

Welcome to Verizon Media

Product slick

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. Verizon Media service bundles offer a range of support options powered by experts and powerful tools. Whether you need on-demand access to configuration support or a dedicated team that proactively manages your service needs, we have a service tier that will work for you.



Incidents

When notifying us of an incident, please have your account details and a description of the issue ready. For critical issues, send us an email. For our paid support customers, please contact us on our toll-free number.

• Response Times

	Initial	P1	P2	P3/P4
Basic Support	N/A	N/A	N/A	N/A
Standard Support	<1 hr	4 hrs	8 hrs	Once daily
Business Support	<1 hr	4 hrs	8 hrs	Once daily
Premier Support	<30 min	1 hr	4 hrs	Once daily
Enterprise Support	<15 min	Real time	1 hr	Once daily

• Escalations*

For 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, contact your account manager.



Reporting

Customize real-time stats, streaming, and edgeperformance 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

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