

Ticket Priority Definitions

The following incident priority descriptions overview applies to Public IP, Private IP and Private Line type services on ticket opening. In all cases, the actual contracted service description applies.

Priority	Service Impact	Description
1	Outage	Total loss of Service or degraded Service where the Customer is unable to use it and is prepared to release it for immediate testing without restriction.
2	Degraded	Service is degraded but the Customer is able/still wants to use it and is not prepared to release it for immediate testing.
3	No Functional Impact	Quality of Service inquiry.
4	Non-Service Affecting	Non-Service Affecting Requests and less critical issues that are not covered in priorities 1-3 above. Reason for Outage, Scheduled Maintenance.



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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