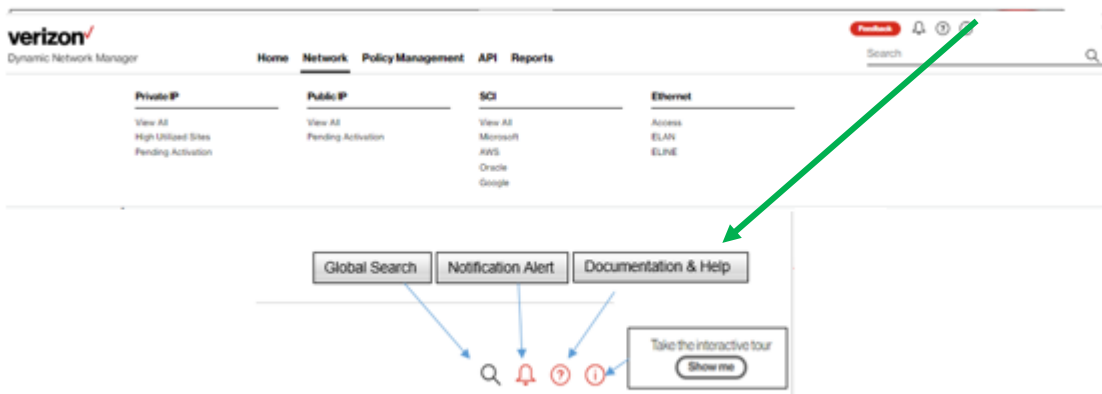
E-Line virtual circuit List after selection under Network Menu



Birth certificate: This option is for information only and allows users to download the initial details for the circuit. This includes the RFC 1564 test, if it exists, the initial activation of a circuit. It will provide the Activation date, user that activated the circuit, RFC 1564 test results if they exist. Current PVC / EVC Configuration and Traffic Utilization.

Health test program: This option is for users to verify the health of the logical systems to ensure all systems are accurate. Users can use this option, if they are seeing order failures to run through to verify DNM that interact with DNM.

Search, notification alert, documentation & help, interactive tour



Documentation & help, interactive tour



The documentation help screen provides links to user guides, help desk for each product.

Documentation & Help

Private IP

- [Help Desk](#)
- [User Guide](#)
- [Welcome Kit](#)

DNM Activation

- [User Guide](#)

VEC Support

Verizon Enterprise Center Help Desk
 US and Canada Customers
 Live Chat (Sun 8 PM - Sat 8 PM ET)
 800.569.8799 (Mon - Fri 9 AM - 6 PM ET)

EMEA, APAC, LATAM Customers
 Live Chat (Mon 1 AM - Sun 1 AM GMT)
 00.800.4321.5432 (Mon - Fri 9 AM - 5 PM GMT)

Internet Dedicated

- [Help Desk](#)
- [User Guide](#)
- [Welcome Kit](#)

E-Line

- [Help Desk](#)
- [User Guide](#)

Secure Cloud Interconnect

- [Help Desk](#)
- [Welcome Kit](#)

Search

Search allows users to look up circuits by circuit ID, service ID, VPN, or location. You can also display search results by Location for multiple service types (e.g., Private IP, Public IP, E-Line, Secure Cloud Interconnect (SCI) and SDWAN Co Management (Versa)). You can refine your search further by accessing the “Filter” menu.

All Products ▾ richardson Q Search

Search results for richardson 8 record(s) found

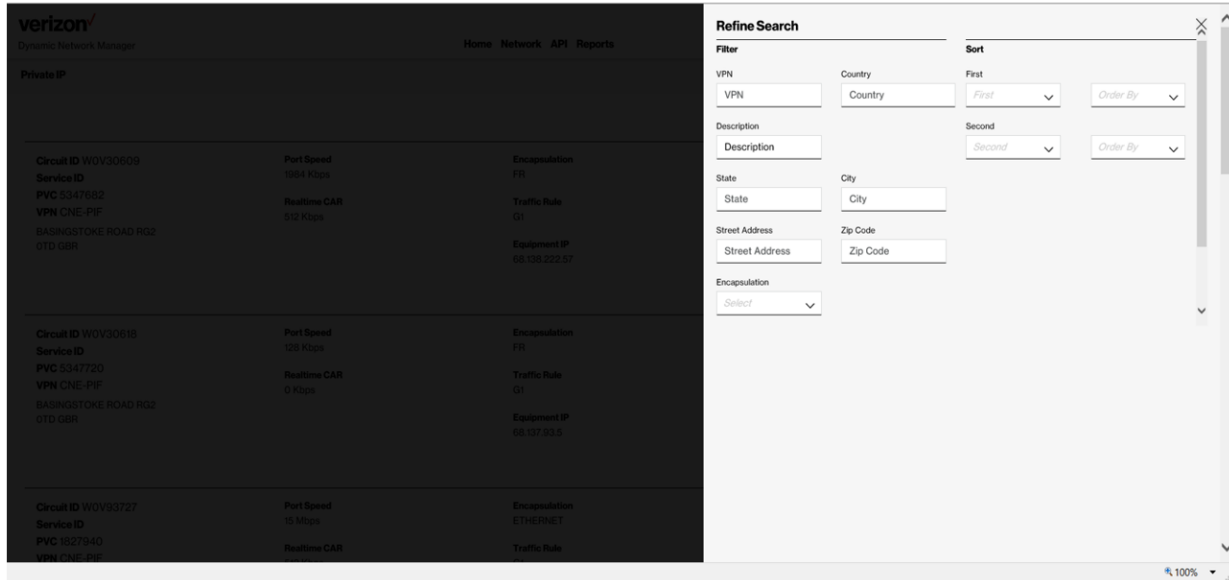
Private IP 6 Internet Dedicated 3 E-LAN 3

Search Results

Private IP 2 record(s) Export | List View | Compact View

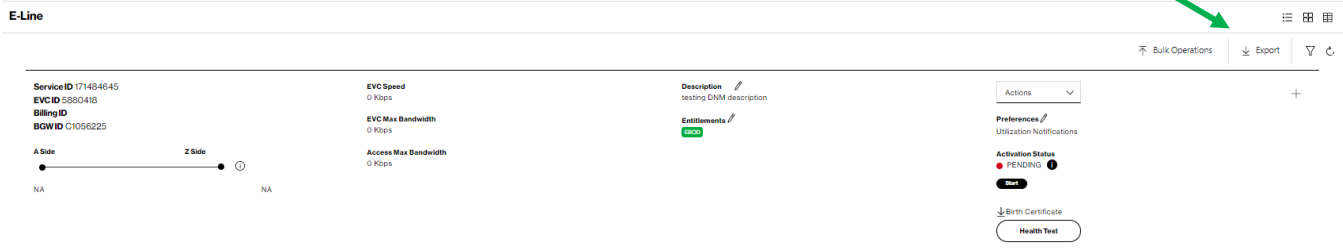
| Circuit ID | Service ID | PVC | VPN | Description | Street | City | State | Country | Zip | Port Speed | |
|------------|------------|---------|---------------|-------------|------------------------|------------|-------|---------|------------|------------|----------------------|
| C0133178 | 196853498 | 5935872 | VNS-170463823 | | 400 INTERNATIONAL PKWY | RICHARDSON | TX | USA | 75081-6606 | 10 Mbps | Open |
| C0233578 | 1461876187 | 6286290 | Vz-Test-8 | | 400 INTERNATIONAL PKWY | RICHARDSON | TX | USA | 75081-2805 | 1 Gbps | Open |

Search filter options



Export

Export allows a user to export the current screen data to a CSV file. It will export the total list of E-Line EVCs that are displayed.



Site activations

Users can activate their network circuits and EVC's using DNM. Site Activation User Guide was developed specific for that function. Refer to the “?” on the top right section of the home page to pull open the documentation and step by step guide.

Documentation & Help

Private IP

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- User Guide
- Welcome Kit

DNM Activation

- User Guide

VEC Support

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Internet Dedicated

- Help Desk
- User Guide
- Welcome Kit

E-Line

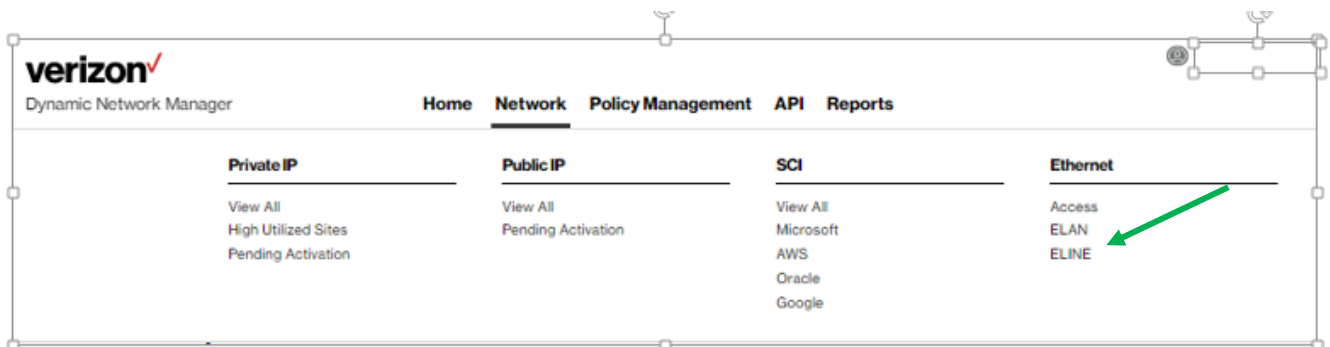
- Help Desk
- User Guide

Secure Cloud Interconnect

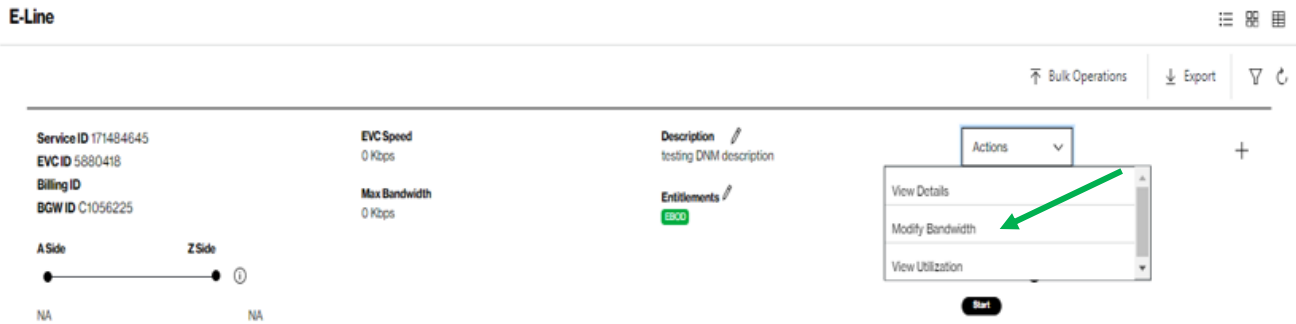
- Help Desk
- Welcome Kit

How to modify E-Line EVC bandwidth

Select Network to see your ELINE Services.

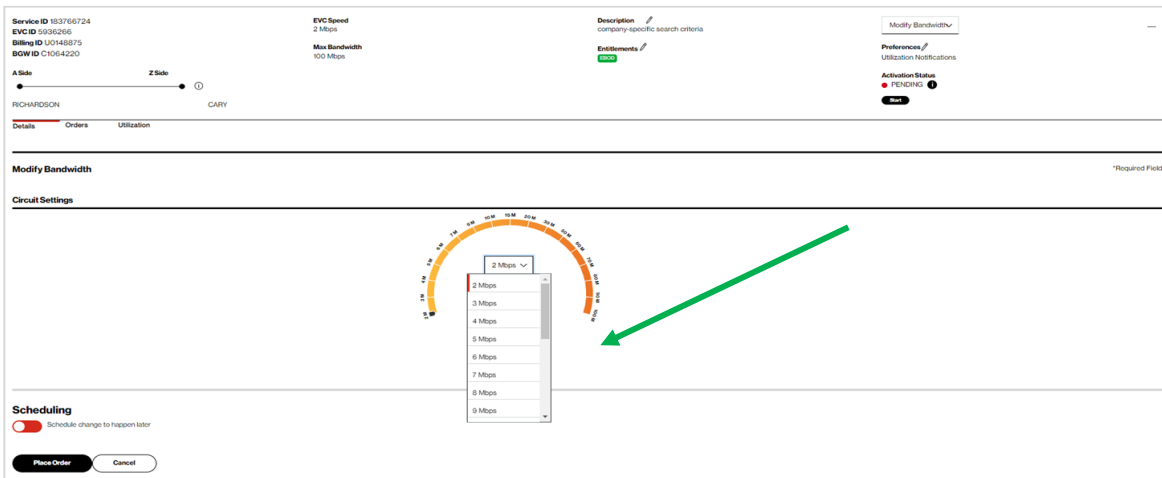


Click modify bandwidth in the action's menu.



Modify bandwidth:

Select speed from drop down.



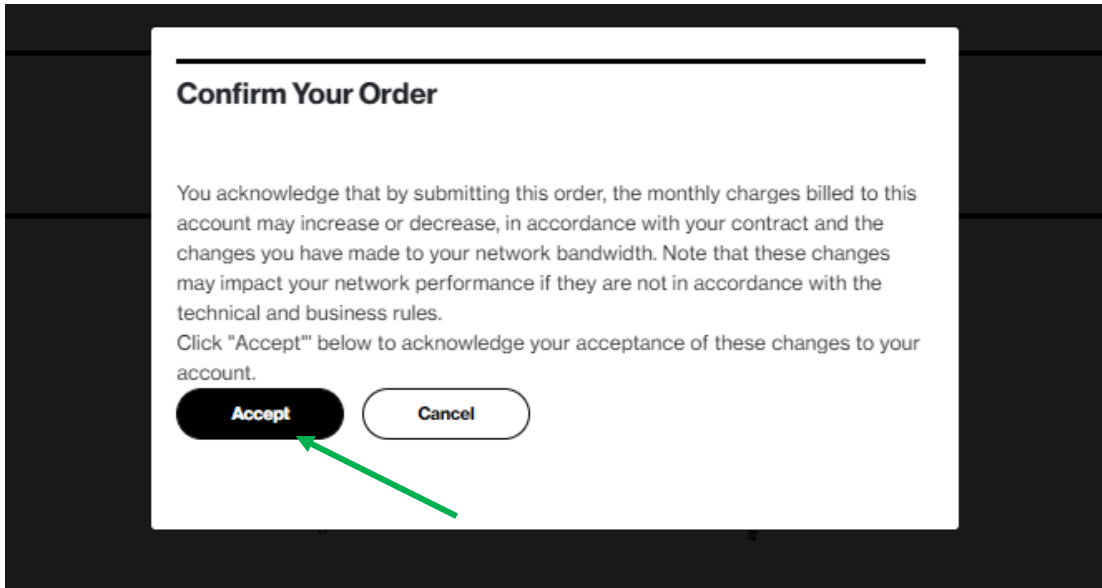
Place order for new speed.

The screenshot shows the 'Modify Bandwidth' page for a service. At the top, it displays service details: Service ID 183766724, EVC ID 5936266, Billing ID U0148875, and BGW ID C1064220. It also shows EVC Speed (2 Mbps) and Max Bandwidth (100 Mbps). A progress bar indicates the circuit is between 'A Side' (RICHARDSON) and 'Z Side' (CARY). On the right, there are links for 'Description', 'Entitlements', 'Modify Bandwidth', 'Preferences', and 'Utilization Notifications'. The 'Activation Status' is 'PENDING'. The main section is titled 'Modify Bandwidth' and contains 'Circuit Settings'. A dropdown menu is open, showing bandwidth options from 2 Mbps to 9 Mbps. A green arrow points to the 'Scheduling' section at the bottom, which has a toggle switch turned off and buttons for 'Place Order' and 'Cancel'.

Scheduler: Users may optionally schedule changes out to a year in advance.

This screenshot shows the 'Modify Bandwidth' page with a scheduling interface. The 'Scheduling' toggle is now turned on. A calendar for February 2022 is open, with the 3rd selected. Below the calendar, a time picker shows 07:13. The 'Port Speed' is set to 4 Mbps. A 'Current Speed' field is also visible. At the bottom, the scheduled time is displayed as '2/3/2022, 7:13 AM' with a time zone of '[GMT -10:0]America/Adak'. There is an 'Add to List of Jobs' button on the right and 'Place Order' and 'Cancel' buttons at the bottom left. A green arrow points to the scheduling section.

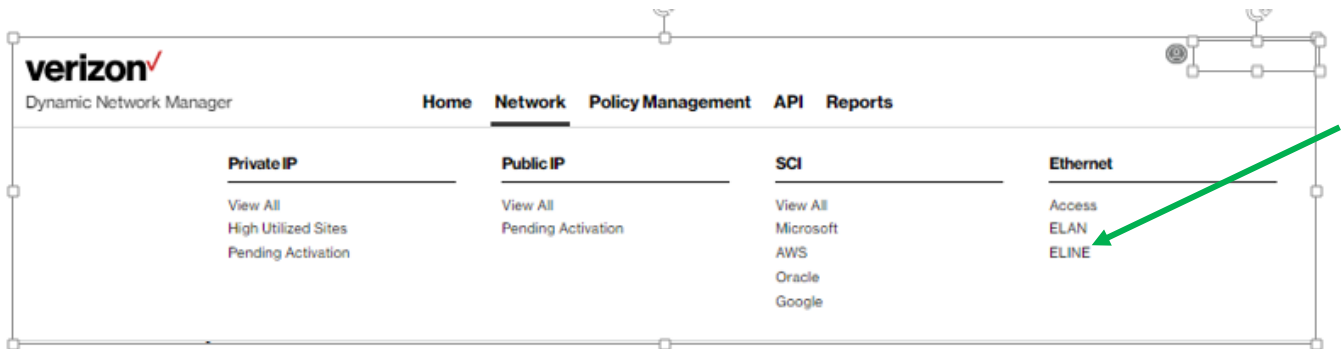
Confirmation: Accept to complete the change request.



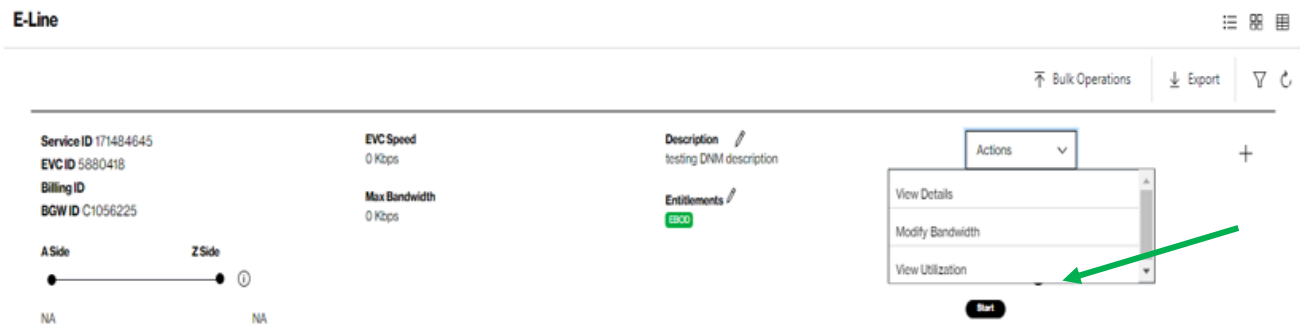
Bandwidth utilization

Users can view a chart displaying circuit utilization over a time period of 1 day through 30 days. The example below shows received and transmitted results for the Verizon Ethernet Virtual Connection (EVC). Ingress/Received is what Verizon receives from a customer, and Egress/Transmitted is what Verizon sends to a customer. If you were to view the Customer Equipment (CE) port then you would see the opposite measurements. Verizon EVC measurements and CE EVC Measurements should closely match.

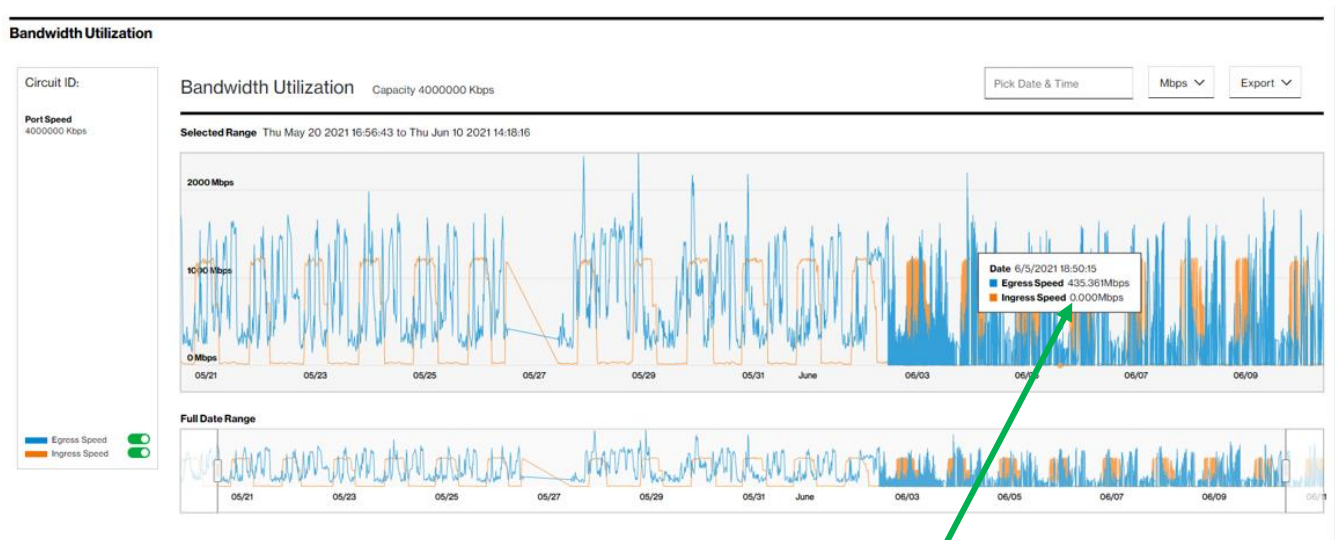
Select Network to see your E-Line services.



Click View Utilization in the action's menu.



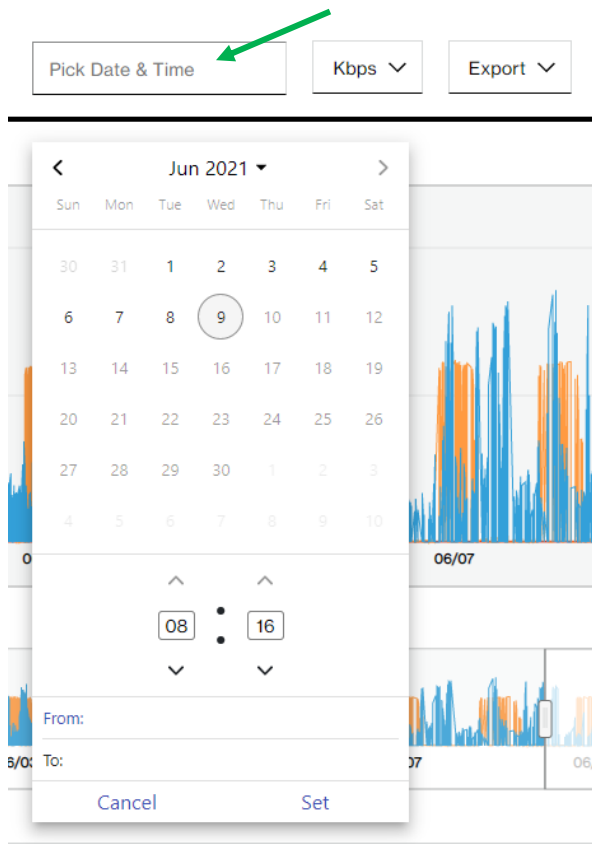
Utilization report will be displayed for the last 30 days with the option to pull specific date ranges to pull history for the last 12 months, starting as of January 2022.



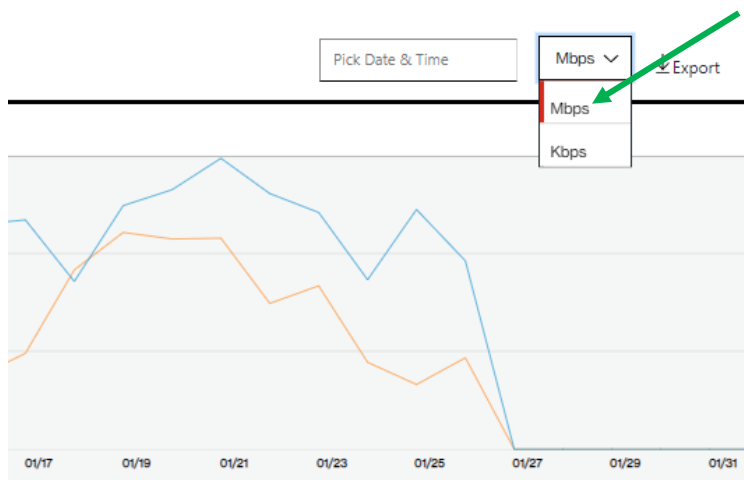
1. Click on the utilization tab to view the utilization details.
2. By default, the daily summary utilization details will be shown.
3. To view 15 min interval usage, select and drag to specific duration so that 15 mins interval usage duration can be viewed.
4. Use the toggle buttons next to egress and ingress speed to view specific usage details (i.e., Only Egress or Ingress traffic).

There are different options you can change on the utilization reports page.

You can change the date range for the utilization reports by selecting the “Pick Date & Time” option, then select your date range from 1 day to 30 days.



You can change the display of stats from Kbps to Mbps.

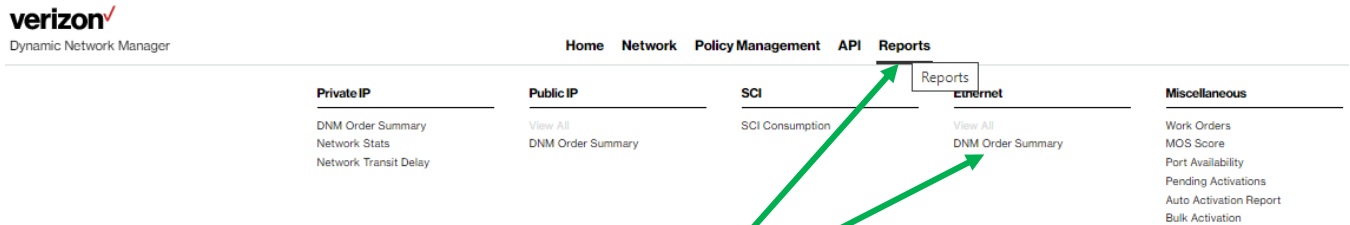


You can export the report to PDF or excel spreadsheet by selecting the option in the drop down.



DNM order summary

This report allows users to see multiple circuit change activity versus single circuit events (shown in Order History). You can tailor the report to show a defined range of time and frequency of change orders. Results can be exported to PDF and excel file formats.



Click on Reports tab, under Ethernet, Click on DNM order summary.

DNM Order Summary



Change the options underlined in Red to select the specific order summary range you require and click on the Search button. The report will be updated based on that criterion.

Click on the Show More button to see the details.

Show Less

Show Order Pending Order Failed Order Completed

| | | | | | | | | | |
|-------------------|----------------------|-------------------|-----------|--------------------|----------|-----------------------------|-------------------------|--------------------------|-------------------------|
| Order ID | 3128835 | Status | COMPLETED | Port Speed | 150 Mbps | Billing ID | | Billing Status | BILLING NOTIFIED |
| Circuit ID | C0178638 | Order Type | DBW | Change Type | | Scheduled Date [GMT] | 2020/11/14 06:30:06 GMT | Status Date [GMT] | 2020/11/14 06:30:06 GMT |
| User ID | verizondnm@gmail.com | | | | | | | | |

| | | | | | | | | | |
|-------------------|----------------------|-------------------|-----------|--------------------|----------|-----------------------------|-------------------------|--------------------------|-------------------------|
| Order ID | 3127165 | Status | COMPLETED | Port Speed | 200 Mbps | Billing ID | | Billing Status | BILLING NOTIFIED |
| Circuit ID | C0178638 | Order Type | DBW | Change Type | | Scheduled Date [GMT] | 2020/11/11 20:30:07 GMT | Status Date [GMT] | 2020/11/11 20:30:07 GMT |
| User ID | verizondnm@gmail.com | | | | | | | | |

Diagnostics > Router commands

DNM provides users with multiple router commands.

Details Network Settings Static **Diagnostics** Utilization Orders DNS Virtual Services

Looking Glass **Router Commands** ⓘ

Router Commands

Select Router Command

Select

Ethernet access pre-activation test results and test (US only)

Verizon performs Ethernet Access Service Activation Test (Y.1564) prior to activation. Users can view results from Ethernet Access test:

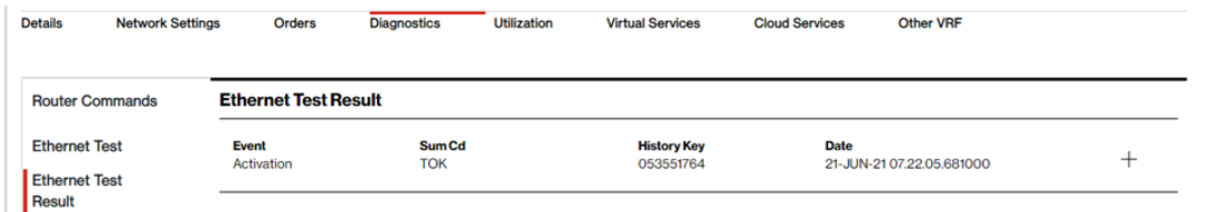
Conditions:

- Encapsulation must be Ethernet.
- Region must be a US domestic circuit.
- Port Speed must be less than or equal to 1GB.

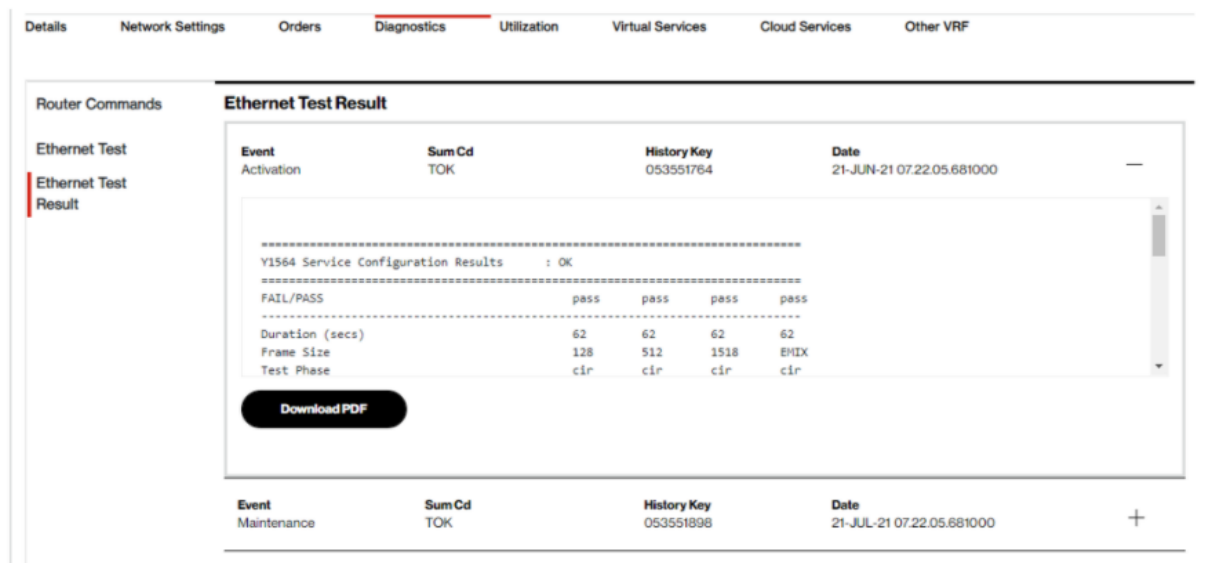
To view Test Results:

1. Click Router Commands under site details. The router commands section appears above site details.
2. Select the Ethernet Test Results from the router command drop-down list.

Tests performed for the Access Circuits will appear and can be viewed.



Click on specific Ethernet test result to view details:



Users can, in addition to the test performed by Verizon, perform additional Ethernet access test(s). The access circuit will be out of service during the test and test can only be done prior to circuit activation status being active.

If all the below conditions are satisfied DNM allows the Ethernet access test and will display the Ethernet access test results tab.

Conditions:

- Encapsulation must be Ethernet.
- Region must be a US domestic circuit.
- Port Speed must be less than or equal to 1GB.
- Circuit activation status cannot be active.

Submission of the Test Steps:

1. Click Router commands under site details. The router commands section appears above site details.
2. Select the Ethernet Test from the router command drop-down list.
3. Initiate the test.

Circuit ID C0138656
Service ID 136065507
PVC 5971707
VPN E2E-MAR17-USA-NVDQ143
VRF Name Vb68944:E2EMAR17USANVDQ143-etc
VPN Address 750 WASHINGTON BLVD STAMFORD, CT USA

Port Speed 10 Mbps
Realtime CAR 0 Kbps

Encapsulation ETHERNET
Traffic Rule G1
Equipment IP 68.130.242.78

Service Type Not Managed
Description description1-test-25thNov test
Entitlements

Router Commands

Preferences
Utilization Notifications
Change Notifications

Activation Status
PENDING

Details Network Settings Orders **Diagnostics** Utilization Virtual Services Cloud Services Other VRF

Router Commands

Ethernet Test

Ethernet Test

Ethernet Test Result

Start Test

Click Start Test.

Disclaimer

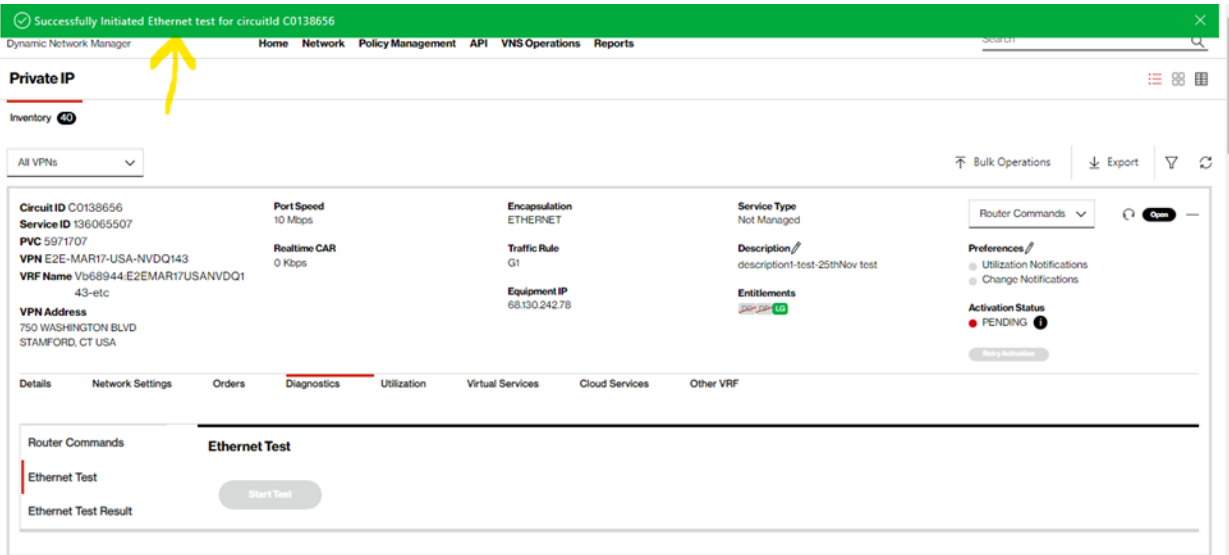
The test you are about to attempt for C0138656 is an intrusive test. The circuit will be out of service during the testing period. If you agree to this, please hit continue to proceed.

Continue Cancel

Click Continue.

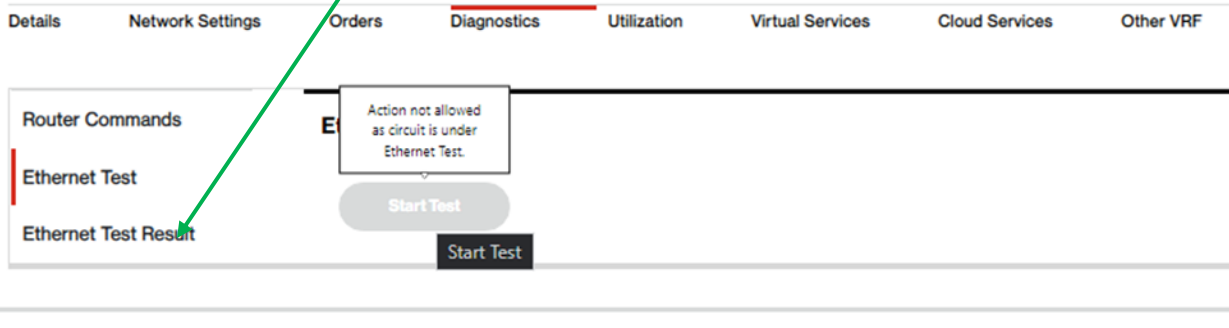
After confirmation

Green bar will appear which states the Ethernet access test was successfully submitted.



After the Ethernet test is completed.

1. Ethernet test results option will appear.
2. Click Ethernet test result.



Click on specific Ethernet Test Result to view details:

Details Network Settings Orders **Diagnostics** Utilization Virtual Services Cloud Services Other VRF

Router Commands

Ethernet Test Result

| Event | Sum Cd | History Key | Date |
|------------|--------|-------------|---------------------------|
| Activation | TOK | 053551764 | 21-JUN-21 07:22:05.681000 |

```

=====
Y1564 Service Configuration Results : OK
=====
FAIL/PASS                pass  pass  pass  pass
-----
Duration (secs)          62    62    62    62
Frame Size               128   512   1518  610X
Test Phase               cir    cir    cir    cir
    
```

Download PDF

| Event | Sum Cd | History Key | Date |
|-------------|--------|-------------|---------------------------|
| Maintenance | TOK | 053551898 | 21-JUL-21 07:22:05.681000 |

DNM order history

Users can review the details and the status of Dynamic Network Manager (DNM) orders per EVC.

1. Click on Orders.
2. Click on the add symbol (“+”) to view the details of an order.

Circuit ID C0108468
 Service ID 166124872
 PVC 5820292
 VPN ACME-Fabrication
 VRF Name V795957:ACMEFabrication
 VPN Address
 180 ALLEN RD ATLANTA, GA
 30328-4862 USA

Port Speed
 8 Mbps
 Realtime CAR
 128 Kbps

Encapsulation
 ETHERNET
 Traffic Rule
 G4
 Equipment IP
 68.139.174.86

Service Type
 Not Managed
 Description
 LA Office
 Entitlements
 [OK] [OK] [OK]

View Details [X]

Preferences
 [x] Utilization Notifications
 [x] Change Notifications

Activation Status
 Active [1]

Details Network Settings **Orders** Diagnostics Utilization Virtual Services Cloud Services Other VRF

Orders [0]

| Order Number | CircuitID | Status | Requested Date | Expected Date | BillingId | Order Type | Port Speed | User Id | Status Date | Change Type |
|--------------|-----------|-----------|-------------------------|-------------------------|-----------|------------|------------|-------------------------------|-------------------------|-------------|
| 317941 | C0108468 | COMPLETED | | 2021/03/18 19:30:20 GMT | | DBW | 8 Mbps | mankanta.segu@one.verizon.com | 2021/03/18 19:30:20 GMT | + |
| 316535 | C0108468 | COMPLETED | | 2021/03/07 20:30:17 GMT | | DBW | 8 Mbps | goodmans323 | 2021/03/07 20:30:17 GMT | + |
| 3161438 | C0108468 | COMPLETED | 2021/02/28 05:46:00 GMT | 2021/02/28 06:30:17 GMT | | DBW | 9 Mbps | verizondm@gmail.com | 2021/02/28 06:30:17 GMT | + |
| 3155935 | C0108468 | COMPLETED | 2021/02/14 03:05:42 GMT | 2021/02/14 03:30:14 GMT | | DBW | 10 Mbps | verizondm@gmail.com | 2021/02/14 03:30:14 GMT | + |
| 3155636 | C0108468 | COMPLETED | 2021/02/13 08:15:23 GMT | 2021/02/13 08:30:16 GMT | | DBW | 9 Mbps | verizondm@gmail.com | 2021/02/13 08:30:16 GMT | + |

Show: 5 Go to: 1 / 4

Click on the add symbol (“+”) to view the milestones of an order.

The screenshot displays the 'Orders' section of the Dynamic Network Manager. It features a table with columns: Order Number, CircuitId, Status, Created Date, Scheduled Date, BillingId, Order Type, Port Speed, User Id, Status Date, and Change Type. Two rows are visible, both with a '+' icon in the Change Type column. Below the table is an 'Order Milestones' timeline showing stages: PENDING, SCHEDULED, SUBMITTED, VALIDATING, VALIDATED, APPROVING, and COMPLETED, each with a corresponding timestamp.

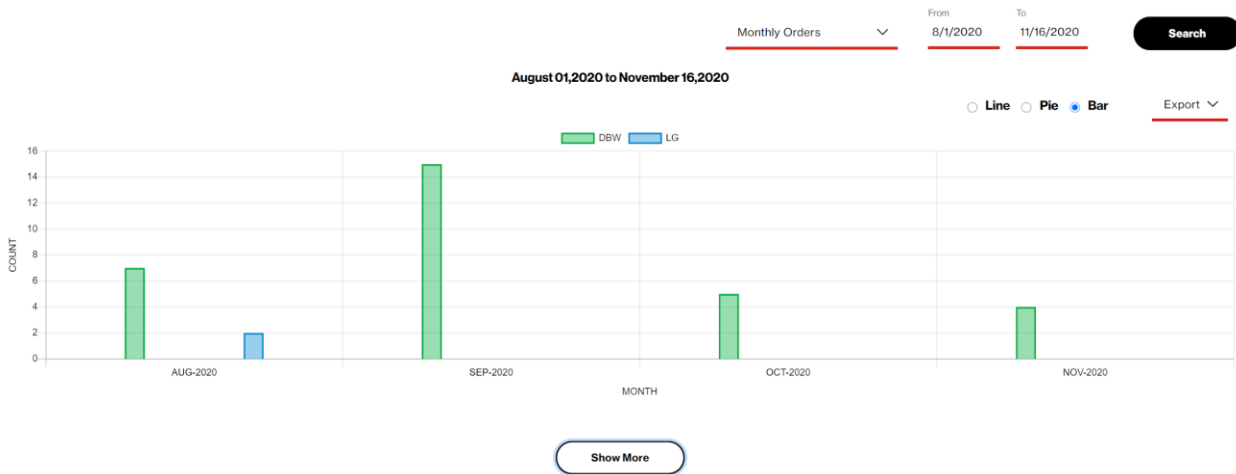
DNM order summary

This report allows users to see multiple EVC change activity versus single EVC events (shown in Order History). You can tailor the report to show a defined range of time and frequency of change orders. Results can be exported to PDF and excel file formats.

Select Reports, under the Ethernet option, select DNM Order Summary. Modify the date ranges to see the change orders within that date Range, click search.

The screenshot shows the Verizon Dynamic Network Manager navigation menu. The 'Reports' tab is selected, and the 'Ethernet' sub-tab is active, showing the 'DNM Order Summary' option. Other tabs include Private IP, Internet Dedicated, and Miscellaneous.

DNM Order Summary



Click on the Show More button to see the individual orders within the date range selected.

Bulk operations

This Dynamic Network Manager (DNM) feature allows Users to submit multiple circuit changes at one time. There are two categories of DNM bulk changes: 1) Circuit descriptions, 2) Bandwidth (Ethernet Bandwidth on Demand EBOD) and 3) Bulk Subscriptions. Bulk change requests can be manually entered directly into the tool or via a DNM spreadsheet template (where applicable).

Tip: If you elect to use the DNM spreadsheet template to enter your circuits, you can first use DNM’s Export function to download the EVC list you wish to modify and then copy/paste the appropriate values into the Bulk spreadsheet template fields.

Click on the bulk operations drop down to select the requested bulk activity.

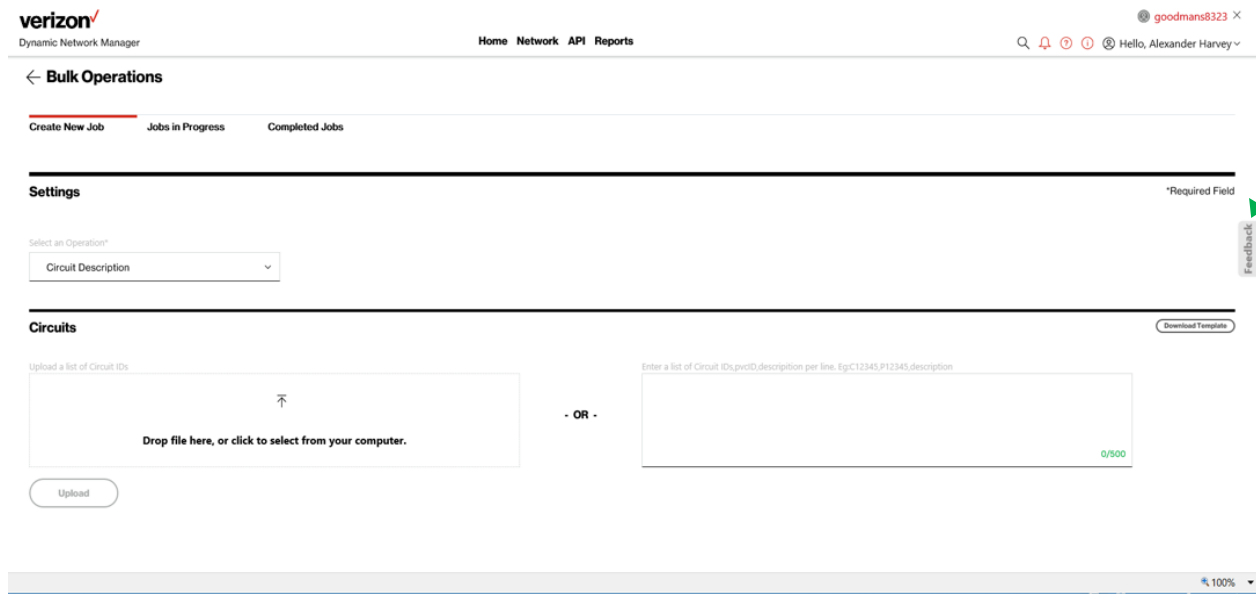
The screenshot shows the Verizon Dynamic Network Manager interface for an E-Line circuit. The circuit details include:

- Service ID: 171484645
- EVC ID: 5880418
- Billing ID: C1056225
- Max Bandwidth: 0 Kbps
- Description: testing DNM Hotfix
- Entitlements: EBOD
- Activation Status: PENDING

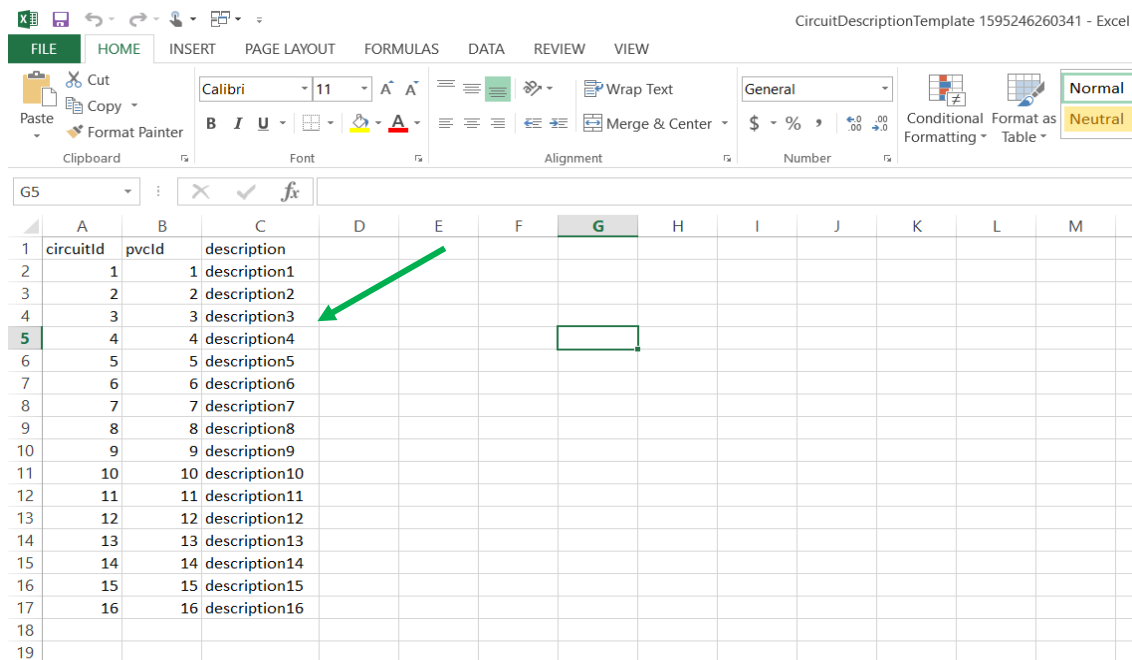
The 'Bulk Operations' dropdown menu is highlighted with a green arrow.

Bulk EVC description updates

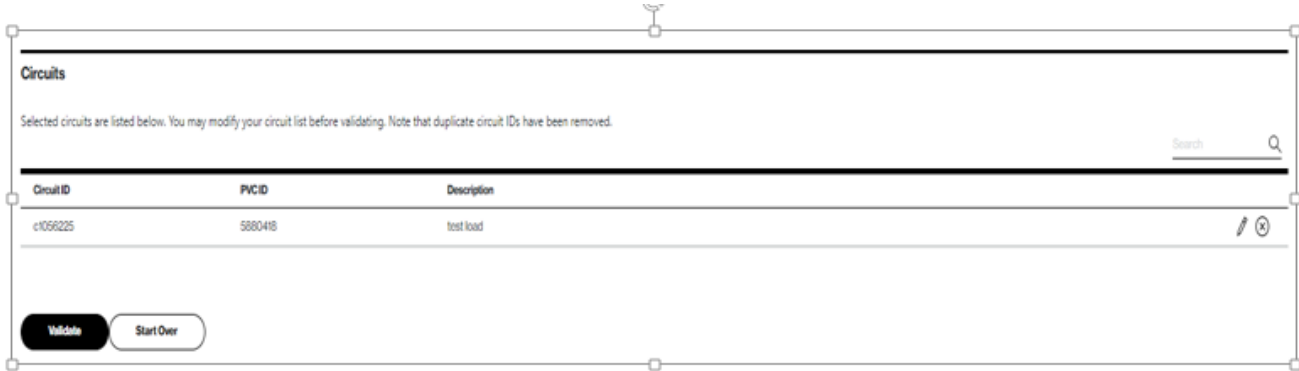
This option allows changes to EVC descriptions (only). You can manually enter circuit information or enter it into a DNM spreadsheet template.



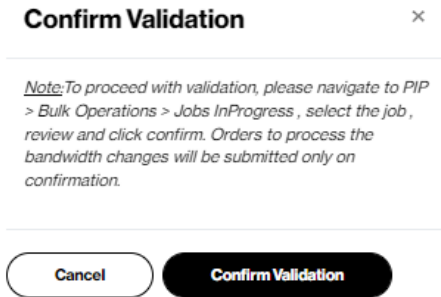
Users would click on the download template.



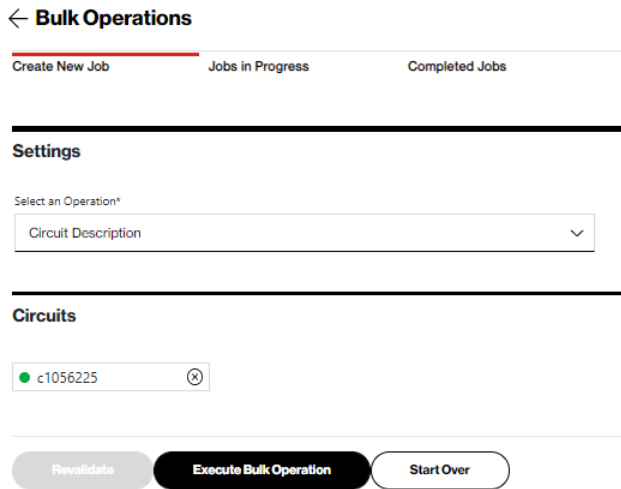
1. Users would enter the BWG circuit ID in the circuit ID field, the EVC ID in the “PVC ID” field and related descriptions.
2. Users would save the template and drag and drop it into the DNM field.
3. Users would click upload.



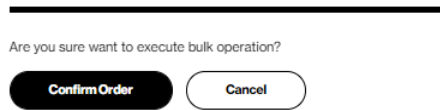
Tool will display the list of items being updated. The description field can be edited using the pencil on the far right or the update can be removed by hitting the “X” to remove the line item. Once completed, click validate.



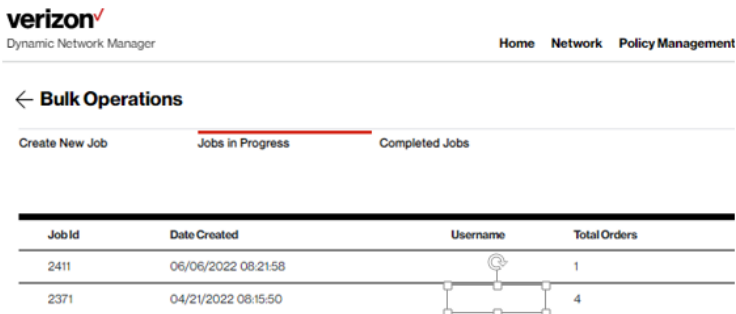
Click confirm validation.



Click execute bulk operation.







Click confirm order.




Order will progress through Jobs in Progress and Completed Jobs.

Updated description will appear on the EVC detail page.

E-Line

| | | |
|-----------------------------|--------------------------------|--|
| Service ID 171484645 | EVC Speed 0 Kbps | Description  testing DNM description  |
| EVC ID 5880418 | | |
| Billing ID | Max Bandwidth 0 Kbps | Entitlements   |
| BGW ID C1056225 | | |

A Side Z Side

● ● 

NA NA

Note: EVC (circuit id) information submitted via spreadsheet for any DNM bulk change request must be entered in a DNM spreadsheet template format. If data does not match the template format provided, the sheet will not be uploaded.

Bulk bandwidth change transactions

Users can set up bandwidth changes on multiple E-Line EVC's at one time, following the step-by-step process to complete the notifications. Users have two options for making bulk changes.


Upload an excel spreadsheet with custom speeds for each change or multiple changes with pre-set speed.

← **Bulk Operations**

Create New Job Jobs in Progress Completed Jobs

Settings

Select an Operation*

| |
|--|
| Select  |
| Bandwidth - Upload excel with custom speeds |
| Bandwidth - Change with pre-set speeds |

Bulk subscriptions

Users can use the bulk subscriptions to update the threshold alerting on multiple EVC's at one time.

Click on Bulk Subscriptions

← Bulk Operations

Create New Job Jobs In Progress Completed Jobs

Settings

Select an Operation*

| | |
|---|---|
| Select | ▼ |
| Bandwidth - Upload excel with custom speeds | |
| Bandwidth - Change with pre-set speeds | |
| Circuit Description | |
| Bulk Subscription | |

User will be provided with the following options:

← Bulk Subscription

Utilization Notifications

Select VPN to Subscribe

| | | |
|-----------------|---------------------|------------------------|
| Select ▼ | UnSubscribe 30 Days | UnSubscribe Busy Hours |
| Select | | |
| Ethernet E-line | | |

Select Ethernet E-Line from the dropdown.

- 1) List of available circuits will be display to add threshold alerting

Or if threshold alerting needs to be removed, click on either Unsubscribe 30 days or Unsubscribe Busy Hours depending on the type of alerting that was setup.

← **Bulk Subscription**

Utilization Notifications

Select VPN to Subscribe

Ethernet E-line ▾

Circuit List Clear All

| <input type="checkbox"/> | Circuit ID | PVC |
|--------------------------|------------|---------|
| <input type="checkbox"/> | C1056225 | 5880418 |
| <input type="checkbox"/> | C1042394 | 5781239 |
| <input type="checkbox"/> | C1043728 | 5781374 |
| <input type="checkbox"/> | C1064220 | 5936266 |
| <input type="checkbox"/> | C1064219 | 5936264 |
| <input type="checkbox"/> | C1064218 | 5936263 |
| <input type="checkbox"/> | C0113530 | 5838039 |

30 Days **Busy Hours**

To add threshold Alerting in bulk, click on each circuit from the list to set up either 30 day alerting or Busy hours. To understand the different options, refer to the Threshold alerting options section.

Threshold alerting options

Threshold alerting allows customers to set up utilization bandwidth alerts. Customers can choose which circuit to enable threshold alerting as well as the percentage of utilization from 30% up to 90%. They can decide to alert daily, weekly or monthly based on their preferences. Follow these steps to activate threshold alerting on your specific sites. Utilization alerting is a user selected option. The tool will notify the user who has subscribed to the alert only. The alert will come via email to the specific user.

There are two types of Utilization alerting to choose from:

- 1) **Busy Hours.** This allows each circuit to be set up to alert when the circuit utilization exceeds the selected percentage. The user is provided the option to select the following options:
 - a) **Alerting time period average:** Day, Week, or Month. The Utilization statistics are summed together and averaged over this time period.
 - b) **Busy Hours:** User chooses the busy hours for the given circuit
 - c) **Days to monitor:** Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday.
 - d) **Time Zone:** User is allowed to select the time zone for that circuit.
 - e) **Alerting Percentage:** User selects the percentage, 60, 70, 80% when the average exceeds this percentage an alert is provided.

Users will select the specific criteria. Based on the selections, the utilization statistics will be averaged and alert if the value exceeds the given alert percentage value.

Example: Circuit C123456 is in New York. User selects these options:

- a) Alert average of weekly.
- b) Busy hours of 7 am to 6 pm.
- c) Days to monitor: Monday through Friday.
- d) Time zone of EST.
- e) Alerting percentage of 80%.

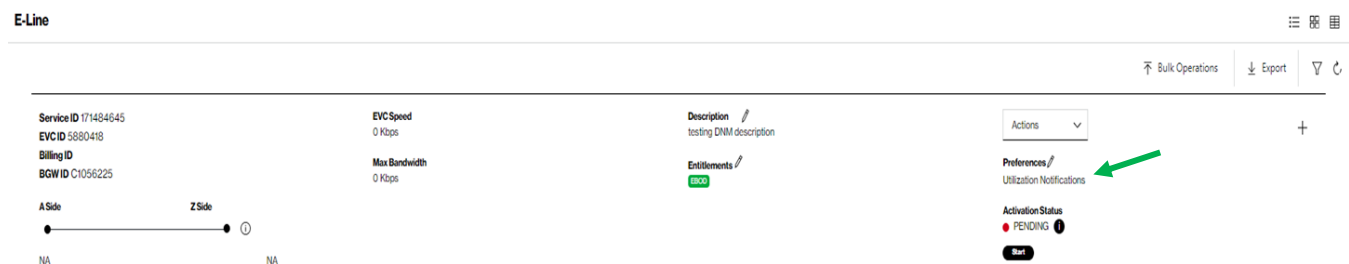
Tool will average the utilization statistics weekly for this circuit. The utilization data will be pulled for all 5 minutes increments within the 7 am to 6 pm EST for Monday through Friday. If the average for the week exceeds 80% an email alert will be sent to the user who subscribed to the alerts.

- 2) 30 Days or Daily Average. This is the daily average of the sum of the utilization statistics captured for the 30 days for each 5-minute increment within a 24-hour day.

Example: All utilization data is summed together for the full month, for every 5-minute increment and averaged for the number of days. If the average exceeds the percentage selected the tool will alert the user who subscribes to the alert.

How to set up threshold alerting

From the circuit listing page:



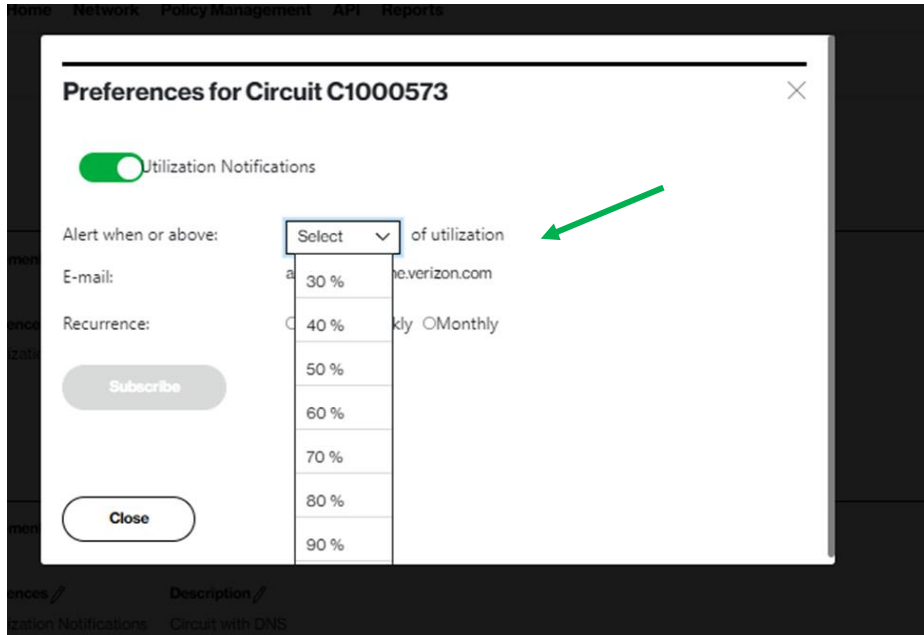
Next to the preferences, Click on pencil.

Click the Utilization Notifications button to change it from red to green.

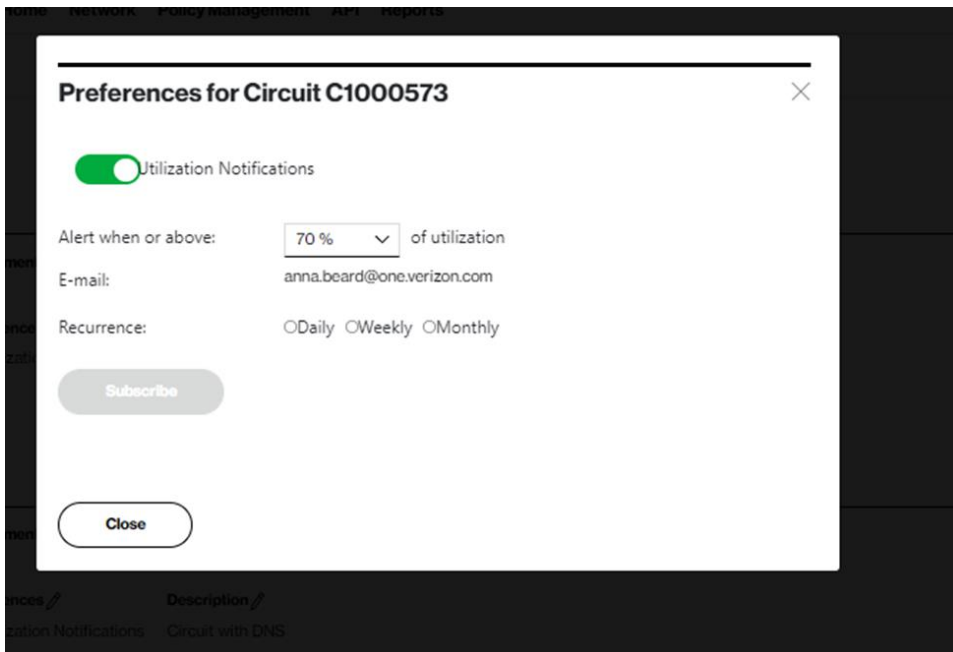
Choose from the drop down the type of utilization alerting preferred.

- 1) Busy Hours.
- 2) 30 Day (30 Daily Average).

How to set up 30 day daily average alerting



Select alert percentage from drop down box.



Select how often you want to be alerted; Daily, Weekly or Monthly.

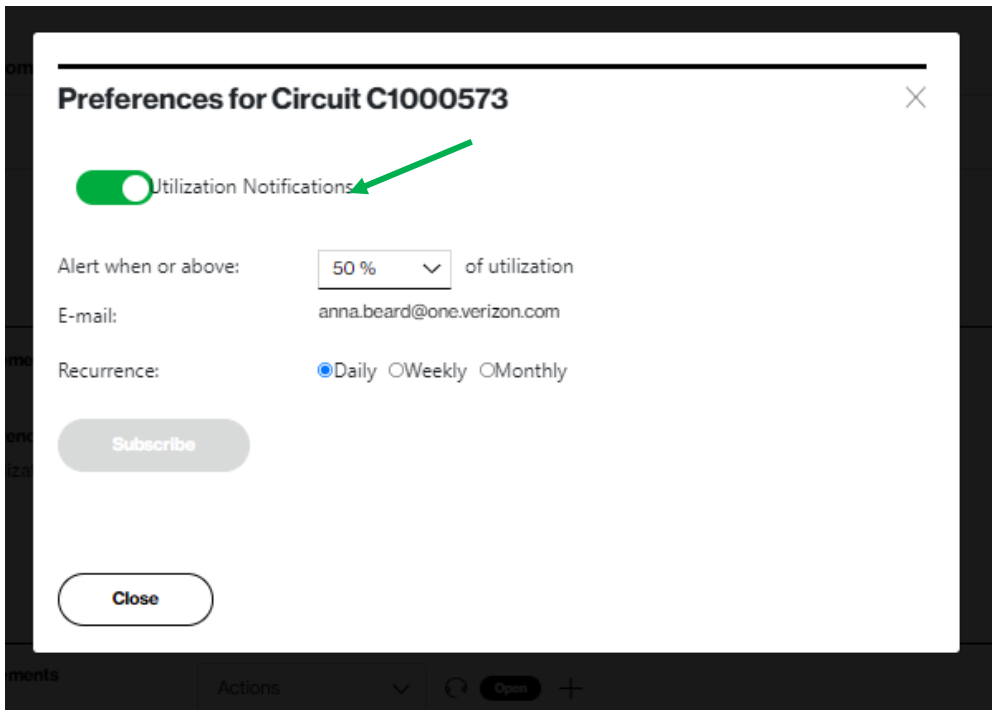
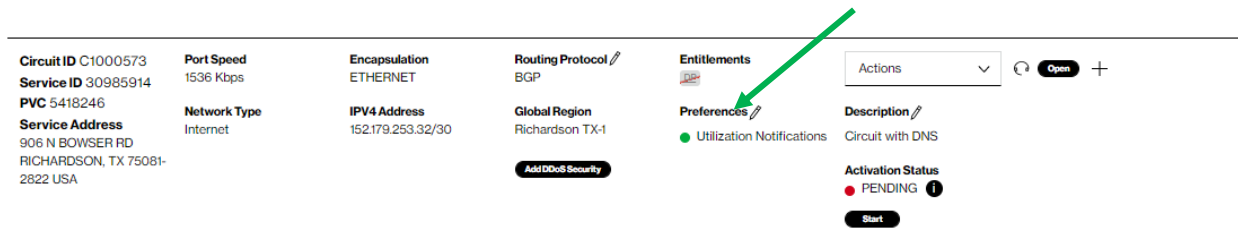
Click on subscribe, click close.



Utilization notification will display green as active.

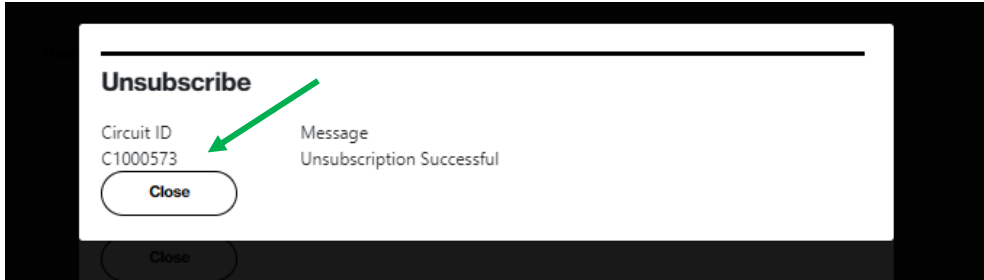
How to turn off utilization alerting

To turn the notifications off, just start from the beginning, click on the pencil next to preferences.



Click on the green button next to utilization notifications.

Click on unsubscribe.



It will confirm unsubscribe is successful, click close.

How to set up busy hours alerting

Preferences for Circuit C0232107

Utilization Notifications

Alert Mode:

Select ▼
Busy Hours
30 Days

A screenshot of a dropdown menu. The menu is open, showing three options: "Select" with a downward arrow, "Busy Hours", and "30 Days". A green arrow points from the right towards the "Busy Hours" option, which is highlighted with a light blue background.

Users will select busy hours from the drop down.

Preferences for Circuit C0232107 ✕

Utilization Notifications

Alert Mode: Busy Hours ▾

Busy Hours: Start Time: 9:00 AM Stop Time: 5:00 PM

Busy Days: Monday x Tuesday x Wednesday x Thursday x Friday x x ▾

Time Zone: Select ▾

Threshold: Select ▾

Alert Calculation Window: Daily Weekly Monthly

E-mail: anna.beard@one.verizon.com

Subscribe

The system has default most common values.

Click the utilization notifications button to change it from red to green.

Users should select actual values for each selection option as needed for their circuit.

Once all selections are complete the subscribe button will appear. Click on the subscribe button.



Tool will return a subscription successfully when active.

If one of the options needs to be changed.

Preferences for Circuit C0232107 ✕

Utilization Notifications

Alert Mode: Busy Hours ▾

Busy Hours: Start Time: 9:00 AM Stop Time: 5:00 PM

Busy Days: Monday x Tuesday x Wednesday x Thursday x Friday x x ▾

Time Zone: CAT-Central African Time ▾

Threshold: 30 ▾

Alert Calculation Window: Daily Weekly Monthly

E-mail: anna.beard@one.verizon.com

Update
Unsubscribe

Change the specific option(s) that requires to be changed.

Click on update.



Tool will return the green bar with the subscription successful.

Unsubscribe from busy hours

Preferences for Circuit C0232107

Utilization Notifications

Alert Mode: Select ▾

➔

Busy Hours
30 Days

Users will select busy hours from the drop-down menu.

Preferences for Circuit C0232107 ✕

Utilization Notifications

Alert Mode: Busy Hours ▾

Busy Hours: Start Time: 9:00 AM Stop Time: 5:00 PM

Busy Days: Monday x Tuesday x Wednesday x Thursday x Friday x x ▾

Time Zone: CAT-Central African Time ▾

Threshold: 30 ▾

Alert Calculation Window: Daily Weekly Monthly

E-mail: anna.beard@one.verizon.com

Update
Unsubscribe

User will select the unsubscribe button.



Tool will respond with a successful subscription.

Network Settings

This section contains both Provider Edge (PE) settings information. You can view the Network Information, Demarcation information for both the A side and Z side.

E-Line ☰ ☰ ☰

Bulk Operations | Export | Refresh | Help

Service ID 171494645

EVC ID 3800418

Billing ID

BGWD C1058225

A Side Z Side

NA NA

EVC Speed

0 Kbps

EVC Max Bandwidth

0 Kbps

Access Max Bandwidth

0 Kbps

Description

testing DNM description

Entitlements

PENDING

Network Settings ▾

Preferences

Utilization Notifications

Activation Status

● PENDING

Start

Birth Certificate

Health Test

- From the Actions Menu, select the Network Settings option. The tool will display the Network information and Demarcation information.

Network Information

| | |
|------------------|-----------|
| BGW ID | C1056225 |
| PQ Instance ID | 171484645 |
| Provisioned Date | NA |

| A End | | Z End | |
|---------------------|-----------|---------------------|-----------|
| A Access Circuit ID | E4021124 | Z Access Circuit ID | E4020856 |
| A PQ Instance ID | 171483889 | Z PQ Instance ID | 171483891 |
| Address | NA | Address | NA |
| Port Speed | | Port Speed | |
| EVC Configuration | NA | EVC Configuration | NA |
| VLAN ID | NA | VLAN ID | NA |

Demarcation Information

| A End Demarcation Information | | Z End Demarcation Information | |
|-------------------------------|--|-------------------------------|--|
| Site | | Site | |
| Site Type | | Site Type | |
| Address | | Address | |
| | | | |
| | | | |

Customer support & training

Customer support

Contact customer support for product and general platform questions or errors.

Contact your account team with any account specific questions on equipment or service, pricing information, or adding additional users to the Verizon Enterprise Center.

Click on your name in the top right corner of the screen. Click Contact Us & Send Feedback.

Training

Go to <https://customertraining.verizon.com> to enroll in training or to download user and other reference guides. Log in with an existing login or create a new one.

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