

# Verizon Call Center Experience for Hershey's Mill

## Contracted services

- Fios TV Package: Preferred HD
- Equipment: 1 HD Set Top Box & 1 Fios Router
- Internet Speed: 150/150 Mbps
- Fios Digital Voice Unlimited Plan

## Ordering instructions

To order service, please call your Verizon Bulk Sales Agent on the dates that will be provided to you from your village council. The phone number will also be provided to you by your village council. Please call during the following Call Center hours:

**Tue – Fri 8 AM – 7 PM, Sat 9 AM - 6 PM**

During the call, whether you are a new or existing customer, you will be asked to confirm proof of your identity. You will be required to provide the following, so please have this information available:

- Name
- Address
- Date of birth
- Social Security number

**Blocked Credit:** If you wish to order services or equipment not included in the Bulk Package, and you have your credit blocked, you will need to remove the block by calling all three credit agencies the day before you call to set up your Verizon account. The block will be removed for three days. If you choose to not remove the credit block, a \$250 deposit will be required.

## During the call (verbiage may differ slightly from agent to agent)

1. **Sales agent greeting:** "Thank you for calling Verizon, my name is [Agent's Name]. Are you calling to set up new service or are you an existing customer?"

\*Note, if you currently have a Verizon telephone line, you are an existing customer. If you do not currently have a Verizon telephone line, you are a new customer.

**Customer response:** "Existing customer."

### Sales agent:

You will also be asked to answer questions to ensure we are speaking to an authorized user, such as "Who am I speaking with?"

"May I have your account number?" Verizon Account Number \_\_\_\_\_

OR

**Customer response:** "New service."

**Sales agent:** "May I have your address, starting with the zip code?"

2. If you are a Verizon customer, the sales agent will ask fact finding questions to help them understand your needs and start placing your order. Examples are below.

### Sales agent:

"How many TVs do you have in your home?" \_\_\_\_\_

"How many Set Top Boxes would you like?" \_\_\_\_\_

"How many Digital Adapters would you like?" \_\_\_\_\_

"Do you record TV shows? If so, which DVR service would you like?" \_\_\_\_\_

"Do you stream movies with Netflix or Apple TV?" Netflix \_\_\_\_\_ Apple TV \_\_\_\_\_

\*Note, depending on your answer a faster internet speed may be recommended.

"Would you like to purchase the Battery Back-up to ensure dial tone service in case of a power failure?" \_\_\_\_\_

\*Note, be sure to tell the sales agent how many phone lines you would like and if you want to keep your current phone numbers.

**During the call (verbiage may differ slightly from agent to agent) (continued)**

3. If you are ordering new service, the sales agent will need to verify your identity using one or two pieces of information identified above in the Ordering Instructions section.

**Sales Agent:** "To verify your identity, may I please have your social security number, and date of birth?"

4. The sales agent will work with you to determine an installation date. They will provide available date options.

Installation date/time: \_\_\_\_\_

5. The sales agent will ask if you would like to follow along on an email while they review the order. If you do, the agent will email the order details. \*Note, this is optional. You do not have to accept, but the agent is required to ask.

6. Once the order is reviewed with you, including all pricing and disclosures, the agent will provide you with an order number.

Order number: \_\_\_\_\_

7. Lastly, the agent will ask if you have any questions, and reaffirm the date and your technician's arrival window.