My Business Account

User Guide: Getting Started

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Overview

Logging in

To log in to My Business Account:

2. Click on the "My Verizon" tab.
3. Select “My Business Account” in the “Manage your Account” dropdown.
4. Click on “Log in to My Business Account”.

Notes
5. Enter your "User Name" and "Password". If you have forgotten your User Name, refer to the "Forgot User Name" section below. If you have forgotten your password, refer to the "Forgot Password" section below. Note: Passwords will require 8 characters and must include 1 uppercase, 1 lowercase and 1 numeric value.
6. Click the red "Login" button.

7. If this is your first time logging in, you will be automatically taken to the "Create Secret Question" page and "Terms & Conditions" page. Otherwise, the My Business Account "Overview" page.

**Create a Secret Question and Answer** (first time logging in only)

If you ever forget your password, you will be asked to answer this secret question. When answered correctly, your password will be sent to your email.
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1. Select a question from the list or create your own.

   **Create a Secret Question**
   
   Please select a secret question that will be used in the event you forget your user name or password. You can either pick from our list of secret questions, or make up your own.

   - **Choose a secret question**
     - Select a Question
     - Enter your own question

   - **Enter the answer to the secret question**
     - Your answer here

   Contact Us

2. Enter the answer.

   **Create a Secret Question**

   Please select a secret question that will be used in the event you forget your user name or password. You can either pick from our list of secret questions, or make up your own.

   - **Choose a secret question**
     - Select a Question
     - Enter your own question

   - **Enter the answer to the secret question**
     - Your answer here

   Contact Us
3. Click the “Continue” button. Your secret question has been saved.

4. After creating your secret question, you will be taken to the “My Business Account Website Terms of Use” page. In order to access My Business Account you will need to accept the terms stated in this page.
Terms of Use Page (first time logging in only)

1. Read the "Terms of Use".

2. Select "I agree to terms stated on this page."

I agree to terms stated on this page.

I disagree to terms stated on this page.
3. Click the “Submit” button. You will now be taken to the My Business Account “Overview” page.

You may also log in by going to the verizonwireless.com business page, or directly to http://b2b.verizonwireless.com/tbmb. Note: We recommend saving this URL as one of your internet browser favorites/bookmarks if you plan to log in regularly.

To log in from the verizonwireless.com Business page:

2. Click on the “Business” tab.
3. Locate the My Business Account pod.
4. Enter your “User Name” and “Password.”

**Forgot User Name**

If you have forgotten your User Name:

1. Click on the “Forgot User Name?” link.
2. You have the choice of either entering your account number or mobile number. Determine the one you want to enter, and enter your information.
3. Enter your email address in the "Email Address" field. (Note: The email address has to be on file with My Business Account for more than thirty days)

4. Click the “Continue” button. You will now be asked to answer your secret question.

5. Enter the answer for the secret question.

6. Click the “Continue” button. Your User Name will be displayed.

Forgot Password

1. Click on the “Forgot Password?” link.

2. Enter your user name and email address in the appropriate fields and click Continue.
3. A confirmation page appears indicating you will receive an email to complete the password reset.

4. Once you receive the password reset email, click the link embedded within the message.
5. Enter your username and click the “Continue” button.

6. Enter your reference number
Your reference number can be found in the first step of the reset password email.

My Business Account Forgot Password Request
Verizon Wireless [CUSTOMERSERVICEB2B@VERIZONWIRELESS.COM]

You have requested to reset your My Business Account password. This email contains:

1. A Reference Number 16 characters in length: 24013280172001
2. A link to an encrypted token that contains the User ID, Reference Number and Date and Time of the forgot password request. This link is valid for 1 hour:
   https://apps.verizonwireless.com/theb/resetPassword.do?m=00N%3D713e5cOg7bgUaGwzbuhU8v20t%7Fy7UTi57M%6x%6R
   u6o6k400111096w8i2pHhZV3y6q0Mitb83I1eq23_huukP5447h2ou1r_cbguyUTETM%5xemp

Please click on the link above to reset your password. Upon clicking this link, you will have the opportunity to reset your password through the following steps:
1. Enter your My Business Account User ID
2. Enter the Reference Number in this email (REFERENCE NUMBER)
3. Answer your Secret Question
4. Enter your new password

7. Enter your secret question and click Continue.
8. Enter your new password in the “New Password” field, and enter it again in the “Confirm Password” field. Note: Passwords will require 8 characters and must include 1 uppercase, 1 lowercase and 1 numeric value. Your new password cannot be one of the previous 8 used. Click the “Continue” button.

9. The confirmation screen will appear. You may now log in using your new password.

Note: The Primary Contact assigned to an account has the ability to reset their user’s passwords if the user is unsuccessful at creating a new password using the Forgot Password
steps above. Navigate to **Settings > Company Users > Edit** next to the user you need to reset. The end user will receive an e mail with the next steps to reset their password to the address on file. Please note: that e mail is only valid for 1 hour and can only be sent to an address that has been on file in My Business Account for more than thirty days.

**Tab Walkthrough**

Note: depending on your role, you may not see all tabs listed below.

**Overview tab**

When you log in, you will automatically be taken to the “**Overview**” page. You can also access the “**Overview**” page by clicking on the “**Overview**” tab in the red navigation bar.
The “Overview” tab contains six main sections:
1. Account Maintenance section
   - Allows you to search by Wireless Number, User Last Name or Device ID. Note: if your account contains phone (landline) numbers, you will see them here as well.
   
   ![Account Maintenance](image)

   - Links to navigate quickly to:
     - View all lines
     - Friends and Family
     - Transaction History
     - Custom Applications
     - Machine to Machine
     Note: links will vary based on account/profile setup

2. Orders section
   - Contains shopping links
     - “Add a Line” – activate a new line of service
     - “Upgrade Phone” – buy a new device for an existing line of service
     - “Purchase Accessories” – buy accessories for an existing line of service
     - “View Order Status” – check the status of submitted online orders
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- **“Device Only”** – purchase equipment without service

  Note: these shopping links only appear for companies and users who have “Shopping” enabled.

3. **Billing and Payments section**
   - Click on one of the accounts to see a summary/statement for that account
   - Click on “Pay” next to an account to make a one-time payment for that account
   - View payment status, statements and a link to enroll in paperless billing
   - Quick access to view call detail

4. **Reports section**
   - Run standard and customized reports

5. **Special Offers**
   - Displays current Verizon Wireless promotions

6. **Message Center**
   - Message Center is available to all user roles
   - Communicates upcoming or recent changes and alerts
   - **To read the entire message** click on the message title or the “Read More” link
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- **To delete the message**, click “Delete”

- If there are multiple messages available, you can scroll through them using the arrow buttons on the right side of the message window

**Quick Tasks dropdown**

1. Quick Tasks section
   - Contains direct links to the most commonly used functionalities. Click on a link to go directly to that transaction
The “Quick Tasks” pod is role-dependent and will not show for every role.

Settings dropdown

The “Settings” dropdown contains two main sections: “Personal Settings” and “Company Settings”.

- All user roles have access to the “Personal Settings” options; however some links within “Company Settings” will not appear for certain user roles.
- Click on “Settings” to open the dropdown.
Personal Settings

- From the “User Profile” page you can update your Password, Secret Question, and Secret Answer.
- You can also view your User Role, User Type and the amount of account and wireless numbers that you are able to access.
Notifications

From the "Notifications" page you can manage a list of email addresses used for account maintenance confirmation emails.
Email Alerts

From the "Email Alerts" page, you can elect to receive promotional emails about Product and Services, based on category. You must select one category to opt in to the email list.
Company Settings

These settings are accessible to the Administrator and Analyst user roles. Note: Analyst will have limited access.
Company Profile

This page is divided into three sections:

- **Company Information** - provides your company name, and the amount of accounts and wireless numbers your company has. Note: if you also have access to Internet and Phone (landline) accounts, you will see them here as well.

- **My Business Account Information** – provides the total amount of users that have been enrolled in My Business Account for your company. This section also provides the amount of each User Role for your company.

- **Contact Information** – provides the name, phone number, and email address of your company’s SPOC or Wireless Program Manager. The “Support Center” row contains the number to Verizon Wireless Customer Support.

<table>
<thead>
<tr>
<th>Company Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Company Name</td>
<td>MY BUSINESS ACCOUNT</td>
</tr>
<tr>
<td>Wireless Billing Accounts</td>
<td>1</td>
</tr>
<tr>
<td>Wireless Accounts</td>
<td>2</td>
</tr>
<tr>
<td>Phone Billing Accounts</td>
<td>3</td>
</tr>
<tr>
<td>Phone Accounts</td>
<td>4</td>
</tr>
<tr>
<td>Data Services</td>
<td>5</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>My Business Account Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total User Role</td>
<td>25</td>
</tr>
<tr>
<td>Administration</td>
<td>5</td>
</tr>
<tr>
<td>Analysts</td>
<td>10</td>
</tr>
<tr>
<td>Voice Only Accounts</td>
<td>5</td>
</tr>
<tr>
<td>Wireless Accounts</td>
<td>2</td>
</tr>
<tr>
<td>Related Internet</td>
<td>5</td>
</tr>
<tr>
<td>Related Phone</td>
<td>3</td>
</tr>
<tr>
<td>Related Messaging Services</td>
<td>8</td>
</tr>
<tr>
<td>Additional Wireless Services</td>
<td>4</td>
</tr>
<tr>
<td>Support Center</td>
<td>2</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact Information</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Name SPOC</td>
<td>Mr. Joe Blog</td>
</tr>
<tr>
<td>Phone Number</td>
<td>123-456-7890</td>
</tr>
<tr>
<td>Email Address</td>
<td><a href="mailto:jblog@email.com">jblog@email.com</a></td>
</tr>
<tr>
<td>Office Address</td>
<td>123 Main Street</td>
</tr>
<tr>
<td>Support Contact</td>
<td>800-765-7000</td>
</tr>
</tbody>
</table>
Billing Accounts

In the “Settings” dropdown, click on the “Billing Accounts” link to go to the “Manage Billing Accounts Users” page. Note: Only users who have been assigned the “Administrator” User Role will have access to this link.

From this page you can:

- Grant access/assign users to the entire Billing Account (default level), individual accounts, or wireless numbers.
- View Billing Accounts to ensure all wireless numbers are accounted for.

To assign a user to a Billing Account:

1. Click on the “Settings” dropdown and go to “Billing Accounts”.

2. Set their position level by clicking on the account number or wireless number you want to assign the user.
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Note: you can click on “Default” to assign them to the entire Billing Structure. This will give them access to all accounts and wireless numbers. Your position level will appear above the “Details” tab.

3. Click on the “Users” sub-tab in the right hand pane.

4. To assign the new user, change the “View” drop down to “Unassigned”. Note: “Unassigned” users are those who have not been assigned to any accounts. Here you may also search by “First Name”, “Last Name”, or “User Name” by selecting one of these from the “Filter” dropdown.
5. Click the “Refresh” button and you will see the person’s name appear on the list.

6. Check the box next to the new user’s name, and click on the “Assign” button. You have now successfully assigned a user. Note: you can follow the same steps above to assign access to an individual wireless number or to the default level. When a user is assigned to the default level, they have access to all current and future accounts.
Paperless Billing

From the “Manage Paperless Bill” page, an administrator can elect to choose paperless billing. This means you will not receive monthly bills by mail. PDF versions of your bills can be accessed under the “Statements” tab.

To select paperless billing for one or more accounts:

1. Click on the “Paperless” link in the “Settings” dropdown
2. Indicate the accounts you would like to be paperless by selecting the checkbox in the paperless column and click the “Submit” button.
Company Structure

A Company Structure allows you to organize your account numbers and wireless numbers, in a way that makes sense for your company, in order to view billing information.

Note: only users who have been assigned the “Administrator” User Role and granted “Default” access to the Billing Accounts will be able to create and maintain the Company Structure.

For in-depth instructions on creating and maintaining a Company Structure, refer to the How to Use Guide: Understanding a Company Structure located in the “How to Use Guides” section in the “Support” tab.

Company Users

From the “Company Users” page, Administrators can create new users, select their User Role, and assign their level of access. Note: The “Company Users” link is only available to those who have been assigned the “Administrator” User Role.

To set up a new user:

1. Click on the “Settings” drop down.
2. Go to the “Company Users” page.

![Company Users page]

3. Click on the red “Add a User” button on the upper left-hand side of the page.

![Add a User button]
4. Enter the new user's information. Make sure to fill out all fields. Under the “Role” drop down, select a role in the “Role” dropdown, and click “Submit”. Click on the “Learn More” link next to the “Role” dropdown for details on access information or each User Role. Note: Username and Password must contain at least eight characters, and the password must contain both numbers and letters. You must notify the new user of their username and password.

Note: A pop up screen will appear if you are creating a user with purchasing rights, to continue you must click accept within the notification.
5. Assign the user to a structure. Five steps help guide you through assigning the user on beginning on this page. Step 1, assign the user to the Company or Billing Structure using the dropdown menu. For this example we will assign the user to the Billing Structure

6. Click on the folder/account number you would like to assign the user to
7. Click on the Users tab

8. Select Unassigned from the dropdown menu and hit Refresh
9. Locate the user you are adding, select the checkbox and “Assign”. You have completed adding and assigning a new user. Note: You must notify the user of their username and password.
Understanding User Roles

When creating a new user, you must assign them to a User Role. A role determines which functionalities a user will and will not have access to, within My Business Account. Below is a list of possible User Roles and a description of which functionalities each will have access too. The Learn More link on this page will also give you a full description of each role.

- Administrator
- Analyst
- Maintain
- Maintain and Pay

Note: If Administrator, Analyst, Maintain, or Maintain and Pay user role is selected you will see an additional option to manage Push to Talk, Group Communication and other custom applications.
Primary Contact - Users have access to the complete menu structure. This user will have full maintenance and pay privileges for all the accounts enrolled in My Business Account. Note: there can only be one Primary Contact, this is often referred to as the SPOC.

Administrator - Users have access to the complete menu structure for the mobile and/or account numbers they have been assigned to. Note: there can be multiple administrators. Note: these users will receive an email alert, every month, when all bills have been loaded into the application. Note: This role will show a disclaimer to allow this user access to create additional users and to purchase.

Analyst - Users have access to the complete menu structure for the mobile and/or account numbers they have been assigned to, but cannot create new users, edit existing users, assign users to billing accounts, mobile device numbers or Company Structures, or create or modify Company Structures. Note: This role will show a disclaimer to allow this user access to purchase.

Buy - Users have access to “Overview” and “Orders”, which contain links to the purchasing options. Note: This role will show a disclaimer to allow this user access to purchase. The “Buy” role does not have access to upgrade with calling plan change.

Maintain - Users have access to all menu options, except for the Administration menu, Payments sub-menu, and Upgrade Equipment Transaction.

Maintain Limited – Users have access Users have access to all menu options, except the administration menu and maintenance items that may incur additional costs. Transactions such as ordering service and/or devices, price plan changes, and feature changes are prohibited with this role.

Maintain and Pay - Users have access to all menu options, except for the “Orders” screen and the following “Settings” options: Company Users, Billing Accounts, and Company Structure.
• **Reporting** – Users have access to “Overview”, “Billing” (except for “Payments”), “Reports”, and “Settings” (except for “Company Settings”). These users do not have access to “Account Maintenance”, “Orders”, or “Corporate Address Book”. Note: these users will receive an email alert, every month, when all bills have been loaded into the application.

• **View Only** - Users have view-only access to Overview, Billing (except Payments), and Reports. Note: access to Account Reports or Wireless Number Reports is dependent on which accounts and/or wireless numbers the user has been granted access to.

• **Product and Service Admin** – Users have access to specific Custom Applications (e.g. Push to Talk and Group Communications). This user role will land on the Custom Applications page upon login and will restrict access to other portions of My Business.

• **View and Pay** – Users have access to payment capabilities, and view-only access to “Overview”, “Billing”, and “Reports”. Note: users must be granted access to an account level in order to make payments towards it. See example of “account level” below:

For detailed instructions on assigning the user to a Company Structure, refer to the “How to Use Guide: Understanding a Company Structure” located in the “How to Use Guides” section of the “Support” tab.
IP Management

IP Management center allows authorized users to view and download both reserve and available IP values associated with your organization/agency. IP Management center is located in the Settings dropdown menu.

Note: only users who have been assigned the “Primary Contact” and/or “Administrator” role will have access to IP Management.

- Browse, query, and retrieve IPs
- Download output to csv file
- Dynamically sort each column
When the tab is red, it is “active” and will define your search. Search by Reserved and Assigned IP’s for your profile. If needed, reporting is available for IP addresses. Reports that include IP are:

- Device Report
- Overview of Lines Report
- Purchase Activity

Refer to the Advanced Reporting User Guide for details on how to locate these reports.
Utilities Dropdown

The “Utilities” dropdown contains two main sections: “Directories” and “Applications”.

- **Directories**
  - Personal Address Book
  - Company Address Book
  - Saved Addresses

- **Applications**
  - Wireless Coverage Locator
Directories

Personal Address Book

From the “Personal Address Book” page, you can create a list of personal contacts and their phone numbers. This personal address book will not be viewable by other company users.

To set up a new contact:

1. Click on the “Add Contact” button.

2. Enter the contact's name, phone number, and alias.
3. Click “Submit”. You have successfully added a contact.

4. To edit a contact, click on the “Edit” link. From here you can edit their name and alias.

Note: contacts and aliases set up in the “Personal Address Book” are only viewable by that user. To add user information to a list that can be viewed by all company users, refer to the “Company Address Book” page.
Company Address Book

The “Company Address Book” link is only available to users assigned the “Administrator” or “Analyst” User Roles.

From the “Company Address Book” page, you can:

- Upload a pre-existing address book (.CSV file)
- Search for users
- Add new contacts

Notes: If an alias in the “Personal Address Book” for a user is different than their alias in the “Company Address Book”, it will appear as it is in the “Personal Address Book”.

Saved Addresses

The “Saved Addresses” link is only available to users who have purchasing privileges.

You may create up to 20 addresses for use in the shopping path.

<table>
<thead>
<tr>
<th>Address Nickname</th>
<th>Address</th>
<th>Actions</th>
</tr>
</thead>
<tbody>
<tr>
<td>3_30 test 2</td>
<td>5555 RED ST LAS VEGAS NV 89118</td>
<td>Edit</td>
</tr>
<tr>
<td>3_30 test 3</td>
<td>11 SAN WAY ALPHARETTA GA 30004</td>
<td>Edit</td>
</tr>
<tr>
<td>Ai BusinessTest</td>
<td>150 CASTLE AVE LAS VEGAS NV 89148</td>
<td>Edit</td>
</tr>
<tr>
<td>Test Res</td>
<td>19000 SE EAST WAY BELLEAUX VIA 91080</td>
<td>Edit</td>
</tr>
</tbody>
</table>

Add
When adding a new address there are three possible formats: Business, Residential, and Address Only.

- **Business**

Please add an address to be saved for future orders.

Note: A physical address is required for shipping purposes.

*Indicates required field

**Add Address**

<table>
<thead>
<tr>
<th>Field</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Type</td>
<td>Business</td>
</tr>
<tr>
<td>Address Nickname</td>
<td></td>
</tr>
<tr>
<td>Company Name</td>
<td></td>
</tr>
<tr>
<td>Attention</td>
<td></td>
</tr>
<tr>
<td>Address 1</td>
<td></td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Zip Code</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>
## Residential

Please add an address to be saved for future orders.

Note: A physical address is required for shipping purposes.

"*" indicates required field

### Add Address

<table>
<thead>
<tr>
<th>Field</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address Type</td>
<td>Residential</td>
</tr>
<tr>
<td>Address Nickname</td>
<td></td>
</tr>
<tr>
<td>First Name</td>
<td></td>
</tr>
<tr>
<td>Last Name</td>
<td></td>
</tr>
<tr>
<td>Address 1</td>
<td></td>
</tr>
<tr>
<td>Address 2</td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
</tr>
<tr>
<td>State</td>
<td></td>
</tr>
<tr>
<td>Zip Code</td>
<td></td>
</tr>
<tr>
<td>Phone Number</td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>
**Address Only**

Please add an address to be saved for future orders.

Note: A physical address is required for shipping purposes.

*Indicates required field

<table>
<thead>
<tr>
<th><strong>Add Address</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Address Type</strong></td>
<td>Address Only</td>
</tr>
<tr>
<td><strong>Address Nickname</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Address 1</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Address 2</strong></td>
<td></td>
</tr>
<tr>
<td><strong>City</strong></td>
<td></td>
</tr>
<tr>
<td><strong>State</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Zip Code</strong></td>
<td></td>
</tr>
</tbody>
</table>

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Applications

Wireless Coverage Locator

From the “Wireless Coverage Locator” page, you can search by address to verify we have coverage for certain products and services.
From the “Wireless Coverage Locator” page, you can save points of interest, display your current price plans coverage details and change your coverage to display by various price plan choices.

Select “Change Coverage” from the “Wireless Locator Map”. A pop up box will display your price plan search options. “Refresh Map” will show coverage for each price plan you select.
Account Maintenance tab

From the Account Maintenance Tab, you can make changes to your wireless numbers, account numbers, add new lines of services, track transactions, and check the eligibility of a number to Port In.

Overview page

From the Account Maintenance Overview screen you can see a summary of devices, upgrade eligibility dates and accounts you have access to. The “Overview” screen allows easy access to account maintenance transactions available in the dropdown menu next to the wireless number. You can also change account level detail at the bottom of the page in the Wireless Accounts section. Or for a complete view of details for a number go to the Wireless Number Center by clicking the hyperlinked phone number.
Lines and Services page

To search for a user by wireless number or last name:

1. Click on the “Account Maintenance” tab.

2. Go to the “Lines and Services” page.

3. In the “Step 1: Select a Wireless Number” section, select whether you want to search by “Wireless Number”, “Wireless User Last Name” or “Device ID”.

4. Enter the Wireless Number or last name in the field, and click “Search”. The user will appear in the “Search Results” field.
From here, click on the mobile number link to get to the **Wireless Number Center** screen.

The **Wireless Number Center** is a convenient way to get a complete look at a wireless number. The wireless number center is categorized into four major sections:

1. User Information
2. Current Device
3. Billing Account
4. Service Plan and Features
Change Wireless Number

1. Select "Update" next to the wireless number under the "User Information" tab.

![User Information](image)
2. Select an “Area Code & Exchange” from the dropdown and click “Continue”. Or select the radial button next to Select an Area Code & Exchange from a different city/state.

3. Enter the requestor e mail address and any other e mail to send a confirmation to. When ready click “Submit”. You have successfully submitted your request to change the wireless number.
4. Once submitted, you will come to the Confirmation screen which contains your Confirmation Number to check the status of your request.

Change Cost Center

To change the cost center for a user/wireless number:

1. Select “Update” next to “Cost Center” in the User Information tab.
2. 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 must be more than 36 characters.
- The Cost Center field can be left blank.

3. 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 statement that have already generated.
Change User Information:

Notes:

1. This is what drives local tax assessment for each line of service. This address should reflect the Primary Place of Use for the device.

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

   1. Select "Update" next to "Address" in the User Information tab in the Wireless Number Center.
2. Enter the new information and click "Submit". Note: Newer addresses may not be in the database; you can bypass the address validation error message by clicking “continue”.

3. You have successfully changed the user information.
Activate Equipment/ESN Change

Activate equipment is also commonly referred to as ESN Change. To activate equipment or perform an ESN Change:

1. From the Wireless Number Center screen select “Update” next to “Device ID” within the current device section.

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.

2. Enter the new Verizon Wireless-compatible “Device ID” or sometimes known as “ESN/MEID”. Select the reason for the new device.
Note: The device ID on phones is typically found underneath the battery on the device.

3. Enter the requestor e mail address and send a copy to another user if needed. Click the “Submit” button. Note: My Business account 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 you receive a message saying “We’re sorry we cannot complete the transaction online” you will need to contact Customer Service at (800) 922-0204. If the ESN is compatible with the existing calling plan with no adjustments needed, the system will proceed to the Confirmation Screen.
4. 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.

Suspend/Resume Service

You may suspend or resume suspended service through the Wireless Number Center under the “Services Information” section.

Notes:

1. There is no charge for suspending or resuming service online, you can suspend without billing a maximum of two times per year.

2. Seasonal/Vacation suspends will automatically resume services after 90 days.

3. Lost/Stolen suspends will automatically reconnect billing after 30 days, however, service will remain suspended until the end user restores online or calls in to customer service.

4. Please contact customer service for details on possible impacts to your contract term, eligibility date and New Every Two date.

To suspend a user’s service:
1. Select “Suspend” next to “Status” in the Current Device tab.

2. 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. Enter the requestors email and copy any additional users. When ready click “Submit”.

![Current Device Image]

![Suspend Service Image]
3. You have successfully suspended service for that wireless number/user.

![Thank You Completed]

Your request to suspend service for your wireless number has been submitted. The suspend service transaction will be changed shortly.

Your confirmation number for reference is US4J39729.
A copy of the confirmation email will be sent to:

<table>
<thead>
<tr>
<th>Wireless Number</th>
<th>Wireless User</th>
<th>Reason for suspending service</th>
<th>Suspend Billing</th>
</tr>
</thead>
<tbody>
<tr>
<td>914.</td>
<td></td>
<td>Seasonal/Vacation</td>
<td>With billing</td>
</tr>
</tbody>
</table>

To resume a user’s service:

1. Select “Resume” next to “Status” in the Current Device section.

![Current Device]

Current Device:
- Device ID: 1234567890
- Upgrade Eligibility Date: 01/01/2022
- Status: Suspend
- Upgrade Device
- VoiceMail Password: Reset
2. Confirm the information is correct, and click “Submit”.

3. Your transaction has been completed. A reference number will be displayed for your tracking purposes.
Update Voicemail Password

1. Select “Reset” next to “Voicemail Password” in the “Current Device” tab of the Wireless Number Center.

2. Enter the new 5-digit, numerical password. Enter it again to “Confirm” and click “Continue”.
3. Verify the information is correct and click “Submit”. Note: you can have a text message sent to the user, alerting them of their password change. To do this, check the box next to “Send a text message to wireless number...” before submitting the information.

Change Billing Address

From here, you can change the address for the selected account number.

1. Select “Update” next to the Billing Address within the Billing Account section. Note: when updating an address within this section all of the mobile numbers associated to this account number will be impacted.
2. Enter the new address information, and click “Submit”.

3. You have successfully changed the “bill to” address for that account.
Change Plan/Text/Data

From the Service Plan and Features section, you can view details of the current plan and change the plan for the selected user.

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

To change your plan:

1. Select “Change Plan/Text/Data” button within the Service Plan and Features section. Note: For details on the current plan you can click on the plan name underlined in blue.

2. Select the Plan you would like to change to using the dropdown menu. A pop up box will display showing you details about the selected plan. Once you have chosen your plan, then select the text messaging and data if applicable. Note: if you have selected a data price plan the data feature selection will be grayed out because it is already included in your plan. The same logic will apply for text messaging if included in your plan. Click “Continue” when all of your selections have been completed.
3. Continue to the next step to select your features (some of which may be required). When finished click **“Next”**.
4. Review your new plan compared to the old plan and the features you may have chosen or that may be included.

5. At the bottom of the page select an effective date, confirm the requestor’s 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”.
View Wireless Coverage Map

From here, you can view the coverage map associated with your current price plan. Note: Please refer to page 49 of this user guide for additional information on the Wireless Coverage Map.

Data Calculator

The Data Calculator allows you to calculate your mobile data usage to determine the exactly what you need. To use the data calculator:

1. Select “View” next to the “Data Calculator” field within the Service Plan and Features tab.
2. A window will open showing you a breakdown of data usage for your selected line and various methods on how to calculate your data usage:

Web Surfing, Email, Music, Apps and Games are categories that you can use to estimate your data usage to determine the plan that best suits your needs. The meter on the right helps gauge your estimated data.
View Usage

To view usage:

1. Select “View Usage” within the Service Plan and Features tab.

2. This will bring you to an Unbilled Usage screen. You can refine your search for usage by the Account Number, User First or Last Name and by Wireless Number.
3. The **Unbilled Usage** screen will break down unbilled usage as of your last statement by Voice, Text, Data, Mobile Broadband and Global. Below each category of usage you can view additional details around each level of usage.
Add/Remove Features

To add/remove features:

1. Select “Add/Remove Features” button within the Features section. Note: For details on the current features for your account you can click on the feature name underlined in blue.

2. Click the box next to the feature(s) you want to add or unselect the box next to the feature you want to remove. When finished, click “Continue”.

---

Notes
3. A summary of the added and removed features will display for your review.

4. Select and effective date. Verify the “Requestor Email” is correct and add any additional recipients to copy. Click “Submit”.

![Image of My Business Account User Guide: Getting Started page]

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Add/Remove IP Features:

1. Select “Add/Remove Features” button within the Features section. Note: For details on the current features for your account you can click on the feature name underlined in blue.

2. Select the radial button next to your selection under IP Provisioning. Depending on your options, three types of IP provisioning are available:

   - Broadband Access Static IP
   - Static Private Network
   - Dynamic IP Private Network
Feature allows assignment VPN pool name and IP address.

**Dynamic IP Private Network**
Dynamic Mobile Network Routing is a network-based mobile technology capable of providing dynamic routing and support for mobile or stationary routers in primary wireless access or automatic wireless backup configurations.

If you selected Broadband Access Static IP, select the IP Address Assignment
a. Automatically Assign – IP address is system generated.
b. Manually Assign – IP address is entered based on a reserved pool. A reserved pool can only be obtained by contacting your account support.

![IP Address Assignment](image)

Continue to select the IP Address Type
  c. Restricted
  d. Unrestricted

If you selected Static Private Network, select the Pool Name from the dropdown menu and Reserve
If you selected Dynamic IP Private Network, select the Pool Name and the system will automatically assign an IP.

**Note:** IP address Static Private Network and Dynamic Private Network is only available as an option when you are adding a new line of service to an existing account.
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 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.
My Business Account User Guide: Getting Started

- Note: except for “Mass Upload” in Verizon Enterprise Center, 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 & Account, and then select the **Bulk Account Maintenance** tab:
New Service Activations/New Activation & Keep Your Number

Use **New Activation & Keep Your Number** when you need to bring an existing wireless number from another wireless carrier to Verizon Wireless (also known as “port-in”). Otherwise, New Service Activations is sufficient for most activation attempts.

First time user checklist for New Service Activation/New Activation & Keep Your Number:

When attempting to complete bulk activation online, we recommend working with your account support team. Here is a quick checklist of what you should complete prior to your first order:

- Are you working with a current template?
- Are all the device IDs approved for use by Verizon Wireless?
- Are any device IDs already active? (If so, remove them from the spreadsheet)
- Are all required fields populated on the spreadsheet?
- Does the Billing Info field(s) match the billing information on file?
- Are there any spaces in the IP Feature fields? (No empty spaces in these fields)
- Was the spreadsheet saved locally as .XLS (Excel 97-2003) file before uploading?
- Does the contract term match your agreement with Verizon Wireless?

Note: These two options are not enabled by default. A customization request form must be submitted by your assigned Business Sales Associate.
1. Click the appropriate radio button and click “Continue”.

2. The New Activation & Keep Your Number, or the New Service Activation section will appear. Select the blue link to Download New Activation & Keep Your Number Template (or if New Service Activations, the Download New Service Activations Template).

3. Make the necessary New Activation and Keep Your Number updates to the spreadsheet. Refer to the mapping guide and the tab for New Activation and Keep Your Number for details on which columns must be filled and the formatting rules for each. If your sales team has enabled it, the numeric price plan and feature codes will pre-populate at the top of the spreadsheet for your new activation and keep your number updates. *It is important that you are familiar with your price plan codes and the associated features that coincide with the price plan*
chosen. There is no description provided on the spreadsheet for the price plans and feature codes.

4. Once you have completed the necessary columns as indicated in the mapping guide, save the spreadsheet to a convenient location.

Notes:

- when naming the file, make sure you only use characters listed below:
  - A – Z
  - a-z
  - 0 – 9
  - _ (underscore)
  - - (dash)
- Do not use spaces in the file name. The file cannot exceed 4MB in size.
- If you copy and paste into your spreadsheet, ensure you are pasting TEXT ONLY - with no formatting (such as HTML/Rich Text).

5. Once your file is saved, close your spreadsheet and return to the transaction screen. Click ‘Browse’ to locate the .XLS file you just saved for your New Activation and Keep Your Number/New Service Activations request.

6. Once you have located your file, double click on the file name. The file will populate within the File Location field. Select ‘Upload & Continue’
If the file is formatted correctly and uploads successfully you will receive a confirmation screen and confirmation number for your records.

You can check the status of your bulk activation request by clicking on the “View Activation Status” link on the Bulk Account Maintenance page.

On the Bulk Activation Status page, click the Order ID hyperlink to view detailed information, or use the Search option to narrow down your results by Order ID, Date Submitted, Status or User ID. Note: initially, the Order ID will not be a hyperlink. After a period of time (depending on the size of the upload), the Order ID number will change to a hyperlink.
A pop up window will display details on the status of the activations.
Note: this window will display activation status based on current processing. To update the information, close the window and click the order ID to refresh the contents.

Click the Download button to retrieve a spreadsheet of activated devices, without waiting for the order to fully complete. Like the status pop-up, the contents of the spreadsheet reflect current
processing. The file content will change as devices are activated. Devices which have been activated will have a wireless number; devices which have not been activated will display “pending” in the wireless number column.

**Change Plan/Text/Data** will display the following screen and two options to complete your changes:

**Option 1**: You can manually enter the wireless numbers within the fields when completing a change for up to five numbers. Below are the steps:

![Change Plan/Text/Data](image)

Note: The first mobile number input within the field will populate once you hit Continue and land on the Calling Plan Change page. The system will reference this number for price plan and feature compatibility and will drive ALL of the changes for the rest of the numbers on your request. **IF** the rest of the mobile numbers entered are not compatible with the new price plan and feature selected, the order will fail.
1. Select Change Plan/Text/Data from the Bulk Account Maintenance Options

   ![Bulk Account Maintenance](image1)

Agree to the Terms & Conditions pop up box and select **Continue**.

![Disclaimer](image2)

2. Select the radial button and Input the wireless numbers you would like to change within the available boxes and click **Continue**.
3. Next you will be brought through, selecting the plan, selecting the features, reviewing the new plan and confirming the changes. Note: In order to complete a plan change all numbers must be eligible for the selected plan/feature you are changing to. Device types must **match** the plan/features you request. **The first number within your request will drive the changes for all of the numbers selected for the plan change.** You will only be brought through the plan and feature selection **once** even if you have multiple numbers you requested to change.

Once the request has been submitted you will be brought to a confirmation page that includes a confirmation number for your records. You can check details on the status of your order by searching with the confirmation number and Last Name of the requestor under **Transaction History.**
Option 2: Change Plan/Text/Data for more than five lines can be completed via the spreadsheet

The following steps will walk you through Change Plan/Text/Data for more than five numbers:
1. Select **Change Plan/Text/Data** from the Bulk Account Maintenance Options

   ![Bulk Account Maintenance](image)

   Agree to the Terms & Conditions pop up box and select **Continue**.

   ![Disclaimer](image)
2. Select the radial button and click the blue link to Download Change Plan/Text/Data Template

3. Download the spreadsheet; indicate a request to change the Plan by using an X in the Update Information column next to the mobile number (see below). Note: Do not delete rows 1-10 of the spreadsheet.
Save your file to a convenient location. Remember not to use characters or spaces within your file name when saving. Note: your file size cannot exceed 4 MB, and must be XLS in format (Excel 97-2003).

4. Once your file is saved, close your spreadsheet and return to the transaction screen. Click "Browse" to locate the file you just saved for your Calling Plan Change request.

5. Once you have located your file, double click on the file name. The file will populate within the File Location field. Select "Upload & Continue".

6. Now select the desired plan and features that you want all of the numbers on your spreadsheet to be changed to. Note: When you complete a calling plan change all numbers must be eligible for the selected plan/feature you are changing to. Device types must match the plan/features you request. You will only be prompted to select the plan for the first line on your request. ALL of the numbers on the spreadsheet will follow the same changes you select for the first number.
Once you have submitted your selected price plan and feature changes you will receive a confirmation screen and confirmation number for your records. You can check details on the status of the spreadsheet by searching with the confirmation number and Last Name of the requestor under **Transaction History**.
Add/Remove Features will display the following screen and options:

1. Select Add/Remove Feature from the Bulk Account Maintenance Options

2. Agree to the Terms & Conditions pop up box and select Continue.

3. You have three choices to identify the numbers you would like to update:
a. Manually input up to five numbers and **Continue**. If using this method, input the numbers to update and continue to **Step 9**.

```
<table>
<thead>
<tr>
<th>Enter up to five Wireless Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter up to five wireless numbers to Add and/or Remove Features (number format: xxx-xxx-xxx):</td>
</tr>
</tbody>
</table>
```

b. Upload a list of wireless numbers via spreadsheet. If using this method, indicate your changes next to the numbers with an X. Format and upload your spreadsheet and continue to **Step 9**.

```
<table>
<thead>
<tr>
<th>Upload a list of Wireless Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Download the Add/Remove Feature template to complete five or more Add/Remove Feature changes.</td>
</tr>
<tr>
<td>Download Add/Remove Feature Template</td>
</tr>
<tr>
<td>Find Wireless number file for processing:</td>
</tr>
<tr>
<td>File Location: Browse</td>
</tr>
</tbody>
</table>
```

c. Use the Account Search to display a list of mobile numbers

```
<table>
<thead>
<tr>
<th>Account Search</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select an account to search wireless numbers</td>
</tr>
<tr>
<td>Select an Account</td>
</tr>
</tbody>
</table>

Extended Search Option
Extended Search allows you to identify wireless numbers using a specific criteria
```

4. For this example, we will select the Account Search method. Select the Account number from the dropdown menu and click Search.
5. A list of mobile numbers associated to the account selected will display. Check the box next to the numbers you would like to update the features for.

![Account Search](image)

6. If you aren’t familiar with the features for the numbers displayed, use the Extended Search Option to identify numbers based on specific criteria.

![Extended Search Option](image)

A pop up window will display allowing you to extend your search options based on Contract, Features, Cost Center etc. Use the + button to expand your search options.
When ready, click Search

7. A list of numbers will display showing only the numbers that match your expanded search criteria. Check the boxes next to the numbers you would like to update. Note: you cannot select a suspended line.

8. Next you will be brought to a page that displays your current features and a list of features you can Remove and/or Add. Uncheck a box to remove an active feature, check a box to add a new feature. Select the items you would like to add and/or remove, review your selections and confirm your changes:
Note: All numbers you selected will follow the changes on this page; it will only be displayed once.

9. When ready, click Continue

10. A summary of your changes will display. This shows the amount of lines being updated and the features you are adding or removing

<table>
<thead>
<tr>
<th>Features</th>
<th>Qty</th>
<th>Remove Features</th>
<th>Add Features</th>
</tr>
</thead>
<tbody>
<tr>
<td>Streamlined Billing</td>
<td>0.00</td>
<td>$0.00</td>
<td>Active on 2nd</td>
</tr>
<tr>
<td>NationalAccess Roaming</td>
<td>0.00</td>
<td>$0.00</td>
<td>Active on 2nd</td>
</tr>
<tr>
<td>Detailed Billing</td>
<td>$1.99</td>
<td>$1.99</td>
<td></td>
</tr>
<tr>
<td>Roadside Assistance - Single Line</td>
<td>$3.00</td>
<td>$3.00</td>
<td>Add to All Lines</td>
</tr>
<tr>
<td>Family Group Contact</td>
<td>$4.99</td>
<td>$4.99</td>
<td></td>
</tr>
</tbody>
</table>
Select an effective date for your changes and click Submit.

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

- **Future date:** The effective date of your feature add/remove will be 04/23/2012. Recommended if you want to receive the benefit of your current features for this billing cycle, and have your new feature add/remove take effect on the first day of your next billing cycle.
- **Make effective today:** The effective date of your feature add/remove will be 04/02/2012. Your feature add/remove change is effective today. On your next bill, you may see a charge for a portion of the feature cost for any old features, calculated from the beginning of your billing cycle through today.

Once you have confirmed all feature changes and submitted a screen will display with a confirmation number for your records. You can check details on the status of your request by searching with the confirmation number and Last Name of the requestor under **Transaction History**.
Other Account Maintenance Transactions allow you to Change User Information, Activate Equipment (on existing service), Suspend Service, Resume Service, and Reset Voicemail Password. Note: voicemail passwords will auto reset to 1+ the last four digits of the phone number, you cannot select a custom password. You can make multiple changes to one mobile number within this transaction spreadsheet (You will receive an email confirming which transactions were successful and which failed.) The Primary Contact, Admin and Analyst can request access to update the Static IP and EHA Pool only via a customization request. Contact your support team for assistance.

The following steps will walk you through Other Maintenance Transactions

1. Select Other Maintenance Transactions from the Bulk Account Maintenance Options

2. Within this section you have two options and files to download. If you would like to complete changes to the account level you would select option 1. If you are completing changes to specific mobile numbers you would select option 2.
Download the file that suits your changes by clicking on the blue link. For example: Account level changes would be appropriate if you are looking to update an address that applies to the account as a whole. If you are looking to update mobile number information unique to a user such as name or address, you would select the mobile number file. For this example we will follow a Wireless Number Template.

3. The file will open with several pre-populate fields. The name, address and current device ID are displayed.

4. Indicate the changes requested by placing an X in the Update Information column to indicate which user/number you want to update. THEN select the transaction(s) you want to change (i.e. suspend service, change voicemail password). For more information on what columns must be filled out please refer to the mapping guide and the tab that corresponds to the transaction you are completing. Note: There are four tabs in this excel mapping file that relate to this transaction:

*Tip - If you are suspending a line of service you must select one from each of these, the reason for suspension AND the suspend billing options:

- Suspend Lost/Stolen  OR  Suspend Seasonal/Vacation
- Suspend with billing  OR  Suspend without billing
Save your file to a convenient location. Remember not to use characters or spaces within your file name and save this file as XLS (Excel 97-2003). Note: your file size cannot exceed 4MB.

5. Once your file is saved, close your spreadsheet and return to the transaction screen. Click “Browse” to locate the CSV file you just saved for your Calling Plan Change request.

6. Once you have located your file, double click on the file name. The file will populate within the File Location field. Select “Upload & Continue”
If the file is formatted correctly and uploads successfully you will receive a confirmation screen and confirmation number for your records. You can check details on the status of the spreadsheet by searching with the confirmation number and Last Name of the requestor under Transaction History.

Billing Accounts

From the “Accounts” page, you can change the “bill to” address, add a new line of service for a Billing Account, and manage your Friends & Family Numbers on qualifying Billing Accounts.

To change the “bill to” address:

1. Click on the “Account Maintenance” tab.

2. Go to the “Accounts” page.
3. Enter the Billing Account number you want to search for, and click "Search".

4. Click "Change Bill to Address" next to that account.

5. Enter the new address information, and click "Continue".
6. Confirm the address information is correct, and click “Submit”. You have successfully changed the “bill to” address for that account.

To add a line of service:

1. Click on the “Account Maintenance” tab.

2. Go to the “Accounts” page.
3. Enter the Billing Account number you want to search for, and click “Search”.

4. Click “Add A Line” next to that account. From here you can select a device and complete the steps in the shopping path.

To 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. Click on the “Account Maintenance” tab.
2. Go to the “Accounts” page.

3. Enter the Billing Account number you want to search for, and click “Search’.

4. Click “Manage Friends & Family” next to that account. Note: this link will only show if at least one wireless number, on the selected account, is on a qualifying plan.

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

6. Once you have made the desired updates, click on the "Submit" button. Note: You can change your Friends & Family numbers as often as you like. Changes to your Friends & Family numbers could take up to 48 hours to complete.
Transaction History

From the Transaction History page, you can view list of prior transactions conducted in My Business Account, 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 “Check Order Status” link on the Overview page.

- Provides advanced filter options to help check status on specific transactions. For example: MTN, date range, transaction type, transaction status.

To view transaction history:

1. Click on the “Account Maintenance” tab.

2. Go to the “Transaction History” page.
3. Use the dropdown menu to search by:
   - Wireless Number
   - Account Number
   - User Name
   - User ID
   - Transaction ID
   - Status
   - Transaction Type
   - Date Range
   Click the “Search” button. All related transactions will appear.

Sort by clicking on the column headers, download into an excel format or click on the transaction ID to get more details on the transaction.

**Port In/Keep Your Number**

From the “Keep Your Number” page (sometimes referred to as the Port In page), 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 access the “Port In/Keep Your Number” page:

1. Click on the “Account Maintenance” tab.

2. Within the Account Maintenance page, go to the “Keep Your Number” drop down menu option. Chose “Check Eligibility” for a new port request or “Check Port Status” to find the status of an existing request.

3. Enter the wireless number, and click the “Check Eligibility” or “Check Port Status” button.
Custom Applications

From the "Custom Applications" page, you can find information on additional products and services offered within My Business such as; Group Communications, Push to Talk Enterprise Contact Management, Enterprise Messaging, Field Force Manager and the Machine to Machine Management Center.
Group Communication

From the Group Communication website you can create groups of business and employee contacts and connect using one phone number. One number to call, text and message colleagues, vendors, business contacts and more. Click on the “Learn More” link or “Access Group Communication” button to go the Group Communication page.
Push to Talk

From the Enterprise Contact Management website you can manage Push to Talk contacts for your company’s corporate lines.
Click on the "Learn More" link or "Access Push to Talk" button to go to the Push to Talk Enterprise Contact Management login page.
Note: Only users who have been granted access to manage Push to Talk will be able to continue to the next page. You can manage who can access Push to Talk within a user’s profile.

Enterprise Messaging

Enterprise Messaging is a one stop messaging solution to send a large volume of text messages.
Click on the "Learn More" link or "Access Enterprise Messaging" button to go to the Enterprise Messaging login page.
Machine to Machine Management Center

Machine to Machine Management Center helps you control your machine to machine data and integrate device management into your resource planning. Click on the “Learn More” link for more details.

Field Force Manager

Field Force Manager helps you manage your mobile workforce. Click on the “Learn More” link or “Access Field Force Manager” button to register for Field Force Manager.
A user guide and simulator are available in the My Business Account “Support” tab that provide detailed information on using the Enterprise Contact Management website.

To access the user guide and simulator:

1. Log in to My Business Account.
2. Click on the “Support” tab.
3. Go to the “Features & Services” index page.
4. Under the “**Most Popular**” section, click on the “**Push to Talk**” link. This will take you to the Push to Talk features page where the user guide and simulator are located.

5. The user guide and simulator are located in the “**Support Links**” section of this page.
a. Click on the "Push to Talk Enterprise Contact Management User Guide" link to open the user guide.
b. Click on the "Enterprise Contact Management Demonstration" link to view the simulator.

Data Services: Push to Talk

Description
Push to Talk (PTT) is a 2-way radio-like service that provides simple communication with the touch of a button. A Push to Talk capable phone and subscription to Verizon Wireless Push to Talk is required for both the originating and terminating parties.

How to Get It
You will need a PTT-capable device, a voice calling plan, and a Push to Talk feature, all of which can be purchased online.

How to Use It
Instructions for use vary by phone manufacturer. You should consult your phone's user manual for more information.

Support Links
Push to Talk Enterprise Contact Management User Guide
Enterprise Contact Management Demonstration

Top FAQs
- What is the new Push to Talk "Manage Contacts: Online" link on the Dashboard page?
- How do I set up my Push to Talk Contact List?
- Will my regular voice calls be interrupted when I receive a Push to Talk alert?
- How many Enterprise Contacts can I establish?
- Will I be charged anything to use Push to Talk calls?
Billing Tab

The Billing Tab is made up of three main sections: "Overview", "Statements", and "Payments".

Billing Overview page

From the Billing Overview screen you can see a summary of your wireless device, devices and accounts you have access to.

The Billing Overview screen allows easy access links to all of the transactions available within the drop down navigation menu.
Statements

The “Statements” tab contains three sections: “Overview”, “Unbilled Usage”, and “View Statements”.

From the “Statements” sub-tab, you can:

- View the Billing Structures and Company Structures that have been assigned to you.
- View account statements online. Note: a user will only be able to view statements for the accounts/wireless numbers they have been assigned.
- Download an account statement. Statements are available in .PDF, .CSV, and .XML formats. Note: if you want to download an entire statement, it must be in .PDF. The .CSV and .XML versions provide only the info currently displayed on your screen.
- View current unbilled usage for individual wireless numbers.

Notes:
- A user will only be able to view unbilled usage for the wireless numbers they have been assigned.
- For the "Primary Contact" User Role only, there is an Unbilled Usage report located in Advanced Reporting, which will pull the unbilled usage for all wireless numbers, by account, at one time. To begin receiving this report, you must request it through your
Sales Support Team. After the initial request, this report will be available every month.

To view the Billing Structures and/or Company Structures that are assigned to you:

1. Click on the “Billing” tab.

2. Go to the “Statements” drop down, select “Overview”.

3. The structure will appear. From here you can view the “Default” level or the “Company Structure” level by either selecting “Default” or the structure name in the dropdown.
Default Level
To view an account statement:

1. Click on the "Billing" tab.

2. Hover over "Statements", click on "View Statements" from the drop down menu.
3. In the “Account” dropdown, select the account number you would like to view. Note: account numbers will display within the dropdown, beginning with the lowest numeric account number. The dropdown can display a maximum of 100 account numbers. If there are more than 100, you must use the “Set Default Position” tab.

![Account Summary - Wireless](image)
4. In the “Statement Date” dropdown, choose which billing period you would like to view for that account. Note: you can view up to 6 months-worth of statements.

5. Click the “Display” button.
6. A summary of the statement will be displayed.

<table>
<thead>
<tr>
<th>Quick Bill Summary</th>
<th>Oct 23, Nov 27</th>
<th>November statement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Explanation of Charges</td>
<td></td>
<td>$470.96</td>
</tr>
<tr>
<td>Previous Balance</td>
<td></td>
<td>$0.06</td>
</tr>
<tr>
<td>Month Ending</td>
<td></td>
<td>$161.95</td>
</tr>
<tr>
<td>Credit Balance</td>
<td></td>
<td>-$22.99</td>
</tr>
<tr>
<td>Monthly Access Charges</td>
<td></td>
<td>$736.84</td>
</tr>
<tr>
<td>Usage Charges</td>
<td></td>
<td>Breakdown of Total Charges</td>
</tr>
<tr>
<td>Charges</td>
<td></td>
<td>Breakdown of Minutes Used</td>
</tr>
<tr>
<td>Verizon Wireless Surcharges and Other Charges &amp; Credits</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Taxes, Governmental Surcharges &amp; Fees</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Current Charges</td>
<td></td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Charges Due by December 17, 2009</td>
<td></td>
<td>$0.00</td>
</tr>
</tbody>
</table>

From here, you can access a summary view of all the wireless numbers billed under the selected account number by either clicking on the “Breakdown of Total Charges” or “Breakdown of Minutes Used” link.

- Breakdown of Total Charges: displays the amount of each charge, by charge type, for each number.
  - Monthly Access Charges
  - Usage Charges
  - Equipment Charges
  - VZW Surcharges and other Charges & Credits
• Breakdown of Minutes Used: displays the amount of minutes used, by usage type, for each number.
  
  o Plan Usage
  o IN Usage
  o Night and Weekend Usage
  o Data Usage (by megabyte)
  o Roaming Usage

To access a statement for a wireless number:

1. From either the “Breakdown of Total Charges” or “Breakdown of Minutes Used” tabs, click on one of the wireless numbers.
2. The charges for that wireless number, during the specified statement date, will appear. From here you can view the “Charges by Number” for other accounts, statement dates, and wireless numbers by using the dropdowns.

To download an account statement:

1. Click on the “Billing” tab.

2. Hover over “Statements”, click on “View Statements” from the drop down menu.
3. In the upper right-hand corner of the “View Statements” page, make sure “PDF” is selected. Note: .PDF is the default option, as it is the only download option that will provide access to the entire statement.

4. Click “Go”.

5. Click the “Save” button.
6. Select where the statement will be saved and click “Save”. You have successfully downloaded a statement.
Unbilled Usage

To view the “Unbilled Usage” page:

1. Click on the “Billing” tab.

2. Hover over “Statements”, click on “Unbilled Usage”.

3. The “Unbilled Usage” displays usage totals, by Account Number, Wireless Number, and user first and/or last name that have accumulated since your last invoice date. Usage is broken down by voice, text and data on this page.
## Unbilled Usage

### Account Information
- **Account ID:** [Redacted]
- **Search Bar:**
  - **Wireless Number:** [Redacted]
  - **User ID:** [Redacted]
  - **Customer ID:** [Redacted]
  - **Device ID:** [Redacted]

### Usage Details
- **Date Range:** [Redacted]

### Value Details
- **Usage Type:**
  - **Min:** [Redacted]
  - **Max:** [Redacted]
  - **Total:** [Redacted]

### Notes
Payments

The “Payments” tab contains five sections: “One-Time Payment”, “Recurring Payments”, “Payment Accounts”, “Payment Status” and “Payment History”.

Before payments can be made online, you will need to set up payment accounts.

Payment Accounts

To set up a payment account

1. Click on the “Billing” tab.

2. Hover over the “Payments” menu, select “Payment Accounts”
3. **Select the type of Payment Account** you want to set up: Bank Account or Credit Card.

![Payment Accounts Table]

<table>
<thead>
<tr>
<th>Type</th>
<th>Account Nickname</th>
<th>Account Number</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Credit Card</td>
<td>ABC_Test</td>
<td>XXXXXXXXXXXXX11</td>
<td>Edit/Delete</td>
</tr>
<tr>
<td>Credit Card</td>
<td>Account B</td>
<td>XXXXXXXXXXXXX24</td>
<td>Edit/Delete</td>
</tr>
<tr>
<td>Credit Card</td>
<td>account C</td>
<td>XXXXXXXXXXXXX22</td>
<td>Edit/Delete</td>
</tr>
</tbody>
</table>

![Add Bank Account Window]

4. Enter the requested information in the pop up window.
5. Click “Submit”. You have successfully created a new Payment Account.

One-Time Payment

From the “One-Time Payment” page, you can make immediate payments for one or more billing accounts.

Notes:

- One-time payments can be made using a Credit Card or Bank Account
- A maximum of $500,000 is allowed per day; however, you may make multiple transactions.
- You may not pay more than is owed.
To make a one-time payment:

1. Click on the “Billing” tab.

2. Hover over the “Payments” drop down, select “One-Time Payment”.

3. In “Step 1: Select Billing Account”, select the Billing Account(s) you want to pay and the amount for each. The full Payment Amount will automatically show. You may select enter a smaller amount to make a partial payment.
Note: here you may also view an account’s “Real-Time Balance” by clicking the “View” button for that account. The “Real-Time Balance” shows any credits or charges made after midnight on the current day. This balance will vary from the “Current Balance” which displays the balance as of the date displayed in the “Current Balance” column.

4. In “Step 2: Select Payment Method”, select payment method you wish to use. If no payment method is saved on file, proceed with adding your bank or credit card information.
5. Review your payment and click Submit.

6. Your payment is now complete.
Recurring Payments

From the "Recurring Payments" page, you can set up recurring monthly payments for each account.

Notes:

- If you have previously been set up with automatic payment options, you must first have these removed from the billing system in order to set up recurring payments through My Business Account. To have previous automatic payment options removed, contact Customer Service at (800) 922-0204.
- Payments can be made using a Credit Card or Bank Account.

To set up recurring payments:

1. Click on the "Billing" tab.

2. Hover over the "Payments" drop down, select "Recurring Payments".
3. Select “Create Schedule” to begin setting up Recurring Payments.

4. In “Step 1: Select Billing Account”, select the Billing Account(s) you want to enroll in recurring payments.

5. In “Step 2: Select Payment Method”, select the account you would like to bill the monthly payment to. Notice the bill cycle date is shown along with the payment date. The
payment date is the approximate date your payment will be sent for processing. The actual date may vary based on the number of days in a calendar month. Click “Continue”.

6. In “Step 3: Review Payment”, review your recurring payment and reenter your password to confirm. After reading the Terms and Conditions, Click “Submit”.

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7. Your recurring payment is now complete. Note: you will receive an email, 10 days before the scheduled payment, confirming that the payment will process on the selected date.

Payment Status

From the "Payment Status" page, you can view the status of any One-Time Payments that have been made from My Business Account. To view prior Recurring Payments, you must refer to the "Payment History" page.

Note: this page will not display who made the payment.

<table>
<thead>
<tr>
<th>Date</th>
<th>Account</th>
<th>Payment Account</th>
<th>Status</th>
<th>Amount</th>
<th>Authorization Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>04/06/2009</td>
<td>000000000-0000</td>
<td>SandCard</td>
<td>FAILED</td>
<td>$1,451.11</td>
<td></td>
</tr>
<tr>
<td>03/17/2009</td>
<td>000000000-0000</td>
<td>Test</td>
<td>FAILED</td>
<td>$3,365.71</td>
<td></td>
</tr>
<tr>
<td>03/12/2009</td>
<td>000000000-0000</td>
<td>Test</td>
<td>FAILED</td>
<td>$3,365.71</td>
<td></td>
</tr>
</tbody>
</table>

6 of 6 records returned.
Payment History

From the “Payment History” page, you can view a list of all payments received, by account number. Note: All types of payments (recurring, from a retail store, through Customer Service, etc.) can be viewed here.

To view payment history:

1. Click on the “Billing” tab.

2. Hover over the “Payments” drop down menu, select “Payment History”.

3. Select an account from the “Account Number” dropdown.
4. Click the “Display” button.

5. The payment history for that account will display.

<table>
<thead>
<tr>
<th>Account Number:</th>
<th>Display</th>
</tr>
</thead>
<tbody>
<tr>
<td>00000000-00001</td>
<td>Display</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Account</th>
<th>Date</th>
<th>Status</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>00000000-00001</td>
<td>11/30/2008</td>
<td>SUCCESS</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

1 (of 1) records returned.