

Contacting the VPSC Support Team



Getting Started

Get **Fixed Wireless Access (FWA)** Support for:

- Ordering
- Provisioning
- Billing
- Maintenance (Repair)
- Something Else



There are two-ways to contact the **VPSC Support Team**:

- Phone: 1 888-346-5705: Option #1
- Email: vpsc-mobilesvc-durham@verizon.com

Hours of Operation:

- Monday thru Friday 9:00-4:30 PM CST
- After Hours: 1 800-525-0481. The IVR system will require the entry of an active MDN (phone#)

Things to Know

When contacting the VPSC Support Team, **include the following details** by phone or email.

- 1. Portal Issues:** Company Name, User Name and Description of the Issue
- 2. Device Issue:** Company Name, User Name, Address, MDN of the device, SIM#(ICCID), Device ID (IMEI) and Description of the Issue
- 3. Something Else:** Company Name, User Name, Detailed Description of the Situation