



## **Verizon Wireless – Stewart Independent Agency Program Frequently Asked Questions**

1. How do I enroll in the Verizon Wireless – Stewart Independent Agency Program?

Each Stewart Independent Agency must sign an agreement directly with Verizon Wireless to take advantage of the program. This agreement allows eligible Stewart independent agencies to take advantage of discounts, pricing, and other benefits of the program. Agencies can view the agreement and enroll in the program by visiting the Wireless Services section of [www.stewartpreferred.com](http://www.stewartpreferred.com).

2. Who should enroll in the program?

Individuals with eligible Stewart Independent Agencies who are authorized to enter into a contractual agreement on behalf of their organization should access the Stewart Preferred site and click the link to review and accept the Verizon Wireless program agreement.

3. Can modifications be made to the Verizon Wireless – Stewart Independent Agency program agreement?

No. These are the terms and conditions that Verizon Wireless is requiring of all independent agencies participating in the program.

4. Can I review the agreement before accepting it on the website?

The authorized individual from your agency who can sign contractual agreements should review the agreement carefully before accepting it on-line. You have the option to review the agreement on-line or download a copy for further review. If you choose to download a draft copy, you must go back to the site and re-enter your company information when you are ready to accept and enroll in the program.

5. Is the agreement a contract?

Yes. The agreement is an over-arching contract directly with Verizon Wireless to purchase Verizon Wireless products and services at discounted rates. There are no penalties if you elect to not purchase service after signing the agreement, however once you order lines of service the contract terms and conditions apply.

6. Who should I contact if I have questions on the agreement?

You should contact your attorney for any legal advice regarding the agreement. If you have questions about Verizon Wireless pricing or products please send an e-mail to

[salesupportstewarttitle@verizonwireless.com](mailto:salesupportstewarttitle@verizonwireless.com) with your contact information and questions.

7. How long does it take to enroll in the program?

Program enrollment usually takes a few minutes, once your Stewart agency ID number is electronically validated and you provide some information about your agency. Your company will then be approved for the program and you will be emailed a copy of the agreement.

8. What do I need in order to enroll in the program?

The authorized individual from the eligible Stewart Independent Agency will need the following information to enroll:

- Stewart agency ID number\*
- Legal Agency Name\*
- Agency Address, City State and Zip\*
- Federal Tax ID\*
- Dun & Bradstreet Number
- Primary company contact name, phone number & e-mail\*
- Additional company contact name

\*Required fields

9. What if my Stewart agency ID is not recognized by the Agreement site?

The agreement website will indicate your Stewart agency ID has not been provided to Verizon Wireless. You will need to send an e-mail with your agency name, Stewart agency number and contact information to [salesupportstewarttitle@verizonwireless.com](mailto:salesupportstewarttitle@verizonwireless.com) so it can be investigated further. Verizon Wireless will contact Stewart for validation and then contact you with further directions.

10. When can I start ordering?

Once your agency completes the on-line agreement and it has been approved and accepted by Verizon Wireless, Verizon Wireless will build your agency's profile. Once your agency profile has been built, your agency will be enrolled in the Verizon Wireless My Business Account on-line ordering and billing tool. Please allow up to 7 business days for this process to be completed. Verizon Wireless will send the primary contact indicated during the enrollment process an e-mail once the setup process is complete. This e-mail will contain instructions on how to log into My Business Account.

11. What if I have existing lines with Verizon Wireless?

Your agency will need to complete the on-line agreement process described above. In the setup completion e-mail that your agency's primary contact receives, there will be a spreadsheet for you to complete requesting your existing Verizon Wireless account

number and mobile numbers. Once the spreadsheet is returned, Verizon Wireless will update eligible lines with the appropriate access discount. It can take up to 2 bill cycles (billing periods) to add your existing accounts into the program and apply the access discounts.

12. Where do I obtain information and training on how to use the Verizon Wireless on-line ordering and billing tool, My Business Account?

There are a couple of options:

- Go to [www.verizonwireless.com](http://www.verizonwireless.com) > My Verizon > Manage your Account > My Business Account and then view the on-line demo
- The setup completion email received by the primary contact will contain a link to register for a My Business Account training class. Verizon Wireless hosts weekly My Business Account training classes via webinar.

13. What does my agency do if we would like Verizon Wireless service but have wireless service with another carrier?

Transferring a telephone number from one carrier to another is called “porting.” My Business Account allows you to validate whether or not your existing mobile number with another carrier is eligible to be ported to Verizon Wireless prior to placing an order. You will have the ability to initiate a port through My Business Account, however you will need a Verizon Wireless device which you may purchase online. Your agency will be responsible for any early termination fees your existing carrier may charge if porting a number to Verizon Wireless.

14. How do employees of Stewart Independent Agencies take advantage of the monthly service discounts for their personal liable lines?

In order for independent Agency employees to take advantage of the monthly discounts, the agency itself must enroll in the program. Once the agency is enrolled in the program, their employees are able to take advantage of the monthly discounts. Agency employees can receive their 10% discount by visiting a Verizon Wireless retail store (not agent locations) with valid proof of agency employment, contacting telesales at 800-482-0890 or visiting [verizonwireless.com/discounts](http://verizonwireless.com/discounts). In order for agency employees to shop on-line, the e-mail domain for their agency must be registered with Verizon Wireless which is part of the agency enrollment process. Once the agency setup process is complete, the agency’s primary contact will receive additional information for employee discounts. If the agency does not have a unique e-mail domain for employees then shopping on-line is not an option.

15. Who do I contact with questions on the program itself **OR** the enrollment process?

Any questions regarding the Verizon Wireless Stewart Independent Agency program should be directed to [salesupportstewarttitle@verizonwireless.com](mailto:salesupportstewarttitle@verizonwireless.com) who will respond to your inquiry within 2-3 business days.