Fios Service Alerts Terms and Conditions

What are Fios Service Alerts?
Fios Service Alerts are SMS/Text messages that contain service related alerts for Verizon Fios customers.

How do I sign up for Fios Service Alerts?
Sign up for Fios Service Alerts by texting Fios to the short code 89611. You may receive up to 5 Fios Service Alerts per month. Fios Service Alerts are not mobile spam.

Is it free?
Although all Fios Service Alerts are complimentary, Message and Data Rates may apply. Depending on your text plan, you may be charged by your wireless carrier.

What if I don’t want to receive any more promotional/alert messages?
To Stop receiving any Fios Service Alerts, simply text Stop to the short code 89611. After doing so you will no longer receive any Fios Service Alerts.

What if I want back in?
You can start receiving Fios Service Alerts again by following any of the steps outlined above section: "How do I sign up for Fios Service Alerts".

What if I want more info?
To request more info simply text Help to the short code 89611.

Commands
Stop: At any time you can text Stop to the short code 89611. This will prevent you from receiving any future Fios Service Alerts.

Help: At any time you can text Help to the short code 89611. Texting Help will return the following message: For more information, visit verizon.com/terms to view our terms and conditions. Text Stop to stop receiving messages from 89611. Message & Data rates may apply.

Who are the Participating Carriers?
Alltel, AT&T, Boost, Sprint, T-Mobile®, Verizon Wireless, U.S. Cellular, MetroPCS.

Our Privacy Policy:
verizon.com/privacy