

**FOR VZT INSTALLATIONS FOR THE DMS CS2K RTIF:**

- 1.) Call the DMS Softswitch Tier II team at 972-615-8228, X8008

**FOR VZB INSTALLATIONS OF THE DMS CS2K RTIF:**

- 1.) Send an Email notification (including Mastars numbers) to VNOC and VPS Tier II ([VNOC@one.verizon.com](mailto:VNOC@one.verizon.com) [VoIP-Platform-Support@one.verizon.com](mailto:VoIP-Platform-Support@one.verizon.com)) & [tss-dms100@one.verizon.com](mailto:tss-dms100@one.verizon.com)
- 2.) Call VNOC Prior to starting to set the Mastars event in progress, so they are not chasing alarms ([VNOC 919-377-6700](tel:919-377-6700) opt-2, hrs. 24/7)
- 3.) Call VNOC or NSNOC\_MA as applicable when installation is complete to ensure there are no standing faults and to close the Mastars event. ([VNOC 919-377-6700](tel:919-377-6700) opt-2, hrs. 24/7)