

Verizon Cellular Phone Service Where to go for What...

Regardless of whether your cell phone is personal or University-owned, you should phone the numbers below for assistance. **No one should be going into a retail store. The retail stores are not familiar with the University contract and will not offer employee discounts.** If you have questions regarding this information, please contact Melody Bughi, Financial Services, extension 3007.

Verizon's goal is to provide customers with **service excellence**. The following chart illustrates how the Business Channel and the Business Support Center will contribute to exceptional service.

Customer Service & Support Chart

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Responsibilities:

1. 1st line of contact for University-owned and personal phone activations, additional activations and equipment upgrades with service renewals.
2. Education on products/services & roaming areas.
3. Provide customer with current rates and equipment options to establish account.
4. Provide warranty exchange phones for defective units.

Business Support Center (5 or more lines)	Toll Free Phone Number	866-865-825
	From cellular phone	*611
Customer Care (1 or more lines)	Toll Free Phone Number	800-922-0204

Responsibilities:

1. Billing questions, account changes, network trouble shooting, roaming, bill copies, rate plan analysis, global roaming, ESN Changes and Password reset for voice mail.