



Frequently Asked Questions

Current **Verizon** Customers:

- Can I keep my same number? *Yes*
- How many lines can I have on my account? *As many as you are willing to pay for.*
- I'm eligible now for an upgrade, can I upgrade on the PLEA account when my line is moved over?
Yes. If you are not eligible, we have to honor your current eligibility. Buddy upgrades are not allowed
- I have multiple lines on different accounts, can I combine multiple accounts together with PLEA?
Yes, you will need to provide the account information for each line
- I am still paying each month for my device, can I move over and continue my device payments?
No, you must pay the device payment balance in full before transferring
- Will I continue to have service in the meantime? *Yes, there will be no lapse in service.*
- Can I go to a store if I need assistance?
No, all Verizon transactions have to be done through the PLEA office, online portal access or by calling Verizon customer service.
- When will I have online access to my account?
When your lines have moved over, we can set up a user ID, this can take up to a week.
- How long will it take to move the line over?
It can take a full week to transfer over
- Will Verizon Cloud transfer over?
No it will not
- Can my Smart Watches transfer over?
Apple and Samsung watches can transfer over but not Gizmo Pals.

Current **Non-Verizon** Customers:

- Can I keep my same number? *Yes*
- How many lines can I have on my account?
As many as you are willing to pay for.
- Can I use the same device I'm using on another carrier?
No. You must purchase a Verizon device for each non-Verizon line. Buddy upgrades are not allowed, once you are on the account.
- I have multiple lines on different accounts, can I combine multiple accounts together with PLEA?
Yes, you will need to provide the account information for each line
- I am still paying each month for my device, what will happen with my current carrier?
You will be responsible for paying the device off. This may encourage you to consider how much you will save VS. your payoff.
- How long will it take to move the line over?
This depends on how long the wait is for the device selected.
- Will I continue to have service in the meantime?
Yes, there will be no lapse in service. Once you activate your new Verizon device you are a Verizon customer. There is no need to cancel with your current carrier.
- Can I go to a store if I need assistance?
No, all Verizon transactions have to be done through the PLEA office, online portal access or by calling Verizon customer service.
- When will I have online access to my account?
When your lines have moved over, we can set up a user ID, this can take up to a week.
- Can I put a Smart Watch on my account?
Apple and Samsung watches can transfer over but not Gizmo Pals.

