

Verizon Wireless FAQs

What are the benefits of the Enterprise Center for Association Verizon Wireless customers?

Enterprise Center provides comprehensive functionality for online management of Verizon telecommunication services. Enterprise Center enables customers to manage their Verizon products and services for their business. With Verizon Business and Verizon Wireless united on the same portal, large businesses and government agencies experience a seamless online experience with single sign-on to their information via the Center.

- Flexibility to self-manage Verizon Business and Verizon Wireless products/services via a single portal
- Seamless and secure access to critical data and tools.
- Improved productivity and efficiencies
- Control costs by utilizing online tools.
- Ecologically friendly with paperless options

What are the features of the portal?

The portal is a one-stop location for accessing critical information and resources to manage your Verizon wireless services. The online tool, available via secure access 24/7, offers a host of applications that support a full business life cycle and enable you to save time, control costs and manage your Verizon services. Once you have secure access as a registered portal user, you can get permissions - or entitlements - to one or more of the following:

Orders- Place and to check status of orders for Verizon data and voice products including IP VPN, Private IP, U.S. and global Private Line, local services, inbound and outbound long distance services, Internet access and more! Wireless services can also be ordered.

Invoices- Review, analyze and pay invoices online. See current charges across your business units and view past bills. Customize daily call detail records to monitor, trend and analyze usage.

Repairs- Create, view and update trouble tickets for voice, data, IP VPN and Internet services and get electronic updates upon request. View ticket history for performance trending. Perform online tests to avoid a service call.

If I have a current on-line account will the information be lost or changed?

When you register with the VEC discount program, you are starting as if you are a new customer.

- New contract for two years
- New account number
- New billing cycle
- You will keep your same cell number

Will the history I have with my current account be lost?

It is suggested that you print old invoices from your current account before you move into the VEC program. The cell phone history will not be ported into the new account. If you forget, you have 30 days to access the old data.

What discounts do I receive?

- 15% off monthly service – data and voice
- 25% off accessories
- Immediate rebate offerings – no mail in required

How do I get started?

- From <http://enterprisecenter.verizonbusiness.com> and select Enroll Now.
- On the Verizon Enterprise Center page – scroll down until you see the on-line form
- Complete the “User Information” section with your data
- In the “Company Information” area, answer only two questions:

- Company Name – Association Name
 - Click on the “Copy the address from the User Information above.”
- This will populate the other data
- DO NOT PUT IN AN ACCOUNT NUMBER OR PROJECT CODE
- Click Submit
- Answer the next three questions as follows:
 - How many employees does your company have? >1000
 - Does your company have multiple sites? **No**
 - What Verizon products are you interested in? **Other**
- Click submit

NOTE: AFTER YOU ENTER ALL THE REQUIRED INFORMATION ON THE REGISTRATION SCREENS, A CONFIRMATION EMAIL IS SENT TO YOU THAT INCLUDES A VERIFICATION CODE AND LINK TO COMPLETE THE REGISTRATION PROCESS. AFTER YOU RECEIVE THIS EMAIL, YOU ARE READY TO CREATE YOUR USER NAME AND PASSWORD BEGIN USING THE PORTAL.

- Select the link included in your confirmation email.
- Enter the verification code that was provided in your confirmation email.
- Click **next**.
 - Create user User ID and Password. The unique user ID must be between 5 and 20 lowercase characters, and alphanumeric with no spaces.
 - Your password 8 and 12 characters long, contain at least one number, and a mix of both upper/lowercase letters without spaces. For additional security, you can use non-alphanumeric characters, e.g., /, &, +, and *.
- Select **Submit**
- Select **Sign In**
- Enter the User ID and Password you created.
- Read and accept the Terms & Conditions. You must accept the Terms and Conditions in order to use the portal.
- Click continue.

You now have to link your phone numbers to the portal page you created.

- At the very top of the page located by your name – is a drop down entitled “Settings”
- Click on the drop down and pick, “Access Request”
- In “Services” click the red arrow next to:
 - I am responsible for a single bill account or single wireless number at my company.”
- In “Wireless” click in the circle:
 - “I’d like to request access to wireless numbers.”
- Immediately a box will appear with you to add the wireless number.
- You must answer two of the three areas:
 - Work Phone
 - Home Phone
 - Email Address
- If you have multiple cell phones, click on “Add Another”
- Click “next” (you may need to click on this 2x)
- If the information is correct you will see a verification page; however, if something was entered incorrectly the page will not change.
- Upon completion, please log out then log back in. You should see your cell phone numbers listed that you activated when you click on, “Manage Wireless Lines and Accounts.”

Invoices

How do I turn off my paper invoice?

It’s easy to eliminate your paper bill and become better organized. To get started, you should be a user of the Verizon Enterprise Center Invoices application. Once you have permission to view Online Billing, you can download a [Quick](#)

Start Guide and complete the simple steps to go paperless, helping save energy and the environment. If you go paperless, we will plant a tree on your behalf through a donation to the American Forest program, supporting re-vegetation and reforestation projects.

Will I be notified when my invoice is available for viewing online?

The Verizon Enterprise Center Notification Rules application, accessed from the "Manage My E-Mail/Pager Notifications" link on the Invoice tab, gives you the ability to control whether or not you receive an e-mail notification for your monthly invoice(s). In addition, you can identify which e-mail and/or pager addresses should receive this notification.

If you do not currently receive an invoice notification e-mail, click "Manage My E-Mail/Pager Notifications" and enable the invoice notification rule. If you currently receive an invoice notification e-mail and wish to unsubscribe, you will have to "disable" the invoice notification rule through the Notification Rules application.

Can I pay by Credit Card?

Yes. Visa, MasterCard, Discover, and American Express are accepted.

Do I have any options to schedule a monthly payment?

Yes. You have three options: 1: You can make an immediate payment, 2: schedule a one-time payment within 30 days, or 3: schedule a monthly recurring payment. For recurring payments, you also have the option to edit or cancel these payments.