



Telecommunications Bulletin

Customer Service Center (CSC)

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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 Liabile 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:

{FirstName}, it's time to renew your monthly discount.

Action required to continue receiving discounted wireless service. [View Online](#)

 Explore Shop My Verizon Support



It's Time to Renew Your Discount.

You're currently receiving a discount on your monthly Verizon Wireless service as a benefit of your employment. To continue receiving this great benefit, **please renew your discount by validating your employment within 30 days.**

It's easy to renew with our simple online validation process.

[Renew Now](#)

Questions? See [frequently asked questions](#) or call **1.800.890.8007**

Changed Employers? If you've changed employers, you may still be eligible for a discount. We encourage you to still go through the [validation process](#).

[Plans](#) | [Phones & Devices](#) | [Accessories](#) | [Verizon Forums](#) | [My Verizon](#) | [Retrieve User Name](#) | [Retrieve Password](#)

Notification for account number ending in: {XXXX}.
Employment validation will not extend your wireless service contract. After we have processed your request, you will receive the discount currently available under your employer's agreement with Verizon Wireless.

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Verizon Wireless | One Verizon Way | Mail Code: 180WVB | Basking Ridge, NJ 07920

This email was sent to \$email\$.
We respect your privacy. Please review our [privacy policy](#) for more information about click activity with Verizon Wireless and links included in this email.

If you no longer wish to receive future emails, you may [unsubscribe](#), or easily adjust your subscription preferences from your [profile information](#).



<<Month XX, 2013>>

<<NM_FIRST NM_MDLIN NM_LAST>>
<<ADDR_LINE1>>
<<ADDR_LINE2>>
<<ADDR_LINE3>>
<<CITY_NM STATE_CD ZIP5_CD ZIP4_CD>>
.....

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,
Verizon 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 input boxes

First Name

Last Name input boxes

Last Name

Billing Address input boxes

Billing Address

City input boxes

City

State input boxes

State

Zip Code input boxes

Zip Code

Wireless Phone Number input boxes

Wireless Phone Number (Required)

Email Address input boxes

Email Address (Optional)

I understand that Verizon Wireless may send me email notifications about the status of my employment validation.

2) EMPLOYER INFORMATION (Use CAPITAL LETTERS)

Please provide the name and address of your employer's Corporate Headquarters.

Company Name input boxes

Company Name

Street Address input boxes

Street Address

City input boxes

City

State input boxes

State

Zip Code input boxes

Zip Code

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.