

A large graphic on the left side of the slide, consisting of a red semi-circle on top and a grey semi-circle on the bottom, both facing right.

Manage Friends & Family



Manage Friends & Family

2009

Friends and Family “How To”

A decorative graphic on the left side of the slide, consisting of a red semi-circle on top and a grey semi-circle on the bottom, both facing right.

Roadmap

- Signing Up for F&F
- Check to See if it is a Verizon Number or Non
- Eligible / Non Eligible Numbers for F&F
- 20 Longest Calls
- 20 Most Called Numbers
- Summary Usage Report

A decorative graphic on the left side of the slide, consisting of a red semi-circle on top and a grey semi-circle on the bottom, both facing right.

Numbers Eligible for F&F

- Home and/or business numbers in the 50 United States.
- Number on other wireless providers' networks.
- Toll-free number such as 800, 888, 877 and 866 numbers.
- Call forwarded number (as long as the call forwarded number is on the list of 5 or 10 numbers).

A decorative graphic on the left side of the slide, consisting of a red semi-circle on top and a grey semi-circle on the bottom, both facing right.

Numbers **Not** Eligible for F&F

- Special dialed numbers.
- Premium numbers such as, 411 or 900 numbers.
- International numbers such as, Canada, Mexico, Caribbean, Puerto Rico, or any other country (e.g. customer can be on a Nationwide Plus Canada plan and have the Friends & Family calling feature, however, none of the Friends & Family numbers can be to a number in Canada).
- Call forwarded numbers that are not valid or are not on the list of 5 or 10 numbers.

Friends & Family

Overview

Account Maintenance

Orders

Billing

Reports

Support

My Business Account

Manage your Verizon Phone, Internet and Wireless services all in one place.



Message Center

You have no Messages

Select Account Maintenance from the Main Screen

Friends & Family



The screenshot shows the Verizon Wireless Account Maintenance page. At the top, there is a navigation bar with tabs for Overview, Account Maintenance, Orders, Billing, Reports, and Support. Below this is a secondary navigation bar with links for Overview, Lines and Services, Accounts, Transaction History, Port In, Custom Applications, and User Attribute Upload. The main content area is titled "Account Maintenance" and is divided into three columns. The left column is "Lines and Services" and contains links for changing wireless number use information, upgrading wireless line, activating wireless equipment, viewing/modifying features, and managing personal web space. The middle column is "Accounts" and contains links for adding a line, changing bill address, combining internet charges on family bill, and managing friends & family. Below these are "Manage" and "Wireless Accounts" links. The right column is "Transaction History" and contains a link to view wireless account maintenance transactions. Below that is the "Port in" section, which includes text about bringing an existing number and links to check eligibility and port status. An arrow points from a callout box to the "Wireless Accounts" link.

Overview | **Account Maintenance** | **Orders** | **Billing** | **Reports** | **Support**

Overview | [Lines and Services](#) | [Accounts](#) | [Transaction History](#) | [Port In](#) | [Custom Applications](#) | [User Attribute Upload](#)

Account Maintenance

Lines and Services

- Change Wireless Number Use Information
- Upgrade Wireless Line
- Activate Wireless Equipment
- View/Modify Features
- Manage Personal Web Space

Manage

- [Wireless Lines](#)

Accounts

- Add a Line
- Change Bill Address
- Combine Internet Charges on Family Bill
- Manage Friends & Family

Manage

- [Wireless Accounts](#)

Transaction History

View Wireless account maintenance transactions that were submitted on line through My Business

[Transaction History](#)

Port in

You can bring your existing number (if eligible) your current wireless service provider to Verizon Wireless.

[Check Eligibility](#)
[Check Port Status](#)

Click Wireless Accounts

Friends & Family

Wireless Accounts

Structure: Default Position: Default [Set Default Position](#)

My Business Account allows you to make real-time updates to your Bill-To Address, as well as, add new lines of service to your existing accounts. Simply find the account number you wish to update and click on the appropriate link next to it.

Note: Searches are performed on exact matches or with a wild card at the end. This field will not support wildcarding at the beginning of an account number (e.g. do not use asterisks at the beginning of a search on this page).

Click [here](#) if you need to modify your phone (i.e. Non-wireless) billing accounts.

Step 1: Select a Billing Account

Search for Billing Account

Search

Search Results

Billing Account	Actions
913865036-00001	Change Bill To Address Add A Line Manage Friends & Family

Click Manage Friends & Family

Friends & Family

Manage Friends & Family®

Billing Account 717355735-0000

Manage your Friends & Family number list below. This program allows you to select a set of telephone numbers, on any network, and talk with these contacts without using your plan minutes.

You can add a new number by typing in the telephone number and description below. Or, you can remove a number and/or add a new number by clicking on 'Clear', then typing in the new telephone number and description and clicking the 'Submit' button on the list.

Please note: telephone numbers must be entered in standard, ten digit format (only domestic landline or wireless numbers (other than direct assistance 800 numbers or customer's own wireless service mail access numbers) may be added; all qualifying lines on an account share the same Friends & Family numbers, up to the account's eligibility limit.

Phone Number	Description	Status	
800-362-2310	VD	Active	Clear

Add Friends & Family Numbers

Check to See if it is a Verizon



Overview Account Maintenance Orders Billing Reports Support

My Business Account

Manage your Verizon Phone, Internet and Wireless services all in one place

Everything your business needs to stay on track.

Services	Billing
Wireless 44 Wireless Numbers	Wireless 919565036 10001 Due 05/17/2008 \$3,261.96 Pay

Select Account Maintenance from the Main Screen

Check to See if it is a Verizon



The screenshot shows the Verizon account maintenance interface. At the top, there is a navigation bar with tabs for Overview, Account Maintenance, Orders, Billing, Reports, and Support. Below this is a secondary navigation bar with links for Overview, Lines and Services, Accounts, Transaction History, Port In, and Custom Applications. The main content area is titled "Account Maintenance" and is divided into two columns. The left column is titled "Lines and Services" and contains a list of options: Change Wireless Number User Information, Upgrade Wireless Line, Activate Wireless Equipment, View/Modify Features, and Manage Personal Web Space. Below this is a "Manage" section with a link for Wireless Lines. The right column is titled "Accounts" and contains a list of options: Add a Line, Change Bill Address, Combine Internet Charges on Phone Bill, and Manage Friends & Family. Below this is a "Manage" section with a link for Wireless Accounts. A black arrow points from a box at the bottom labeled "Click Port In" to the "Port In" link in the secondary navigation bar.

Click Port In

Check to See if it is a Verizon

Switch to America's best national wireless network and keep your phone number.*

You can bring your existing number (if eligible) from your current wireless or landline service provider to Verizon Wireless - the nation's best, most reliable national wireless network. This is called porting your number.

You'll have

- No New Number to Remember
- No Need to Contact Dozens of Family Members, Friends and Associates
- No Unnecessary Expense Printing New Stationery or Business Cards

Check Port Eligibility or Port Status

Phone Number

Check if your existing number is eligible for Verizon Wireless Service.

Check Eligibility

If you've already submitted a port request to Verizon Wireless, check on the status of your request.

Check Port Status

*See www.verizonwireless.com/bringmyownnumber for network compatibility details.

Enter the Number and Click Check Eligibility

Check to See if it is a Verizon

Switch to America's best national wireless network and keep your phone number.*

You can bring your existing number (if eligible) from your current wireless or landline service provider to Verizon Wireless, the nation's best mobile national wireless network*. This is called porting your number.

You'll have:

- No New Number to remember.
- No Need to contact dozens of family members, friends and associates.
- No unnecessary expense printing new stationery or business cards.

 **Check Port Eligibility or Port Status**
Phone Number: 610-962-4260
Switch to Verizon Wireless
Your Number is eligible to port. Please [contact us](#) for assistance with your port.

Check Port Eligibility or Port Status

Phone Number	<input type="text" value="610 962 4260"/>
Check if your existing number is eligible for Verizon Wireless Service.	<input type="button" value="Check Eligibility"/>

Eligibility Status

Reports



My Business Account

Manage your Verizon Phone, Internet and Wireless services all in one place.



Select Reports from the Main Screen

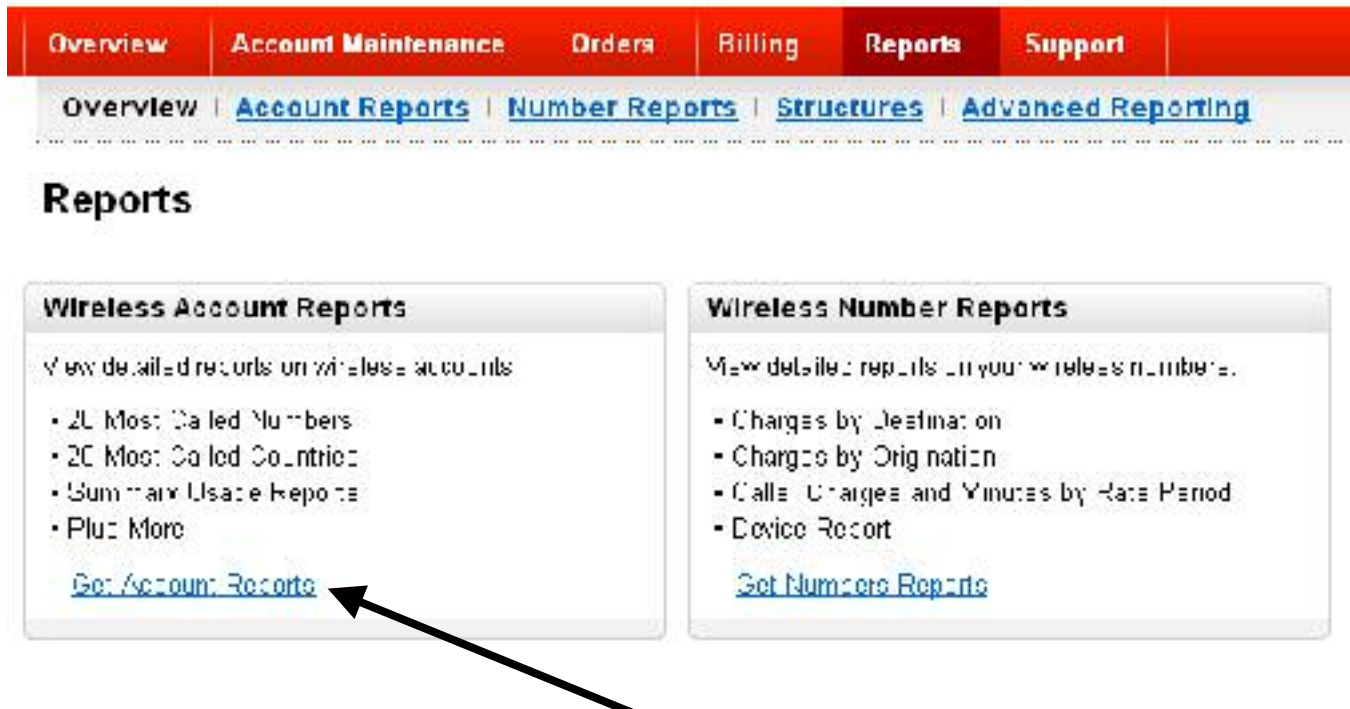
Services

Wireless
44 Wireless Numbers

Billing

Wireless
[0055035-0101](#) Due 05/7/2009 \$3,261.56 [Pay](#)

Reports



The screenshot shows the Verizon Wireless Reports page. At the top, there is a navigation bar with tabs for Overview, Account Maintenance, Orders, Billing, Reports, and Support. Below this, a secondary navigation bar contains links for Overview, Account Reports, Number Reports, Structures, and Advanced Reporting. The main heading is "Reports". There are two main sections: "Wireless Account Reports" and "Wireless Number Reports". The "Wireless Account Reports" section includes a list of report types: 20 Most Called Numbers, 20 Most Called Countries, Summary Usage Reports, and Plus More. Below this list is a link labeled "Get Account Reports". The "Wireless Number Reports" section includes a list of report types: Charges by Destination, Charges by Origination, Calls, Charges and Minutes by Rate Period, and Device Report. Below this list is a link labeled "Get Numbers Reports". An arrow points from a callout box to the "Get Account Reports" link.

Overview | **Account Maintenance** | **Orders** | **Billing** | **Reports** | **Support**

[Overview](#) | [Account Reports](#) | [Number Reports](#) | [Structures](#) | [Advanced Reporting](#)

Reports

Wireless Account Reports

View detailed reports on wireless accounts.

- 20 Most Called Numbers
- 20 Most Called Countries
- Summary Usage Reports
- Plus More

[Get Account Reports](#)

Wireless Number Reports

View detailed reports on your wireless numbers.

- Charges by Destination
- Charges by Origination
- Calls, Charges and Minutes by Rate Period
- Device Report

[Get Numbers Reports](#)

Click Get Accounts Reports

Reports

Account Reports

Structure: Default Position: Default [Get Default Options](#)

Account Number: 99-000-000-00

Statement Date: 4/22/2009

Account Reports

Download: PDF

Note: The printer-friendly version opens in a pop-up. If your computer blocks pop-ups, you may need to disable that function, or use the "download" option instead.

To view a report, select from the following options and Click Display.

Select Report: 2. mus. call ec. nu. Lets

Click the Appropriate Account and Date and Report to Run