

## **Verizon FiOS Telephone Numbers**

### **Keep these numbers:**

Write your Account Number here: \_\_\_\_\_

Write your Home telephone number here: \_\_\_\_\_

**Call Center** - Account and Billing questions, upgrades, downgrades, changes in equipment or services: 1-800-501-1172

*If, at any time, you do not feel that the Agent understands what you need or how to deal with your concern, ask to speak to a Supervisor.*

### **FiOS Tech Support: 1-888-553-1555**

*Hint: When you call this number, after verifying which telephone number is associated with your account, ask for Agent or Rep until a live person comes on the line. If there is a long wait time, there will be a Call Back feature. Use it, it works well.*

The first step to solve any technical issue is to call this number. This will lead to speak with a live person. On the phone, the Techs can send a signal through to your home, determine the problem and walk you through step by step solutions. They can even access your account to see if a setting is wrong and correct it if necessary.