

# Verizon Wireless Today

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A light gray map of the United States is centered on the slide, serving as a background for the statistics.

**Revenue YE '06: \$38B**

**Customers: 1Q '07: 60.7M**

**Employees: 66,000**

**Covered POPs: 260M**

## **Clear Separation in Profile ...**

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- ✓ **Most direct-served customers**
- ✓ **Highest customer loyalty**
- ✓ **Largest U.S. wireless company in revenues**
- ✓ **Largest U.S. wireless data provider**
- ✓ **Most profitable U.S. wireless company**
- ✓ **Most reliable wireless voice & data network**
- ✓ **66,000 employees across the country**
- ✓ **Importance to VZ: 43% of revenues**

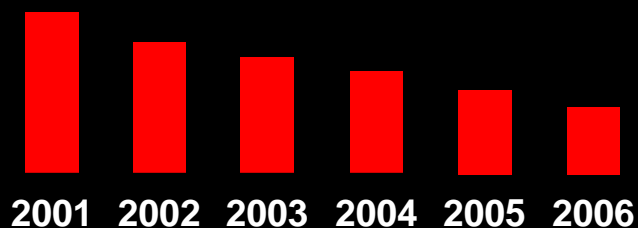
# Premier Network

## ■ America's most reliable wireless network

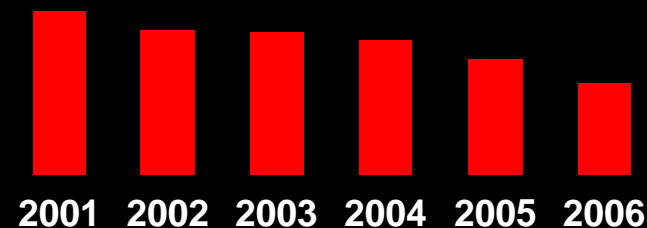
- The best call experience overall
- From making and holding calls, to call clarity, to timely delivery of messages, to built-in redundancy, to disaster preparedness...and more.



### Lost Calls



### Ineffective Attempts



# Reliability

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# America's Most Reliable Network.



# Verizon Wireless Roaming Database Management

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## –Serving MSCs

- Lucent
- Nortel
- Motorola

## – Stand alone HLRs

HP

## – Integrated HLRs

Lucent

Approximately 150,000 MBIs (10k) loaded into each VZW MSC

Approximately 1500 MSCIDs loaded into each VZW MSC & HLR

Approximately 1200 Point Codes loaded into each VZW MSC & HLR

## **“VZW Platform For Servicing Agreements”**

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- **Verizon Centralized Roaming System (VCRS)**
- **Performs Roaming Updates to all VZW MSCs & HLRs (Weekly)**
- **Collects Roaming Database images from HLR/MSCs**
- **Contains Industry Master MBI Tech Data**
- **Contains VZW Roaming Agreements at the BID Level**
- **Allows date and time of day scheduling to support routing/rehome changes**
- **Allows Carriers to Perform Load Checks (ROMS)**
- **Web Interface for Submitting Roaming Tickets**
- **Allows exception management based on carrier request (example: brownout request)**

## ROMS Website

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<https://roms.verizonwireless.com/index.htm>

- Instantly creates a trouble ticket that is available to be worked
- Provides a trouble ticket number to ticket creator for reference
- Allows ticket creator to provide detailed and accurate information
- Provides immediate notification when the trouble is resolved

# Self Checking on Your Line Ranges

- Enter MBI/MIN and choose a Verizon SID to check the load on each MSC
- Click *Create Service Request* to open a ticket



## Roaming Outcollect Management System (ROMS)

Verizon SID:  MBI / MIN:

Loaded on Verizon SID/BID: [00022]  
Home Carrier: [VZW - VERIZON WIRELESS]

Home				Serving			Verizon Data			
NPA	NXX	Range	SID/BID	Point Code	MSC Name	Pointed To	Allow Service	Agreement	Exception	Image
484	553	0000-9999	30358	001-122-024	Branchburg 2	204-193-008	Yes	Both	n/a	02/04/2006
484	553	0000-9999	30358	001-122-034	Jersey City-1	204-193-008	Yes	Both	n/a	02/03/2006
484	553	0000-9999	30358	001-122-035	Jersey City-2	204-193-008	Yes	Both	n/a	02/03/2006
484	553	0000-9999	30358	001-122-043	Branchburg 1	204-193-008	Yes	Both	n/a	02/04/2006
484	553	0000-9999	30358	001-130-001	West Nyack-1	204-193-008	Yes	Both	n/a	02/04/2006

- VZW Switch Ranges
- Network Element TDS
- Help
- Change password
- Manage Ids
- Logout

User ID  
jubl3314  
Carrier  
Verizon Wireless

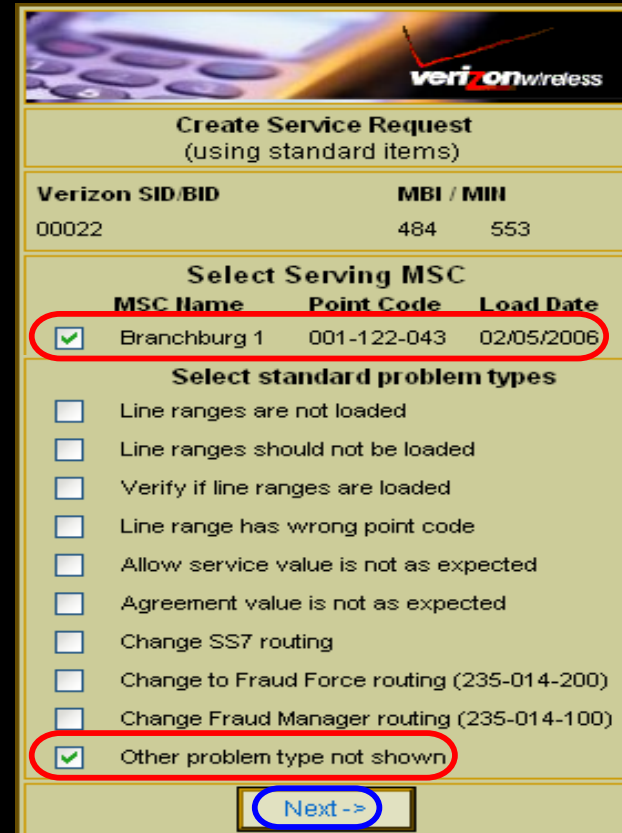
# Creating Service Request

- Enter the customer's MBI/MIN
- Select the Serving MSC
- Select a standard roaming problem type (MIN load, SS7 routing, etc.)

OR

- For Voice, Data and SMS issues, select

*Other problem type not shown*



**Create Service Request**  
(using standard items)

Verizon SID/BID	MBI / MIN
00022	484 553

**Select Serving MSC**

MSC Name	Point Code	Load Date
<input checked="" type="checkbox"/> Branchburg 1	001-122-043	02/05/2006

**Select standard problem types**

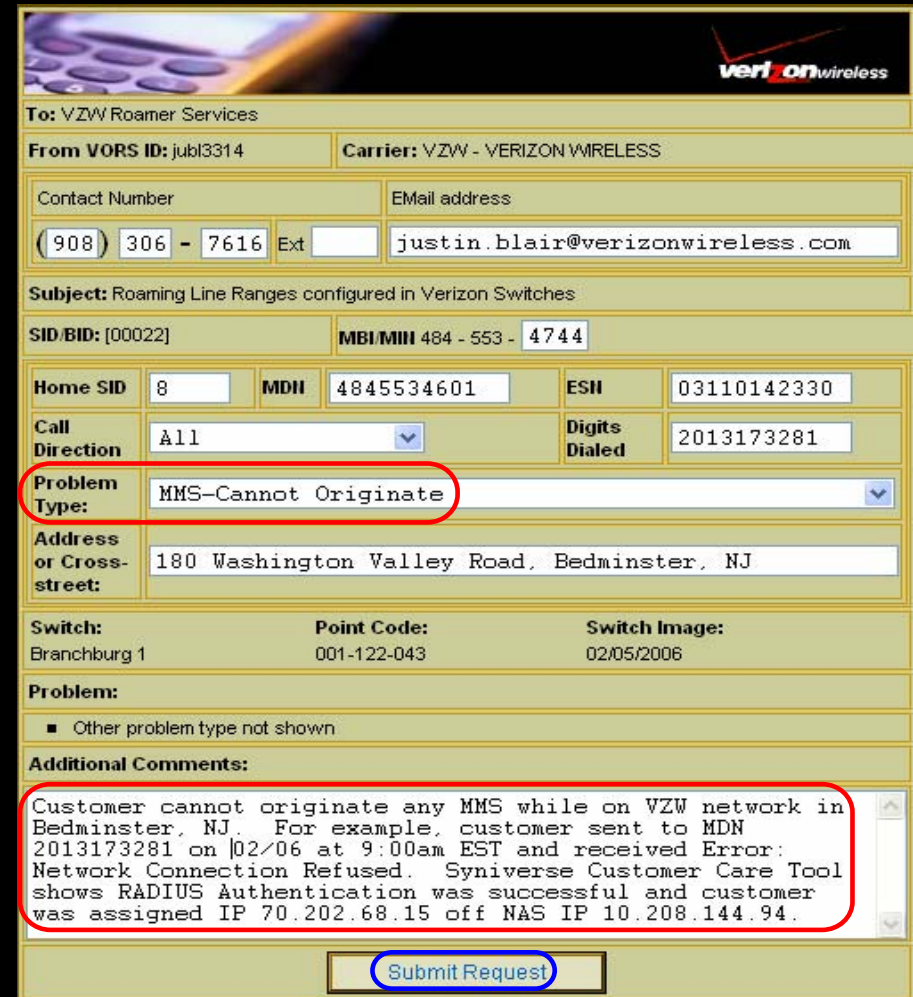
- Line ranges are not loaded
- Line ranges should not be loaded
- Verify if line ranges are loaded
- Line range has wrong point code
- Allow service value is not as expected
- Agreement value is not as expected
- Change SS7 routing
- Change to Fraud Force routing (235-014-200)
- Change Fraud Manager routing (235-014-100)
- Other problem type not shown

[Next ->](#)

# Provide Details For Easier Communication

- Fill in each field
- Select an appropriate problem type
- Provide detailed comments including research you have done and specific examples
- Be sure to include specific details
- Contact Rachel.Durden@verizonwireless.com for ROMS

## Administration Issues



The screenshot shows a Verizon Wireless web form for reporting a problem. The form is titled "VZW Roamer Services" and includes the following fields and values:

- To:** VZW Roamer Services
- From VORS ID:** jubl3314
- Carrier:** VZW - VERIZON WIRELESS
- Contact Number:** (908) 306 - 7616 Ext. [blank]
- Email address:** justin.blair@verizonwireless.com
- Subject:** Roaming Line Ranges configured in Verizon Switches
- SID/BID:** [00022]
- MBI/MIH:** 484 - 553 - 4744
- Home SID:** 8
- MDH:** 4845534601
- ESH:** 03110142330
- Call Direction:** All
- Digits Dialed:** 2013173281
- Problem Type:** MMS-Cannot Originate (highlighted with a red circle)
- Address or Cross-street:** 180 Washington Valley Road, Bedminster, NJ
- Switch:** Branchburg 1
- Point Code:** 001-122-043
- Switch Image:** 02/05/2006
- Problem:** Other problem type not shown
- Additional Comments:** Customer cannot originate any MMS while on VZW network in Bedminster, NJ. For example, customer sent to MDN 2013173281 on 02/06 at 9:00am EST and received Error: Network Connection Refused. Syniverse Customer Care Tool shows RADIUS Authentication was successful and customer was assigned IP 70.202.68.15 off NAS IP 10.208.144.94. (highlighted with a red circle)
- Submit Request:** (highlighted with a blue circle)

# VZGlobal Product Portfolio

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- **VZGlobalSM Service features:**
- **Global Phone**
  - One phone
  - One number
  - One bill
- **GlobalAccess**
  - High-speed, wireless, Internet access
  - Availability in 50+ countries
  - Dual PC Card solution
  - Co-Branded VZAccess Manager
- **GlobalEmail**
  - Access to corporate and personal email
  - Access to voice and data services
  - Utilizes Global PDA (Samsung i830)
- **Global Rental (through Vodafone UK)**
  - Rent a phone for international use
  - Great solution for occasional travel
  - Revenue share w/ 3rd party

## Global BlackBerry Service Description

- **VZW's Global BlackBerry Service is the latest BB device in the market**
- **Service available globally**
- **An “always-on, always connected” e-mail solution that provides**
  - Quick, easy access to e-mail
  - Contacts
  - Calendar and task list while on the go
  - One local number for domestic and international access
- **Includes a global support pack with SIM, global support calling card and global support guide when you provision with a Global BlackBerry plan**
- **First CDMA BlackBerry Worldphone (model 8830)**
  - GSM/GPRS (EU Bands)
  - EVDO/GPRS
  - Thinner Form Factor (~14mm)
  - Track Ball Navigation
  - Removable Memory (microSD)
  - Auto-selection of CDMA/GSM Mode
  - Speaker Phone
  - Media Player
  - Bluetooth
  - ONE local number to be reached while abroad

