

Verizon Wireless for Employee Responsibility Users

OVERVIEW

Quick Reference Guide for the HealthTrust Member Employee User

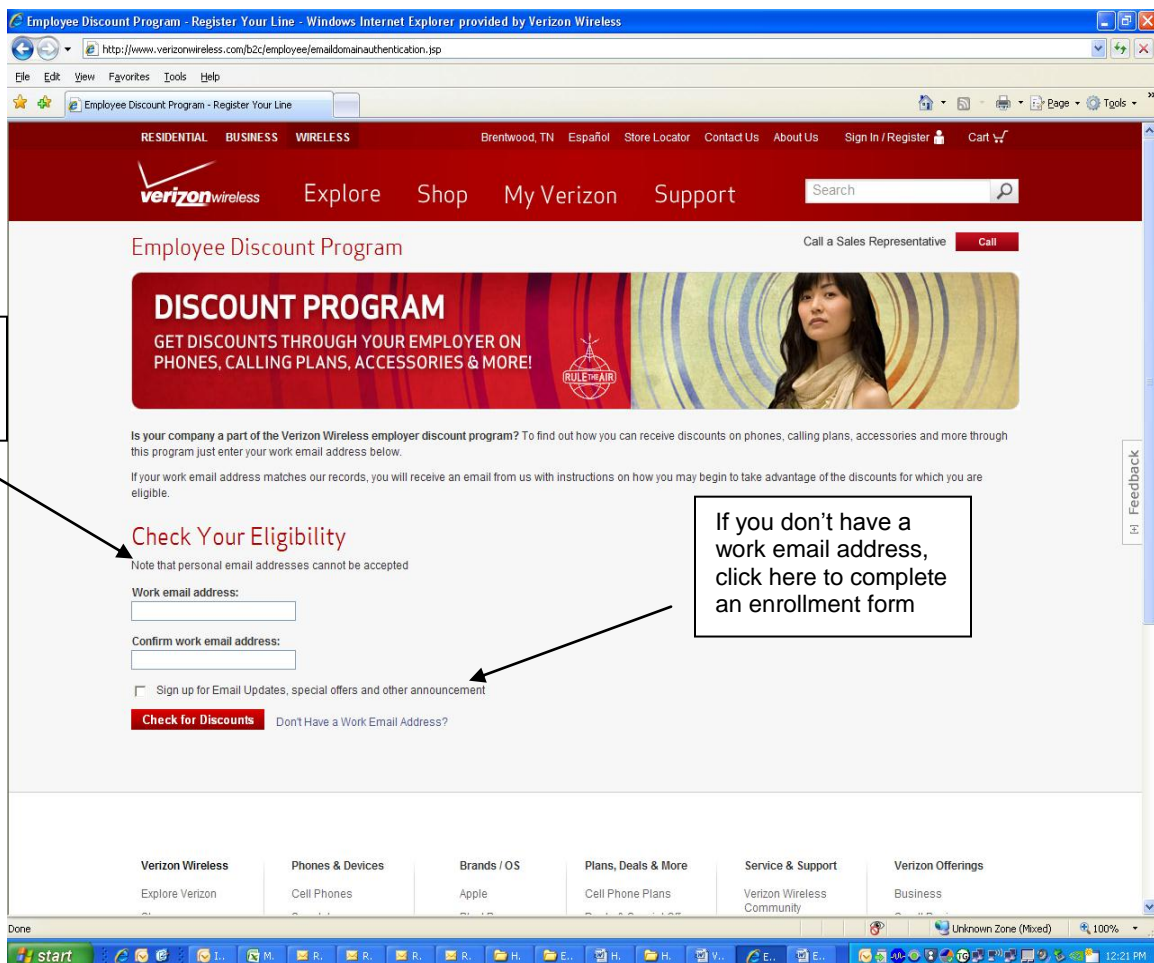
ENROLL YOUR EXISTING VERIZON WIRELESS ACCOUNT FOR THE DISCOUNT

SHOP FOR NEW EQUIPMENT AND SERVICE

MANAGE YOUR ACCOUNT

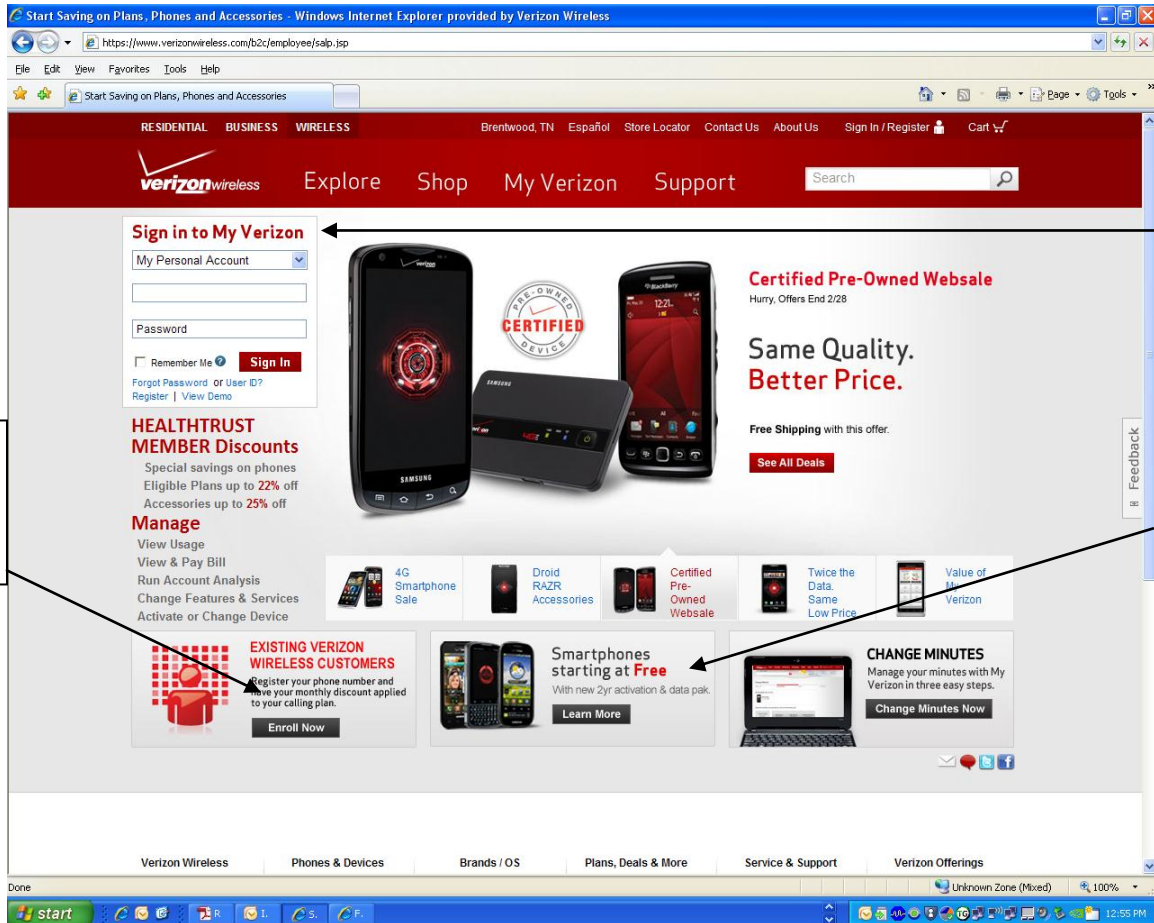
VISIT www.verizonwireless.com/discount.

- 1) Enter your work email address
- 2) Check validation email and click the get started button



Note: If your corporate email address is not recognized in the Verizon Wireless system, please notify; HealthTrustSalesSupport@verizonwireless.com

Web page you will see after clicking the getting started button from your validation email



Enroll your existing Verizon Wireless account

Once enrolled, existing customers can shop and manage their accounts here

New Customers Shop here for equipment and service. Discounts will be shown at checkout

REQUEST A CUSTOM SHOPPING PATH FOR YOUR EMPLOYEE BENEFITS PAGE

Not all employers provide corporate email address or supply id badges.

Solution: HR Managers or Supply Chain Managers can request a custom employee shopping path that can be placed on your employee benefits page

Benefit: Provides a shopping path with your company name. No corporate email address or proof of employment. All HealthTrust pricing automatically updated.

How to request your custom shopping link: Send your request to: HealthTrustSalesSupport@verizonwireless.com

TO SPEAK TO A VERIZON WIRELESS SALES REPRESENTATIVE

1-877-228-5774

ORDERING THROUGH A VERIZON WIRELESS RETAIL STORE

Employees may order new Service Plans and Equipment at a Verizon Wireless owned retail store. Please have one of the following documents available for proof of employment:

- 1) Current Pay Stub

DELIVERY

Delivery of devices is typically 3 calendar days from the date the order is received by Verizon.

BILLING, PAYMENT OPTIONS, BILLING INQUIRES, AND TRANSFER OF FINANCIAL RESPONSIBILITY

- **Billing Inquiries: 1800-922-0204**

For general inquiries such as:

- Reviewing first month's bill
- Billable charges/ equipment invoices
- Air time overage
- Long distance/ directory assistance charges
- Roaming charges
- Surcharges

- **Transfer of Financial Responsibility:**

Transferring liability involves a line being moved under the financial responsibility of another party.

1-888-832-4540 • Mon-Sun 7 AM – 1 AM Central Time

EMPLOYEE PURCHASES

Employee purchases are those that financial responsibility resides with the employee

Employee Responsibility Discounts

- **Employee Subscribers** receive a **19% discount**. Unless otherwise specifically noted that discounts are not applicable at the line and/or account level, any plan that Verizon Wireless makes generally available to retail customers is eligible for discounts if it is either a) a line-level plan with a monthly access fee of \$34.99 or higher or b) an account-level plan which includes both a single monthly account access fee, discountable if \$34.99 or higher, and a monthly line access fee for equipment activated on

the plan, discountable if \$24.99 or higher (provided the monthly account access fee is discountable).

- **Employee Subscriber 3% Bonus Discount:** Employee Subscribers may be eligible for an additional three percent (3%) discount on their Eligible Calling Plans and Eligible Features provided they register with My Verizon and enroll in Paperless Billing. Should an Employee Subscriber de-enroll from any of these services, the Bonus Discount will be removed from his or her lines
- Standard Rate Plans, devices, Coverage Maps and more may be viewed at www.verizonwireless.com

VERIZON WIRELESS WEBSITE

www.verizonwireless.com

TECHNICAL SUPPORT

1-800-922-0204

GLOBAL SUPPORT SERVICES

Customer Care

Calling from within the US – 1-800-711-8300

Calling from outside the US – 908-559-4899

Planning a trip

www.verizonwireless.com Explore > Global Services > Plan a trip