

You're on your way to better business internet.

Congratulations on your new Internet Dedicated Service from Verizon.

Here's what you need to know to get started and claim your credit for early termination fee charges you may incur from your previous carrier.¹

How it works

- Get up to \$3,000 billing credit for each Internet Dedicated port ordered from Verizon at speeds of 10 Mbps to 100 Mbps, or up to \$5,000 billing credit for each Internet Dedicated port ordered from Verizon at speeds of 150 Mbps or greater
- You may claim your credit after receipt of your first invoice from Verizon - you have up to 6 months from the installation date at the same location of your previous service to claim it
- Your credit will appear on your Verizon bill within 2 - 3 billing cycles after you submit your request for the credit, provided you're still a Verizon customer

Claim your credit

1. Sign in to the [Verizon Enterprise Center \(VEC\)](#) portal and, from the home page, select "Manage Account"
2. Next, select "Create Inquiry"
3. Enter your account number, or select from the list of accounts
4. Choose "Rates/discounts/promotions"
5. Select "Internet" from the product list
6. Enter the amount of the early termination fee on the "Dispute Charges" field
7. In the "Description" field, state "Early termination fee adjustment to provide a credit for the early termination fees charged by my prior service provider [Enter Name]"
8. Attach and upload a copy of the prior provider's billing invoice that shows the early termination fee charged and service location.

That's it. Thank you for choosing Verizon, the network that's got you covered in more ways than one. Reach out to your account representative with any questions.



¹Offer, valid until 12/31/20 for new and existing U.S. Internet Dedicated Tiered Ethernet port customers, is non-transferable and has no cash or refund value. Two year eligible Verizon Service Agreement for Internet Dedicated Services required. Documentation of early termination fee (ETF) from your prior service provider must be provided within 6 months from the installation date of the Verizon port at the same location of your previous service. Offer will be fulfilled via a bill credit to your Verizon account in the amount of the ETF billed to you by your prior service provider up to \$3,000 for each Internet Dedicated port ordered from Verizon at speeds of 10M to 100M, and up to \$5,000 for each Internet Dedicated port ordered from Verizon at speeds of 150M and greater. Credit will appear on your Verizon invoice within 2 to 3 billing cycles after you submit your credit request to Verizon's customer portal, Verizon Enterprise Center. You remain solely responsible for paying the ETF to your prior service provider. If you cancel your Verizon service within 90 days of installation, the ETF credit will be charged back to your final bill. ETF credit excludes equipment fees, monthly service charges, late payment charges, FUSF, regulatory charges or taxes (whether based on Federal, state or local laws) even invoiced as or part an ETF.