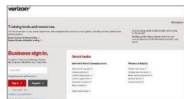


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How To Submit A Verizon Business Disconnect Request



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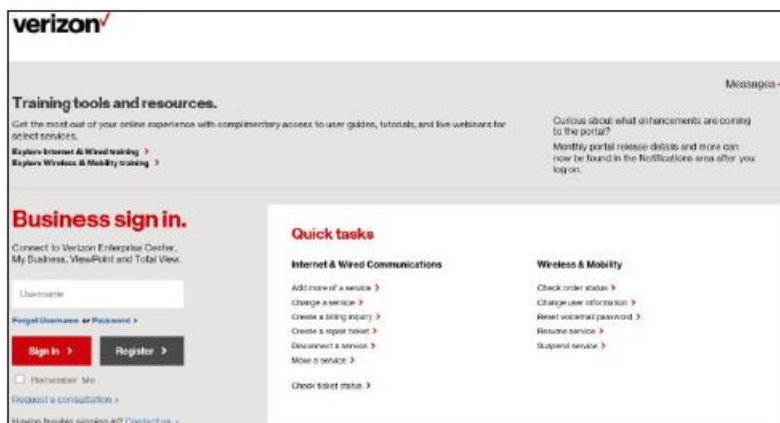
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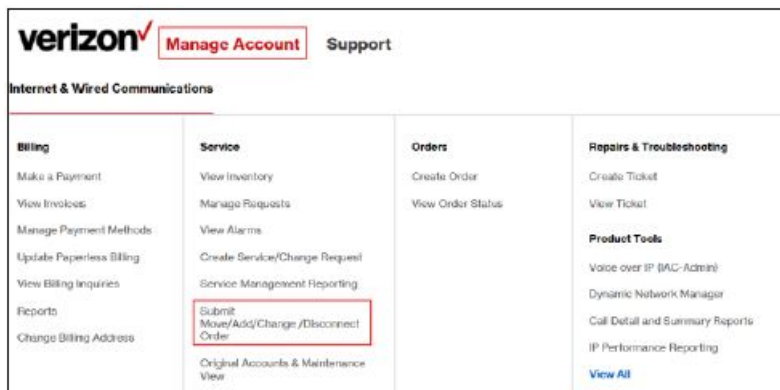
Quick Start Guide

How to SUBMIT A DISCONNECT REQUEST

This quick start guide explains you to submit a request for disconnection of one or more service identifiers.



1. Go to <http://sso.verizonenterprise.com>.
2. On the Verizon Enterprise Center home page, click the Submit Move/Add/Change/Disconnect Order from the



Manage Account mega menu.

3. On the Create Request – Select Request Type and Account page, select the request type as I want to disconnect my service from the Select Request Type drop-down menu.

Create Request

Select Request Type and Account
Request Details
Review & Submit

*Select Request Type
I want to disconnect my service

*Enter Account Number
55512121

Validate

PROCEED

- Enter the valid account number and click the Validate button.
- On successful validation of the entered account number, click the PROCEED button.
- On the Disconnect Request – Request Details page, enter the company name and country from which you want to disconnect the service in the Company Name and Country text fields.

Disconnect Request

Select Request Type and Account
Request Details
Review & Submit

Account Information

Account Number:
04241382

*Country
UNITED STATES

*Company Name
CABLE FIRST MACHINES INC. (Cable)

Enter your Contact Information

*First Name
First

*Last Name
Lastname

*E-mail Address
first.lastname@gmail.com

*Country Code
United States (+1)

*Contact Number
5553345677

Extension (optional)

Add other contacts who should be notified about this request (up to 3 Contacts).

☐ Yes

☒ No

*Enter up to 20 service identifiers to be disconnected and their associated information.
If you need to disconnect more than 20 service IDs please fill out and upload this [template](#).

Account Number	Service ID	Service Type	Service Address
04241382	04241382	VWP	RENTED FROM BRACKET STREET

Location/Site Contact

*Name
First

*Country Code
United States (+1)

*Contact number
5553345677

*E-mail address
first.lastname@gmail.com

Apply to All

*Is this a Managed Service?:
☒ No

*Do you have Verizon CPE to Return?:
☒ No

*Any linked or related services to also disconnect?:
☒ Yes

+
+
+

Add Rows

Verizon Account/Service Representative's E-mail Address

*What is your preferred completion date?

- ☐ Specify the preferred disconnect date
- ☒ Next Available Date

*Why are you disconnecting these services?

Canceling Service

*Specify if Canceling Service
Zero Usage

Would you like Verizon to play a disconnect message or referral?

- ☐ Yes

☒ No

If all services on this account are to be disconnected, should we cancel the account?

☒ Yes
☐ No

Please specify any special instructions

Test

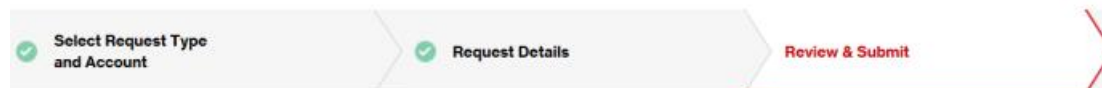
Upload any relevant documents

Please attach any files that should go with this request. A maximum of 10 files with total file size for all 10 files of 20 MB is allowed.
The file types supported are DOC, DOCX, PDF, TXT, XLS and XLSX.
If you are a third party or agent please attach your letter of authorization/agency (LOA) here.

Enter your company's internal reference number for this order, if applicable

7. In the Enter Your Contact Information section, enter the contact number in the Contact Number text field.
8. Click the Yes option button, if you want other contacts to be notified about the request. <OR> Click the No option button. **Note:** If you have clicked Yes option button, the add contact section appears and prompts you to enter the first and last name, mail, country code, contact number, and extension of the contact whom you want to be notified. You can add a maximum of three contacts.
9. Enter the service identifier details of the service that you want to disconnect. **Note:** You can enter maximum of 20 service identifiers by clicking Add Rows link.
10. Click the Specify the preferred disconnect date option button and select a particular date, if you want to disconnect your service on a particular date. <OR> Click the Next Available Date option button.
11. Select the reason for disconnecting your service from the Why are you disconnecting these services? drop-down menu. **Note:** You will be prompted to enter the details of the service that you want to disconnect. The field elements appear based on the selected service type.
12. Click the Yes option button, if you want Verizon to play a referral message. <OR> Click the No option button. **Note:** If you have clicked Yes option button, a text area appears and prompts you to enter the referral message. The referral message may cost you and it will be charged to your account.
13. Click the Yes option button, if you want to cancel the account if all the services associated with the account is disconnected. <OR> Click the No option button.
14. Enter any additional information or instruction that you want to perform during the disconnect request process.
15. Upload the document and enter the company's internal reference number if applicable.
16. Click the Next button.
17. On the Disconnect Request – Review & Submit page, review the entered disconnect request details.

Disconnect Request



Review Your Disconnect Request

Please review the information you have entered. If the information is correct, authorize and submit the request.

Service Details

Account Number	Service ID	Service Type	Service Address
+ 04241302	04241302	VoIP	HARBORCREST EDGE 405 EAST LINTON BLVD DEERAY BRACKLEY 33483

Request Details

Disconnect Reason: Cancelling Service	Contact Information
Specify If Cancelling Service: Zero Usage	Requestor Contact: Brad Schoberl
Preferred Timing: 4-23-2017	brad.schoberl@thespaces.comunities.com
Special Instructions:	+1 1515 904977
Test	Other Point of Contacts:

Authorization

You must give authorization to Verizon to disconnect the services in accordance with the minimum notice periods set forth in your Verizon contract.

By selecting "Yes, I agree" below, you authorize Verizon to deactivate the account(s) and/or telephone number(s)/circuit(s) listed above and/or subsequently identified to your service representative.

Deactivating services includes the cancellation of dial-tone on your telephone numbers or the cancellation of circuits and the cancellation of the associated billing. If you intend to obtain service from another provider, it is your responsibility to contact the new provider to establish service.

☒ Yes I Agree

Back	Confirm >
----------------------	------------------------------

18. Click Yes I Agree check box and click the Confirm button. **Note:** Once the transaction is in progress, a confirmation email will be sent to the requestor e-mail ID. If you do not receive the copy of request as well as request acknowledgement within 24 hours, please contact the VEC helpdesk or customer service to avoid delays in disconnection of service.

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