

## FMCA Support

**Email Box:** [wfmSalesFMCASupport@VerizonWireless.com](mailto:wfmSalesFMCASupport@VerizonWireless.com)

- New Activation's/New Customer Only
- Will assist with creating new customer account
- Will assist with activating a new jetpack once the user has completed registration
- Will be able to track order to ensure activation does not fall out, equipment is received and jetpack activates.
- (Please note, this box is for new requests only and will only be used for order processing/failed activations. Other requests will be canceled and the box is subject to termination if abused\*)

### **Customer Care:**

- Existing Customers upgrading a line of service or needing assistance with registration
- Direct users to customer support @ 800-922-0204 or visit VerizonWireless.com to chat with a Verizon representative
- Users must reference OST209921 when speaking with the Verizon representative to receive the FMCA offer
- Any order tracking/general inquiries should also be directed to standard customer care