Verizon Wireless
Duke University

Specific Point of Contact (SPOC)
User Guide

Last revision:
3/29/2022
2022: Updated Verizon Wireless Primary Plans

NEW: Smartphone Unlimited Plan
$45.00 (55215)
- 4G/5G Unlimited data including Hotspot feature
- 22 GB of Premium data access
- Unlimited Domestic, Canada & Mexico calling
- Unlimited Domestic & International messaging
- Eligible for $10.00 discount if equipment is out of contract
- Compatible with TravelPass feature
- Replaces $50.00 Smart phone plan (15142)

NEW: Premium Smartphone Unlimited Plan
$75.00 – 22% = $58.50 (55221)
- 4G/5G Unlimited data including Hotspot feature
- Unlimited Premium data access, possible deprioritization
- Unlimited Domestic, Canada & Mexico calling
- Unlimited Domestic & International messaging
- Eligible for $10.00 discount if equipment is out of contract
- If traveling outside of US, this plan is compatible with TravelPass
- Replaces $50.00 Smartphone plan (18474)

New: Mobile Broadband Unlimited Plan
$40.00 (48222)
- 4G/5G Unlimited data
- 22 GB of Premium data access
- Applicable to compatible:
  - Mifi’s /Jetpacks
  - Tablets
  - Embedded Laptops
  - 3rd Party Routers ie. Cradlepoint, Sierra Wireless
- Replaces $39.00 Mobile Broadband plan with 6GB (18932)
I need help...

**My Business: Secure Messaging**
- Improved Security
- Faster Turnaround
- Real Time Status

**My Business Training**
Live / Online training every Thursday at 2:00 EST
Click this [link](#) to sign up

**Global Enterprise Advisor**
Maurice Tripp / 770-825-5922
Available: Monday - Friday
7:30 AM - 4:30 PM ET

Supervisor:
Sequieta Young / 678-340-7212
sequieta.young@verizonwireless.com

To create a Work Flow Management Ticket for the Verizon Team:
- Email: wfmsouthaccountmanagement@verizonwireless.com
- *** Include - DUKE UNIVERSITY – in the SUBJECT line ***
- You will receive an auto-generated response with the "WFM #" on the subject line. This WFM number will help track your request. Each request will have unique WFM number.
I need help...

Additional resources:

Business Support Center
800.922.0204
- Authorize users are able authenticate and conduct minor account maintenance and transactions.
  (Preferred method would be through Secure Messaging in the My Business Portal)

VSAT (Verizon Security Assistance Team)
800-451-5242
- Used to procure data and information due to lawsuits or cyber attacks

Global Roaming Support:
908-559-4899
- Before traveling abroad, they can help confirm if you are on the best rate plan and that the correct features are associated with mobile #
- Changes MUST be made prior to leaving the US.
## Most common requests

<table>
<thead>
<tr>
<th>Action</th>
<th>Steps</th>
</tr>
</thead>
<tbody>
<tr>
<td>Adding someone NEW from your organization for access to the Verizon Wireless My Business portal</td>
<td>Create an IOT ticket via ..........................&lt;br&gt;New Contact information including:&lt;br&gt;• Verizon Account #:&lt;br&gt;• Name:&lt;br&gt;• Email:&lt;br&gt;• Direct Phone #:</td>
</tr>
<tr>
<td>Order Status: including tracking # and device information including IMEI and SIM (ICCID)</td>
<td>From the main page on the top line the path is:&lt;br&gt;• Manage, Orders, View Order Status</td>
</tr>
<tr>
<td>Upgrading Equipment</td>
<td>From the main page on the top line the path is:&lt;br&gt;• Shop, Create order, Upgrade Device</td>
</tr>
<tr>
<td>Viewing Invoices</td>
<td>From the main page on the top line the path is:&lt;br&gt;• Billing, View bill(s), View recent bill(s)&lt;br&gt;• To download PDF invoice click <img src="url" alt="Download" /> at the $ balance.</td>
</tr>
<tr>
<td>Do I have the Travel Pass feature for international roaming?</td>
<td>From the main page on the top line the path is:&lt;br&gt;• Manage, Plans, Add or remove features&lt;br&gt;• Enter Mobile number, click magnifying glass, click “select” by mobile #, click continue on top right&lt;br&gt;• Under “International Travel (While Outside the US)”, make sure “Travel Pass” is selected</td>
</tr>
</tbody>
</table>
Verizon Sales Team

Todd Young
Client Partner
919-239-0850
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Solving large complex customer problems using Verizon wireless, wireline, and 3rd party solutions.

Jeff Glechauf
Client Executive
919-740-5200
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Consultative approach to understanding and solving specific business problems while leveraging Verizon suite of Wireless Solutions.

Eric Lavoie
Manager-Solutions Architect
919-630-8428
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With an understanding of customer business challenges, my role focuses on the technical aspect of solutions for business customers.