

Q. How do I transfer my lines from another association to AZCOPS business account?

A. Call the association that you are currently with and settle your balance with them and ask them to release your lines to AZCOPS - then contact Amy at amy@azcops.org or phoenixoffice@azcops.org or 480-571-8113 and she will send you a Transfer of Service form once she receives confirmation of the release. Fill out the top half of the form, sign and date and send the form back to Amy. Amy will submit the form to Verizon and inform you of when the transfer is complete.

Q. How do I transfer my lines from a Verizon consumer account to AZCOPS business account?

A. You can call Verizon from your cell phone at 611 and ask them to release your lines to AZCOPS Government account, then contact Amy at amy@azcops.org or phoenixoffice@azcops.org or 480-571-8113 and she will send you a Transfer of Service form once she receives confirmation of the release. Fill out the top half of the form, sign and date and send the form back to Amy. Amy will submit the form to Verizon and inform you of when the transfer is complete.

Q. How do I purchase a phone?

A. You can call 1-800-922-0204 to order your phone or order through the online portal at mb.verizonwireless.com/login.

Q. What calling plan do you recommend and what is the cost?

A. We recommend the Nationwide Unlimited talk, text & data with mobile hotspot, the plan is approximately \$51.00 plus tax, per line-monthly.

Q. How long is the contract and when can I upgrade?

A. The contract is 24 months, although you can possibly be able to upgrade your phone every 20 months.

Q. How can I manage my account online and what needs to be authorized by an administrator?

A. Once you have established your account - Verizon will generate an email walking you through the steps to create a User ID and password. The business portal address is mb.verizonwireless.com. You will be able to view your bill, pay your bill, set up automatic payments and order equipment. Administrators will need to authorize the following: adding a new line of service (phone, watch, ipad, jetpack, etc), transferring lines and making any changes to your current account.

Q. If I have my lines with another carrier (i.e. T-Mobile, AT&T) How do I transfer them to AZCOPS Verizon business account?

A. The process is called porting the lines over. You can contact the AZCOPS Phoenix Office Manager, Amy Unangst at amy@azcops.org or phoenixoffice@azcops.org or 480-571-8113 and she will provide you with a port form to fill out with the necessary information. You will need to call your carrier and ask for an auto port PIN #.

Q. How do I set up Autopay?

A. You can log in to the my business portal at mb.verizonwireless.com/login and set up autopay through the Billing tab at the top of the home screen - you can use credit card or ACH bank debit information to set up the automatic monthly payments.