

## **Verizon FiOS Telephone Numbers**

### **Keep these numbers:**

Write your Account Number here: \_\_\_\_\_

Write your Home telephone number here: \_\_\_\_\_

**Call Center** -Account and Billing questions, upgrades, downgrades, changes in equipment or services: 1-800-501-1172 If, at any time, you do not feel that the Agent understands what you need or how to deal with your concern, ask to speak to a Supervisor.

**FiOS Tech Support**: 1-888-553-1555 Hint: When you call this number, after verifying which telephone number is associated with your account, ask for Agent or Rep until a live person comes on the line. If there is a long wait time, there will be a Call Back feature. Use it, it works well.

The first step to solve any technical issue is to call this number. This will lead to speak with a live person. On the phone, the Techs can send a signal through to your home, determine the problem and walk you through step by step solutions. They can even access your account to see if a setting is wrong and correct it if necessary.

**Don't have time to wait** on the telephone for FiOS Tech Support? Here are two options:

1) Usually, when there is a longer wait time for Tech Support, the recording will give you an option for a Call Back at a certain time. Recommend taking the Call Back option every time. FiOS calls back right on time. You must answer the phone because they only call back once.  
Remember for Tech Support the number is **1-888-553-1555**

2) If you don't want to wait for a Call Back, go to this URL Address, click on the appropriate link do with your issue. Enter a Forum or Chat Room and ask for help with your issue. Someone should respond with questions, answers and possibly the Tech who responds will be able to go into the software and correct your issue:

<https://www.verizon.com/support/residential/home>