

FAQ

Why are we switching to Verizon?

The State of California recently awarded a sole source contract to Verizon for cellular service. Under this agreement the University will pay less over all for cellular service than under our current contract with Cingular.

Can I keep my old phone?

No, Cingular's phones are incompatible with Verizon's cellular system. Most cellular users will receive upgraded phones. Treo users will receive new Treos.

Will I have to change phone numbers?

No, your phone number will be transferred to your new Verizon phone.

What about data/phone numbers stored on my Cingular phone?

Verizon will have a team on Campus to assist personnel in transferring data from Cingular phones to the Verizon phones.

Can I keep my old voice mail messages?

No, there is no way to transfer voice mail messages from Cingular to Verizon.

Does this mean I will have to set up voice mail on the new phone?

Yes, you will receive directions on how to set up voice mail with your new phone. In addition, personnel from Verizon and Telecom will be available if you need assistance.

Will I save money by using Verizon?

The cost of cellular services is dependent on the individual user, but in general, most Campus personnel should see a reduction in cellular costs. Unlimited nights and weekends are included in Verizon's base plan. Calls from a Verizon phone to a Verizon phone are free. Unlimited data is only \$25 per month for TREO users. For a complete list of services, visit the Telecom WEB page at (has not been posted)

How and when will I get my new Verizon cell phone?

A request for cellular services must be filed out, signed by the appropriate people, and submitted to the Telecommunications Department. Usually within a week, Telecom will receive your new cellular equipment. Telecom will then contact you to pick up your new equipment.

What is the coverage area?

Verizon has three basic coverage plans; The State of California, National, and North America.

Can state employees purchase cellular services under this contract for personal use?

The State Contract does allow state employees to purchase cellular service at reduced rates from Verizon. Individuals interested in purchasing cellular services may contact the Campus Verizon Account Executive, Kristi Rickerd at (559)240-5800. She will be able to address any questions and tailor a plan to meet your needs.