

Assumption of Liability:

Adding a personal cell number to MC Verizon Account – Requirements of the existing owner:

To facilitate an AOL, the account of the new MC employee must be current with their personal carrier. The MC employee will continue to be billed for ongoing charges until their phone number is released to Manhattan College. The release of phone numbers using an AOL may require plan changes for numbers included in shared family plans that will remain active after the transfer. These changes must be made before an AOL can be executed.

A. Existing Verizon personal account

1. Have the MC employee get the following information: personal account number, authorized user, associated pin and their current cell phone.
2. MC Employee must call Business Services Dept to schedule an appointment in De LaSalle Hall Room 105 with Elena Mastrangelo and bring above information for live transfer by Verizon.
3. DURING THE APPOINTMENT: You will call the AOL department at 1-888-832-4540, with Elena present in the Business Services Office to request that your number be released from your personal account.
4. Once Verizon releases the line, Elena will speak to customer service on this same call, in your presence, to accept the line. Any additional issues will be addressed then; ex: new phone, mobile Hotspot.....

B. Other personal account carrier, ex: AT&t, Sprint, T-Mobile etc.

MC Employee must call their carrier in advance to inquire on how they will release the number to our Verizon Business Account. Contact Elena Mastrangelo 718 862 7361 with details at that time. Based on the advice, meet with Elena to arrange the AOL to Verizon.

MC Employee transferring their Manhattan College issued Verizon number to a personal account.

1. In advance of MC employee's final work day (**minimum 10 days notice requested**) call or email Elena Mastrangelo (x7361) in the Business Services office.
2. Elena will call Verizon at 1888-832-4540 and inform them that this MC employee's cell number is going to be transferred to a new plan and we are releasing the number from our account.
 - a. For a transfer to another carrier, NOT Verizon, MC must know this in advance and provide this information to Verizon when we call to release the number. This will generate an auto port release and disconnection so the new company can pull the number .
2. The MC Employee will have 10 business days after their final day of employment to call Verizon or the Other Carrier company, to accept the terms and conditions and port the number to their plan.
3. After 14 business days, the number will no longer be available to transfer.

<https://www.verizonwireless.com/support/transfer-your-service-faqs/>

Please call Verizon at 800 -922-0204 to accept your number into your personal plan.