

## Reporting Faults

### Everything You Need to Know



Verizon Business' award winning World Centre in Singapore is your one-stop shop for **all** service related issues.

#### How Do I Report A Fault?



Call the World Centre on **1300 368 811**

As soon as you hear the Welcome message, please enter your Priority One PIN: **82322**

You will be answered by the next available Agent

Or



Email the World Centre at  
**ipsupport@sg.verizonbusiness.com**



Web surf to our Customer Portal at  
**http://asia.verizonbusiness.com/**  
(your Service Manager can help you with using this)

#### What Information Will I Need to Provide?

For DSL services, you will need your user name and password

For Internet Dedicated services, you will need your Site ID (e.g. UAU01234)

#### How Do I Escalate a Fault?

If you feel that we are not meeting our agreed time constraints for resolving your fault you can contact the World Centre, as above, and request an escalation. Otherwise, you should already have been contacted by your assigned Verizon Business Customer Service Manager whose main role is to be your interface into the Verizon Business support organisation.

Your Service Manager is **Dominic Gordon-Smith**



**02 9434 5703**



**0410 45 98 24**



**dominic.gordon-smith@au.verizonbusiness.com**