



# APA Verizon



## **Self Service (online):**

- Order Phones
- Update Friends/Family Numbers
- View Monthly Billing Statements
- Current Usage (data, minutes etc.)
- Update Customer Information (billing address)

## **Customer Service:**

1-800-922-0204 Password: 9787  
 Company Name: PLEA/City of Phoenix

- Device Activation
- Device Troubleshooting (tech support)
- Billing Questions
- Bill Payment-update of information
- Phone Plan Questions
- Insurance Inquiries

## **APA Verizon Representative:**

- Transfer of account from current carrier to Verizon APA account
- Cancelation of Services
- Addition of Brand New Lines of Service
- Release of Lines of Service
- Online Access (creation of username and password and/or password updates)
- Plan Changes

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## **Verizon Representative:**

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