



My Business Account

ACCOUNT MAINTENANCE

Wireless User Guide

Accounts & Maintenance	2
Overview page	2
Manage Wireless Lines & Accounts page	3
Wireless Numbers tab	3
Deactivate Service	15
Billing Accounts tab	48
Keep Your Number/Port In tab	56
Bulk Account Maintenance	57
General Information	58
User role info.....	58
Mass Upload tab	60
Account Explorer	62

Accounts & Maintenance

From the Accounts & Maintenance tab, you can make changes to your wireless numbers, billing accounts, view transaction history, check the eligibility of a number to Port In and perform a mass upload. This tab is made up of four main pages:

- Overview
- Account Explorer
- Manage Wireless Lines & Accounts
- Custom Applications

Overview page

The “**Overview**” page provides quick links to the frequently used “**Accounts & Maintenance**” transactions.

Home / Accounts & Maintenance [?](#) Structure:Default Position:Default [Set position](#)

Accounts & Maintenance

Manage existing lines and accounts.

Maintenance Downtime [Close X](#)
 Maintenance Downtime
[Delete](#) | [Read more](#) 1 of 2

Account Explorer

Find Billing Account Number [Search](#)


- [View Account Explorer](#)
- [Request Access to Voice, Data & IP Account](#)

Manage Wireless Numbers

Manage lines and features across all your Wireless numbers

- Change Wireless User Information
- Activate Equipment
- Upgrade Equipment

[Manage Wireless Numbers](#)
[Bulk Account Maintenance](#)



[Learn More](#)

Manage Wireless Billing Accounts

Manage your Wireless billing account.

- Make real-time updates to your bill-to address
- Add new lines of service to your existing accounts

[Manage Billing Accounts](#)

Wireless Transaction History

Use Transaction History to view any account maintenance transactions submitted online through the Verizon Enterprise Center.

[View Transaction History](#)

Wireless Reporting

Easily analyze, schedule and customize reports for your wireless account(s).

[Analysis & Reporting](#)

Client Central

[Create/View Hosting Service Trouble Tickets](#)

Manage Wireless Lines & Accounts page

From here you can make changes to your company's individual wireless numbers and accounts. There are six available tabs on this page:

- Wireless Numbers
- Billing Accounts
- Transaction History
- Port In
- Mass Upload
- Bulk Account Maintenance

Wireless Numbers tab

The "Wireless Numbers" tab lists your company's accounts and/or wireless lines. If you have multiple accounts, they will list on this page.



Select Company [Close](#) ✕

You have access to multiple companies. Select one company to continue. ?

Find Company by ?

Company Name ▼

Search

Showing 1 to 10 of 10

Company Name ▲	Company Profile ID
Large Enterprise Porstu	123456
Large Enterprise Porstu dajdadlka sckfia kjl	123456
Large Enterprise Porstu	123456
Large Enterprise Porstu dajdadlka sckfia kjl dlakldsk dkld	123456
Large Enterprise Porstu	123456
Large Enterprise Porstu dajdadlka sckfia kjl	123456
Large Enterprise Porstu	123456
Large Enterprise Porstu dajdadlka sckfia kjl	123456
Large Enterprise Porstu	123456
Large Enterprise Porstu dajdadlka sckfia kjl	123456

Once a company has been selected, the associated numbers will display on the page. This page gives you multiple options that can be useful if you have a large list of numbers:



Click the links to display lines by status of Active, Suspended or All



The Search option on the left side allows searching by:



- Wireless Number
- Cost Center
- Device ID
- SIM ID
- Wireless Number
- Wireless User ID
- Wireless User Last Name

Wireless Numbers | Billing Accounts | Transaction History | Port In | Mass Upload | Bulk Account Maintenance

Customer: BCDE

All Wireless Numbers Selected (0 of 6640)

View | Lines | [Accounts](#) | [Cost Centers](#) | [Wireless User IDs](#)

Actions | Customize

Showing 1 to 200 of 6640

<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status	Account Number
<input type="checkbox"/>	931-267-	JETER, ETHAN	BD818	Active	22188-00001
<input type="checkbox"/>	931-267-	WRIGHT, BRIAN	BZ511	Active	22188-00001
<input type="checkbox"/>	931-303-			Active	22188-00001
<input type="checkbox"/>	931-303-			Active	22188-00001
<input type="checkbox"/>	931-510-			Active	22188-00001
<input type="checkbox"/>	931-644-			Active	22188-00001
<input type="checkbox"/>	940-453-			Active	22188-00001
<input type="checkbox"/>	949-337-			Active	22188-00001

This page also allows you to modify your view based on your needs. For example:



Wireless Numbers | Billing Accounts | Transaction History | Port In | Mass Upload | Bulk Account Maintenance

Customer: BCDE BNQO^A (1011831)

All Wireless Numbers Selected (0 of 6640)

View: Lines | Accounts | Cost Centers | **Wireless User IDs**

Actions | Customize

Wireless Numbers: All, Active, Suspended

Search: Wireless Number

Wireless Number	User Name
931-267	JETER, ETHA
931-267	WRIGHT, BRI
931-303	
931-303	
931-510	
931-544	
940-453	
949-337	
952-607	
970-210	

Customize

Select 4 options.

User Name

Wireless User ID

Service Status

Suspension Date

Upgrade Date

Cost Center

Account Number

Device ID

SIM ID(3G & 4G)

Cancel Apply

Service Status	Account Number
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001
Active	221 -00001

Showing 1 to 200 of 6640

Sort your view by:
Lines, Accounts, Cost Centers or
Wireless User ID's

Click the desired column header to
sort by category

Customize the columns shown
(max 4)

Account Maintenance allows you to complete a transaction for a single line or multiple numbers for select transaction at once. Multiple lines can be completed at once for the following transactions:

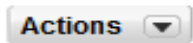
- o Change Wireless Number (99 max)
- o Change User Info (99 max)
- o Change Voice Mail Password (99 max)
- o Change Cost Center (99 max)
- o Suspend and Resume Service (99 max)
- o Upgrade Equipment (10 max)



Select the check box next to the number or numbers you wish to perform an action for.

Actions ▾		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

After the numbers have been selected, click the Actions button to choose your transaction.



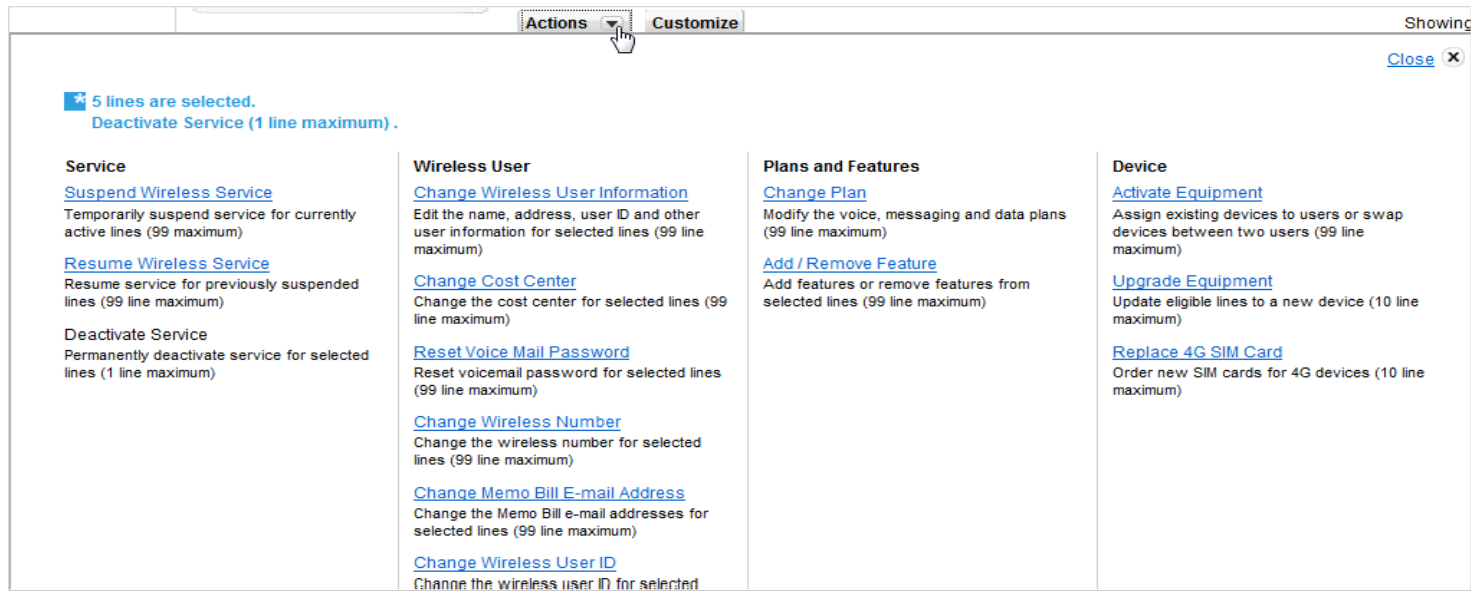
The Actions menu will expand giving you maintenance selections to chose from.

The “**Actions**” dropdown contains a list of the transactions that you can perform for each wireless line:

- | | | | |
|--|---|--|--|
| <p><u>Service</u></p> <ul style="list-style-type: none"> • Suspend Wireless Service • Resume Wireless Service • Deactivate Service | <p><u>Wireless User</u></p> <ul style="list-style-type: none"> • Change Wireless User Information • Change Cost Center • Reset Voice Mail Password • Change Wireless Number • Change Memo Bill Email Address • Change Wireless User ID | <p><u>Plans and Features</u></p> <ul style="list-style-type: none"> • Change Plan • Add / Remove Features | <p><u>Device</u></p> <ul style="list-style-type: none"> • Activate Equipment • Upgrade Equipment • Replace 4G SIM Card |
|--|---|--|--|



Note: transactions that you complete online will sync with our internal system at no additional charge. These transactions will be reflected in Verizon Enterprise Center, however, some changes won't appear until your next billing cycle.



The screenshot shows a web interface with a top navigation bar containing 'Actions' and 'Customize' tabs. Below the navigation bar, a message states '5 lines are selected. Deactivate Service (1 line maximum)'. The main content area is divided into four columns: 'Service', 'Wireless User', 'Plans and Features', and 'Device'. Each column contains several hyperlinks with brief descriptions of the actions available for the selected lines.

Service	Wireless User	Plans and Features	Device
Suspend Wireless Service Temporarily suspend service for currently active lines (99 line maximum)	Change Wireless User Information Edit the name, address, user ID and other user information for selected lines (99 line maximum)	Change Plan Modify the voice, messaging and data plans (99 line maximum)	Activate Equipment Assign existing devices to users or swap devices between two users (99 line maximum)
Resume Wireless Service Resume service for previously suspended lines (99 line maximum)	Change Cost Center Change the cost center for selected lines (99 line maximum)	Add / Remove Feature Add features or remove features from selected lines (99 line maximum)	Upgrade Equipment Update eligible lines to a new device (10 line maximum)
Deactivate Service Permanently deactivate service for selected lines (1 line maximum)	Reset Voice Mail Password Reset voicemail password for selected lines (99 line maximum)		Replace 4G SIM Card Order new SIM cards for 4G devices (10 line maximum)
	Change Wireless Number Change the wireless number for selected lines (99 line maximum)		
	Change Memo Bill E-mail Address Change the Memo Bill e-mail addresses for selected lines (99 line maximum)		
	Change Wireless User ID Change the wireless user ID for selected		

Alternatively, you can also view a summarized page of a single numbers details through the Wireless Number Center. Get to the Wireless Number Center by going to the Wireless Numbers page. Locate the number you would like to view the details for. Click directly on the wireless number hyperlink.



Actions		Customize
<input type="checkbox"/>	Wireless Number	
<input type="checkbox"/>	931-267	
<input type="checkbox"/>	931-267	
<input type="checkbox"/>	931-303-1111	
<input type="checkbox"/>	931-303	
<input type="checkbox"/>	931-510	

You will then be brought to the Wireless Number Center screen. The **Wireless Number Center** is categorized into four major sections:


- 1 - User Information
- 2 - Current Device
- 3 - Billing Account
- 4 - Service Plan and Features

From the Wireless Number Center you can complete the same transactions as you can within the Action menu.

Wireless Number Center

Search for Wireless Number: [Go to "List of MDNs"](#)

Updates may not be reflected right away on this page

<p>User Information 1</p> <p>Name: Update JOHN B</p> <p>Wireless Number: Update 864-237-9999</p> <p>Cost Center: Update MARKETING</p> <p>Address: Update 1 CANYON AVE IRVINE, CA 92617 931-555-9999</p> <p>User Email: ASG@EMAIL.COM User ID: <input type="text"/></p> <p>Memo Bill Addresses: <input type="checkbox"/> ASG@EMAIL.COM</p> <p><small>Please Note: This user information is used for tax purposes and not where the bill is delivered.</small></p>	<p>Current Device 2</p> <p>Current Device:</p> <p>Device ID: Update 1385000012</p> <p>Site: <input type="text"/></p> <p>Upgrade Eligibility Date: 01/27/2012</p> <p>New Every Two® Eligibility Date: 02/03/2012</p> <p>Status: Resume Suspended</p> <p>Voicemail Password: Reset</p> <p style="text-align: center;"> <input type="button" value="Upgrade Device"/></p>	<p>Billing Account 3</p> <p>Account Name: VZW</p> <p>Account Number: 991322517-00001</p> <p>Billing Address: Update 15800 CANYON AVE BELLEVUE, WA 98009 999-999-9999</p> <p><small>Please Note: Updating the Billing Address will impact all wireless numbers on that bill account.</small></p>
<p>Service Plan and Features 4</p> <p>Service Plan PDN/Smartphone Nationwide Email for Business SharePlan 450 View Plan Details <input type="button" value="Change Service Plan"/></p> <p>Contract Term: 2 years; term expires 06/03/2012 Monthly Access: \$84.99 Wireless Coverage Map: View Data Calculator: View</p> <p>Features</p> <p><input type="checkbox"/> Included Features</p> <p><input type="checkbox"/> Additional Features <input type="text"/></p> <p><input type="button" value="Add/Remove Features"/></p>		

Change Wireless User Information

Notes:

- This is where your tax address is located. This address should reflect the Primary Place of Use for the device.

- Any time you enter an address, it is validated against the U.S. Postal Service.

1. Check the box next to your desired number or numbers. (99 max)

<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. Select “Change Wireless User Information” in the “Actions” menu



Showing Close X

5 lines are selected.
Deactivate Service (1 line maximum).

Service	Wireless User	Plans and Features	Device
Suspend Wireless Service Temporarily suspend service for currently active lines (99 line maximum)	Change Wireless User Information Edit the name, address, user ID and other user information for selected lines (99 line maximum)	Change Plan Modify the voice, messaging and data plans (99 line maximum)	Activate Equipment Assign existing devices to users or swap devices between two users (99 line maximum)
Resume Wireless Service Resume service for previously suspended lines (99 line maximum)	Change Cost Center Change the cost center for selected lines (99 line maximum)	Add / Remove Feature Add features or remove features from selected lines (99 line maximum)	Upgrade Equipment Update eligible lines to a new device (10 line maximum)
Deactivate Service Permanently deactivate service for selected lines (1 line maximum)	Reset Voice Mail Password Reset voicemail password for selected lines (99 line maximum)		Replace 4G SIM Card Order new SIM cards for 4G devices (10 line maximum)
	Change Wireless Number Change the wireless number for selected lines (99 line maximum)		
	Change Memo Bill E-mail Address Change the Memo Bill e-mail addresses for selected lines (99 line maximum)		
	Change Wireless User ID Change the wireless user ID for selected		

- Enter the new information and click **“Continue”**. Note: Newer addresses may not be in the database; you can bypass the error message by clicking **“continue”**.

Wireless User Information

Edit Address

Wireless Number *	914- <input type="text"/>	Contact Phone #1 *	999-999-9999	Ext. <input type="text"/>
First Name *	<input type="text" value="KEVIN"/>	Contact Phone #2	<input type="text"/>	Ext. <input type="text"/>
Last Name *	<input type="text"/>	Email Address	<input type="text"/>	
Address 1 *	<input type="text"/>		Requestor Email Address	<input type="text"/>
Address 2	<input type="text"/>		Send copy to Email Address	<input type="text"/>
City *	<input type="text"/>			
State *	<input type="text" value="NY"/>			
Zip Code *	<input type="text"/>			

4. Verify the “**Requester Email Address**” information and click “**Submit**”. You have successfully changed the user information.

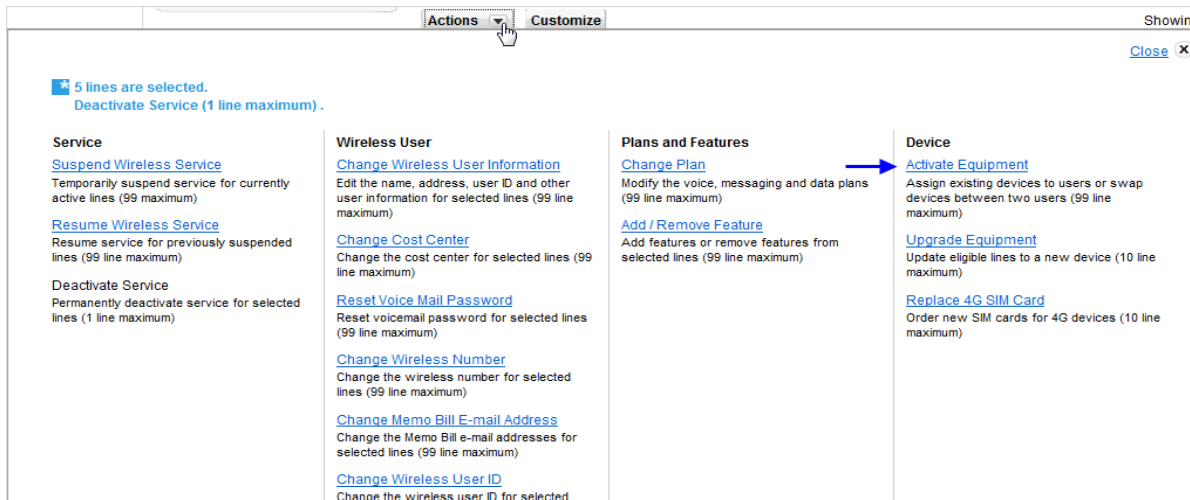
Activate Equipment

1. Check the box next to your desired number. Note: You can only activate a single line at a time.

<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. Select “**Activate Equipment**” in the “**Actions**” menu. Note: if this is a brand new line of service your phone will come already programmed. Follow the steps included in the packaging to activate.





Prior to entering your new device ID you can Install Backup Assistant to ensure your contacts are saved to transfer to your new device. Click the “**Install Backup Assistant**” button at the top of the page or e mail the instructions





3. Enter the new Verizon Wireless-compatible “**Device ID**” or sometimes known as “**ESN/MEID**”. Select the reason for the new device.

Activate Equipment

Install Backup Assistant on the old device to easily transfer the contact list to the new device. Backup Assistant is a free Verizon Wireless service. [Learn More](#)

[Install Backup Assistant](#) [Email Backup Assistant Install Instructions](#)

Enter New Device ID

Current Device Info	User Name	Current Calling Plan	New Device ID	ESN Change Reason
Wireless Number 425-  ThunderBolt™ by HTC Device ID 1001		PDA/Smartphone Nationwide Email - Unlimited	<input type="text"/>	Choose one

Requestor Email Address:

Send copy to:

[Cancel](#) [Submit](#)

Note: The device ID on phones is typically found underneath the battery on the device. If this is a 4G device, you will need to update the SIM card. Refer to the packaging for instructions.



4. Enter the requestor e mail address and send a copy to another user if needed. Click the “**Submit**” button. Note: the system will verify the ESN entered is valid and will validate it against the current calling plan for the mobile number. If a feature or price plan change is required to complete your request, you may see a “pop up” window instructing you further. If the ESN is compatible with the existing calling plan with no adjustments needed, the system will proceed to the Confirmation Screen.

Requestor Email Address:
Send copy to:

5. Verify the information is correct, and click "**Submit**". Finally, power off the old device (if applicable), power on your new device and dial *228 then hit send. Select **Option 1** to program your device. Hold until you hear verbal confirmation your equipment has been successfully programmed. You can now begin using your device. Note: This step is not required for 4G devices and laptops.

Deactivate Service

To cancel service for a user/wireless number permanently:

1. Check the box next to your desired number. Note: You can only deactivate a single line at a time.

Actions		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260	N		Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. Select “**Deactivate**” in the “**Action**” menu. Note: You can only deactivate a single line at a time.

Actions
Customize
Showing

■ 5 lines are selected.
Deactivate Service (1 line maximum).

Service

[Suspend Wireless Service](#)
Temporarily suspend service for currently active lines (99 line maximum)

[Resume Wireless Service](#)
Resume service for previously suspended lines (99 line maximum)

[Deactivate Service](#)
Permanently deactivate service for selected lines (1 line maximum)

Wireless User

[Change Wireless User Information](#)
Edit the name, address, user ID and other user information for selected lines (99 line maximum)

[Change Cost Center](#)
Change the cost center for selected lines (99 line maximum)

[Reset Voice Mail Password](#)
Reset voicemail password for selected lines (99 line maximum)

[Change Wireless Number](#)
Change the wireless number for selected lines (99 line maximum)

[Change Memo Bill E-mail Address](#)
Change the Memo Bill e-mail addresses for selected lines (99 line maximum)

[Change Wireless User ID](#)
Change the wireless user ID for selected

Plans and Features

[Change Plan](#)
Modify the voice, messaging and data plans (99 line maximum)

[Add / Remove Feature](#)
Add features or remove features from selected lines (99 line maximum)

Device

[Activate Equipment](#)
Assign existing devices to users or swap devices between two users (99 line maximum)

[Upgrade Equipment](#)
Update eligible lines to a new device (10 line maximum)

[Replace 4G SIM Card](#)
Order new SIM cards for 4G devices (10 line maximum)

3. Select the reason and the date you would like the service termination. Note: Depending on your contract terms, you may have early termination fees that apply.



Deactivate Service

* Required Field

Deactivate Service for 1 Lines

Select a reason for deactivation and deactivation date for each of the lines below. To apply the same change to all lines, enter the information for the first line and then select "Copy changes to the remaining lines in this list."

Deactivation may cause Early Termination fee charges, based upon your contract. If your deactivation involves a Port-Out, you should leave your account active till the Port-Out is complete.

This action will permanently deactivate the wireless number.

Wireless Number	User Name	Reason for Deactivating Service*	Deactivation Date	Remove
1 21343	BOGUS JONES	Choose one	Today 05/30/2013	<input type="checkbox"/>

Remove Selected

Change Cost Center

1. Check the box next to your desired number or numbers (99 maximum)

Actions		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. Select “Change Cost Center” in the “Actions’ dropdown.

Actions
Customize
Showing

5 lines are selected.
Deactivate Service (1 line maximum).

Service

[Suspend Wireless Service](#)
Temporarily suspend service for currently active lines (99 line maximum)

[Resume Wireless Service](#)
Resume service for previously suspended lines (99 line maximum)

[Deactivate Service](#)
Permanently deactivate service for selected lines (1 line maximum)

Wireless User

[Change Wireless User Information](#)
Edit the name, address, user ID and other user information for selected lines (99 line maximum)

[Change Cost Center](#)
Change the cost center for selected lines (99 line maximum)

[Reset Voice Mail Password](#)
Reset voicemail password for selected lines (99 line maximum)

[Change Wireless Number](#)
Change the wireless number for selected lines (99 line maximum)

[Change Memo Bill E-mail Address](#)
Change the Memo Bill e-mail addresses for selected lines (99 line maximum)

[Change Wireless User ID](#)
Change the wireless user ID for selected

Plans and Features

[Change Plan](#)
Modify the voice, messaging and data plans (99 line maximum)

[Add / Remove Feature](#)
Add features or remove features from selected lines (99 line maximum)

Device

[Activate Equipment](#)
Assign existing devices to users or swap devices between two users (99 line maximum)

[Upgrade Equipment](#)
Update eligible lines to a new device (10 line maximum)

[Replace 4G SIM Card](#)
Order new SIM cards for 4G devices (10 line maximum)

3. Enter the new cost center information in the “Cost Center” field and click “Submit”. If your transaction requires a manager approval, it will be indicated on the lower half of the page.



Notes:

- Cost Center can be up to 36 characters.

Change Cost Center

[Account Maintenance](#) > [Wireless Numbers and Users](#)

* Required Field

Change Cost Center for 1 Lines

	Wireless Number	User Name	Current Cost Center	Enter New Cost Center	Remove
1	213-435	BOGUS JONES		<input type="text"/>	<input type="checkbox"/>

4. You have successfully changed the cost center. Now Cost Center Summary Billing will appear in your paper bill. Note: Cost Center additions/changes will not retroactively apply to prior statements that have already generated.

Suspend / Resume Wireless Service

Notes:



- There is no additional charge for suspending or resuming service online, you can suspend without billing a maximum of two times per year.
- Seasonal/Vacation suspends will automatically resume services after 90 days.
- Lost/Stolen suspends will automatically reconnect billing after 30 days, however, service will remain suspended until the end user reconnects online.
- Please contact customer service for details on possible impacts to your contract term, and eligibility date.

To suspend wireless service for a line:

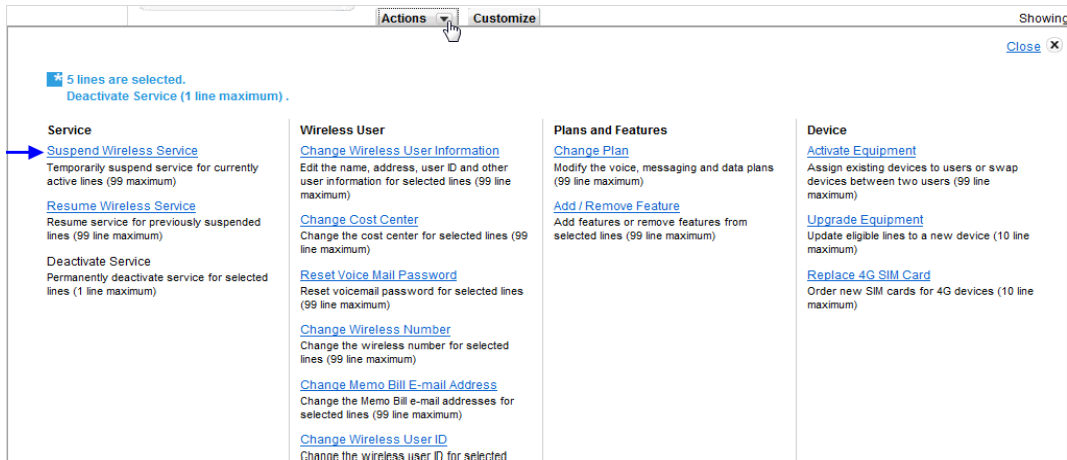
Note: you can only suspend service for active wireless lines. Refer to the “**Status**” column to see which lines are active or inactive.

1. Check the box next to your desired number or numbers. (99 max)

Actions ▼		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. Select “**Suspend**” in the “**Actions**” dropdown, and click the **red arrow button**.





- Select the Reason for suspending service from the drop down menu and click With Billing or Without Billing and hit the “**Continue**” button.
Note: for details on restrictions for suspending with or without billing use the hover over option

Suspend Service

* Required Field

Suspending Service for 1 Lines

Select a reason for suspension and billing option for each of the lines below. To apply the same change to all lines, enter the information for the first line and then select "Copy changes to the remaining lines in this list."

Wireless Number	User Name	Reason for Suspending Service *	Suspend Billing *	Remove
1 330- [redacted]	[redacted] JONES	Select	<input type="radio"/> With Billing <input type="radio"/> Without Billing	

Remove Selected

- Enter the requestor’s e mail and copy any additional users. When ready click “**Submit**”. You have successfully suspended service for that wireless number/user.

Suspend Service

* Required Field

Suspending Service for 1 Lines

Select a reason for suspension and billing option for each of the lines below. To apply the same change to all lines, enter the information for the first line and then select "Copy changes to the remaining lines in this list."

Wireless Number	User Name	Reason for Suspending Service *	Suspend Billing *	Remove
1 330- [REDACTED]	[REDACTED] JONES	Select	<input type="radio"/> With Billing <input type="radio"/> Without Billing	

Remove Selected

Order Confirmation

Please confirm email address(es) to receive order confirmation emails:

Requestor [REDACTED] verizonWireless.com

You may also enter an additional email address to receive the order confirmations below:

5. Your request to suspend service has been submitted. A confirmation number is listed for your records.

Suspend Service

Thank You

Your request to suspend wireless service has been submitted. The update will be reflected shortly.

Your Confirmation Number for reference is [MB510551411](#).

A copy of the confirmation email will be sent to [REDACTED]@VerizonWireless.com

Wireless Number	User Name	Reason for Suspending Service *	Suspend Billing *
1 252-822- [REDACTED]	[REDACTED]	Seasonal/Vacation	With Billing

Print Confirmation **Start a new Transaction**



To resume wireless service for a line:

Note: you can only resume service for inactive wireless lines. Refer to the “**Status**” column to see which lines are active or inactive.

1. Check the box next to your desired number or numbers. (99 max)

Actions		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active



2. Select “Resume Wireless Service” in the “Actions” dropdown, and click the red arrow button.

The screenshot shows a web interface for managing wireless services. At the top, there is a header with 'Actions' and 'Customize' tabs, and a 'Showing' indicator. Below the header, a message states '5 lines are selected. Deactivate Service (1 line maximum)'. The main content is organized into four columns: Service, Wireless User, Plans and Features, and Device. Each column contains several links and descriptions for actions that can be performed on the selected lines. A red arrow points to the 'Resume Wireless Service' link in the Service column.

Service	Wireless User	Plans and Features	Device
Suspend Wireless Service Temporarily suspend service for currently active lines (99 line maximum)	Change Wireless User Information Edit the name, address, user ID and other user information for selected lines (99 line maximum)	Change Plan Modify the voice, messaging and data plans (99 line maximum)	Activate Equipment Assign existing devices to users or swap devices between two users (99 line maximum)
Resume Wireless Service Resume service for previously suspended lines (99 line maximum)	Change Cost Center Change the cost center for selected lines (99 line maximum)	Add / Remove Feature Add features or remove features from selected lines (99 line maximum)	Upgrade Equipment Update eligible lines to a new device (10 line maximum)
Deactivate Service Permanently deactivate service for selected lines (1 line maximum)	Reset Voice Mail Password Reset voicemail password for selected lines (99 line maximum)		Replace 4G SIM Card Order new SIM cards for 4G devices (10 line maximum)
	Change Wireless Number Change the wireless number for selected lines (99 line maximum)		
	Change Memo Bill E-mail Address Change the Memo Bill e-mail addresses for selected lines (99 line maximum)		
	Change Wireless User ID Change the wireless user ID for selected lines (99 line maximum)		

3. Confirm the information is correct. Enter any e mails addresses to receive confirmation of your request. Click “Submit”.

Resume Service

* Required Field

Resuming Service for 1 Lines

Review the lines you have selected to resume service. Once submitted, service for each line will resume following approval.

Wireless Number	User Name	Suspended Status	Billing Status	Date Suspended	Remove
1 252- [redacted]	[redacted]	Seasonal/Vacation	With Billing	06/18/2013	<input type="checkbox"/>

[Remove Selected](#)

Order Confirmation

Please confirm email address(es) to receive order confirmation emails:

Requestor

You may also enter an additional email address to receive the order confirmations below.

[Add More](#)

[Cancel](#)

- Your request has been completed. A confirmation number is listed for your records.

Resume Service

Thank You

Your request to resume wireless service has been submitted. The update will be reflected shortly.

Your Confirmation Number for reference is [MB510551987](#).

A copy of the confirmation email will be sent to

Wireless Number	User Name	Suspended Status	Billing Status	Date Suspended
1 252- [redacted]	[redacted]	Seasonal/Vacation	With Billing	06/18/2013

Add / Change Features

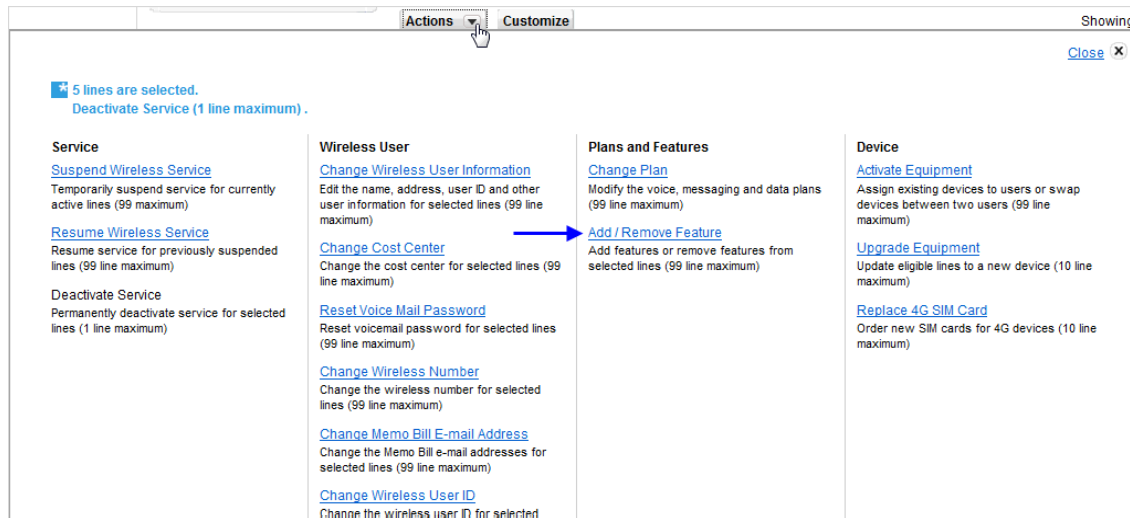


To add/change features:

1. Check the box next to your desired number. Note: You can only add or remove features a single line at a time.

Actions		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. Select "Add / Change Features" in the "Actions" menu. The "Select Features" page will appear.



- From the **“Please select which features you would like to add or change”** section, check the box next to the feature(s) you want to add or uncheck the box next to the feature(s) you would like to remove. Select the Clear link to remove all selections from a feature category. Some features may be required.

Add / Change Features

Select Features → Review Selections → Confirmation

BOGUS JONES - 213-435 [View Line Details](#) Incomplete ❌

Need help choosing data and calling features?
Select an option below & the correct features will be applied.

Dial international numbers Dial international numbers & use the device(s) while roaming internationally Neither

Included Features

The Included features have either been pre-selected by your company or are part of your current plan selection.

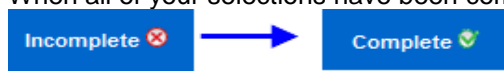
Without Charge

Text Feature

Block Messaging	\$0.00	<input checked="" type="radio"/>
Text Messaging (Pay Per Message)	\$0.00	<input type="radio"/>
1000 Messages	\$10.00	<input type="radio"/>

[clear](#)

When all of your selections have been completed, the status indicator will update from Incomplete to Complete.



- Click on the **“Continue”** button at the bottom of the page.



- Review and confirm your selections.

Add / Change Features

Select Features → Review Selections → Confirmation

Review Removed / Added Features

Please review your order and information below and click "Submit" to confirm.

BOGUS JONES - 515-314

Removed Features	Added Features	
	Decline Voice Mail	\$0.00
	Field Force Manager Basic Package	\$20.00
	Block Ringback Tone Purchase	\$0.00

6. Select the effective date and understand the rules for each by reading the descriptions.

Please review your options concerning the feature add/remove effective date.
 (Our recommendation is presented. However, you may select a different option.)

Back date:
 Future date:
 Make effective today:

7. Verify the "Requestor Email" is correct, and add any additional e mails to receive confirmation of your order.

Order Confirmation

Requestor Email Address: * ▼

You may also enter an additional email address to receive the order confirmations below.

[Add More](#)

8. Click the "Submit" button.

[Cancel](#)

Reset Voice Mail Password



1. Check the box next to your desired number or numbers. (99 max)

Actions		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. After selecting the numbers in your transaction, select **“Voicemail Password”** in the **“Actions”** menu. There is a maximum of 99 lines that can be processed at once for this transaction.

The screenshot shows the 'Actions' dropdown menu with the following options:

- Service**
 - [Suspend Wireless Service](#): Temporarily suspend service for currently active lines (99 line maximum)
 - [Resume Wireless Service](#): Resume service for previously suspended lines (99 line maximum)
 - [Deactivate Service](#): Permanently deactivate service for selected lines (1 line maximum)
- Wireless User**
 - [Change Wireless User Information](#): Edit the name, address, user ID and other user information for selected lines (99 line maximum)
 - [Change Cost Center](#): Change the cost center for selected lines (99 line maximum)
 - [Reset Voice Mail Password](#): Reset voicemail password for selected lines (99 line maximum)
 - [Change Wireless Number](#): Change the wireless number for selected lines (99 line maximum)
 - [Change Memo Bill E-mail Address](#): Change the Memo Bill e-mail addresses for selected lines (99 line maximum)
 - [Change Wireless User ID](#): Change the wireless user ID for selected lines
- Plans and Features**
 - [Change Plan](#): Modify the voice, messaging and data plans (99 line maximum)
 - [Add/Remove Feature](#): Add features or remove features from selected lines (99 line maximum)
- Device**
 - [Activate Equipment](#): Assign existing devices to users or swap devices between two users (99 line maximum)
 - [Upgrade Equipment](#): Update eligible lines to a new device (10 line maximum)
 - [Replace 4G SIM Card](#): Order new SIM cards for 4G devices (10 line maximum)

A blue arrow points to the **Reset Voice Mail Password** option.

3. Using the radial buttons select the option to reset the password to the last five digits of the phone number or enter a custom password. Note: you can have a text message sent to the user, alerting them of their password change.



Reset Voicemail Password

* Required Field

Resetting Voicemail Password for 4 Lines

Reset the voicemail password to the last 5 digits of the wireless number or a custom password.

Reset to last 5 digits of wireless number
 Reset to custom password

Send a text message to each wireless number when the voice mail password has been changed.

	Wireless Number	User Name	New Password *	Remove
1	810-620-XXXX	BOGUS WRIGHT	03488	<input type="checkbox"/>
2	909-436-XXXX	BOGUS MANUEL	69152	<input type="checkbox"/>
3	734-395-XXXX	BOGUS BONDS	57009	<input type="checkbox"/>
4	609-613-XXXX	BOGUS DARLING	31301	<input type="checkbox"/>

4. Verify the “Requestor Email”.

Please confirm email address(es) to receive order confirmation emails:

Requestor ←

You may also enter an additional email address to receive the order confirmations below.

[Add More](#)

5. Click on the “Submit” button.

Upgrade Equipment

1. Check the box next to your desired number or numbers. (10 max)

Actions		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260	N		Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. After selecting the numbers in your transaction, select “Upgrade Equipment” in the “Actions” menu.

Actions
Customize
Showing

5 lines are selected.
Deactivate Service (1 line maximum).

Service

[Suspend Wireless Service](#)
Temporarily suspend service for currently active lines (99 line maximum)

[Resume Wireless Service](#)
Resume service for previously suspended lines (99 line maximum)

Deactivate Service
Permanently deactivate service for selected lines (1 line maximum)

Wireless User

[Change Wireless User Information](#)
Edit the name, address, user ID and other user information for selected lines (99 line maximum)

[Change Cost Center](#)
Change the cost center for selected lines (99 line maximum)

[Reset Voice Mail Password](#)
Reset voicemail password for selected lines (99 line maximum)

[Change Wireless Number](#)
Change the wireless number for selected lines (99 line maximum)

[Change Memo Bill E-mail Address](#)
Change the Memo Bill e-mail addresses for selected lines (99 line maximum)

[Change Wireless User ID](#)
Change the wireless user ID for selected

Plans and Features

[Change Plan](#)
Modify the voice, messaging and data plans (99 line maximum)

[Add / Remove Feature](#)
Add features or remove features from selected lines (99 line maximum)

Device

[Activate Equipment](#)
Assign existing devices to users or swap devices between two users (99 line maximum)

[Upgrade Equipment](#)
Update eligible lines to a new device (10 line maximum)

[Replace 4G SIM Card](#)
Order new SIM cards for 4G devices (10 line maximum)

3. From here you can **select a device** and **complete the steps** in the shopping path. If the line you are attempting to upgrade is not eligible for discounted equipment pricing at the time of purchase you can chose to upgrade using another number’s eligibility date. This is referred to as “Buddy Upgrade”. You can continue with your purchase at full retail, input a known eligible number within the field or select



from the drop down list of numbers presented that are eligible to upgrade with discounts. Note: The contract terms and any equipment charges will be applied to the number you use as your **“Buddy Upgrade”**.

Change Plan

From here, you can change the calling plan for the selected user.

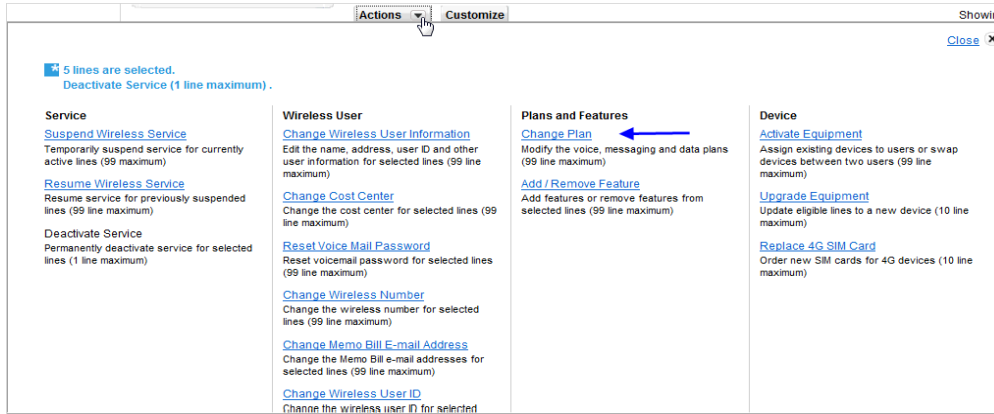
Note: The device that’s currently active on your mobile number determines which calling plans are available.

1. Check the box next to your desired number. Note: You can only change calling plans a single line at a time.

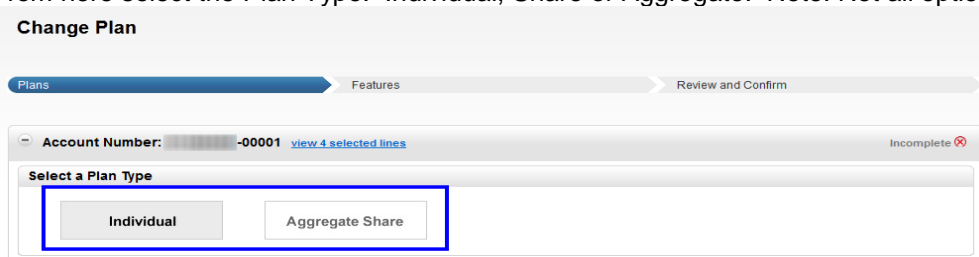
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active



2. After selecting the numbers in your transaction, select “Change Plan” in the “Actions” menu.



3. From here select the Plan Type. Individual, Share or Aggregate. Note: Not all options may be presented for your account.



4. If available, make the allowance selections for the plans using the dropdown menu and select the radial button next to the plan. Click “Continue” when all of your selections have been completed.

Make Plan Selections ⓘ

Apple iPhone 5 - 16 GB in Black [View Line Details](#) Incomplete ❌

Voice Plans	Voice Allowance	Voice Overage	Monthly Charge	Select
+ America's Choice® Corporate Flat Rate	0 ▾	\$0.09	\$0.00	<input type="radio"/>
+ America's Choice® Corporate Flat Rate	0 ▾	\$0.09	\$0.00	<input type="radio"/>
+ Nationwide Flat Rate	0 ▾	\$0.07	\$0.00	<input type="radio"/>

Voice and Data Plans	Voice Allowance	Voice Overage	Monthly Charge	Select
+ Smartphone Nationwide Email for Business SharePlan	200 ▾	\$0.07	\$23.99	<input type="radio"/>



- Continue to the next step to select your features (some of which may be required). If needed, use the aid to identify your usage needs. Based on your selection to the question, some features will be auto selected on the page for you that fit with your answers. When finished click “Next”.

Plans → **Features** → Review and Confirm

BOGUS WRIGHT - 810. [View Line Details](#) Complete ✓

Need help choosing data and calling features?
 Select an option below & the correct features will be applied. ←

Dial international numbers Will not dial international numbers

Included Features
 The Included features have either been pre-selected by your company or are part of your current plan selection.

+ Without Charge

Check here to populate the optional SIM Card features.

Data Feature - Please pick one of these required features!

Unlimited Smartphone GlobalEmail	\$64.99	<input checked="" type="radio"/>
2GB Data Bundle with Corporate Email	\$45.00 \$36.00	<input type="radio"/>
Nationwide for Business Data Share 2GB	\$30.00	<input type="radio"/>

- Review your new plan compared to the old plan and the features you may have chosen or that may be included. You can also see the contract details on this page.

Review New Plan(s)

Current Plan(s) ← ← **New Plan(s)**

Plan(s)	Monthly Fee	Plan(s)	Monthly Fee
Nationwide for Business Talk SharePlan 450		BlackBerry® Nationwide GlobalEmail & Messaging for Business 450	
Monthly Access	\$35.09	National Data Coverage Map	
Monthly Home Airtime (in minutes)	450 MN	Monthly Access	\$93.59
Additional Peak Minutes	\$0.25	Monthly Home Airtime (in minutes)	450 MN
		Additional Peak Minutes	\$0.25
Contract End Date 03/04/2013		Contract End Date 03/04/2013	
Features		Features	
Detailed Billing	\$0.00	Promotions	
Caller ID/Caller ID Blocking	\$0.00	22% ACCESS DISCOUNT	

7. At the bottom of the page select an effective date, confirm the requestors' e mail and phone number. Add an additional e mail address to send a copy of the confirmation to. This is especially useful if the requestor is not the user of the phone being updated. When finished click "Submit".

Please review your options concerning the change plan/text/data effective date.
(Our recommendation is presented. However, you may select a different option.)

Back date: The effective date of your change plan/text/data will be 06/02/2011. Recommended if you are changing to a plan with a monthly access that is equal to, or higher than, your current monthly access, and you want the benefits of the new plan to be effective for your current billing cycle.

Future date: The effective date of your change plan/text/data will be 07/02/2011. Recommended if you want to receive the benefit of your current plan for this billing cycle, and have your new plan take effect on the first day of your next billing cycle.

Make effective today: The effective date of your change plan/text/data will be 06/23/2011. Your change plan/text/data is effective today. On your next bill, you will see a credit for a portion of the monthly access charge for your old plan, calculated from today until the end of your billing cycle, plus next month's full access charge on the new plan, if we bill you in advance.

Enhanced Services partial month (prorate) - These services may be billed a month in advance and may be prorated based on the effective start and end of the enhanced service.

Requestor Email Address: * [Add Email Address](#)

Requestor Phone Number: * (xxx-xxx-xxxx) Ext.

You will receive a confirmation email to the requestor email designated above. Do you wish to copy another email address on this confirmation?

Send an email to this address: ←

Change Wireless Number

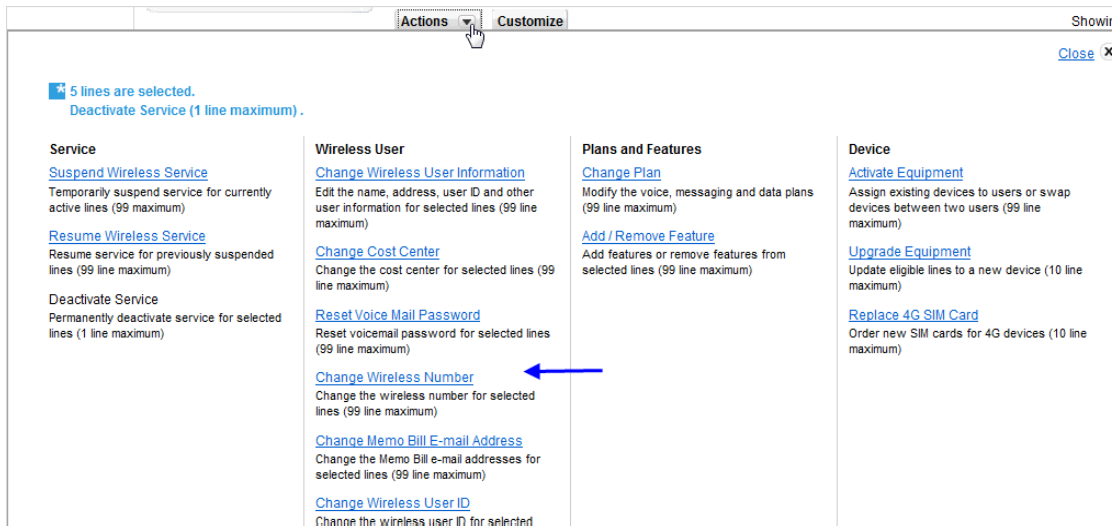


1. Check the box next to your desired number or numbers. (99 max)

<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. After selecting the numbers in your transaction, select **“Change Wireless Number”** in the **“Actions”** dropdown.





3. Select an “**Area Code & Exchange**” from the dropdown and click “**Continue**”. You will have the option of choosing an Area Code & Exchange from a different city/state if needed.

Change Wireless Number

* Required Field

Change Wireless Number for 1 Lines

To change a Wireless Number, select a New Wireless Number from the selections below.
 To change the area code of the selected number, click the "Change Area Code" link and follow the instructions within the overlay.

[Change Area Code Location](#)

Wireless Number	User Name	New Area code and exchange*	Remove
1 515-802	BOGUS WRIGHT	Select One ▼	<input type="checkbox"/>

4. Enter the appropriate information and click “**Submit**”. You have successfully submitted your request to change the wireless number.

Order Confirmation

Please confirm email address(es) to receive order confirmation emails:

Requestor

You may also enter an additional email address to receive the order confirmations below.

[Add More](#)

Change Wireless User ID

Notes:

- Can be a maximum of 36 characters.
- Compatible characters are letters, numbers, “_ (underscore)”, “- (dash)”, and spaces.

1. Check the box next to your desired number or numbers. (99 max)



Actions		Customize		
<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. After selecting the numbers in your transaction, select “**Change Wireless User ID**” in the “**Actions**” menu.

Actions
Customize
Showing

5 lines are selected.
Deactivate Service (1 line maximum).

<p>Service</p> <p>Suspend Wireless Service Temporarily suspend service for currently active lines (99 line maximum)</p> <p>Resume Wireless Service Resume service for previously suspended lines (99 line maximum)</p> <p>Deactivate Service Permanently deactivate service for selected lines (1 line maximum)</p>	<p>Wireless User</p> <p>Change Wireless User Information Edit the name, address, user ID and other user information for selected lines (99 line maximum)</p> <p>Change Cost Center Change the cost center for selected lines (99 line maximum)</p> <p>Reset Voice Mail Password Reset voicemail password for selected lines (99 line maximum)</p> <p>Change Wireless Number Change the wireless number for selected lines (99 line maximum)</p> <p>Change Memo Bill E-mail Address Change the Memo Bill e-mail addresses for selected lines (99 line maximum)</p> <p>Change Wireless User ID Change the wireless user ID for selected lines (99 line maximum)</p>	<p>Plans and Features</p> <p>Change Plan Modify the voice, messaging and data plans (99 line maximum)</p> <p>Add / Remove Feature Add features or remove features from selected lines (99 line maximum)</p>	<p>Device</p> <p>Activate Equipment Assign existing devices to users or swap devices between two users (99 line maximum)</p> <p>Upgrade Equipment Update eligible lines to a new device (10 line maximum)</p> <p>Replace 4G SIM Card Order new SIM cards for 4G devices (10 line maximum)</p>
---	--	--	--

3. Update the ID in the “**User ID**” field. If you have multiple lines in your request and the User ID’s are the same, use the Copy Changes button to apply to the rest of the numbers.

Change Wireless User ID

Change the wireless user ID for the displayed lines.

User ID List (4)

Enter the new user ID for each wireless number. If you want to remove the current user ID without replacing it, enter the text "null".

Use **Copy Changes** to copy the changes for the first wireless number to the remaining numbers in the list.

	Wireless Number	Wireless User	Billing Account	Current User ID	New User ID	Remove
1	734-...	CPR	<input type="text" value="CPR"/> <input type="button" value="Copy Changes"/>	<input type="checkbox"/>
2	810-...	GMC	<input type="text" value="GMC"/>	<input type="checkbox"/>
3	609-...	HLT	<input type="text" value="HLT"/>	<input type="checkbox"/>
4	909-...	XCO	<input type="text" value="XCO"/>	<input type="checkbox"/>

- Verify the information in the “**Notification**” section is correct.

Action Notification

A confirmation of this action will be sent to the requester and to any additional e-mail addresses provided.

Requester

Additional E-mail

- Click on the “**Submit**” button.

Change Memo Bill Email Address

1. Check the box next to your desired number or numbers.

<input type="checkbox"/>	Wireless Number	User Name	Wireless User ID	Service Status
<input type="checkbox"/>	931-239	CANU, KENNY		Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input type="checkbox"/>	931-260			Active
<input checked="" type="checkbox"/>	931-260			Active

2. After selecting the numbers in your transaction, select “Change Memo Bill Email Address” in the “Actions” menu.

Showing Close X

5 lines are selected.
Deactivate Service (1 line maximum).

Service	Wireless User	Plans and Features	Device
Suspend Wireless Service Temporarily suspend service for currently active lines (99 line maximum)	Change Wireless User Information Edit the name, address, user ID and other user information for selected lines (99 line maximum)	Change Plan Modify the voice, messaging and data plans (99 line maximum)	Activate Equipment Assign existing devices to users or swap devices between two users (99 line maximum)
Resume Wireless Service Resume service for previously suspended lines (99 line maximum)	Change Cost Center Change the cost center for selected lines (99 line maximum)	Add / Remove Feature Add features or remove features from selected lines (99 line maximum)	Upgrade Equipment Update eligible lines to a new device (10 line maximum)
Deactivate Service Permanently deactivate service for selected lines (1 line maximum)	Reset Voice Mail Password Reset voicemail password for selected lines (99 line maximum)		Replace 4G SIM Card Order new SIM cards for 4G devices (10 line maximum)
	Change Wireless Number Change the wireless number for selected lines (99 line maximum)		
	Change Memo Bill E-mail Address Change the Memo Bill e-mail addresses for selected lines (99 line maximum)		
	Change Wireless User ID Change the wireless user ID for selected		



3. Enter the email addresses of the user(s) you want to receive the charges for the wireless number in the “Memo Bill Email Address 1 – 5” fields.

Change Memo Bill E-mail Addresses

Change the memo bill e-mail addresses for the displayed lines.

Memo Bill E-mail Address List (4)

Enter the new Memo Bill e-mail addresses for each wireless number. If you want to remove a current address without replacing it, enter the text "null".

Use **Copy Changes** to copy the changes for the first wireless number to the remaining numbers in the list.

Wireless Number	Wireless User	Billing Account	Current E-mail Addresses	New E-mail Addresses <input type="checkbox"/>	Remove <input type="checkbox"/>
1	734-...	<input type="checkbox"/>
			1	1 <input type="text"/>	
			2	2 <input type="text"/>	
			3	3 <input type="text"/>	
			4	4 <input type="text"/>	
			5	5 <input type="text"/>	
<input type="button" value="Copy Changes"/>					

4. Verify the information in the “Notification” section is correct.



Action Notification

A confirmation of this action will be sent to the requester and to any additional e-mail addresses provided.

Requester [redacted] com

Additional E-mail

5. Click on the **“Submit”** button.

Replace 4G SIM

This transaction allows you to a SIM card for a 4G device.

1. From the Wireless Numbers page, you can start by customizing your view to make it easy to identify a 4G device. Select the **“Customize”** button. Check the box next to SIM ID (3G & 4G) and Apply.

All Wireless Numbers Selected (0 of 2108)

View Lines | Accounts | C

Actions Customize

Close X

Customize

Select 4 options.

- User Name
- Wireless User ID
- Service Status
- Suspension Date
- Upgrade Date
- Cost Center
- Account Number
- Device ID
- SIM ID(3G & 4G)

Cancel Apply

Wireless Number	Us	Suspension Da
971-		03/08/2013
828-		06/10/2011
401-		03/08/2013
503-		03/17/2011
770-		01/17/2011
518-		02/13/2013
909-		06/26/2012
810-		01/18/2012
503-		12/20/2012
248-		04/17/2012
609-		07/18/2011
734-		03/08/2013
503-	COBS, BOGUS	BGO
734-	COBS, BOGUS	CPR

- The page will refresh with the new column added to help you identify those lines that are 4G. Make your selections next to your numbers and click the Action menu. Select **“Replace 4G SIM Card”**. Note: You can only replace a SIM for a single line at a time.

5 lines are selected.
Deactivate Service (1 line maximum).

Showing

Close X

Service	Wireless User	Plans and Features	Device
Suspend Wireless Service Temporarily suspend service for currently active lines (99 line maximum) Resume Wireless Service Resume service for previously suspended lines (99 line maximum) Deactivate Service Permanently deactivate service for selected lines (1 line maximum)	Change Wireless User Information Edit the name, address, user ID and other user information for selected lines (99 line maximum) Change Cost Center Change the cost center for selected lines (99 line maximum) Reset Voice Mail Password Reset voicemail password for selected lines (99 line maximum) Change Wireless Number Change the wireless number for selected lines (99 line maximum) Change Memo Bill E-mail Address Change the Memo Bill e-mail addresses for selected lines (99 line maximum) Change Wireless User ID Change the wireless user ID for selected	Change Plan Modify the voice, messaging and data plans (99 line maximum) Add / Remove Feature Add features or remove features from selected lines (99 line maximum)	Activate Equipment Assign existing devices to users or swap devices between two users (99 line maximum) Upgrade Equipment Update eligible lines to a new device (10 line maximum) Replace 4G SIM Card Order new SIM cards for 4G devices (10 line maximum)

- From the Replace 4G SIM Card page select the new SIM and click **Continue**.

* Required Field

Replace 4G SIM Cards for 1 lines

To replace a 4G SIM card, select a new SIM card for each of the lines below.

Wireless Number	User Name	Device Name	Choose Sim Card*	Remove
1 732-█	BOGUS	PANTECH UML290VW-G	4G SIM Card	<input type="checkbox"/>

Remove Selected

Cancel Continue

- Review your Cart and click **Continue to Checkout**.

SIM Card Checkout

Your Cart

Please review your order and continue to checkout.


Package	Qty	Product	Today	Monthly
732- XXXXXXXXXX	1	4G SIM Card	FREE	
Remove	Shipping Method		Free Overnight Shipping (OVERNIGHT)	Change FREE
Taxes and Fees		Taxes *		
			Totals	\$0.00

[Cancel](#) [Continue to Checkout](#)

Billing Accounts tab

The “Billing Accounts” tab lists your company’s billing accounts.

Wireless Numbers **Billing Accounts** Transaction History Port In Mass Upload Bulk Account Maintenance

Find Billing Account Number 

To search for a specific billing account:

1. **Enter the billing account number** in the search field.




Wireless Numbers **Billing Accounts** Transaction History Port In Mass Upload Bulk Account Maintenance

Find Billing Account Number 

2. Click the **red arrow button**.



Wireless Numbers **Billing Accounts** Transaction History Port In Mass Upload Bulk Account Maintenance

Find Billing Account Number  ←

3. The line containing that billing account will appear.

Wireless Numbers **Billing Accounts** Transaction History Port In Mass Upload

Find Billing Account Number  Showing 1 to 1 of 1

Billing Account Number ▲	Action
000000005-00001 (Marketing Dept)	Select an Action  

Page 1 of 1

The “**Actions**” dropdown contains a list of the transactions that you can perform for each billing account:

- Change Billing Address
- Add a Line
- Manage Billing Account Alias
- Move Wireless Number
- Manage Friends & Family

Change Billing Address



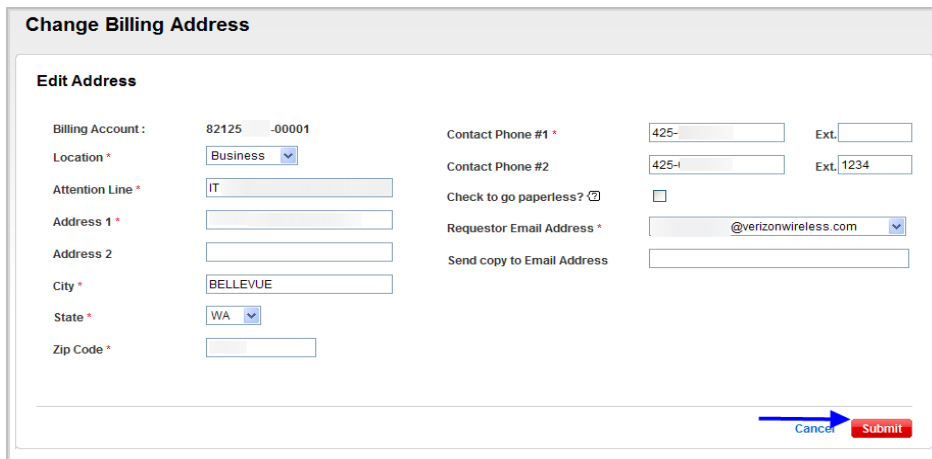
From here you can change the address that will receive the bill for the selected user.

To change the billing address:

1. Select **“Change Billing Address”** in the **“Actions”** dropdown, and click on the **red arrow button**.



2. Enter the new address information, and click **“Submit”**.

A screenshot of the 'Change Billing Address' form. The form is titled 'Change Billing Address' and has a sub-section 'Edit Address'. The fields are: Billing Account (82125 -00001), Location (Business), Attention Line (IT), Address 1, Address 2, City (BELLEVUE), State (WA), Zip Code, Contact Phone #1 (425-), Contact Phone #2 (425-), Ext. (1234), Check to go paperless? (checkbox), Requestor Email Address (@verizonwireless.com), and Send copy to Email Address. At the bottom right, there are 'Cancel' and 'Submit' buttons. A blue arrow points from the text 'click “Submit”' in the previous step to the 'Submit' button.

3. You have successfully changed the “bill to” address for the selected account.

Manage Billing Account Alias

The billing account alias appears next to an account when viewing the billing structure.

To update the billing account alias:

1. Select “**Manage Billing Account Alias**” in the “**Actions**” dropdown, and click on the **red arrow button**.



The screenshot shows a dropdown menu titled "Action" with "Manage Billing Account Alias" selected. To the right of the dropdown is a red square button with a white arrow pointing left, which is highlighted by a blue arrow.

2. Enter a new alias in the “**Alias Name**” field.



The screenshot shows a form titled "Manage Billing Account Alias". It contains a "Billing Account Number" field with the value "000000005-00001" and an "Alias Name" field with the value "Marketing Dept". The "Alias Name" field is highlighted with a blue border.

3. Verify the information in the “**Notification**” section is correct.



The screenshot shows a "Notification" section with the following information: "A confirmation e-mail will be sent to the requester and to any additional e-mail addresses provided." Below this, the "Requester Name" is "John Doe". The "Requester E-mail" field contains "email.address@domain.com" and has a link "Add requester e-mail address". The "Requester Phone" field contains "555-555-5555" and an "Ext." field. There is also an "Additional E-mails" field.

4. Click on the “**Submit**” button.



The screenshot shows the bottom of the form with two buttons: "Quit" and "Submit". The "Submit" button is highlighted with a blue arrow pointing to it.

Move Wireless Number

1. Select “**Move Wireless Number**” in the “**Actions**” dropdown, and click on the **red arrow button**.

- In the **“Search Wireless Number by”** dropdown, select how you want to search. You can search by wireless number, or billing account. To search by wireless number, enter a wireless number. That wireless number will appear. To search by billing account, enter the billing account number, and a list of all the wireless numbers in that account will appear.

- Enter the search info, and click on the **red arrow button**.

- Check the box next to the wireless number** you want to move.

Wireless Number	Billing Account Number	User Name
<input checked="" type="checkbox"/> 555-555-9946	000000001-00001	JOHNDOE

Page 1 of 1

Quit Next

- Review the changes**, read the Acknowledgement and **check the box indicating you acknowledge the details** related to moving a number.

Review Changes

The wireless number(s) selected below will be moved to the Billing Account (821883375-00001). Please review the selected wireless number(s) and Billing Account prior to selecting Submit

Wireless Numbers	Billing Account	User Name	Address
555-555-9946	00000001-00001 (VEC test alias)	JOHN.DOE	1 VERIZON WAY,ATTN. JOHN LAVIN,BASKING RIDGE, NJ,07920102

Acknowledgement

I agree and understand that moving the selected wireless number(s) my next bill may include partial month access charges and partial month airtime allowance for the current month under the existing account. The billing account where the wireless numbers(s) are being moved may also include partial month access charges, partial month airtime allowance and a charge for the full monthly access.

6. Click on the **“Submit”** button.

Acknowledgement

I agree and understand that moving the selected wireless number(s) my next bill may include partial month access charges and partial month airtime allowance for the current month under the existing account. The billing account where the wireless numbers(s) are being moved may also include partial month access charges, partial month airtime allowance and a charge for the full monthly access.

Quit Back **Submit** ←

Manage Friends & Family®

Note: only company users with “Administrator”, “Analyst”, “Maintain and Pay”, or “Maintain” User Roles will have access to manage Friends & Family.

1. Select **“Manage Friends & Family”** in the **“Actions”** dropdown, and click on the **red arrow button**.

Action

Manage Friends & Family ▼  ←

2. On the **“Friends & Family”** page you can enter up to 10 phone numbers to be included in your **“Friends & Family”** calling.

Note: Qualifying business plans receive 10 numbers. Qualifying consumer plans receive 5 numbers. If you have both business and consumer qualifying plans, you will receive 10 numbers.



Manage Friends & Family®
Billing Account 00000005-00001 **Billing Account Alias** Marketing Dept

Manage your Friends & Family number list below. This program allows you to select a set of telephone numbers, on any network, and talk with these contacts without using your plan minutes.

You can add a new number by typing in the telephone number and description below. Or, you can remove a number and/or add a new number by clicking on "Clear", then typing in the new telephone number and description and clicking the "Submit" button under the list.

Please note: telephone numbers must be entered in standard, ten digit format; only domestic landline or wireless numbers (other than directory assistance, 800 numbers, or customer's own wireless or voice mail access numbers) may be added; all qualifying lines on an account share the same Friends & Family numbers, up to the account's eligibility limit.

Phone Number	Description	Effective Date	Status	
555-555-9391	Jewel Office number	10/02/2009	Active	Clear
555-555-1258	SALES TEAM BRIDGE	09/30/2009	Active	Clear
555-555-2663	training bridge	08/18/2009	Active	Clear
800-922-0204	VZW Customer Care	08/20/2009	Active	Clear
555-555-1234	Conf Call Bridge	08/28/2009	Active	Clear
555-555-1456	office number	09/03/2009	Active	Clear
555-555-1598	hq TEST	09/04/2009	Active	Clear
555-555-8596	training bridge 2	09/16/2009	Active	Clear
555-555-1258	TRAINING TEST	09/19/2009	Active	Clear
555-555-5741	VENDOR 1	09/25/2009	Active	Clear

3. Once you have made the desired updates, click on the "Submit" button.

555-555-1258	TRAINING TEST	09/19/2009	Active	Clear
555-555-5741	VENDOR 1	09/25/2009	Active	Clear

Transaction History tab

Manage Wireless Lines & Accounts

Make changes to your existing wireless services and accounts.

[Wireless Numbers](#) [Billing Accounts](#) **Transaction History** [Port In](#) [Mass Upload](#) [Bulk Account Maintenance](#)

View account maintenance transactions that were submitted online.

Transaction History Summary

Search by

Showing 1 to 10 of 130

Transaction ID	Wireless Number	Account Number	User Name	Transaction Type	Date/Time	Status	User ID
VZB49				Manage Billing Account Alias	03-30-2012 11:09:17	Completed	
VZB49	201 304-1E15			Change Wireless User ID	03-30-2012 10:10:45	Completed	
VZB49	201 304-1E15			Change Memo Bill E-mail Address	03-30-2012 10:03:03	Completed	
VZB49	201 304-1E15			Change Memo Bill E-mail Address	03-30-2012 10:01:40	Completed	
VZB49				Bulk Account Maintenance	03-29-2012 14:55:27	Click transaction ID	


From the Transaction History page, you can view list of prior transactions conducted in the Verizon Enterprise Center, along with the status of those transactions.

- Transaction History will track all online account maintenance wireless transactions. Note: You can track transactions made through the shopping path separately under the **“View Order”** page in the **“Orders”** tab.
- Provides advanced filter options to help check status on specific transactions. For example: wireless number, wireless user, billing account number, user name, transaction type, date range, transaction status and user ID. Use the tool tip (?) to see a definition for the Status.
- Provides transaction details by clicking on the hyperlinked Transaction ID.

To search for a transaction:

1. Select whether you want to search for transaction ID, wireless number, or billing account from the **“Search by”** dropdown.

View Transactions
View account maintenance transactions that were submitted online.

Search by 

Filter

- Transaction ID
- Wireless Number
- Billing Account

2. Enter the necessary information, and click on the **red arrow button**.


View Transactions
View account maintenance transactions that were submitted online.



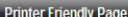
Search by 

Filter

3. You can sort the list ascending to descending or descending to ascending, based on a specific column, by clicking on the desired column heading.

Transaction History Summary

Search by 

Filter   

Showing 1 to 10 of 130

Transaction ID	Wireless Number	Account Number	User Name	Transaction Type	Date/Time	Status	User ID
VZB49				Manage Billing Account Alias	03-30-2012 11:09:17	Completed	
VZB49	201 304-1013	11720180000	Walter Sparks	Change Wireless User ID	03-30-2012 10:10:45	Completed	
VZB49	201 304-1013	11720180000	Walter Sparks	Change Memo Bill E-mail Address	03-30-2012 10:03:03	Completed	
VZB49	201 304-1013	11720180000	Walter Sparks	Change Memo Bill E-mail Address	03-30-2012 10:01:40	Completed	

Keep Your Number/Port In tab



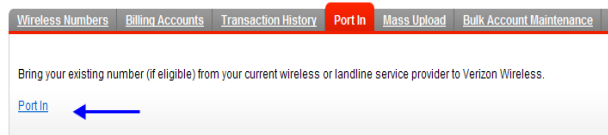
From the “**Port In**” tab, you can:

- Check if an existing number is eligible to port in
- Check status on an existing port request

Note: to submit a request to port a number, go to the “**Orders**” tab and click “**Keep Your Number**”.

To check a number’s eligibility or port status:

1. Click on the “**Port In**” link.



2. Enter the number in the “**Phone Number**” field.

3. Click on either the “**Check Eligibility**” or “**Check Port Status**” button to find the desired port information.

Bulk Account Maintenance

The Bulk Account Maintenance feature allows you to complete the following account maintenance transactions for multiple wireless users at a time:



- New Service Activation
- New Activation & Keep Your Number (Port In)
- Plan Change
- Add Remove Feature
- Other Maintenance Transactions
- Upload User Information

Refer to the “User Role Info” section of this guide for details about who can access these transactions.

General Information

Bulk Account Maintenance allows you to use a file upload process to make multiple changes within a single spreadsheet. It is important to format the spreadsheet prior to submission in order for the file to process successfully. Below are some important points for on formatting.

- Do NOT delete any row above the column headers on the spreadsheet.
 - Do NOT delete Rows 1 through 10
- For each spreadsheet the user must identify which rows on the spreadsheet should be processed
 - For each transaction please utilize the [Mapping File](#) and reference the tab for the transaction you are completing to help you identify which columns must be filled and the accepted format for each.
- Each spreadsheet must be formatted as follows prior to upload:
 - File name must not contain special characters or spaces
 - File name must only contain the following
 - a-z or A-Z
 - 0-9
 - Hyphen or underscore
 - Remember NO SPACES in the file name.
- Note: except for “Mass Upload”, all Bulk Account Maintenance templates must be saved as (.XLS) – Microsoft® Excel® 97-2003 format.

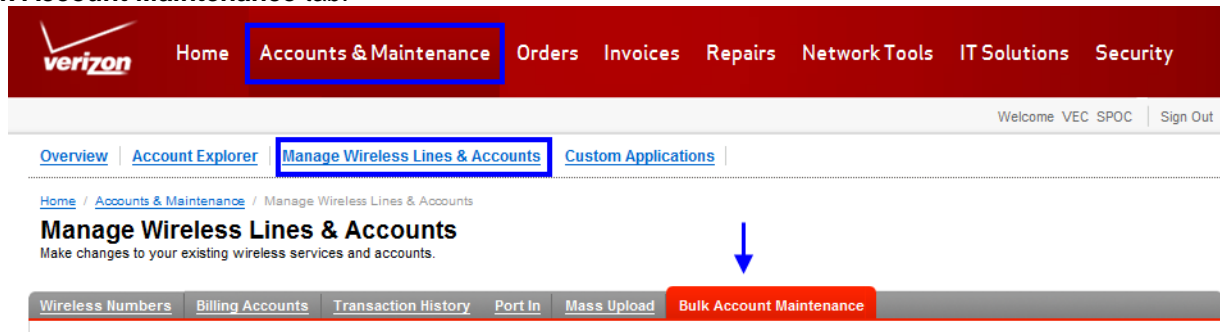
User role info

Bulk Account Maintenance is available to those user roles with “default” access to your company’s billing accounts.



- Primary Contact (MYPOC)
- Administrator
- Analyst
- Maintain
- Maintain & Pay

Bulk Account Maintenance can be found by navigating to the Accounts & Maintenance menu, Manage Wireless Lines & Accounts, and then select the **Bulk Account Maintenance** tab.



For step by step instructions for Bulk Account Maintenance please refer to the user guide found on the Support Overview page in Verizon Enterprise Center.



Utilities Settings Support My Access Search/Create

verizon Home Accounts & Maintenance Orders Invoices

Support Overview
Contact Us & Send Feedback
Training
Access Request - Data, Voice & IP Services

Home / Support

Support Overview

Get support for your wireless, voice and data products.

Online Help & Training

Site Help & Training

How to Use This Portal

- [Training/Documentation](#)

Customer Support

Wireless Features & Services

- [Backup AssistantSM](#)
- [BroadbandAccess/NationalAccess](#)
- [Basic Voice Mail](#)

[See All Wireless Features & Services](#)

Wireless How To's

- [How to Use Guide: Getting Started \(PDF\)](#)
- [How to Use Guide: Analysis & Reporting \(PDF\)](#)
- [How to Use Guide: Raw Data Download \(PDF\)](#)
- [How to Use Guide: Bulk Account Maintenance \(PDF\)](#)
- [4G LTE Services](#)
- [Interactive How-To Simulators](#)
- ["How To" Device Videos](#)

Mass Upload tab

This option allows you to upload a .CSV template to make multiple Account Maintenance changes at the mobile number level.

From here you can change:

- User's first and last name
- Cost Center
- User ID
- Mobile number email address
- Memo Bill email addresses

- Up to 5 additional email addresses to be copied when distributing memo bills
- These additional email addresses are housed on the “**Reports**” > “**Structures**” page.

Key points:

- The .CSV template file can be 2 MB max.
- Users can upload up to 5 files per day.
- Do not delete Rows 1 or 2 from the template.
- The column headers must remain in Row 3.
- To remove existing data, type the word “Remove” in the cell.
- Acceptable characters: 0 – 9, A – Z, and standard email-accepted characters including “- (hyphens), @, etc”.

Formatting notes:

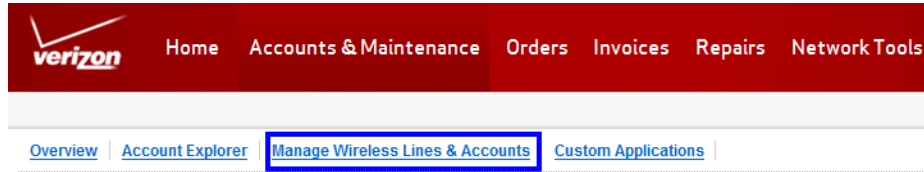
- User Name:
 - First name: letters only with no spaces.
 - Last name: letters only with no spaces, but may contain a hyphen (smith-johnson)
- Wireless Number: must be formatted with “-“ (hyphens) i.e., XXX-XXX-XXXX
- Cost Center: alphanumeric
- Email Address: alphanumeric with “underscore” and “@”

To access the Mass Upload page:

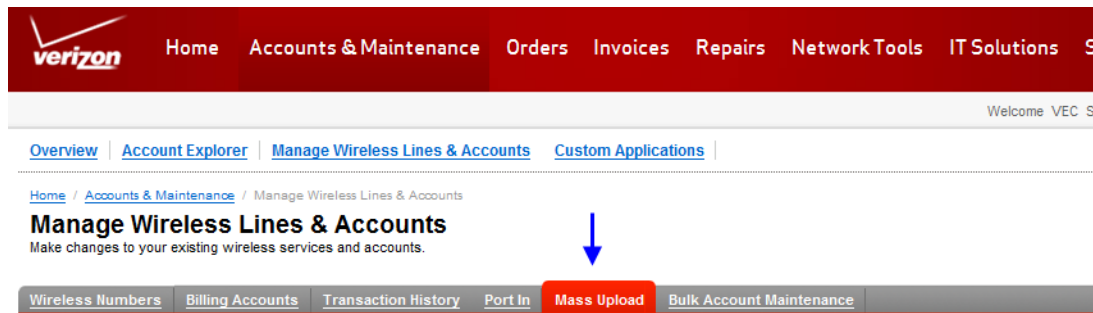
1. Click on the “**Accounts & Maintenance**” tab.



2. Go to the “**Manage Wireless Lines & Services**” page.



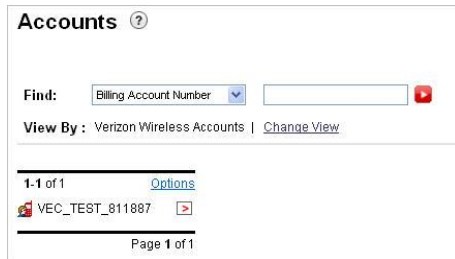
3. Click on the “**Mass Upload**” tab. The Mass Upload page will appear.



Account Explorer

From the Account Explorer page, you can your view your accounts and wireless numbers in a number of ways.





You can change the way you want to explore your accounts by clicking on the “**Change View**” link.



Below are the available views for Verizon Wireless Customers:

- Accounts – displays all accounts (Verizon Wireless & Verizon wireline services) for integrated companies.
- Verizon Wireless – displays all Verizon Wireless accounts and the wireless numbers in each account.
- Company Structure – displays all Verizon Wireless accounts and wireless numbers as they are organized in your company structure.

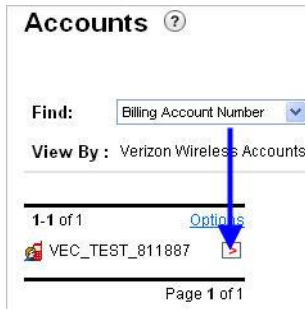
These additional options are for Verizon wireline customers only. Verizon Wireless account information will not be displayed:

- Summary Billing
- eMedia profile
- Customer Premise Equipment

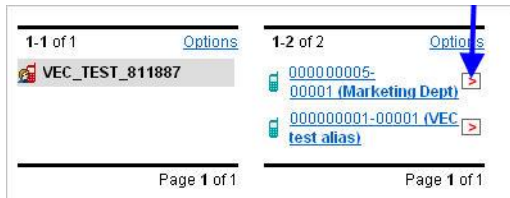
- National Billing Report
- Global Billing Report

To view the wireless numbers in an account:

1. Click on the **red arrow button** next to the account name.



2. Click on the **red arrow button** next to the billing account number.

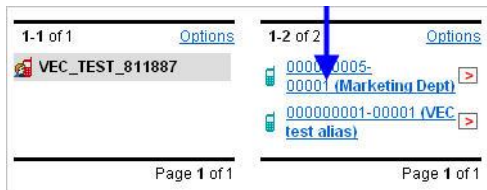


3. The wireless numbers associate with that account will appear.



To complete Billing Accounts transactions from Account Explorer:

1. Click on the **account number link**.



2. From the popup, **select the Accounts & Maintenance transaction** you want perform.



Note: these are the same Billing Account tab transactions discussed above.

3. You may also view the bill for an account by clicking on the **“View Bill”** link in the popup.



To complete a Wireless Number transaction from Account Explorer:

1. Click on the **wireless number link**.



2. From the popup, **select the Accounts & Maintenance transaction** you want perform. Note: these are the same Wireless Number tab transactions discussed above.

1-1 of 1	Options	1-2 of 2	Options	1-3 of 3	Options
VEC_TEST_811887		00000005-00001 (Marketing Dept)		555-555-0573 TEST.TEST	
		000000001-00001 (VEC test.alias)		555-555-7141 RAN.PAI	
				555-555-8946 DOE.311	
Page 1 of 1		Page 1 of 1		P	

- [Change Wireless User Information](#)
- [Activate Equipment](#)
- [Change Cost Center](#)
- [Suspend Wireless Service](#)
- [Add / Remove Feature](#)
- [Reset Voice Mail Password](#)
- [Upgrade Equipment](#)
- [Change Calling Plan](#)
- [Change Wireless Number](#)
- [Change Wireless User ID](#)
- [Change Memo Bill Email Address](#)
- [Move Wireless Number](#)