

Telecommunications Bulletin

Customer Service Center (CSC)

Volume: CSC 14 - 04 October 2, 2013 Joe Anderson, CSC Manager Theresa Starling, Telecom Manager

Verizon Wireless State Employee Discount Renewal

Verizon Wireless is validating the employment of customers who receive a government employee discount. The notifications will be sent in waves based on the customers' employer and bill cycle, so customers working for the same employer may not be required to validate their employment at the same time. Verizon Wireless provides a variety of employment validation communications that may include any of the following:

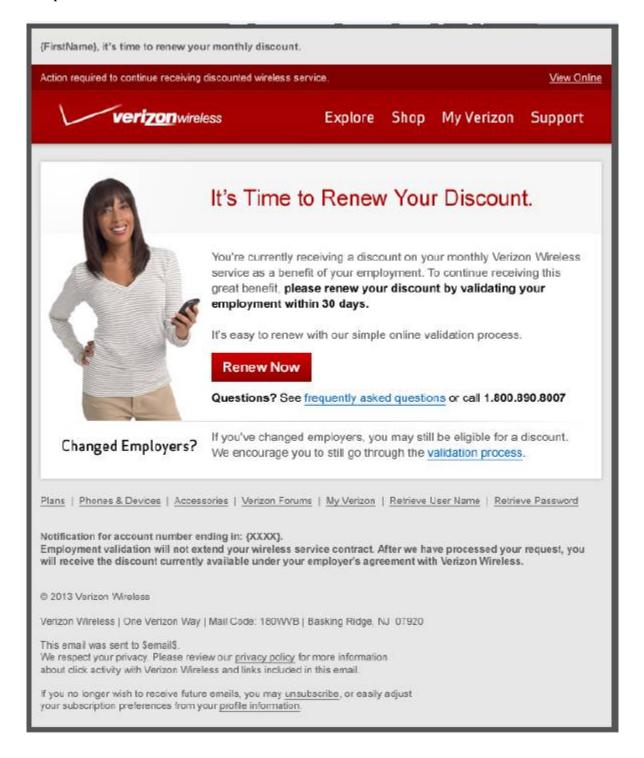
- message in My Verizon,
- email,
- text message,
- bill message,
- direct mail (sample letter; sample postcard), and/or
- a call from Verizon Wireless.

All communications ask customers to validate their current employment status by going to www.verizonwireless.com/renewdiscount and following the simple step-by-step instructions to validate by work email address, validate by paystub, or by calling the Employment Validation Processing Center at (800) 890-8007 for assistance. Customers are encouraged to respond and complete their employment validation within 30 days from the first communication sent either online or by postal mail. Their discount will be automatically removed on day 60 from the validation start date if they do not validate employment. Once the customer has validated their employment, they will no longer receive notification requesting validation. Customers who have recently registered for the Employee Liable Discount Program will not receive a validation request at this time. When they are required to validate they will receive notification.

The text messages being sent are similar to the following: "FREE VZWmsg: It's time to renew your monthly discount. To continue to receive your discount, go to vzw.com/renewdiscount or call 800.890.8007." There is a series of 3 messages.

The sample letter from Verizon is attached and a sample of the Verizon email is included on the following page.

Sample email:





<<Month XX, 2013>>

FINAL NOTICE: Respond by XX/XX/XX to avoid loss of monthly discount.

Applies to account number ending in: XXXX

Dear Sample A. Sample,

Thank you for choosing Verizon Wireless. You are receiving a discount on your monthly service as a benefit of your employment with a company that has a business agreement with us. To continue receiving this great benefit, please renew your discount by validating your employment.

Validating your employment is quick and easy:

· Visit verizonwireless.com/renewdiscount today and follow the step-by-step instructions.

- or -

 Respond by mail. Simply fill out and return the enclosed form with a recent paystub dated within the last 60 days.

If you have changed employers, you may still be eligible for a discount through your new employer, so we encourage you to go through the validation process.

Please don't wait to validate your employment. **Respond by XX/XX/XX or your discount will be removed.** If you've submitted your employment validation within the last 10 days, thank you, and please disregard this notice.

We value your business and want to ensure that you receive every eligible benefit available to you. If you have any questions, please contact us at 1.800.890.8007 or visit verizonwireless.com/renewdiscount to view our frequently asked questions. Thank you for completing the validation process.

Sincerely,

Veripon Wireless



To validate your employment, please complete this form in its entirety and submit with proof of employment.

1) CUSTOMER INFORMATION (Use CAPITAL LETTERS)	
First Name Last Name	
Billing Address	
City	State Zip Code
Wireless Phone Number (Required)	
Email Address (Optional)	
I understand that Verizon Wireless may send me email notifications employment validation.	about the status of my
2) EMPLOYER INFORMATION (Use CAPITAL LETTERS) Please provide the name and address of your employer's Corporate I	Headquarters.
Company Name	
Street Address	
City	State Zip Code
2) DDOOE OF EMDLOVMENT	

3) PROOF OF EMPLOYMENT

Paystub — Legible copy of paystub. Must contain your name, employer's name, and date. Please black out salary, income, or other personal information such as employee, social security, and bank account numbers. Paystub must be dated within the last 60 days.

4) SUBMIT VIA MAIL (One account validation request per envelope)

MAIL TO (using the enclosed postage-paid envelope):

Verizon Wireless Employment Validation Processing

Program Code 50-001

P.O. Box 540002

El Paso, TX 88554-9901

Please visit our Employment Validation webpage at verizonwireless.com/renewdiscount to check the status of your submission, view frequently asked questions, or to renew your discount online. For general questions, you may also call 1.800.890.8007. VRN18507_RPLY