

Info: We've got some great deals going on right now exclusively for our online customers... chat now to hear more!

14:10, Aug 8

You: need to acquire additional jetpacks

14:10, Aug 8

Verizon: While we connect you with an agent, please provide your name, phone number and email address.

Info: We may monitor and review your chat to help improve and personalize our services. For more information see our Privacy Policy

<https://www.verizon.com/about/privacy/>. California residents can view our California Privacy Notice <https://www.verizon.com/about/privacy/full-privacy-policy?scrollto=index-1#acc-item-55> . To protect your privacy, please do not send sensitive information (passwords, credit card numbers, etc.) through this chat. If we need it, we will use a secure process.

Info: Roger joined

14:11, Aug 8

Roger: Thank you for chatting with the Verizon Wireless Sales team for Business, my name is Roger with whom do I have the pleasure of chatting with today?

14:11, Aug 8

You: Clinton Cramer

14:11, Aug 8

You: Biz account. Need to acquire additional jetpacks. currently have 8

14:11, Aug 8

Roger: Nice to meet you Clinton, and thank you for being the best part of Verizon family. I do see that you are interested to add new jetpacks lines to your account, correct?

14:11, Aug 8

You: yes

14:12, Aug 8

Roger: Perfect! I will be more than glad to assist you with that. As your Business Sales Consultant, I am going to ask a few questions to better assist you.

14:12, Aug 8

Roger: How many jetpacks do you need?

14:12, Aug 8

You: 2. Can one be sent to an employee directly while the other to my office location?

14:13, Aug 8

Roger: Of course! We can do that!

14:13, Aug 8

You: otherwise, I have to send him mine

14:13, Aug 8

You: great

14:13, Aug 8

Roger: Please, allow me a moment while I pull up your account.

14:14, Aug 8

Roger: I do see that you have the Small Business Data 30GB plan on your account, would you like that same plan for the new jetpack lines?

14:14, Aug 8

You: yes, but they are unlmtd, yes?

14:16, Aug 8

Roger: Allow me a moment to check on this.

14:21, Aug 8

You: 🙄

14:22, Aug 8

Roger: Thank you for your patience, sorry for the delay was getting some issues in the process but all is good now.

14:24, Aug 8

Roger: I see that your current plan has a 30GB data allowance, but the overage will be \$15 for each additional 1GB.

14:24, Aug 8

You: and that is for the 8 devices?

14:24, Aug 8

You: our VP lost his and one is a replacement. what happens under those circumstances?

14:26, Aug 8

You: SKU: ORB400LBVZRT

14:27, Aug 8

Roger: You have a shared plan that you pay \$185.00/mo for the plan, but each device you add to that plan pay \$20/mo

14:27, Aug 8

You: OK. just sent the SKU on the one lost.

14:27, Aug 8

Roger: Yes, I added this jetpack, for these new jetpacks you will be paying \$50.40/mo

14:28, Aug 8

You: Why the increase?

14:28, Aug 8

You: so \$25 per per month?

14:28, Aug 8

Roger: Yes, per new line

14:28, Aug 8

You: ok

14:29, Aug 8

You: now what happens on the one lost?

14:30, Aug 8

Roger: Do you know the line number of the one lost?

14:30, Aug 8

You: The address for one to be sent is: 15531 Calistoga DR, Ramona, CA 92065. For the other going to our office, 3800 Watt Ave, Sacramento, CA 95821

14:30, Aug 8

You: Yes, one moment

14:31, Aug 8

Roger: Understood!

14:32, Aug 8

You: 279.220.6987

14:32, Aug 8

You: Matthew Bratsis

14:33, Aug 8

Roger: Thank you! Let's finish with the order for the new ones, and then let's see the options for the existing one.

14:33, Aug 8

You: Sounds good

14:35, Aug 8

Roger: Could you please provide me with the name and contact number of the person who will be receiving the one that will be delivered at 95821?

14:36, Aug 8

Roger: Sorry for the 92065

14:36, Aug 8

You: We can place my name/number: Clinton Cramer 650-743-5179 Best for all really. I am the IT director

14:36, Aug 8

You: Same

14:36, Aug 8

Roger: Understood!

14:37, Aug 8

You: they become interchangeable

14:37, Aug 8

Roger: Sure!

14:38, Aug 8

Roger: You will be receiving an email here shortly requiring your approval of this order. Keep in mind that nothing is processed or shipped until the order is approved.

14:39, Aug 8

You: OK, will do. and...How do I remove (and this may be done already) Joe Calabrese? he is no longer with the company.

14:40, Aug 8

Roger: In that case, I will need to connect you with our support team who will be able to remove it from the account.

14:40, Aug 8

You: when will the email arrive?

14:42, Aug 8

Roger: Allow me a moment, working on it.

14:43, Aug 8

You: No worries. wanted to be sure it was not already sent

14:48, Aug 8

Roger: I'm still working on it. Sorry for the delay.

14:48, Aug 8

You: 👍

14:56, Aug 8

Roger: Thank you for your patience.

14:56, Aug 8

You: 👍
14:57, Aug 8
Roger: I'm really sorry but I was trying to complete the order with the shipping addresses, however, the system is not letting me to proceed. In this case, I can send both jetpacks to the same address or do it in separate orders, which option is better for you?
14:58, Aug 8
You: Separate orders as I need his to be delivered ASAP. The other is for back general use.
14:59, Aug 8
Roger: Understood! Let's do this real quick.
14:59, Aug 8
You: OK
14:59, Aug 8
Roger: Also, I can try to place them for pick up, so you don't have to wait for the orders to be shipped.
15:00, Aug 8
You: how long before they get shipped? When would he get it in Ramona, CA. The other is not as crucial.
15:01, Aug 8
Roger: The delivery time is usually 2 business days with free shipping.
15:01, Aug 8
You: So monday. That works
15:02, Aug 8
Roger: Great!
15:04, Aug 8
Roger: The first order that will be shipped to 3800 WATT AVE has been placed successfully. Please, let me know once approve it, in the meantime I will be working on the second one.
15:04, Aug 8
Roger: Order number : 2990 Location code : Q755401
15:06, Aug 8
You: Approval completed.
15:10, Aug 8
Roger: Great! Thank you! The second one that will be shipped to 15531 Calistoga DR has been submitted as well.
15:10, Aug 8
Roger: Order number : 2991 Location code : Q755401
15:13, Aug 8
You: Approval completed.
15:14, Aug 8
Roger: Great! I do see that both orders show approved on my side as well, as soon as the devices gets ready to be shipped you will receive a confirmation with the tracking information.
15:14, Aug 8
You: OK thanks
15:16, Aug 8
You: I will have to do the joe change at a later time. late for a meeting
15:17, Aug 8

You: Thank you for setting that up

15:17, Aug 8

Roger: I understand, it's okay you can contact our support team through chat or by calling them to 1.800.922.0204. Before you leave, regarding the line number you provided me 279.220.6987. Would you like a new jetpack for that line to be shipped to the same address?

15:18, Aug 8

You: yes. the 3800 address

15:18, Aug 8

You: I can approve when the email arrives

15:18, Aug 8

Roger: Understood! In this case, I will submit that order for you and send you the approval request. You will have 7 days to approve it.

15:18, Aug 8

You: that works well. thanks

15:19, Aug 8

Roger: Perfect! You are welcome! If that is all, it was a pleasure to assist you, thanks for chatting with me today. Don't hesitate to contact us back if you need anything else. Have a lovely rest of the day!

15:19, Aug 8

Roger: Also, you can contact me via email if you are interested in adding any additional lines or upgrading any existing lines and devices on the account. My email is spc.roger.cedeno@verizon.com

15:20, Aug 8

You: excellent. will do