Verizon Mobile Device Enrollment Program

Android zero-touch

To activate automated Verizon mobile device enrollment, follow the steps below:

1. Explore zero-touch (ZT) enrollment.

What is zero-touch enrollment?

- Review device eligibility for zero-touch enrollment
- Review compatible enterprise mobility management solutions

2. Purchase a compatible mobile device management (MDM) or enterprise mobility management (EMM) solution from Verizon.

Your technology goals are rarely simple, but we can help make it easier to achieve them. We offer an array of mobile business solutions that give you access to innovative products and services, with the added benefit of working with one source and one bill. Whatever obstacles you face—from enhancing mobility and securing data to improving productivity—our strategic technology partners and solutions can help you overcome them.

Simplify your mobile solutions through a single source.

- For more information about purchasing compatible MDM or EMM solutions from Verizon, contact your Business Account Manager or **request a consultation**

3. Create your organization's Google ID.

- Step 1: If you already have an active organization Google® ID today, skip to step 4
- Step 2: Identify an email address connected to your organization's domain (activeemail@yourdomain.com/org)
- Step 3: Create a Google ID using the email address with your organization's domain
  - Note: Don't click "I would like a new Gmail® address"
- Step 4: Take a screenshot of your active Google ID at "Manage your Google account > Personal info > Contact info > Create Screenshot"
  - Note: You will need this screenshot later in the process

4. Verizon will associate a zero-touch account with your organization's Google ID.

- Complete page 2 of this form and submit it to vzwandroiddeviceenrollments@verizonwireless.com
- Verizon will respond with your ZT Customer ID
- The Android® team will send an email to your Google ID from noreply+android-provisioning-service@google.com. Please validate your ZT account by logging in with your Google ID credentials. If you do not receive the initial email, be sure to check your spam folders or log in at https://partnerdash.google.com/zerotouch
- Verizon Wireless Zero-Touch is automatically enabled in the ZT account Reseller tab
- If you have active ZT accounts that were created by another Reseller, please click on the Reseller tab on the sidebar and select "Verizon Wireless Zero-Touch"
- Bookmark the zero-touch enrollment for IT admins support page

5. Review your device enrollment automation configuration options.

Enterprise-level device enrollment automation (standard):

- No manual maintenance required
- Automation is enabled on current and future billing account additions
- Ideal for organizations with one MDM/EMM solution

Billing account-level device enrollment automation (customized):

- Flexible/manual maintenance required
- You manually select current or future billing accounts and enable automation on the accounts of your choice
- Ideal for organizations with multiple billing account assignments by department or MDM/EMM solution(s)

verizon✓

Android zero-touch enrollment

Have an active ZT ID?

Enable automated device enrollment today.

1. Primary contact: Log in to <u>My Business for Wireless</u>
2. Go to Manage Account > Product Tools > View All > Verizon Mobile Device Enrollment Programs
3. Enable Enterprise or Billing account-level device automation
4. Order devices today and Verizon transmits device International Mobile Equipment Identities (IMEIs) to your ZT Customer ID the day after the order ships
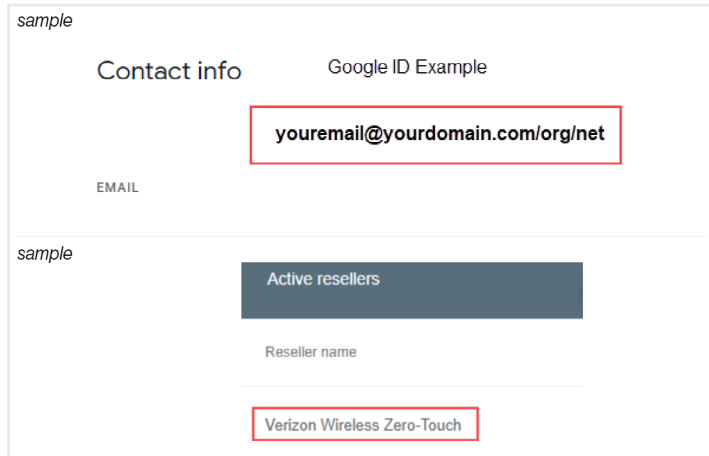
Add previously purchased devices to ZT.

1. Primary Contact: Log in to <u>My Business for Wireless</u>
2. Go to Manage Account > Billing > Other Reports > Show More > Device > Download
3. Attach previously purchased device IMEIs and submit this completed form*

*Pending device qualification review by Verizon

Proceed with a manual automation enablement request. Allow three business days for completion.

Required: Attach screenshots with your request.

sample

Contact info   Google ID Example

youremail@yourdomain.com/org/net

EMAIL

sample

Active resellers

Reseller name

Verizon Wireless Zero-Touch

Business/organization name

Organization point of contact name

Organization point of contact email address

Verizon profile ID (aka ECPD ID)

Submission checklist
☐ Google ID screenshot attached
☐ Previously purchased (IMEIs) attached (optional)*
☐ Enable Reseller ID for active accounts "Verizon Wireless Zero-Touch"

*Pending device qualification review by Verizon

Required: Select an enrollment automation configuration (choose one option).

☐ **Enterprise-level device enrollment automation (standard)**
  - No manual maintenance required
  - Automation is enabled on current and future billing account additions

☐ **Billing account-level device enrollment automation (customized)**
  - Flexible/manual maintenance required
  - You manually choose current and future billing accounts and enable automation on the accounts of your choice

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Enterprise-level automation option

Enter your organization's Google ID or active ZT Customer ID.

Billing account automation option

Enter the billing account numbers you choose to enable and the Android zero-touch Customer ID(s) below or attach list (Format 123456-1, 123456-10, 123457-3)

Billing account number(s):

Google ID or ZT Customer ID(s):

Submit this form along with required validation attachments to: vzwandroiddeviceenrollments@verizonwireless.com

Allow three business days for completion.   2

How it works

Device qualifications

Verizon, a device enrollment program (Reseller), procures qualified device models based on parameters set forth by device enrollment program owners. This procurement process associates each device with Verizon's Reseller ID, which entitles Verizon to transmit devices we sell to your enrollment program ID.

When your Verizon Profile ID and/or billing account(s) are enabled with automation, qualified device model IMEI(s) are transmitted to enrollment programs the day after the order ships, when devices are ordered via direct fulfillment* using the methods of purchase listed below:

- Verizon My Business
- Verizon business sales specialists or business support teams (telesales or assigned account manager)
- Business support teams (warranty replacements and new equipment purchases included)
- Verizon Corporate Store (direct fulfillment orders)

  *Verizon Authorized Retailer
  (When direct fulfillment is supplied from Verizon's inventory, ask at store.)

The following methods of purchase require a request for manual transmission to your enrollment program ID:

- Verizon Corporate Store purchases (over-the-counter sales/ new lines/upgrades/full-retail purchase)
- Verizon-authorized cold-stock purchases or full-retail purchases (without assigned mobile number), warranty replacements and new equipment purchases included
- Verizon direct fulfillment or over-the-counter purchases, or Verizon-provided warranty replacements completed before your Verizon profile ID or billing accounts are enabled with automation

To request a manual transmission, send a request to the appropriate support mailbox listed below:

- Include your assigned Verizon profile ID and enrollment program organization or customer ID
- Attach a list of device IMEI(s). Option:
  - Log in to <u>My Business for Wireless</u>
  - Go to Manage Account > Billing > Other Reports > Show More > Device > Download
- Verizon will validate device qualifications and transmit devices assigned to Verizon's Reseller ID on your behalf. Proof of purchase or ownership may be requested. Some devices may not qualify—see below**
- Verizon will respond to you with devices that do not qualify and devices that we transmitted successfully
- Allow three business days for completion

Specific support instructions:

- Device enrollment and MDM/EMM portal navigation or configurations: Refer to product owner user guide(s)
- Remove device(s) from enrollment and/or self-serve remove/ disown/deregister: Refer to product owner user guide(s)
- Move devices from old to new enrollment program: Contact the appropriate support mailbox below
- Error notification (email) investigation or other: Contact the appropriate support mailbox below
- Device not found in MDM/EMM portal or device: Validate user's device at IMEI > Search enrollment program account portal
  - If found, manually assign to MDM/EMM
  - If not found, contact the appropriate support mailbox below and include the IMEI, your assigned Verizon profile ID, and enrollment program organization or customer ID

Support mailboxes:

- Android zero-touch: <u>vzwandroiddeviceenrollments@verizonwireless.com</u>
- Apple® Business Manager/Apple School Manager: <u>vzwappledeviceenrollments@verizonwireless.com</u>
- Samsung Knox® Mobile Enrollment: <u>vzwsamsungdeviceenrollments@verizonwireless.com</u>

**Per parameters established by device enrollment program owners, Verizon is not granted entitlements to transmit devices that are not associated with Verizon's Reseller ID. Devices that may or may not be compatible with Verizon's network and were acquired from, but not limited to, the following distribution methods are not eligible: insurance replacement providers, local independent or national sales locations, private sales, other Resellers or wireless carriers, OEMs and consumer-owned purchases. When applicable, ineligible devices may qualify for "self-enrollment" methods provided by device-enrollment program owners.

Verizon Mobile Device Enrollment Program Terms and Conditions

The following Terms and Conditions ("Terms"), as Verizon may modify from time to time, apply to the enrollment and participation by your organization in Verizon's Mobile Device Enrollment (VMDE) program.

Overview

The VMDE program allows Verizon to fulfill its reseller requirements associated with the Apple Business Manager (ABM), Apple School Manager (ASM), Samsung Knox Mobile Enrollment (KME) Program and the Android zero-touch (ZT) Enrollment Program. These programs allow customers to remotely supervise end-user devices. In order to participate in the VMDE program, your company must have a signed Verizon business agreement ("Agreement") with a profile (and account number) created; create an approved ABM, ASM, Samsung KME and/or ZT account number; and add or select Verizon as a reseller.

You agree and certify that information you enter or submit within the VMDE program enrollment form and/or Verizon Wireless My Business "Verizon Mobile Device Enrollment Programs" product tool on behalf of your organization is true, complete and accurate. Verizon may disable or suspend device IMEI transmission when incorrect data is identified.

As an authorized representative of an organization that has possession, ownership, title and interest in device IMEIs, you request Verizon (Reseller) to transmit device IMEIs of devices you own to any enrollment program on behalf of the organization you represent. You agree to abide by the Terms and Conditions of the enrollment programs you accepted. This includes and is not limited to disabling, removing or uninstalling any and all device management configurations prior to any:

- Transfer of ownership or resale
- Warranty exchange
- Standard or non-standard return
- Trade-in

Verizon may remove device IMEIs from enrollment programs we transmitted on your organization's behalf if we determine the device IMEI(s) moved outside of your possession, ownership, title and/or interest.

Disclaimer of Warranty

ALL SERVICES PROVIDED BY VERIZON UNDER THE VMDE PROGRAM ARE PROVIDED "AS IS." VERIZON DISCLAIMS ALL EXPRESS OR IMPLIED WARRANTIES AND IN PARTICULAR DISCLAIMS ALL WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NON-INFRINGEMENT OF THIRD-PARTY RIGHTS. VERIZON CANNOT GUARANTEE OR WARRANT THAT USE OF THE VMDE PROGRAM, OR THE SERVICES PROVIDED HEREUNDER, WILL BE FREE FROM DEFECTS OR THAT THE OPERATION THEREOF WILL BE SECURE, UNINTERRUPTED OR ERROR FREE.

Indemnity

To the extent permitted by applicable law, your company will indemnify and defend Verizon, Verizon's directors, officers, employees, agents and their successors against all claims for damages, losses, liabilities or expenses, including reasonable attorneys' fees, arising out of your company's breach of these Terms and any claims, including but not limited to any end-user claims about your company's use, deployment or management of the devices you select for the VMDE program.

Verizon will have the right, at its option, to participate in the settlement or defense of the claim, with its own counsel. In no event may your company enter into a settlement or like agreement related to its indemnification obligations without the prior written consent of Verizon. These obligations shall apply except to the extent the same is prohibited by applicable law.

Limitation of Liability

VERIZON DISCLAIMS ANY AND ALL LIABILITY RELATED TO ANY OUTAGE, DOWNTIME, INTERRUPTION, BREAKDOWN OR UNAVAILABILITY (FOR MAINTENANCE, UPGRADES, UPDATES OR OTHERWISE) OF ITS PLATFORM, PORTAL, SYSTEM AND/OR SERVICE. VERIZON SHALL NOT BE LIABLE FOR LOST DATA, LOST PROFITS, LOST REVENUES, BUSINESS INTERRUPTION OR ANY OTHER INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES FOR ANY CAUSE OF ACTION, WHETHER IN CONTRACT OR TORT. LOST PROFITS INCLUDE, BUT ARE NOT LIMITED TO, LOST REVENUES AND LOSS OF BUSINESS OPPORTUNITY, WHETHER OR NOT VERIZON WAS AWARE OR SHOULD HAVE BEEN AWARE OF THE POSSIBILITY OF THESE DAMAGES. VERIZON'S TOTAL LIABILITY TO YOUR COMPANY FOR ANY DAMAGES ARISING OUT OF, RESULTING FROM OR RELATED TO THE VMDE PROGRAM SHALL BE LIMITED TO $100.00.

Incorporation of Agreement

The terms, conditions and defined terms set forth in the Agreement and these Terms apply throughout all such documents. In the event of any expressly conflicting provisions between these Terms and the Agreement, the terms and conditions of these Terms control but only with respect to the subject matter of these Terms.

Acceptance

Your organization acknowledges and agrees to these Terms by requesting or enabling manual or automated device IMEI transmission to the enrollment program account identifiers you provide.