

Verizon Wireless

General	
Website:	http://www.verizonwireless.com
FEIN #	22-3372889
Mandatory State Contract 15-91575-703	Click here
Account Representatives	
<p>Contact Information for State Agencies/UW Campuses</p> <p>Contact the primary contact for:</p> <ul style="list-style-type: none"> • Rate Plan Changes • Feature Changes • Cancellations/Suspends/Reactivations • Address changes • ESN changes • Account consolidations • Equipment analysis and selection • Wireless data applications • Escalations • General maintenance questions. <p>Contact the secondary contact if unable to reach primary contact and/or for:</p> <ul style="list-style-type: none"> • Rate Plan Analysis • Billing Inquires • Reports • Tax issues • Profile issues • Projects • Processing questions • Finance/collection questions 	<p>Primary: Julie Pfaffle, Government Account Manager julie.pfaffle@verizonwireless.com 608-509-8810</p> <p>Secondary: Jody Knight, Account Liaison wfmLiaisonJodieKnight@VerizonWireless.com 800-219-1821, Ext 7689</p> <p>If unable to reach Jody: Micah Ary, NSA Account Supervisor micah.ary@verizonwireless.com 614-560-2071, Ext 7586</p>
Contact Information for Authorized Users:	<p>Primary: Gordon Koebler gordon.koebler@verizonwireless.com 312-805-0004</p> <p>Secondary: Brad Johnson brad.johnson3@verizonwireless.com 608-354-6673</p>
HelpDesk	
24 Hour Business Support Center and Assistance	*611 from mobile phone or 800-922-0204 (Note - if you hear a closed message, press 2 to be routed to another call center)
24 Hour Global Services Technical Support within the States. Call this number to confirm that your SIM card is registered and/or ask questions about international coverage.	888-844-0395
NOTE - See the global support pack that comes with Verizon Wireless international phones for numbers to call for support while traveling abroad.	International coverage & service website: www.verizonwireless.com/international
Global Support Team (contact for SIM Card unlock code if needed)	908-559-4899

Data Queue (troubleshooting the following): Mobile web Get it Now (including ring tones) Text Messaging Picture/Video Messaging Push to Talk	800-514-5491, Option 1 Data technical support website: http://dts.vzw.com/
Trouble-Shooting the device and web portal for Field Force Manager	877-477-4899
VZ Access Manager (aircards) Download the latest software for VZAccess Manager Enterprise Version for VZAccess Manager recommended for more controls and functionality	http://www.vzam.net/ Enterprise: http://www.vzam.net/enterprise Username: datasales Password: verizon
My Biz	
Portal	https://mblogin.verizonwireless.com
Contact for Support	Shannon Pegg, Business Support Associate shannon.pegg@verizonwireless.com 414-328-9315
Public Safety	
Law Enforcement Resource Team (LERT) Centralized group that handles all requests from local, state, county and federal law enforcement nationwide.	800-451-5242 Prompt 1: General Information Prompt 2: Subpoenas & Search Warrants Prompt 3: Court Ordered Surveillances Prompt 4: Exigent (24 x 7)
The Verizon Wireless Crisis Response Team (VCRT) A nationwide program sponsored and managed by the National Government Sales & Operations team. When a natural disaster or crisis occurs, VCRT provides support to those in need and responds to government and non-profit organizations and emergency management agencies that need our assistance. VCRT provides the following support in the event of a crisis: <ul style="list-style-type: none"> • Back-up phone coverage • Equipment/Network support • Assistance with search and rescue initiatives • A live support line to request help 24 hours/day, 7 days/week, 365 days/year • Routing of requests to the Law Enforcement Response Team (LERT) • One phone number to call in a crisis situation 	800-981-9558
Training	
Customer Learning Website Resource for information to help you make the most of your Verizon Wireless service. You'll find videos, tutorials and more to guide you through the services, features and products offered by Verizon Wireless.	www.verizonwireless.com/learning
Blackberry Answers Website Customers can get answers to BlackBerry device questions with BlackBerry "Answers", the Self Help Knowledge Base On the Go. BlackBerry "Answers" can be accessed directly from the customer's device and provides answers to questions 24x7x365.	From the devices web browser: 1. Go to Mobile.BlackBerry.com 2. Select Help. 3. Type a question about the device.
Coverage Maps:	
Online	Click here
Wisconsin State Voice	Click here

National	Use online option
International	Click here
Service Ordering:	
New Service	Click here
Change/Disconnect Service	Click here
Equipment Ordering/Repair	
Repair Equipment:	Click here
Upgrade/Replace Equipment	Click here
Accessories	Click here
Equipment Pricing	
Retail Rates (vendor's advertised, generally available, non-discounted price)	Detailed within Business Rates (see below). For equipment (including accessories) not listed within Business Rates, click here
Business Rates (price that is generally extended to small, large, and/or enterprise customers)	See equipment pricing below.
Voice Only Equipment & Discounts:	
"Flip" phones provided at no charge by the vendor upon account activation. Upon completing 10 months of service, these phones may be upgraded per the models & prices available here. Although provided by the vendor, this equipment must be disposed of by the Agency upon deactivation or replacement.	LG VX5500 Samsung u350 Upon completing 10 months of service, these phones may be upgraded per the models & prices available here. Optional Accessories: Leather case @ \$19.99 (\$15.00 w/ discount) Car charger @ \$29.99 (\$22.49 w/ discount)
One-time credit for purchase of alternate equipment at account activation.	N/A
Net price for other Voice Only Equipment	Click here for prices at account activation. Upon completing 10 months of service, these phones may be upgraded per the models & prices available here. Outside activation & upgrade intervals, full retail rates apply.
Walkie-Talkie Equipment & Discounts:	
Phone(s) provided at no charge by the vendor upon account activation. Although provided by the vendor, this equipment must be disposed of by the Agency upon deactivation or replacement.	Motorola Adventure V750 Upon completing 10 months of service, these phones may be upgraded per the models & prices available here.
One-time credit against base pricing for purchase of alternate equipment at account activation.	N/A
Net price for other Walkie-Talkie Equipment	Click here for prices at account activation. Upon completing 10 months of service, these phones may be upgraded per the models & prices available here. Outside activation & upgrade intervals, full retail rates apply.
Combined Voice & Data Equipment (Blackberry or SmartPhones):	
Net price for Combined Voice & Data Equipment	Click here for prices at account activation. Upon completing 10 months of service, these phones may be upgraded per the models & prices available here. Outside activation & upgrade intervals, full retail rates apply.
Data Only Equipment (Aircards, etc):	

Net price for Data Only Equipment	<p>Click here for prices at account activation.</p> <p>Upon completing 10 months of service, these phones may be upgraded per the models & prices available here.</p> <p>Outside activation & upgrade intervals, full retail rates apply.</p>
Accessories:	
Net price for Accessories	Lesser of vendor's Retail or Business Rate less 25%
State Voice Plans:	
State Rate Plan 1	<p>\$0.06 - per incoming minute \$0.06 - per outgoing minute \$0.06 - per mobile to mobile minute \$0.50 - per interstate roaming minute \$0.06 - per toll-free minute \$0.06 - per directory assistance minute \$1.25 - per directory assistance call</p> <p>USF fee (Rate effective for first quarter, 2010): Interstate and International toll charges- 14.1% Remaining usage/recurring charges- 2.69%</p> <p>No charge for: Monthly access Long distance Intrastate roaming</p> <p>Optional add-ons: \$5.00 per month - 500 night/weekend minutes \$5.00 per month - 500 mobile to mobile minutes \$15.99 per month - Push To Talk (Unlimited One-to-One and Group Calling)</p>
State Generic Data Plans	
Blackberry	<p>Unlimited: \$39.99 - monthly access</p> <p>\$35.99 - monthly access (with any voice plan)</p> <p>USF fee (Rate effective for first quarter, 2010): Interstate and International toll charges- 14.1% Remaining usage/recurring charges- 2.69%</p> <p>Limited (includes 10 MB): \$29.99 - monthly access \$0.005 - per KB over 10 MB offered with the base plan</p> <p>\$19.99 - monthly access (with any voice plan) \$0.005 - per KB over 10 MB offered with the base plan</p> <p>USF fee (Rate effective for first quarter, 2010): Interstate and International toll charges- 14.1% Remaining usage/recurring charges- 2.69%</p>

SmartPhone

Unlimited:

\$39.99 - monthly access

\$35.99 - monthly access (with any voice plan)

USF fee (Rate effective for first quarter, 2010):
Interstate and International toll charges- 14.1%
Remaining usage/recurring charges- 2.69%

Limited (includes 10 MB):

\$29.99 - monthly access

\$0.005 - per KB over 10 MB offered with the base plan

\$19.99 - monthly access (with any voice plan)

\$0.005 - per KB over 10 MB offered with the base plan

USF fee (Rate effective for first quarter, 2010):
Interstate and International toll charges- 14.1%
Remaining usage/recurring charges- 2.69%

Alternate Rate Plans & Discounts	
Retail Rates (vendor's advertised, generally available, non-discounted price)	Click here
Business Rates (price that is generally extended to small, large, and/or enterprise customers)	<p>Same as above</p> <p>In addition, the following non-discounted, non-public plans are available to the State for aircards:</p> <p>100MB State of Wisconsin BroadbandAccess Plan for individual State of Wisconsin users: \$39.99 - monthly access (State discount does not apply) \$0.001 - per KB over 100 MB offered with the base plan \$0.002 - per KB for NationalAccess Roaming (Canada) \$0.25 - per minute for Other Data Services (applies to voice calls, IS-95 and other non-NationalAccess data usage in the United States.)</p> <p>100MB State of Wisconsin Share BroadbandAccess Plan for multiple State of Wisconsin users (Click here for more details per the Contract Amendment #2): \$39.99 - monthly access (State discount does not apply) \$0.001 - per KB over 100 MB offered with the base plan \$0.002 - per KB for NationalAccess Roaming (Canada) \$0.25 - per minute for Other Data Services (applies to voice calls, IS-95 and other non-NationalAccess data usage in the United States.)</p> <p>USF fee (Rate effective for first quarter, 2010): Interstate and International toll charges- 14.1% Remaining usage/recurring charges- 2.69%</p> <p>Contract Amendment #4 provides details/pricing on the following plans:</p> <ul style="list-style-type: none"> • Custom Nationwide Custom Voice Plans • Custom Nationwide Voice and Data Bundle Plans • Global Custom Voice and Data Bundle Plans • Custom Nationwide Blackberry/SmartPhone Calling Plans • Mobile Broadband Data Plan • Wireless Priority Service (WPS) • Push to Talk Feature <p>USF fee (Rate effective for first quarter, 2010): Interstate and International toll charges- 14.1% Remaining usage/recurring charges- 2.69%</p>
Net price for Alternative Rate Plans	<p>Lesser of vendor's Retail or Business Rate less 19% discount</p> <p>USF fee (Rate effective for first quarter, 2010): Interstate and International toll charges- 14.1% Remaining usage/recurring charges- 2.69%</p>
Cooperative Purchasing (Authorized User Program) Special Conditions	
Exceptions	None - All terms, conditions and pricing apply for Authorized Users