



Telecommunications Bulletin

Customer Service Center (CSC)

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New Procedures to Activate **Upgraded Verizon Wireless** Devices – Effective Immediately

After the Customer Service Center (CSC) has processed your Telecommunications Service Request (TSR) for an upgraded Verizon Wireless device, your activation processes will be simplified. Upon receipt of the upgraded Verizon device, users have 30 days to directly handle activation following the instructions below.

- Power on the wireless device
- Dial *228 and select Option 1
- Enter the mobile number when prompted by the automated system
- Press 1 to confirm the order number provided by the automated system
Note: The order number is located on the receipt included in the device shipment
- Listen to system generated music while the equipment is processed, and wait for confirmation advising whether the ESN change was successful or unsuccessful
- Place free test call (if desired) by dialing #832

If an error occurs and the change does not go through, users should disconnect and call the CSC Help Desk at 800-366-8768 (Option 4, Sub Option 2) for assistance. [Note: The Verizon automated system provides a toll free number to call for assistance. However, Verizon's Help Desk is instructed to accept calls only from designated state representatives and cannot work directly with your users. DO NOT CALL the Verizon number.] Our CSC agents will conference in the Verizon Help Desk and will stay on the line with the user until the ESN change processes successfully.

After 30 days from receipt of an upgraded device, Verizon's automated system cannot complete the activation and users must call the CSC for assistance.

There is no change in procedures to activate a new Verizon line. A device ordered on a new line has the ESN installed prior to shipment, and upon receipt, users dial *228 (Option 1) to complete the programming activation.

If you have any questions about Verizon Wireless ESN changes, please contact Betty Russell at 217-785-4441 or by email at betty.russell@illinois.gov.

Note: The following activities still require direct involvement of the Customer Service Center and users cannot engage Verizon Wireless directly to complete activation or equipment changes.

1. ESN changes on existing agency owned Verizon equipment (swaps require a TSR)
2. Activation of Verizon warranty replacement devices (requires a call to the CSC Telecom Service Desk)

The CSC must still be engaged to complete all AT&T wireless activations and equipment changes.