Appointment Updates Terms and Conditions

What are Appointment Updates?
Appointment Updates are SMS/Text conversations that contain service-related alerts and updates for Verizon customers regarding their appointment. These conversations enable customers to have a conversation with Verizon, including automatically reschedule, cancel or confirm existing appointments.

Is it free?
Although all Appointment Updates 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 Appointment Updates, simply text Stop to the short code 45177. After doing so you will no longer receive any Appointment Updates.

What if I want more info?
To request more info simply text Help to the short code 45177.

Commands
Stop: At any time you can text Stop to the short code 45177. This will prevent you from receiving any future Appointment Updates.

Help: At any time you can text Help to the short code 45177.

Texting Help will return the following message: Thank you for your message. One of our Verizon Consultants will be back in touch with you on this number to assist you. Dispatch Alerts - More help at If you want more information about this Verizon communication please call 1-800-837-4966. Msg&data rates may apply. Message frequency varies. Reply STOP to cancel/stop future messages.”

Who are the Participating Carriers?
Our Privacy Policy:
verizon.com/privacy