

Verizon My Business FAQs

BILLING

Do I need a purchase order for a new phone or to encumber funds for the service fees?

No, all Verizon charges, including monthly fees, data plans, and new phone and/or line request, are covered by a blanket purchase order.

When does the billing cycle end?

Billing cycle closes on the 23rd of the month. Billed charges are available in MyBiz by the 1st of the month.

What if I do not review the wireless charges?

The Verizon bill will be paid by the Controller's Office as billed.

What should be reviewed monthly in the MyBiz Account?

Review charges for all wireless numbers assigned, specifically looking for additional charges (i.e. premium messaging, 411 calls, excess messaging charges, equipment, etc.) in excess of plan charges.

How do I view wireless accounts for all the indices I approve?

Only one index is visible at a time. The default view must be changed to view information for another index. See Analyst User Manual for detailed instructions.

How do I get credit for billing errors?

Request a credit for billing errors by sending an email to drumcs@cofc.edu by the 15th of the month, stating what the error is and how much credit is being requested. Credits will show on the next month's bill.

Can the individual cell phone users view their cell phone account in MyBiz?

No. The Analyst can provide this information from the statement or by running a report.

ORDERS

How do I request a new phone and/or service for a College employee?

A completed and approved "Cell Phone Authorization & Justification" Form must be sent to Ben Powers, Telephone Services, before new phone/services will be authorized. Analyst will enter an order for the new phone (or upgrade) and service in the Verizon MyBiz Account. Telephone Services will review all orders and must approve before the order is submitted to Verizon.

Can a College employee have their personal wireless number ported to a College phone?

No, phones are college property and are to be used only for college business only.

What if we need more than the 400 voice minutes allotted on the SharePlan?

Since all the College minutes are all pooled together, there should not be overage charges.

What is the difference between wireless phone protection and total equipment protection?

Wireless protection covers physical damage or the device being lost or stolen. Total equipment protection covers the same items as the wireless protection, plus extends the manufacture's original warranty (12 months) for as long as insurance is kept on the line. Procurement recommends that insurance is not purchased as it is expensive, may not cover all costs, and the College has many upgrades that can be shared within the department for such emergencies.

A phone was lost or destroyed and I need to order a new one, what is the cost?

If there is no insurance on the phone to cover the loss, the new phone will be billed at the full price. You can use an upgrade from another line in your department, or inquire to use a “buddy” upgrade. Telephone services may also have phones that have been deactivated.

Can the Global data plan be temporarily activated?

Yes, if a wireless customer has limited global travel, the Global plan can be turned on to cover those days of travel.

To change the plan to a Global plan for a temporary time period, follow the steps below:

- Account maintenance ~ locate desired wireless number
- Select “change plan/text/data” from the “Select an Action” drop-down
- Select plan (choose 4G Nationwide GlobalEmail & Data SharePlan)
- Continue ~ Continue
- Scroll down the page and select the effective date
- Submit order

To return back to the original plan, follow the same steps above, choosing the Nationwide 400 Share Email & Data+ Msg.

The International Value Plan Feature is available for \$3.99 (Account Maintenance ~ Select Add/Remove Features). This only applies to call originating in the US to an international number.

PHONES/PLANS

What phones and plans are available with Verizon?

Authorized new phone and upgrade selections are pre-loaded into the College’s account. Some are offered at a discounted price and some are free. Promotions change quarterly or when a new phone becomes available. Consult with the department’s Analyst or Telephone Services for current offerings.

TABLETS AND DATA PLANS

Can I purchase a tablet from Verizon?

No. Tablets are to be purchased with a Purchase Order in eProcure. Tablet must be compatible with Verizon as the 4G carrier.

What data plans are available with Verizon?

The user can add on an unlimited data plan to a tablet or MiFi for \$37.99/month. Tablet users also have the option to purchase a defined amount of data from Verizon directly and charge to their College Purchasing Card. A completed and approved “Cell Phone Authorization & Justification” Form must be sent to Ben Powers, Telephone Services, before services will be authorized.