



Verizon Wireless Welcomes The State of FL

Agenda



- Order Processing
- Maintenance & Bulk Orders
- Billing Options
- Bill Reviews
- Available Features
- My Business
- SOFL Mini Site
- Additional References

Order Processing Outline

Step One - Orders

A completed PO or Letter of Authorization (LOA) is sent via e-mail to the floridagovernment@se.verizonwireless.com box. The LOA can be found on the St of FL mini site <http://b2b.vzw.com/businesssites/stoffl.html>. PO must include the following information or it will be returned:

- Port in number or area code request if number is new (See minisite for additional details regarding porting)
- Title and cost of price plan
- Additional features and their cost
- Phone type and cost
- Shipping address
- Billing address
- Number of Lines
- If billing to PO only, it must state "Bill to PO only, not account"
- * If porting, include Old Service Provider account number, passcode, and name on bill

Step Two - Validation

Requests are verified for validity, completeness and authorization. All orders entered into our internal ordering system (SFA-OM) generate an email approval link that goes to the point of contact on the account. Until the SPOC approves the email, the order will not ship. The SPOC has 7 days to respond to the approval before it will fall out and need to be re-keyed.

Step Three - Shipping

All processed orders are shipped via FedEx within 2 business days of receipt for service in Verizon Wireless markets. Overnight shipping is available as an option at a charge of \$14.99.

For state agencies submitting orders through the My Florida Marketplace system follow your internal process. Once you have received your PO/DO send an email to Floridagovernment@se.verizonwireless.com with "MFMP" in the subject line and the PO/DO number submitted so the Florida Government team is alerted to your order.

Maintenance & Bulk orders

Maintenance

- Deactivations, suspends, restores, and ESN changes are completed within 24 hours.
- Name changes, address changes, rate plan changes, add-ons to National Accounts and reporting structure changes should be completed within 5-7 business days.

The changes will be completed via an e-mail request to the Government Account team. ESN changes, restores, suspends, and feature changes can be processed over the phone by the company SPOC by calling BSC at 800-922-0204 or by utilizing the My Business account maintenance system.

Bulk Orders

A bulk order is a request for service of 50 lines or more. It should be sent via excel spreadsheet to the floridagovernment@se.verizonwireless.com e-mail address.

Turnaround times:

- Less than 50 will be completed in 1 business day (must be received by 8:30am EST)
- Single line rush orders must be received by 12:00 pm EST in order to be processed for next business day delivery. All others depending on size should be negotiated as applicable.
- 50 - 250 will be completed within 2 business days.
- 251 - 400 will be completed within 3 - 5 business days.
- 401 - 1,999 will be completed within 5 - 7 business days.
- >2,000 or more will be completed within 7 - 12 business days.

Large scale deployments will cause the above times to be adjusted.

Billing Options

1. Paper Bills
2. My Business is a free multi-purpose online account maintenance tool. The system provides access to online statements and can:
 1. View multiple bills from a single interface
 2. Gain quick access to current statements
 3. Download, view, and print the last 6 months of statements
 4. Option to eliminate paper bills

In addition to choosing how you receive your bills, you also want to consider how the billing accounts should be formatted. A good time to choose the set up is in conjunction with your first equipment order.

<u>Unique Account #'s</u>	<u>Sub Account #'s</u>	<u>Cost Center Codes</u>
Completely unique accounts	Linked with the same account number but can go to individual addresses	Used to create structure within one account number. Letters or numbers for code. Can be added when customer requests account build or later in My Business or as a maintenance request.
123456789-00001	123456789-00001	
569789123-00001	123456789-00002	

***Please note, voice lines and data lines will always be on unique accounts, as they are regulated under two separate contracts.**

Bill Reviews

In Order to ensure the accuracy of all Verizon Wireless invoices, the billing liaison team will contact all customers with 50 or more Lines of service to participate in a Bill Review Call approximately 30-45 days after initiation service.

The following topics will be covered on the bill review call:

- Discussion of any outstanding items
- Confirmation of accounts
- Confirmation of billing address
- Review all fees and surcharges
- Review price plans and access discounts (see next slide)
- Explain any prorated charges
- Overview My Business as appropriate
 - Navigation
 - Modify user information
 - View and print bills
 - Administrator assignments
- Payment Remittance documents and addresses
- Agree on a date and time for the next bill review if necessary

***** If you choose not to participate or do not respond to the call from the billing team, then a bill review will not be completed.**

Price Plans- Voice



Monthly Access	\$0.00 BGSA 481 Plan 64318	\$10.00 BGSA 481 Plan 64319 (1XRTT) BGSA 481 Plan 74372 (Rev-A) BGSA 481 Plan 74411 (w/ECM)	\$0.00 BGSA 502 Plan 64320
Allowance Minutes	0	0	0
Overage	\$.057*	\$.057*	\$.095*
Domestic Long Distance	Included	Included	Included
Home Calling Area	State of FL	State of FL	USA
Domestic Roaming	\$0.39 p/min (outside of FL)	\$0.39 p/ min (outside of FL)	\$0.69 p/min in Canada
Other Included Features		Unlimited Push to Talk	

Price Plans- Data



Voice & Data plan	\$0.00 BB or PDA Plan w/VZ Email (Florida)	\$0.00 BB or PDA Plan w/VZ Email (National)	\$0.00 BB Plan w/ Global Email (Florida)	\$0.00 BB Plan w/ Global Email (National)
Allowance Minutes	0			
Overage	\$0.057	\$0.096	\$0.057	\$0.096
Cost Recovery fee per unit	.83 cent Pass Thru to EITS / Subsidized by VZW (no impact on end user bill)			
Domestic Long Distance	Included			
Home Calling Area	State of FL	USA	State of FL	USA
Roaming Airtime Rate	\$0.39 per minute (domestic, US only)	Included thru 50 states	\$0.39 per minute (domestic, US only)	Included thru 50 states (\$0.69 for Canada)
National Access Roaming	\$0.002 per Kilobyte	\$0.002 per Kilobyte	\$0.002 per Kilobyte (including Canada)	\$0.002 per Kilobyte
Other Included Features	Unlimited VZ Email feature \$37.49	Unlimited VZ Email feature \$37.49	Unlimited Global Email \$51.99 (Billed as \$64.99 less a 20% discount)	Unlimited Global Email \$51.99 (Billed as \$64.99 less a 20% discount)

Price Plans- Data Cont



	Monthly Access	Discount	Allowance Minutes	Overage	Optional Purchase Features	Cost Recovery fee p/unit
Aircard Plan	\$48.59 Public Safety Plan*	n/a	Unlimited Data	n/a	Packet Data IP Addresses (Restricted Static IP & Non Restricted)	Please see CITS website for final price http://wirelessdata.myflorida.com
Broadband Access Connect	The \$15 Optional Feature for Unlimited VZEmail subscribers is not eligible for discounts					
	Monthly Access			National Access Roaming		
	\$15.00			\$0.002 per Kilobyte (Canada)		
	Notes: BroadbandAccess Connect is currently available on select voice and data devices, and provides BroadBandAccess/NationalAccess service utilizing the device as a modem. A mobile office kit, VZAccess Manager Software, a cable for tethering and/ or a software update may be required. Bluetooth® is not supported with BroadbandAccess Connect. The LG 9800 is not capable of roaming with tethered access on the National Enhanced Extended Service Area. Other data roaming rates apply to IS-95 and other non-NationalAccess data usage in the United States, as determined by the underlying calling plan, or \$0.25 per minute.					

Available Features

During the bill review calls, your billing liaison may suggest alternative pricing plan or feature options that can create additional cost savings. Some of the terms to be familiar with include:

1. Bolt On's – Provide additional blocks of minutes for an additional fee. Bolt on's can be added to voice lines or PDA and Smartphone units.
 - 1000 Anytime minutes & Unlimited In Calling (\$45)
 - 2000 Anytime Minutes & Unlimited Calling (\$75),
 - 1000 N&W minutes (\$10)
 - 1000 In Calling minutes (\$10)*

*Available on local voice plans only, not available on the State of Florida National monthly access plan.

2. Messaging Bundles – A great alternative to the pay per message option for users that have higher messaging rates.
 1. Text messaging bundles – 100 messages (\$2.99), 250 messages (\$4.99), 1000 messages (\$9.99), 2500 messages (\$19.99). Overage rate - \$.02 p/additional inbound message and \$.10 per additional outbound message.
 2. Picture messaging bundles – 20 messages (\$2.99), 40 messages (\$4.99). Overage rate - \$0.25 per additional message per address

* Bolt On's and bundles can be added at any time. When initiating service, your sales rep can help you determine which of new lines of service would be best served by adding a bolt on or messaging bundle.

Available Features Cont

During the bill review calls, your billing liaison may suggest alternative pricing plan or feature options that can create additional cost savings. Some of the terms to be familiar with include:

3. Verizon Wireless Field Force Manager- Customers are able to track their employees and where they are via a website.
 - Basic (\$23.99)
 - Advanced- (\$39.99)

4. Verizon Wireless VZ Navigator
 - Per day Charge- (\$2.99)
 - Monthly Subscription- (\$9.99)

* FFM and VZ Navigator can be added at any time. When initiating service, your sales rep can help you determine which of new lines of service would be best served by adding a bolt on or messaging bundle.

My Business



My Business provides more options than just viewing and printing statements. The system saves time and can help manage wireless telecommunication costs 24 hours a day 7 days a week. Here are some of the additional system features:

- Analyze Costs
- Check voice and data usage since last statement
- View and download reports to manage costs
- Account Maintenance
- User name changes
- Voicemail password Reset
- ESN changes
- Mobile number changes (local exchanges only)
- Calling Plan Changes
- Add/Remove Features

Please take a moment to view the demo at www.verizonwireless.com and follow this path:

[Click Business tab](#)>[Learn More Link](#)>[View Demo](#)

If you feel this product is a good fit for your needs please self-enroll using this path:

[Click Business tab](#)>[Learn More Link](#)>[Enroll](#)

Once the enrollment has been received you will receive an email confirmation. Then when the enrollment has been processed you will receive a confirmation email with your logons. Expect a 5 business day processing time.

Please also consider joining one of our bi-monthly webinars specially created for our State of Florida customers.

See the updated dates and times at <https://signup.verizonwireless.com/MyBusinessTraining/TheEvent.asp>

If you have any questions concerning the demo or enrollment please contact your Government Account Manager or Government Support Associate for assistance.

State of Florida Mini Site



State of Florida Mini Site address: <http://b2b.vzw.com/businesssites/stoffl.html>

Access this site for account set-up tips, voice devices available to the State, Verizon Wireless contacts by region, updates to your State handbook, and much more!

Additional References

Return

- Users will receive a pre-paid return shipping label within their package, which they can utilize if package needs to be returned.
 - All equipment should be returned within 30 days and should include all items shipped to the user (ie: phone manual, charger, etc) without any water or physical damage.
 - Phones returned (meeting the above conditions) will be credited based on the billing method in which the equipment was charged. Credits may take up to 60 days to be processed.

Repair

- After the initial thirty days, Government customers should follow the repair procedures of their full service local retail location for malfunctioning equipment that does not meet the requirements for a valid return (as indicated above). If the equipment can be serviced under warranty at no additional cost the VZW store can assist you. If the repair results in a charge, the equipment is damage, or out of warranty, the store will advise you to contact your GAM for replacement.
- Federal customers can not be serviced or maintained at any Verizon Wireless retail location.

Replacement

- If the Government user cannot return merchandise because the return requirements cannot be satisfied, the user has the following options:
 - Users can contact their internal Single Point Of Contact.
 - Users can visit the retail location and swap defective or inoperable equipment for the same but refurbished equipment (if phone is under the one year manufacturer warranty).
 - Process paperwork for an upgrade. Please note: Retail price of equipment may be applicable.

Additional References

Zero Usage

5.12 Zero Usage

Contractor reserves the right to disconnect mobile telephone line(s) in service if there has been zero usage for sixty (60) consecutive days, or minimal usage (100 min) for one hundred eighty (180) days, on such line(s) and require equipment provided with the disconnected line(s) be returned to Contractor or reassigned to another Subscriber of an Eligible User.

Alternative for Customer if zero usage could come into play

- Add a \$2.99 Text Messaging package onto the number so it will not fall into the scenario above