**Dial 1800VERIZON**

**Phone:** Thanks for calling Verizon. Also on the web at Verizon.com. I can help you or get you to someone who can help. But first I need to get some information. Para español, marque dos. **(pause)** If you have a quick code, enter it now or press pound. Please enter your Verizon phone number starting with the area code or if you don’t have one press the pound key.

**Me:** Six One Zero Four Four Six

**Phone:** Sorry I didn’t get that. In order to get you to the right place, please enter your 10 digit account phone number.

**Dial 6104468848**

**Phone: (Pause)** Here’s the main menu. For billing and payment, press one. For technical support or to request a trouble, press 2. For new products and account changes, three. For account changes, 4. Or to disconnect service, 5.

**Dial 2**

**Phone:** Ok to get you to the best help as fast as possible, I’ll need to know: if that’s for your home, press one. For your business, press two.

**Dial 1**

**Phone:** Sorry, I didn’t get that

**Dial 1**

**Phone:** Just a minute please.

**(hang up)**