

Verizon Connections



Customer Frequently Asked Questions

The most Frequently Asked Questions regarding the Verizon Connection Program appear below. The questions and responses will be updated on a regular basis.

Q1: Is the discount available for existing Verizon customers?

A1: Yes, for FiOS customers who signed up after January 18th 2010 and for all High Speed Internet customers with a qualifying bundle. Follow the instructions in Question # 2 below.

For FiOS customers who have a bundle that was purchase before January 18, 2010, you'll need to upgrade to a new bundle. Follow the instructions in Question #2 below. Once you register on the site we'll show you your current bundle and monthly rate and the options to upgrade your bundle. Most customers will find that the Internet speeds of our newer bundles are significantly higher than what they currently have. If you don't want to change your Internet speeds or your TV content, you may find that it's more cost effective to stay on your current bundle. Over time, some discounts on your existing bundle may expire, so check back on this site from time-to-time

Q2: How do I get the discount?

A2: Click on the Verizon Connections link in your corporate intranet to the Verizon Connections site (verizon.com/verizonconnections). You'll enter your work email address, last name, and your state of residence. We'll send an email back to your work email address that includes an embedded discount token via a link. You must enter the site through the link in the email. You should receive the email from us within 10 minutes. If you haven't received it, check your junk email folder.

Click on the link and you'll be directed back to our site:

For existing customers: Enter your Verizon home phone number. If you don't have a Verizon phone number but have other Verizon services, check the box below the phone number entry. We will check your current services to see if you qualify for the bundle discount. If you have all qualifying services we'll add the discount onto your bill. If you don't have the qualifying services, we'll show you the services you need to add in order to qualify for the discount. To proceed, you'll need your Verizon User ID and password to access your account. If you are an existing Verizon Internet customer, your User ID and password are the same as you use for your Verizon Internet account. Otherwise you'll need your current Verizon phone bill to register on the site.

For new customers: You'll need to add your address and current phone number. Check the box below your address if you would like to keep your existing phone number. Select continue and you'll be directed to our order site. You will be able to view your bundle options and order new services. Our click-to-chat reps are available on that site to assist with any questions you may have. The Verizon Connections discount will be shown on the selection page and will be detailed in your cart at the end of the order process.

Q3: What option do I have for bundles?

A3: The Triple Play for FiOS will be FiOS TV, FiOS Digital Voice and FiOS Internet. The FiOS Double Play is Internet and Voice. The Triple Play bundle for High Speed Internet (HSI) is Voice, Internet and DirecTV. The HSI Double Play is Internet and Voice. There is a tab at the top of the Verizon Connections website where you can find all of your bundle options.

Q4: I have a Verizon Wireless bundle with the other three FiOS services (Quad Play). Can I get the discount?

A4: The Verizon Connections discount is not available with bundles that include Verizon Wireless service. You may choose to have your Verizon Wireless service removed from the bundle by calling Verizon at 1-800-VERIZON and then returning to the Verizon Connections site to have your Verizon Connections discount applied. You should,

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however, determine whether you will have greater savings with the Wireless bundle or with your Verizon Connections discount. You'll still be able to keep all of your services on one bill.

Q5: I have DirecTV, HSI and Voice, but I'm only getting the option of a \$5 double play discount. What's going on?

A5: All services must be billed on your Verizon phone bill. Most likely, your DirecTV is billed directly by DirecTV and not Verizon. To add your DirecTV service to your Verizon bill, call 800-837-4966. If you sign up for the \$5 per month voice and data discount, once your DirecTV service has been added to your bundle, your discount will automatically increase to \$10 per month within two billing cycles.

Q6: I just ordered service last week, can I still get the discount?

A6: Yes, after your service is activated, go to verizon.com/verizonconnections, register on the site and if you have the qualifying components we'll add the discount onto your account.

Q7: After I register on the Verizon Connections site, how long will it take to get an email back to my corporate email address?

A7: Generally you should see the email within 10 minutes. If you don't see the email, check your junk email folder

Q8: How long will I continue to receive my discount?

A8: You will continue to receive your discount as long as your employer continues to participate in the program, your services and packages qualify for the discount, and you remain an employee of the participating company.

Q9: How will my discount show up on my bill?

A9: .The monthly discount will appear in the Discount and Promotion Savings section of your Verizon phone bill and will be labeled as "Verizon Connections Discount"

Q10: Where is the Verizon Connections discount available?

A10: The Verizon Connections discount is available where Verizon provides residential voice and data services in the following states:

- California
- Connecticut
- Delaware
- Florida
- Maryland
- Massachusetts
- New Jersey
- New York
- Pennsylvania
- Rhode Island
- Texas
- Virginia
- Washington, DC

Customers that are not in eligible territory and try to register for the Verizon Connections program will receive the following message: "You are not in a service area that is eligible to receive the Employee Discount."

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Q11: I don't see the Verizon Connections discount on my bill.

A11: The discount will appear in the Discount and Promotion Savings section of your Verizon phone bill or in the Verizon Online section of your bill. After you've submitted your discount, you should receive an email confirmation from the Verizon Connections program. The discount should take effect on your next 1-2 billing cycles. If you received your email confirmation of enrollment into the Verizon Connections program, but don't see the discount on your bill after two billing cycles, call Verizon at 1-800-837-4966.

Q12. I'm getting a message that states "FiOS is currently not available in your area." What should I do?

A12. If your residence is not fiber eligible, please go to the [Verizon FiOS Availability](#) site and enter your phone number or address. Select the "Notify me about FiOS" link. Enter your name, email address and contact phone number. We'll notify you as soon as FiOS is available.

If your residence is not fiber eligible and you live in a rental community, please call 1-888-376-5717.

Q13. When I try to log on to the Verizon Connections website I receive a message that my information has expired. What do I do?

A13. When you receive the email with your link to the Verizon Connections website, that link is only active for 30 days. If you do not sign up for your discount within 30 days, the link will expire. If this occurs, simply return to verizon.com/verizonconnections and re-enter your information to receive a new link. This link will automatically cancel the previous link, if it was not already expired.

Q14: I have Verizon Internet and TV services but no home phone number. I would like to add phone service to be eligible for the Verizon Connections discount. When I go to the Verizon Connections site and click on the box that says "I have Verizon service(s) but don't have a home Phone number," I'm asked to enter my Verizon username and password. When I enter my information I receive a message that says it is invalid. What do I do?

A14: The username and password has a link that says "Need a User ID and Password." Click on that link to set up an ID for this page. (You will need your account information, so make sure you have that handy.) Once you establish your username and password, you will be able to complete the process, add new services to your account, and sign up for the discount.

Q15: My company restricts access to commercial websites on our corporate network. Can I sign up for the discount at home?

A15: Yes, go to the [Verizon Connections](#) website from any location that has access to the internet to enter your initial information. If your company uses your work email address to validate your eligibility, you must enter that work email address. The website will send a validation link to your work email address. Once you receive this link, you can forward it from your work email to a personal email address and complete the process from home. The link is active for 30 days, so you have time from receiving the initial email to completing the process.

Q16: I have questions about the program that aren't addressed in these FAQs. Who can I contact?

A16: Our click-to-chat representatives are available to answer questions about the Verizon Connections program, our products and current offers. You can access our click-to-chat services by visiting <http://www22.verizon.com/residential/bundles/overview#>

Click-to-chat reps are available 8am - 8pm ET Monday through Friday and 8am - 5pm on Saturday.