

## Process to Convert Mobile Phones to a Personal Verizon Account

### Effects:

- Employee is now billed for the phone service to a personal account
- Employee maintains their existing phone number
- Employee may keep their existing phone

### Steps:

#### 1. To be done by Employee:

If the employee does not currently have a personal Verizon account, they will need to establish one at the Verizon store, letting them know they are going to transfer another Verizon account into this one. Employee must provide an email address for this new account. If the employee already has a personal Verizon account, they should notify Verizon in advance that they will be adding another phone to the account, and will need to verify the name and email address on that account for the next step

#### 2. To be done by Employee:

Informs the University they want to move the number to their personal account, and provides the same email address and name that is currently on their personal Verizon account

#### 3. To be done by University:

On the Verizon portal, IT inputs the exact name and email address on the personal Verizon account and submits it for Verizon to process.

#### 4. To be done by Verizon:

It can take 24 hours to process this and generate an email communication to the user with further instructions as to how to assume the billing responsibility.

#### 5. To be done by Employee:

Completes the transfer by either going to the Verizon store with the email or calling Verizon. This can vary depending on the account, and won't be known until Verizon generates the email to the employee.

*Note:* If the employee does not complete this step within 30 days from the start, the request will expire and the billing change request must be restarted from the beginning.

## Process to Convert Mobile Phones to a Personal Account on a Carrier Other Than Verizon

### Effects:

- Employee is now billed for the phone service to a personal account
- Employee maintains their existing phone number
- Employee may keep their existing phone (see important note below)

### Steps:

#### 1. To be done by Employee:

If the employee does not currently have a personal account with the new carrier, they will need to establish one at the appropriate store, letting them know they are going to transfer a Verizon account into this one. Employee must provide an email address for this new account. If the employee already has a personal account, they should inform the carrier that they will be adding another phone, and will need to verify the name and email address on that account for the next step

#### 2. To be done by Employee:

Informs the University they want to move the number to their personal account, and provides the same email address and name that is currently on their personal carrier account

#### 3. To be done by University:

On the Verizon portal, IT inputs the exact name and email address on the personal account and submits it for Verizon to process.

#### 4. To be done by Verizon:

It can take 24 hours to process this and generate an email communication to the user with further instructions as to how to assume the billing responsibility.

#### 5. To be done by University:

IT will call Verizon customer service once for each number being ported and request the number be made available for such a transfer. This process generally takes 24 hours to be confirmed by Verizon.

#### 6. To be done by Employee:

Employee will call Verizon customer service at 800-922-0204 and select option 5 to talk to a customer service rep and work through the process to assume responsibility for that number and port to another carrier.

#### 7. To be done by Employee:

Return to a storefront of the new carrier and have service established on their phone with their existing phone number.

*Note:* If the phone being ported is less than two (2) years old, Verizon may opt to not “unlock” the phone from their network. While carriers have a legal obligation to release phone numbers, they have no such obligation for locked phones that they offered discounts on at the time of purchase. In this case, the employee may either maintain service with Verizon, or trade the phone in with a new carrier for credit on a new device.

*Note:* If the employee does not complete this step within 30 days from the start, the request will expire and the billing change request must be restarted from the beginning.

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