

CARE Request Topics & Options

Following are a list of common support questions Toll Free customers may encounter during the pre and post order journey. Click [here](#) on instructions on how to open a CARE request.

TF Inquiry or Issue	Customer Action	CARE Help Selection
Toll Free Network Manager Access needed (Pre-Order)	Open CARE Request	I need assistance with Set Up
Toll Free Network Manager System Issue	Open CARE Request	I need assistance with something else
Toll Free Network Manager Training (Pre-Order)	Open CARE Request	I need assistance with something else
Toll Free Network Manager Routing and Feature Guidance, Issues, or Troubleshooting (Post-Order)	Call the Verizon Enterprise Center Help Desk at 1-800-569-8799 and ask to be transferred to the Network Manager Help Desk or Use the Online Chat feature in the Verizon Enterprise Center.	N/A
Toll Free Network Manager Escalations if VEC Help Desk not responding or delayed on resolution	Open CARE Request	I need assistance with a Ticket
Exchange access questions or issues	Open CARE Request	I need assistance with Set Up
Interested in TF API	Open CARE Request	I need assistance with API
TF API technical and/or processing issues	Open CARE Request	I need assistance with API
Any questions about response codes or missing response codes	Open CARE Request	I need assistance with an Order
Customer has large project to process	Open CARE Request	I need assistance with an Order Provide: <ul style="list-style-type: none"> • Volume of TFNs • Date project needs to begin and/or complete
Exchange Training inquiry	Open CARE Request	I need assistance with something else