# Service Desk Phone Numbers User Guide

## US Customers

<table>
<thead>
<tr>
<th>Data Services and Long Distance Services</th>
<th>1-800-444-1111</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data IP Services, Managed Services, VoIP</td>
<td></td>
</tr>
<tr>
<td>You can also go to <a href="http://www.verizon.com/chatnow">www.verizon.com/chatnow</a> and handle your repair query online through chat.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Local Services</th>
<th>1-800-554-3900</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local Telephone Lines, Data (T1, T2, etc.), Centrex...</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Wireless Support</th>
<th>800-922-0204</th>
</tr>
</thead>
</table>

## International Customers

<table>
<thead>
<tr>
<th>Country (calls from)</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>ChatNow:</strong></td>
<td></td>
</tr>
<tr>
<td>If you prefer, you can go to <a href="http://www.verizon.com/chatnow">www.verizon.com/chatnow</a> and handle your repair query online through ChatNow without having to call.</td>
<td></td>
</tr>
</tbody>
</table>

| **Europe:**          |              |
| Austria, Belgium, Denmark, France, Finland, Germany, Greece, Hungary, Ireland, Italy, Luxemburg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom | 00800 1103 1121 |
|                       | +44 118 905 4017 |

<p>| <strong>Asia Pacific:</strong>     |              |
| Australia             | 1-800-932054 |
| China                 | 4001202180   |
| Guam                  | 1-866-5672507|
| Hong Kong             | 800-961991   |
| India                 | 000-800-919-0418|
| Indonesia             | 007-803-011-5001|
| Japan                 | 0066-33-814000|
| Korea                 | 00308-1-23094 (DCAM) |
|                       | 00798-14-800-9779 (TELE) |</p>
<table>
<thead>
<tr>
<th>Country</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malaysia</td>
<td>1-800-818-948</td>
</tr>
<tr>
<td>New Zealand</td>
<td>0800-441086</td>
</tr>
<tr>
<td>Philippines</td>
<td>1-800-1-114-2889</td>
</tr>
<tr>
<td>Singapore</td>
<td>800-1206431</td>
</tr>
<tr>
<td>Taiwan</td>
<td>00801-136961</td>
</tr>
<tr>
<td>Thailand</td>
<td>1-800-012568</td>
</tr>
<tr>
<td>Vietnam (via landline only)</td>
<td>120-12050</td>
</tr>
<tr>
<td>USA</td>
<td>1-866-567-2507</td>
</tr>
<tr>
<td></td>
<td>+44 118 905 4017</td>
</tr>
<tr>
<td>Any other country</td>
<td>+44 118 905 4017</td>
</tr>
</tbody>
</table>

**VEC Support**

<table>
<thead>
<tr>
<th>VEC Support contact email</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td><a href="mailto:vec-support@verizon.com">vec-support@verizon.com</a></td>
<td>1-800-569-8799 (US)</td>
</tr>
</tbody>
</table>

**Other Support Contacts**

Our other Support contacts (Sales, Billing, etc.) can be found here: [https://enterprise.verizon.com/support/](https://enterprise.verizon.com/support/)
Service Assurance User Guides Library

Documents can be found on the Service Assurance User Guides page. The latest version of this document can be always found here.

General Customer Training Information

Go to our Customer Training Portal* to enroll in training or to download other user and reference guides.
*Registration is required

Verizon Enterprise Center

The Verizon Enterprise Center portal is an easily accessible tool that supports you in dealing with Repair related technical issues via repair tickets, as well as with Invoice inquiries and Account Management requests, offering an alternative to emails and phone calls.

Getting started on Verizon Enterprise Center

Introduction to Verizon Enterprise Center and information on how to register can be found on the Guides & Tutorials page here.