Network Event Notification (NEN)

User Guide

Submit technical questions to Customer Support at 800-922-0204
Disclosure for this user guide

Important – Please read

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Welcome to a better NEN

The portal is more personal and easier to use. Thanks for your great ideas!

Access to NEN

User roles: Users will need to have the proper role in order to have access to the NEN. “Admin” and “SPOC” user roles will be able to access the portal and have Create, Edit, and Delete permissions. All other roles may have View Only access.

Navigation: Follow the steps below from the Manage Account tab in your business account.

1. Click on Wireless & Mobility
2. Go to Product Tools
3. Click on Network Event Notification

*There is a 15 minute timeout period, after which the user will have to log in again.*
Cleaner homepage

**Manage notifications:** This is the default view and provides an overview of current subscriptions and the ability to Create, Edit, or Delete notifications.

**Subscriptions summary:** Provides a summary view of each subscription and the ability to manage up to 5 subscriptions based on various categories such as service, location based, etc.

**Create notification:** Refer to the detailed steps on the next page to create notification.

**Edit and delete notification:** Allows you to manage subscriptions. See below for additional details.

**Status:** Provides details of the date and time when the subscription was last updated.

**Email:** Displays the associated email addresses for each subscription.

**Recent, Map and Calendar Notifications:** Displays the details of notifications for the two weeks before and two weeks after the current date.
Create, edit and delete notifications

1. Provide a name for the notification you wish to create.

Create notifications for up to 2 email addresses. Only corporate email addresses are permissible. Yahoo, gmail, etc. will not be accepted.

2. Choose notification type – Planned(scheduled) or unplanned(disruption of service) maintenance.

3. Choose severity level – A high level severity notification is sent when an interruption of the affected service(s) during the times indicated is highly probable. A low level severity notification is sent when an interruption of the affected service(s) during the times indicated is possible with minimal impact.

4. Specify the type of notification email and portal.

5. Choose a service type that matches to your currently deployed solutions.

6. Choose geographical locations where the solution is deployed.

7. Agree on terms and conditions.

8. Save or submit to Create or Edit a subscription

*When rolling over mouse on various categories further description of each service/option is displayed.
Types of notifications

NEN provides you with accurate and timely information regarding potential and/or actual network outages.

Two options are available:

1. Email notifications
   - From: XYZ@vz.com
   - Sent: Date and Time
   - Subject: Status and Tracking Number
   - Impact: Affected service, Type of work performed, Severity, Location
   - Tracking Number: 123456

2. On-Demand notifications via the NEN portal
   - [https://m2m.verizonwireless.com/m2m/index.html#nenManageEnrollment](https://m2m.verizonwireless.com/m2m/index.html#nenManageEnrollment)
Recent/list view of notifications

| 1 | Recent Notifications: Provides a list view of notifications for the two weeks before and two weeks after the current date. |
| 2 | Choose the subscription for which you wish to view notifications. In our example “Data_PN_3G_4G” is selected. |
| 3 | Displays the date range for the selected view. By default, the data is shown for the current date when the user logs in. |
| 4 | Displays Affected Services. e.g. 4G LTE |
| 5 | Displays high or low Severity. |
| 6 | Geographical locations that may be impacted. |
| 7 | Start Date and End Date and time. |
| 8 | Status of notification. |
| 9 | Displays information on the Type of Work performed. |
| 10 | Displays the Event Type of the notification, either planned or unplanned. |
| 11 | The Tracking Number is unique for each notification. |
| 12 | Customize this column view based on your personal preference. |
| 13 | Use the filter options in search/filter to customize your view. |

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Map view of notifications

1. Map of notifications: Provides a view of notifications for the two weeks before and two weeks after the current date.

2. Choose the subscription for which you wish to view notifications. In our example “Data_PN_3G_4G” is selected.

3. Displays the date range for the selected view. By default the data is shown for the current date when the user logs in.

4. Legend: High Severity notifications are red, Low Severity notifications are black.

5. Pop-ups display notification details for a chosen geographical location. In our example “Tulsa” is the selected location, showing details such as Tracking ID, Affected services, etc.

6. Customize your display with Filter Options.
Calendar view of notifications

1. **Calendar of notifications**: Provides a calendar view of notifications for the two weeks before and two weeks after the current date.
2. Choose the subscription for which you wish to view notifications. In our example “Data_PN_3G_4G” is selected.
3. Displays the date range for the selected view. By default the data is shown for the current date when the user logs in.
4. Multi-day view of calendar.
5. Single day view of calendar.
6. You can hover the mouse over each notification to display details in a pop-up window.
7. Legend: High Severity notifications are red, Low Severity notifications are black.
8. You can view notifications by the day or week.
Thank you.