



Frequently Asked Questions

Current **Verizon** Customers:

- Can I keep my same number? *Yes*
- Is insurance available? *Yes. It can be added within the first 30 days of ordering a new phone*
- How many lines can I have on my account? *Up to 10*
- I'm eligible now for an upgrade, can I upgrade on the PLEA account when my line is moved over?
Yes. If you are not eligible, we have to honor your current eligibility.
- I have multiple lines on different accounts, can I combine multiple accounts together with PLEA? *Yes, you will need to provide the account information for each line*
- Is there a contract? *Effective 4/1/21 contracts are 24 months. Early termination of a line of service WILL be subject to device recovery fees. These fees will vary based on device purchased and remaining contract agreement not met due to termination of service.*
- I am still paying each month for my device, can I move over and continue my device payments? *No, you must pay the device payment balance in full before transferring*
- Will I continue to have service in the meantime? *Yes, there will be no lapse in service.*
- Can I go to a store if I need assistance?
No, all Verizon transactions have to be done through the APA office, online portal access or by calling Verizon customer service.
- When will I have online access to my account?
When your lines have moved over, we can set up a user ID, this can take up to a week.
- How long will it take to move the line over?
It can take a full week to transfer over
- Will Verizon Cloud transfer over? *No, it will not*
- Can my Smart Watches transfer over?
Apple and Samsung watches and Gizmos can transfer over

Current **Non-Verizon** Customers:

- Can I keep my same number? *Yes*
- Is insurance available? *Yes. It can be added within the first 30 days of ordering a new phone*
- How many lines can I have on my account? *Up to 10*
- Can I use the same device I'm using on another carrier?
No. You must purchase a Verizon device for each non-Verizon line.
- I have multiple lines on different accounts, can I combine multiple accounts together with PLEA? *Yes, you will need to provide the account information for each line*
- I am still paying each month for my device, what will happen with my current carrier?
You will be responsible for paying the device off. This may encourage you to consider how much you will save VS. your payoff.
- How long will it take to move the line over? *It varies based on availability of selected device(s)*
- Is there a contract? *Effective 4/1/21 contracts are 24 months. Early termination of a line of service WILL be subject to device recovery fees. These fees will vary based on device purchased and remaining contract agreement not met due to termination of service.*
- Will I continue to have service in the meantime?
Yes, there will be no lapse in service. Once you activate your new Verizon device you are a Verizon customer. There is no need to cancel with your current carrier.
- Can I go to a store if I need assistance?
No, all Verizon transactions have to be done through the APA office, online portal access or by calling Verizon customer service.
- When will I have online access to my account? *When your lines have moved over, we can set up a user ID, this can take up to a week.*
- Can I put a Smart Watch on my account?
Apple and Samsung watches and Gizmos can transfer over