

## Verizon Wireless Check List for Citi Corporate BYOD Transfer of Service (TOS) Request Form

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### Step 1: Ensure you meet and have met the following requirements

- Yes, I have read the [Verizon FAQ's](#)
- Yes, I have read [Citi's BYOD Discount Policy](#)
- Yes, I have reviewed the service plans in the [online store](#)
- Yes, understand I must setup [auto payment](#) to my personal credit card and keep the account current at all times
- Yes, I understand this is only offered & supported online through a self-serve ordering
- Yes, I understand my SOEID must be present on the wireless account

### Step 2: Filling out the Transfer of Service Form

- Ensure all fields are filled out as requested
- The account must be current with a zero balance before submitting the form
- If you are on any form of a Device Payment, please contact Customer Service at 1-800-922-0204 to pay off the device(s) in full before submitting the form
- Submit the form using your work email  
to: [WfmVzwBusinessSupport@vzw.com](mailto:WfmVzwBusinessSupport@vzw.com)

### Step 3: Final Step

- Allow 3–4 business days for processing; you will receive a confirmation email
- Ensure you establish [AutoPay](#) and [online management access](#) once your new account has been established.
- Please bookmark the [Citi Portal](#) site for your one-stop-shop location to access all custom online ordering, account management and program information.

Thank you for choosing Verizon Wireless and joining the Citi Corp BYOD Program



# CITI CORPORATE BYODTOS FORM

## TRANSFER OF SERVICE – PERSONAL TO CITI CORPORATE BYOD OVERVIEW

This form will allow you to transfer service and billing responsibilities for a Verizon Wireless mobile telephone number currently held by you to your employer, Citi.

1. Complete all the applicable fields below.
2. The account identified must be current (and no past due balance) before Verizon Wireless can transfer it to another party.
3. E-mail this form to [WfmVzwBusinessSupport@vzw.com](mailto:WfmVzwBusinessSupport@vzw.com). E-mails will only be accepted from your Citi's email domain. Once the form is received, a confirmation e-mail notice will be sent to the requester's work e-mail address. May take 3-5 business days for processing.
4. Once completed you will receive an email response back advising you to finalize the request by registering for online account management. Upon self-service registration, you will be prompted to establish the automatic payment to your personal credit card (this is a requirement for enrollment into this program).

## ACCOUNT INFORMATION (RELINQUISHING CUSTOMER)

<b>Wireless Number to be Transferred:</b> (Complete one TOS form per MTN and submit all forms together)	<b>Existing Account:</b>		
<b>Relinquishing Customer's Name:</b>	<b>Relinquishing Customer's e-mail Address:</b>		
<b>Relinquishing Customer's Billing Address: (No PO Boxes)</b>	<b>City:</b>	<b>State:</b>	<b>Zip Code:</b>
Billing Address (Cont):	Relinquishing Customer's Contact Phone Number:		

## ASSUMING ACCOUNT INFORMATION (CITI CORPORATE BYOD ACCOUNT)

<b>Account Holder Name: (Verizon will create a new billing account number)</b> Citigroup - Corporate BYOD (Profile ID # 3416051)	<b>Citi Employee Name:</b>
<b>Home Billing Address: (Must be your home address, No PO Boxes.)</b>	<b>Home Phone Number:</b>
<b>Citi SOEID: (7 characters):</b>	<b>Citi Work Email Address:</b>
<b>Create an Account Password (4 letters and/or numbers):</b>	<b>Choose one the following plans:</b> Smartphone Plan: \$35/mo.; plan ID: 49860 <input type="checkbox"/>

### Personal/Employee Release of Liability (Relinquishing Customer):

- Upon completion of the transfer of service, Verizon Wireless will send you a final bill for all charges due through the date of the transfer of service. You will be responsible for the payment of this final bill subject to the terms and conditions of your Customer Agreement and it will serve as your only notice of the transfer of liability.
- The line term and upgrade eligibility date will carry over from your current line. \*Activation on the \$35 Global Smartphone Plan requires a 24-month line term extension but the upgrade eligibility date will remain the same.
- In addition to assigning all billing responsibilities to Citi, all calling information associated with this mobile telephone number will become the property of Citi.
- You understand that Citi requires you to utilize a certified device as approved by Citi, establish automatic billing to your personal credit card, remain on an approved rate plan, please include your Citi work email address and Citi SOEID, and register for online account management.
- Citi also requires you to acknowledge that you have read and understand the disclosures on the attached exhibit entitled "Citi Corporate BYOD Calling Plan Disclosures."

By checking the box below you agree to release liability for the mobile telephone number indicated above. You further acknowledge that you have read and agree to the terms and conditions in the attached "Citi Corporate Bring Your Own Device Calling Plan Disclosures".

**Please check the box to acknowledge acceptance of these terms:**

## Citi Corporate Bring Your Own Device Calling Plan Disclosures

### (For NAM Employees)

#### General Guidelines

Under Citi's BYOD (Bring Your Own Device) program, Citi provides a range of solutions to support different user's needs in using their personal mobile telephone devices to access Citi systems.

When using a personal device to access Citi systems or data or to conduct Citi business, all electronic equipment and electronic communications guidelines and procedures apply – exactly as if you were using a Citi provided device. This includes:

- All applicable Regulatory, Compliance and Communication requirements (note some individuals are therefore not eligible for BYOD services – please consult the [Electronic Communications Policy](#) and with your Compliance representative if you are unsure about your eligibility)
- Confidentiality /Security Policies
- [Citi Expense Management Policy](#)
- The Employee Handbook
- Citi Code of Conduct

**IF YOU ARE SUBJECT TO COMMUNICATIONS RECORDING REQUIREMENTS OR OTHER ELECTRONIC COMMUNICATIONS RESTRICTIONS, YOU MAY BE INELIGIBLE TO SIGN UP TO ANY OF THE BYOD CALLING PLANS. SUCH INDIVIDUALS SHOULD CONSULT WITH THEIR COMPLIANCE OFFICER BEFORE SIGNING UP TO ANY OF THESE PLANS.**

#### IMPORTANT DISCLOSURES

- You acknowledge that you are voluntarily choosing to sign up to a Citi Corporate BYOD calling plan (each, a "Plan") rather than obtain a voice/data plan directly from a telecommunications company for your use with your personal mobile device for Citi business and personal mobile calls and data access. Your use of the Plans may be modified or revoked, and services ordered under it terminated, by Citi at Citi's sole discretion at any time. You may only utilize a Plan during your employment at Citi. You understand that the Plans are structured such that Citi is the customer of the telecommunications company and that you will no longer have a direct contractual relationship between you and the telecommunications company. As a result, you will no longer be able to submit a claim directly against the telecommunications company for any alleged breach of service by the telecommunications carrier, and that Citi may but has no obligation to assert any such claim on your behalf or on behalf of Citi. Further, **Citi owns all information (including, without limitation, usage data, location data, billing/payment information or personal profile information) ("Company Information") relating to your business and personal use of the Plans, and Citi may seek any such information from the telecommunications company without your consent or notification to you.** In addition, Citi may view, gather, distribute or produce such Company Information as required by law, subpoena or for regulatory compliance purposes. Citi in its sole discretion may determine to produce, withhold or seek additional protections for Company Information in response to any such request. You may be required to produce similar records and/or provide the equipment used in association with the Plan that you sign up to if requested by Citi and/or law enforcement entities.
- If you leave Citi for any reason, the Plan that you signed up to will be terminated, and you should contact your carrier to sign up for a personal voice/data plan and/or request to migrate your local phone number and device to such personal plan; provided that you understand that, under certain circumstances, you may not be permitted to take your mobile telephone number used in connection with the Plans with you if you decide to discontinue your use of the Plans.** Specifically, the telecommunications company that you wish to transfer to must approve you as a customer (which may include a credit check and/or other procedures/requirements) and Citi must agree to the transfer of such telephone number to your new personal account.
- You will be the owner of all equipment purchase under or in connection with the Plans as of the date of purchase, regardless of any minimum term commitments required under the Plans; however, **if you stop using the Plan of your choosing before the end of any applicable subscription period, there may be an early termination fee and fees associated with the Plan and devices purchased pursuant to your enrollment in a Plan as more specifically described in the terms and conditions applicable to the Plan that you sign up to.** Before signing up to a Plan, you should read the terms and conditions of the Plan that you wish to sign up.
- You must use a personal credit card to pay for a Plan. Corporate credit cards must not be used.** You acknowledge that you are responsible for all costs, taxes, fees, surcharges and liabilities associated with the Plans. You are responsible for all costs associated with equipment and services ordered under the Plans. In addition: (i) you will be held responsible to Citi if invoices are not paid to the carrier when due, (ii) service suspension and/or termination may occur for such unpaid services, and (iii) you are responsible for ensuring that all invoices issued to you for your use of a Plan is accurate (including resolving any disputes with the applicable telecommunications company). You may only seek reimbursement for expenses relating to BYOD devices and Plans in accordance with the [Citi Expense Management Policy](#). **Citi may seek indemnification from you for any damages or claims brought against Citi as a result of your use of the Plans, including the non-payment of any amounts owed to the applicable telecommunications company under the Plan that you sign up to.**
- As the customer of the telecommunications company, Citi may gain certain benefits such as reduced rates or credits based on your usage of the Plans, which credit may be used by Citi to offset the costs associated with its support of this BYOD program and related services.
- There is no representation to you from Citi nor the carrier that service and equipment will be error free, uninterrupted or free from unauthorized access (including third party hackers or denial of service attacks), in addition there are no representations or warranties, express or implied, regarding equipment or the service, including any warranties of merchantability or fitness for a particular purpose or use.
- Your use of a Plan is subject to all terms of the agreements between Citi and the carrier, including but not limited to terms regarding disputed invoices, dispute resolution, late payment fees, shipping and risk of loss, confidentiality, carrier acceptable use policies, carrier privacy policies, the carriers' rights to suspend service, limitations of liability, warranties, disclaimers and choice of law and jurisdiction.
- IN NO EVENT SHALL CITI BE LIABLE FOR LOSSES, DAMAGES OR CLAIMS ARISING OUT OF YOUR USE OR ATTEMPTED USE OF 911 OR E911 SERVICES ON THE PHONE. NOR SHALL CITI BE LIABLE FOR YOUR INABILITY TO ACCESS 911 OR E911 SERVICES.**