Problems with Calls

KEY

Continuing Flow | Ending Flow | Possible Alternate Flow

1 — Earliest Line Test can be triggered

2 — No Line Test Results Displayed on Kiosk

Please wait... / host call

4.01 Repair
I want to request a repair for [all lines]
line / line / line / line / line / line
Back | Cancel | Contact | VZ Menu

If User selects [all lines]
User is instructed to call Verizon

4 Repair
Request a Repair A
Check the Status of a Repair B
Cancel a Repair C
Back | Cancel | Contact Verizon | VZ Menu

pw.4 Please wait... while we get your Repair records

Multi-Line Account

Single Line Account

User cannot submit request if there is already a pending request for this WTN.

e_repair_repairpending
Repair
Repair Status Request
The number you selected has a pending repair request. You can have one open request per telephone number.
Condition reported
Repair Request Status
Commitment date/time
Contact name
Contact number
Would you like another Verizon transaction?
Back | No | Yes
No → VCOM (Other / Other / Other / Verizon)
Yes → Welcome (Sign In: User Name: XXXXXX, Password:, Sign In, Cancel)

e.4.a.01
Contact Verizon
Please call us to resolve this problem
Verizon Communications
1095 Avenue of the Americas
New York, New York 10036
800-621-9900
Would you like another Verizon transaction?
Back | No | Yes | VZ Menu
No → VCOM (Other / Other / Other / Verizon)
Yes → Welcome (Sign In: User Name: XXXXXX, Password:, Sign In, Cancel)

4.A.01.a Repair
Identify line problem XXX-XXX-XXXX
I don't have a dial tone
People cannot call me
I cannot make calls
My calls reach the wrong number
I hear noise on the line
Inside wiring or jacks
Back | Other problems> | Cancel | Contact | VZ Menu

4.A.01.b Repair
Identify line problem XXX-XXX-XXXX
I can't hear anything
I cannot be heard
My call cuts off
I hear other voices on the line
Trouble with my voice mail
Trouble with calling services
<Other problems | Cancel | Contact | VZ Menu

4.A.02 Repair
Are all phones affected? XXX-XXX-XXXX
Back | Not Sure | No | Yes | Cancel | Contact | VZ Menu
Yes, No, Not Sure

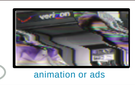
4.A.03 Repair
Are all calls affected? XXX-XXX-XXXX
Back | Not Sure | No | Yes | Cancel | Contact | VZ Menu
Yes, No, Not Sure

pw.4.checkinfo Please wait... while we check this information

4.A.05 Repair
Verify address
Verify that this is your correct address. If this address is incorrect please contact Verizon.
XXXXXXX
XXXXX, XX XXXXX
Is this your correct address?
Back | No | Yes | Cancel | Contact | VZ Menu
No → **e.4.a.05.cancel** Contact: Contact Verizon — Please call your local Verizon Business office to update your address. Would you like another Verizon transaction? Back | No | Yes
No → VCOM (Other / Verizon)
Yes → Welcome (Sign In: User Name: XXXXXX, Password:, Sign In, Cancel)
Yes →

4.A.06 Repair
Enter contact info
Please provide us with a name and telephone number where we may contact you about this request.
This could be your cell phone number, your work number or the number of a friend.
Back | Continue | Cancel | Contact | VZ Menu
Continue →

4.A.07 Repair
Verify access
If the technician can gain access to your Network Interface Device, you may not need to be there when he or she arrives.
(Example: No locked gates or no dogs in the yard) caption:The Network Interface is a gray box usually located on the side of the premises.
Can a Verizon technician gain access to your Network Interface when you are away?
Back | Not Sure | No | Yes | Cancel | Contact | VZ Menu
Yes, No, Not Sure →

pw.4.a.04. Please wait... while we run a couple of tests on your line

animation or ads
Back | Cancel | Contact | VZ Menu
Please wait screen will be skipped if Line Test Results are ready to be displayed

Possible Line Test Results Screens

4.A.04.a Customer DOES NOT have Maintenance Plan
Repair — Line Test Results
We are unable to perform a test on your line at this time.
You may still choose to submit a repair request. If a dispatch becomes necessary, charges may apply.
View Charges
Would you like to continue with this request?
No | Yes | Cancel | Contact | VZ Menu
No → pw.4.c.01.a
Yes → pw.4.a.06
4.A.04.a.02 Repair — Charges: Dynamic Charges Message — Back

4.A.04.a Customer DOES have Maintenance Plan
Repair — Line Test Results
We are unable to perform a test on your line at this time.
Our records show you subscribe to a maintenance plan which covers problems that may be caused by inside wiring, jacks, or telephone equipment, in accordance with the terms and conditions of your plan.
You may still choose to submit a repair request. If a dispatch becomes necessary, charges may apply.
View Charges
Would you like to continue with this request?
No | Yes | Cancel | Contact | VZ Menu
No → pw.4.c.01.a
Yes → pw.4.a.06
4.A.04.a.02 Repair — Charges: Dynamic Charges Message — Back

4.A.04.b Customer DOES NOT have Maintenance Plan
Repair — Line Test Results
We performed a test on your phone line and did not detect a problem at this time.
You may still choose to submit a repair request. If a dispatch becomes necessary, charges may apply.
View Charges
Would you like to continue with this request?
No | Yes | Cancel | Contact | VZ Menu
No → pw.4.c.01.a
Yes → pw.4.a.06
4.A.04.a.02 Repair — Charges: Dynamic Charges Message — Back

4.A.04.b Customer DOES have Maintenance Plan
Repair — Line Test Results
We performed a test on your phone line and did not detect a problem at this time.
Our records show you subscribe to a maintenance plan which covers problems that may be caused by inside wiring, jacks, or telephone equipment, in accordance with the terms and conditions of your plan.
You may still choose to submit a repair request. If a dispatch becomes necessary, charges may apply.
View Charges
Would you like to continue with this request?
No | Yes | Cancel | Contact | VZ Menu
No → pw.4.c.01.a
Yes → pw.4.a.06
4.A.04.a.02 Repair — Charges: Dynamic Charges Message — Back

4.A.04.c Customer DOES NOT have Maintenance Plan
Repair — Line Test Results
A possible problem with your telephone equipment was detected. One or more of your phones may not be working. Verizon does not service telephone sets. It is the customer's responsibility to repair or replace the phone equipment.
You may still choose to submit a repair request. If a dispatch becomes necessary, charges may apply.
View Charges
Would you like to continue with this request?
No | Yes | Cancel | Contact | VZ Menu
No → pw.4.c.01.a
Yes → pw.4.a.06
4.A.04.a.02 Repair — Charges: Dynamic Charges Message — Back

4.A.04.c Customer DOES have Maintenance Plan
Repair — Line Test Results
A possible problem with your telephone equipment was detected. One or more of your phones may not be working. Verizon does not service telephone sets. It is the customer's responsibility to repair or replace the phone equipment.
Our records show you subscribe to a maintenance plan which covers problems that may be caused by inside wiring, jacks, or telephone equipment, in accordance with the terms and conditions of your plan.
You may still choose to submit a repair request. If a dispatch becomes necessary, charges may apply.
View Charges
Would you like to continue with this request?
No | Yes | Cancel | Contact | VZ Menu
No → pw.4.c.01.a
Yes → pw.4.a.06
4.A.04.a.02 Repair — Charges: Dynamic Charges Message — Back

4.A.04.d Customer DOES NOT have Maintenance Plan
Repair — Line Test Results
A Verizon Technician dispatch is necessary to resolve this problem.
You may still choose to submit a repair request. If a dispatch becomes necessary, charges may apply.
View Charges
Would you like to continue with this request?
No | Yes | Cancel | Contact | VZ Menu
No → pw.4.c.01.a
Yes → pw.4.a.06
4.A.04.a.02 Repair — Charges: Dynamic Charges Message — Back

4.A.04.d Customer DOES have Maintenance Plan
Repair — Line Test Results
A Verizon Technician dispatch is necessary to resolve this problem.
Our records show you subscribe to a maintenance plan which covers problems that may be caused by inside wiring, jacks, or telephone equipment, in accordance with the terms and conditions of your plan.
You may still choose to submit a repair request. If a dispatch becomes necessary, charges may apply.
View Charges
Would you like to continue with this request?
No | Yes | Cancel | Contact | VZ Menu
No → pw.4.c.01.a
Yes → pw.4.a.06
4.A.04.a.02 Repair — Charges: Dynamic Charges Message — Back

pw.4.c.01.a

Please wait... while we cancel your repair request

e.4.a.04x.cancel
Repair
Cancel Request
No further action will be taken on this request. For further assistance please call your local Verizon Business office.
Would you like another Verizon transaction?
No | Yes
No → VCOM (Other / Other / Other / Verizon / Cancel)
Yes → Welcome (Sign In: Password:, Sign In, Cancel)

pw.4.a.06

East always Schedules Appointment

Please wait... while we get appointment times

West skips Schedule Appointment if technician can gain access.

4.A.08 Repair
Schedule appointment
Back | Schedule | Cancel | Contact | VZ Menu
Schedule →

pw.4.changeapp.html
Please wait... while we change your appointment

4.A.09 Repair
Confirm repair request
XXXXXXXXXX XXXXXXXXXXX
XXXXXXXXXXX XXXXXXXXXXX
XXXXXXXXXXXXX XXXXXXXXX
XXXXXXXXXXXXX XXXXXXXXX
XXXXXXXXXXX XXXXXXXXXX
XXXXXXXXXXXXX XXXXXXXXX
Back | Confirm | Cancel | Contact | VZ Menu
Confirm →

pw.4.repairrequest
Please wait... while we confirm your Repair request

4.A.10 Repair
Thank You
Thank you for using Verizon Repair. If you would like further information regardingr this repair, please Contact Verizon.
Would you like another Verizon transaction?
No | Yes | Cancel | Contact | VZ Menu
No → VCOM (Other / Other / Other / Verizon / Cancel)
Yes → Welcome (Sign In: User Name: XXXXXX, Password:, Sign In, Cancel)