



Service@once Customer Support

Service@once Customer Support hours for all contracts are 7:00 a.m. – 4:00 p.m. There is no support prior to 7:00 a.m.

Contact Information

Federal Customer Service Center
7:00 a.m. to 4:00 p.m.

1-800-381-3444 *option 6*
Option 1: System Access & Password Resets
Option 2: Customer Support

Required Information:

- Name
- Contract
- Phone Number
- Order Number (if applicable)

The turnaround time is 1–2 hours, depending on complexity of the request and/or issue. Status updates will be provided as necessary.

After Hours Support

After hours support is provided Monday to Friday from 4:00 p.m. – 7:00 p.m. For emergency issues after 4:00 p.m. call 301-282-2016.

Escalations should be reported to Raymond Gould, Supervisor, Service@once System Administration & Customer Support by email at raymond.t.gould@verizon.com or by calling 301-282-2016.

Support on Weekends

Advance notice is required for weekend support. Those requests should be sent by email to Raymond Gould at raymond.t.gould@verizon.com. Requests for weekend support should be sent as far in advance as possible and/or at the latest, the Monday prior to the weekend needed.