

Verizon Services 90 Day Satisfaction Guarantee for Contract

Last Updated: 5/27/24 1:22pm

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Verizon Search

Effective Period

2/15/14 - 12/31/24

\*End dates should not be communicated to customers. The dates are for internal & authorized retailer use only and are subject to change.

**Offer Details**

**Feature Eligibility**

Offer Details

Offers customers subscribing to Optimized Services under a new Service Agreement with a Volume Commitment the option to terminate the new Agreement at any time within 90 days of the Commencement Date and avoid Early Termination Charges (Satisfaction Guarantee).

Feature Options

Code	Code Description	Discount	Final Cost	Contract	Enterprise
Varies	<p>Waived Early Termination Fee (ETF).</p> <p>This promotion waives the ETF for Contract Termination for a Volume Commitment if Agreement is terminated any time within 90 days of the Commencement Effective Date by providing notice or termination to Verizon within that 90-day period.</p>	Varies	Varies	1 Yr	x

Eligibility

## **Promotion Conditions and Eligibility Rules**

- Applies to Right to Buy (RTB) Contracts and waives the Early Termination charge of the Annual Volume Commitment if the contract is canceled in full within the first 3 months.
- Individual services locations included in a Right to Buy Contract can be disconnected at any time with no penalty as there is no service term associated with each.
  - In the event PCM sets a custom Service Commitment, the customer is subject to early termination penalty if they disconnect prior to the custom Service Commitment.
- The promotion is not available for customers with an existing Volume Commitment in the Current Platform or Legacy Platform.
- Customers must terminate the Agreement by completing Verizon's standard form through the Verizon Enterprise Center (VEC) online portal at [verizonenterprise.com](http://verizonenterprise.com).
- The promotion does not waive Cancellation Charges and does not apply to downgrades.

## **Eligible Products**

- Application Assurance
- Broadband
- Ethernet - Dedicated E-Line
- Ethernet - Switched E-LAN
- Ethernet - Switched E-Line
- Internet Dedicated Services
- Managed LAN
- Managed WAN
- Managed WAN Optimization
- Managed Wireless LAN
- Private IP

- Secure Gateway
- Secure Hybrid Network
- Virtual Network Services - Security

Clarification of Eligible Products:

- Secure Gateway Universal Port
- Secure Gateway - Retail and Remote Office
- Private IP Gateways
- VoIP
- Managed Security Services-Analytics

### **Eligibility Requirements**

- Offer is available to new customers.
- 1-year Term Commitment required.

Availability:

- Channel(s) -

Enterprise, Public Sector SLED, VPP, Wireline

- Account Type(s) -

Standard Monthly

Escalations

Direct questions to the [Global Pricing and Promotions](#) Chatter Group.