



**AZCOPS**  
*Your Sacrifice - Our Support*

**Q. How do I transfer my lines from another association to AZCOPS business account?**

A. Call the association that you are currently with and settle your balance with them and ask them to release your lines to AZCOPS - then contact Amy at [amy@azcops.org](mailto:amy@azcops.org) or [phoenixoffice@azcops.org](mailto:phoenixoffice@azcops.org) or 480-571-8113 and she will send you a Transfer of Service form and a Verizon payment agreement once she receives confirmation of the release. Fill out the top half of the form with your current account information, sign and date and fill out the Verizon payment agreement and sign and date and send both forms back to Amy at [amy@azcops.org](mailto:amy@azcops.org). Amy will submit the transfer form to Verizon and inform you of when the transfer is complete.

**Q. How do I transfer my lines from a Verizon consumer account to AZCOPS business account?**

A. You can call Verizon from your cell phone at 611 and ask them to release your lines to AZCOPS Government account specifically Amy Unangst at [amy@azcops.org](mailto:amy@azcops.org), Amy will need to receive a confirmation of release email, then contact Amy at [amy@azcops.org](mailto:amy@azcops.org) or [phoenixoffice@azcops.org](mailto:phoenixoffice@azcops.org) or 480-571-8113 and she will send you a Transfer of Service form once she receives confirmation of the release. Fill out the top half of the form, sign and date and send the form back to Amy along with the Verizon payment agreement. Amy will submit the form to Verizon and inform you of when the transfer is complete.

**Q. If I have my lines with another carrier (i.e. T-Mobile, AT&T) How do I transfer them to AZCOPS Verizon business account?**

A. The process is called porting the lines over. You can contact the AZCOPS Phoenix Office Manager, Amy Unangst at [amy@azcops.org](mailto:amy@azcops.org) or [phoenixoffice@azcops.org](mailto:phoenixoffice@azcops.org) or 480-571-8113 and she will provide you with a port form to fill out with the necessary information. You will need to call your carrier and ask for an auto port PIN #. If you are a new AZCOPS account holder, we do require that you fill out & sign our AZCOPS Verizon payment agreement and email it back to [amy@azcops.org](mailto:amy@azcops.org).

**Q. How do I purchase equipment and where can I find the prices?**

A. You can call 1-800-922-0204 or 1-800-295-1614 to order your equipment or you can order through the online business portal at [mb.verizonwireless.com/login](http://mb.verizonwireless.com/login) Please note: Government accounts can not utilize Verizon retail store outlets; all transactions are done online or by phone. All equipment price lists are broadcast out to members quarterly via email.

**Q. What calling plan do you recommend and what is the cost?**

A. Our plan is Unlimited talk, text & data with a 10GB mobile hotspot includes US/Canada/Mexico for \$36.99/per line plus tax monthly. I pads are \$20/monthly per line. Watch lines range from \$5/ monthly to \$20/monthly depending on what type of watch and how you are using it.



**Q. How long is the contract and when can I upgrade?**

*A. The contract is 24 months, or two years from the time you upgrade. If you decide to leave Verizon while under contract there could be possible early termination fees and offer recovery fees*

**Q. How can I manage my account online and what needs to be authorized by an administrator?**

*A. Once you have established your account - Verizon will generate an email walking you through the steps to create a User ID and password. The business portal address is [mb.verizonwireless.com](http://mb.verizonwireless.com). You will be able to view your bill, pay your bill, set up automatic payments and order equipment. Administrators will need to authorize the following: adding a new line of service (phone, watch, ipad, jetpack, etc), transferring lines and making any changes to your current account.*

**Q. How do I set up Autopay?**

*A. You can log in to my business portal at [mb.verizonwireless.com/login](http://mb.verizonwireless.com/login) and set up autopay through the Billing tab at the top of the home screen and then go to Manage Payments - you can use credit card or ACH bank debit information to set up the automatic monthly payments.*

**Q. What is my option for service travelling internationally?**

*A. Our plan does have a free feature called the international travel pass, it should activate once you leave the US/Canada/Mexico. You should contact Amy Unangst at [amy@azcops.org](mailto:amy@azcops.org) just to check and make sure the feature is active and she will send you the link to see what is covered. The travel pass is \$5/daily within a 24 hour period, if you do not use your phone within 24 hours you will not be charged. Please note: The travel pass does not work on cruise ships or airplanes, international airspace or waters*

**Q. Do the AZCOPS Verizon Government accounts offer home internet?**

*A. Yes, We offer 5G Home internet dependent on location. You can email Amy at [amy@azcops.org](mailto:amy@azcops.org) with your home address to see if your address qualifies.*

*Additional Verizon information for reference:*

*Verizon's industry-leading portal: <https://sso.verizonenterprise.com>*

*Business/Tech Support: 800-922-0204 / 800-295-1614*

*Insurance Claims: 888-881-2622*

*Port Center: 877-567-4899 / 800-711-9300 (Ask for Tier 2 Support)*

*Global Support: +1-908-559-4899*