

Welcome to Verizon Digital Media Services.

We're committed to delivering high-quality website and app experiences for your customers on every device around the world.

Providing you with the industry's best customer service and support is a critical part of making this happen. We're here to make things easier, solve problems quickly, and deliver superior transparency. Please review this document and keep it accessible in the event you need assistance.



Incidents

When notifying us of an incident, please have your account number (email address) and a description of the issue ready. Email is great for providing data, but calling is always the fastest way to reach us. You will speak with an engineer directly – not be put on hold.

• Priority

Incidents are triaged, prioritized, and acknowledged within 15 minutes.

Emergency: We stay on the phone

Critical: Hourly updates

High: Updates every four hours

Standard: Daily updates

• Escalations

In the event of a critical event, you can alert the entire NOC management team at:
escalations@verizondigitalmedia.com

• Official Incident Report (OIR) / Root Cause Analysis (RCA)

An Official Incident Report (OIR) will be delivered within 24 hours of the resolution of a service degradation incident. A Root Cause Analysis (RCA) will be delivered within 5 business days of a service disruption.

Self-service portals

You can configure your services with help from our online tutorials, manuals, and FAQs.

For CDN – **my.verizondigitalmedia.com**

For video streaming – **support.uplynk.com**



Events

We can provide support for your high-value events through Managed Conference Bridges | Monitoring | Dedicated Resources. For more information, please send an email to:
support.cdn@verizondigitalmedia.com.



Reporting

Customize real-time stats, streaming, and edge-performance analytics, as well as raw log delivery via your portal: **my.verizondigitalmedia.com** or **cms.uplynk.com.**



Network Status

View real-time network status information and updates on high-priority incidents, customer impacting issues and maintenance activities. Subscribe to proactive notifications via email, text message, or webhook integration at:
status.verizondigitalmedia.com.

Contact list

24 x 7 Service Desk

United States

+1.877.334.3236

United Kingdom

+44 2037 279 444

International support website

verizondigitalmedia.com/customer-support

Create a ticket

Email our support team at:

tickets@verizondigitalmedia.com

Open a ticket online at:

verizondigitalmedia.com/tickets

Escalate an issue at:

escalations@verizondigitalmedia.com

Customer portals

CDN – **my.verizondigitalmedia.com**

Video – **cms.uplynk.com**

Platform status

status.verizondigitalmedia.com

Billing

billing@verizondigitalmedia.com