

Verizon Government Support Guide.

Thank you for choosing Verizon.
These individuals can help you with your account needs.

Account support

New activation/upgrades, plan changes, ESN/MEID changes, billing issues, equipment changes, change cost center, suspend service, add or remove feature, technical issues, etc.

My Business Account online portal	24 hours / 7 days a week	verizonwireless.com/mybusiness	State and Local wfmgovernmentaccountsupport@verizonwireless.com Federal FederalAccountSupport@verizonwireless.com
Business/Government Customer Operations	M – F, 8 AM – 10 PM ET	1.800.922.0204	

Requests must come from authorized point of contact. Include account and or mobile number. 24-72 hours turnaround based on the request.

Additional resources

Resource	Issue	Contact
Assumption of liability team	To transfer Verizon number from one account to another account	1.888.832.4540
Global travel & international dialing	To add / remove global or international calling features: verizonwireless.com/international verizonwireless.com/tripplanner	While in the US: 1.800.711.8300 Outside the US: 1.908.559.4899
Point of contact update	To add/remove "authorized users" to your account	https://ewi.verizonwireless.com/pocu#page/pocupdate/1
Verizon response team (VRT)	For added support during natural disasters or crisis situations	1.800.981.9558
One Talk Support	One Talk how to videos	https://vzw.com/support/one-talk
Financial services	Late payments, tracking payment, and collections	1.800.811.6200
Employee discounts	Adding corporate discount to an employee's personal line	https://vzw.com/discount-program/
Technical support	Troubleshooting device or solution issues	1.800.922.0204 option #4
Public sector resources	Overview of Verizon solutions for state, local, federal government and education	https://enterprise.verizon.com/solutions/public-sector/

Account management team

Sales, technology reviews, new products, new product demonstrations, data solutions demonstrations, new account set up, schedule onsite visits, additional lines of service, device upgrades, solution consulting, custom applications.

Position	Contact	Phone	Email
Major Account Manager - Government	Tyler Patterson	515-320-2501	Tyler.Patterson1@verizonwireless.com
Manager Solutions Architect	Joshua Forsythe	612-271-4845	Joshua.Forsythe@verizonwireless.com
Senior Manager - Public Sector Sales	Jacob Westrum	515-418-7391	Jacob.Westrum@verizonwireless.com

