

Customer Support

Clients of the Verizon acquisition will see no change to how they access support. The Support contact channels remain unchanged with continued 24x7 support. All existing Global Support Operations Emails and Phone numbers will remain intact for Day 1. As changes occur, information will be communicated to clients with ample lead time to allow for planning and a smooth transition.

If you have a production impacting event to report, it is best to phone support to ensure the appropriate level of priority is given to your request.

Below is a list of Support contact numbers and emails that customers that will continue to be used:

- Verizon Managed Hosting and VDR Support: (877) 663-7928 or send email to globalsupportservices@verizon.com
- Verizon Business Hosting Support (IPAH): (888) 733-4439 or supportcenter@verizon.com
- Verizon Enterprise Cloud Support: (877) 475-3786 or ecsupport@verizon.com
Verizon Cloud Support: (855) 338-1427 or vzcloudhelp@verizon.com
- Verizon ECME (CAAS) Support: (800) 686-8254 or caas-support@verizon.com
- Verizon Colocation Support: (866) 627-6426 or ServiceCenter@verizon.com
Verizon Business Colocation Support: (800) 900-0241 or web-support@verizon.com
- Verizon UK5 Colocation Support: 00800 1103 1121 or + 44 118 905 4017 or etms@verizon.com / tech-support@uk.verizonbusiness.com
- Verizon Service Outages: Contact Verizon Repair at (800) 444-1111 or open a trouble ticket via the Enterprise Center at: <http://enterprisecenter.verizon.com>. Once the ticket is created should you require an escalation please contact the Incident Management team at (888) 212-0139. To also open a trouble ticket or check status of ticket you can use the **Quick Tasks** option in the VEC.
- Verizon Enterprise Center Helpdesk: (800) 569-8799
- Equinix US Colocation Support: (866) 314-1558 or supportservices@equinix.com

Still unclear on who you should contact? Feel free to send a note to ctssupp@us.ibm.com and we'll be happy to direct you to the appropriate group.