Frequently Asked Questions

For Questions Regarding Plan Details: <https://creekhelp.com/wp-content/uploads/Verizon-Wireless-CedarCreek-Business-Plan-Details.docx>

How much is the cost of a line on the CC Business Plan?

* What are my Calling, Texting and Data Plan Limits on the CC Business Plan?
* Am I able to add Family Members to my Account?
* How am I billed for my Line?
* How often am I able to Upgrade my Line on the CC Business Plan?
* Can I activate a smart watch or hotspot on my Account?

Joining the CC Business Plan:

* Am I able to keep my current cell phone number?
  + Yes, we can “transfer” your number from a current Verizon account or “port” it from another carrier.
* Am I able to bring my current cell phone from a different carrier?
  + Not usually, we can always check to see if your phone is unlocked and available for use on our account but we do have a number of affordable options for you to purchase.
    - Pricing: <https://creekhelp.com/ministry-services/verizon/pricing/>
* Can I join the Plan with a device balance?
  + Unfortunately, no, all device and usage balances need to be paid in full prior to joining our account.

Managing your CedarCreek account:

* Am I able to visit the Verizon Store for help?
  + Unfortunately, no. The Verizon Store is for “Consumer Plans” we are considered a “Government Business Account,” and all requests will need to be filtered through me.
* What happens if my Phone Breaks?
  + If your phone becomes unable to function for any reason, you will want to submit a “support request (broken phone).”
    - Request Changes: <https://creekhelp.com/ministry-services/verizon/request-changes/>
  + I will help you work through solutions and if necessary order you a new device.
* How long does it take for a new phone to be delivered?
  + As long as the ordered device is on preorder or backorder, your device should deliver in 1 business day. (If ordered Friday, it will arrive Monday)
* How do I know If I’m Upgrade Eligible?
  + Upgrade Eligibility can be found on the Creek Help Verizon Site along with a list of Current Device Pricing.
    - Eligibility: <https://creekhelp.com/ministry-services/verizon/upgrade-eligibility/>