

Marketplace Notifications

With a **profile**, service providers can receive connection requests. When a customer initiates the connection request, the service provider is notified of the request by email and the service provider can accept or deny the request.

This topic describes:

- The notifications emailed by Megaport to the service provider and the customer requesting the connection
- How the service provider can accept or deny the request
- How to configure email notification groups so portal users receive only email updates relevant to their position

Requirements for customers of service providers

For an end user to connect to a service provider, they need:

- Access to the Megaport Portal
- A Port or Megaport Cloud Router (MCR) on the Megaport network
- Support for Layer 2/Layer 3

Service provider and customer notifications

After the customer makes the connection request, Megaport sends email notifications to both the service provider and the customer.

Notification to Service Provider

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VXC Service Approval Required

Dear Service Provider

A VXC service from <customer> to <service provider> has been ordered to a Megaport that you control.

Please log on to the [Megaport Portal](#) and navigate to the Approvals section to find a list of VXCs requiring approval.

This service will be provisioned shortly after approval is granted and you will receive an email when the service is live.

If you need to follow up on this order, the reference number is: <reference>

Best Regards,

The Megaport Team

support@megaport.com



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Our mailing address is:

Level 3 - 825 Ann St, Fortitude Valley, QLD, Australia

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Notification to Customer

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VXC Service Approval Required

Dear <Requesting Customer>

Thank you for ordering a VXC service from <customer> to <service provider>.

Since you do not control both Megaport the owner of the other Megaport need to approve this VXC.

An email to this effect has been sent to the other party and the service will be provisioned when they approve the connection (and accept payment responsibility if they have the payer end of the connection).

Please note: This VXC request will be automatically expired if the owner of the other Megaport does not approve this VXC within 60 days.

If you need to follow up on this order the reference number is: <reference>

You will receive a notification email when the service is configured or if approval has not been granted by the other Megaport owner.

Best Regards,

The Megaport Team

support@megaport.com



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Service provider approval

After receiving the email notification of the connection request, the service provider needs to log in to the Megaport Portal, navigate to the approvals section, and select Accept Request or Deny Request.

When the service provider accepts or denies the request, Megaport sends a second notification to the customer with details.

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VXC Service Approved

Dear <Requesting Customer>

The VXC service from <customer> to <service provider> has been approved and will be provisioned shortly.

If you need to follow up on this order the reference number is: <reference>

Best Regards,

The Megaport Team

support@megaport.com



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Megaport sends another email to the customer when the VXC is available.

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VXC Service Is Up

Dear <Requesting Customer>

AT 2020-05-22 04:39:00 UTC we have received a network event indicating that your service is now **up**.

If you need to follow up on this order the reference number is: <reference>

Best Regards,

The Megaport Team

support@megaport.com



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This establishes the Layer 2 connection from the customer to the service provider.

For connectivity to multiple destination ports, repeat the creation and approval process for each new connection.

 **Note**

Service providers can also use service keys to control customer access to their ports. For additional information, see [Service Keys](#).

If a customer requests a speed change to a higher bandwidth after deployment, Megaport notifies the service provider and they can accept or reject the change.

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VXC Speed Change

Dear <Service Provider>,

<Requesting customer> has requested a speed change to 2000 Mbps for the service <reference> .

Please log into the portal to accept or reject this request.

Best Regards,

The Megaport Team

support@megaport.com



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Configuring portal users for email notifications

Each user on the Megaport Portal is assigned a user role that includes privilege levels. Users configured for Company Admin, Technical Contact, and Technical Admin can subscribe to notifications.

For more information, see [Managing User Roles](#).

Users can choose to receive email notifications from each of these six groups: Security, Ordering, Financial, People, Company and Services.

For VXC approvals, enable notifications for the Ordering group.

For more information, see [Configuring Email Notifications](#).

Last update: