



Verizon Network Archiving Onboarding Guide

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Verizon Network Archiving Onboarding Guide for Customers

Glossary

MDN = Mobile Device Number

SMS = Text Message

MMS = Multimedia Message

RCS = Rich Communication Service Message

MyBiz – My Business Enterprise Portal

Assumptions

- Customer has access to [Verizon’s Business Portal](#)
- Customer has a business/enterprise account and an [ECPD profile](#) with Verizon
- Customer has [Designated Archive Account\(s\)](#) associated to their ECPD profile
- Customer has provided SMS and MMS features on employee devices
- Customer has accepted [Verizon’s Terms and Conditions](#) for access to archived messages

Steps/Flow

1. Customer sends TeleMessage:
 - a. [ECPDID](#), [Enterprise Name](#), [Enterprise Contact Number](#), [Archive Account Id\(s\)](#), [Full address](#).
 - b. A [list \(spreadsheet\)](#) of all MDNs with the First Names, Last Names, Email addresses of employees these are assigned to.

	A	B	C	D	E
1	First Name	Last Name	Verizon Mobile Phone	Email Address	Verizon Wireless Account #
2					
3					
4					
5					
6					
7					
8					
9					
10					

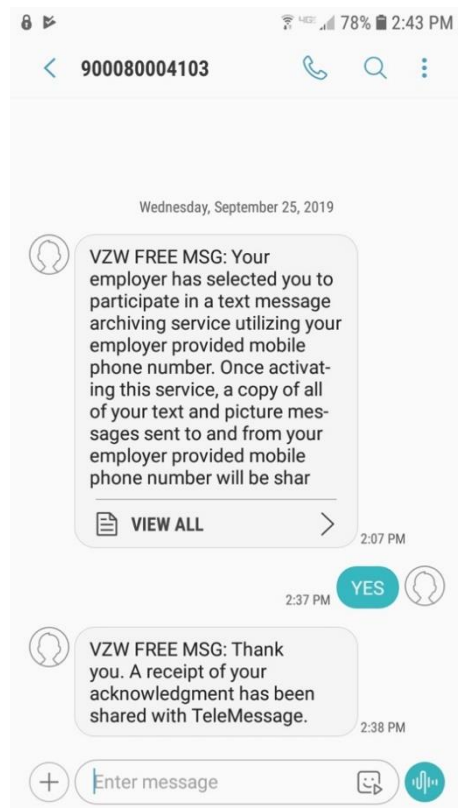
- c. Archiving destination: Destination address to your Archiving platform - Micro Focus Digital Safe or Micro Focus Retain.
2. TeleMessage submits a request to Verizon Archiving Platform to onboard Customer’s ECPD profile and accounts associated with it to establish the Message Archive Service on the Customer’s behalf.
 3. **IMPORTANT:** All existing MDNs in the [Designated Wireless Archive Account\(s\)](#) get **automatically provisioned for message capture** (If you wish to archive only specific lines, please inform your account manager before the onboarding of your account begins). Additional Customer managed MDNs can be provisioned through the Customer’s standard Verizon Wireless Transfer of Service process in which the Customer moves the MDN from an existing

TeleMessage

non-archive account, into one of those that is designated for message capture as an Archive Account.

4. It can take up to 24 hours for the Verizon Archiving Platform to complete onboarding of Customer's information. The Platform then automatically sends an Opt-In text message to these MDNs to notify the users that their phone number has been added to the Platform. The end user replies back with a YES confirmation.

The opt-in and the acknowledgment messages arrive from the Verizon short code: **900080004103**



5. Customer [lifts the messaging block](#) for these MDNs.

Prerequisites for Message Capture

- Both [SMS and MMS \(Text and picture messaging\)](#) must be enabled for each MDN in order for the number to be enabled for the Message Archive Service.
- The Service is for use only with Customer approved accounts and for [Customer liable MDNs](#).
- A YES (case insensitive) reply from the Participating Employee without any additional text to the message, such as an auto signature, is required before capturing is enabled for the given line of service.
- Customer has to [lift messaging block](#) on all MDNs that need to be provisioned for message capture. **Please Note: All MDNs on the archiving account will receive opt-ins despite the SMS/MMS block** (If you wish to archive only specific lines, please inform your account manager)

TeleMessage

before the onboarding of your account begins). **The message archiving on those phones will, however, not begin until the block has been lifted.**

- Any sort of Enhanced Messaging Service e.g. iMessage on iPhone devices and RCS on Android devices should be disabled for message archiving.

The Platform will enable capturing for an MDN once all the above conditions have been met.

Opt-in Rules

The Employee acknowledgment of the Opt-In text message must follow the rules below in order to be recognized by the Message Archive platform.

- Reply must be YES (case insensitive) with no additional characters or text attached such as an auto signature or period. Disable any auto signatures before replying.
- Verizon sends back an acknowledgment message once the YES reply is sent.
- It can take up to one hour for the opt-in acceptance to be processed. Thus, messages exchanged immediately after the opt-in acceptance may not be archived.
- A known issue outside of Verizon's control prevents end users on Blackberry devices from properly replying to the Opt-In text messages. Blackberry devices through their internal software will prefix a country code to the long code MDN that the Opt-In text originates from. To successfully reply, the end user must create a new conversation and manually type the original long code in the "To" field, with a "Yes" (case insensitive) reply in the message field.
- If the response is not recognized as a YES confirmation, the original Opt-In text message will be sent again. The opt-in will continue to be sent once every day until a YES reply is received.
- End user must be in the United States and on Verizon's network in order to reply back to the Opt-In message. Replies while the end user is roaming will not be received by Verizon.
- If the employee's phone is out of service for several days when the opt-in message is sent, they will receive up to 5 opt-ins (one for each day). They will have to reply YES to only one of the opt-ins.
- Customers can choose to send out reminders to their employees reminding them that their messages are being archived. They can choose these reminders to be sent either quarterly or bi-annually. The reminders are sent on fixed days and not based on the provisioned date. They will be sent on the 13th hour of GMT and the 6th day (nearest weekday) of the month.



VZW FREE MSG: Reminder - Per TeleMessage's policy, a copy of all of your text and picture messages sent to and from your employer provided mobile phone number will be shared with TeleMessage. If you have any questions about this service, please contact ruchira@telemessage.com.



Lifting the Messaging Block on Verizon Business Portal

1. Go to the 'Manage Account' menu option and click on 'Manage Wireless Numbers' from the sub-menu.

The screenshot shows the Verizon Business Portal interface. At the top, there is a navigation bar with the Verizon logo, 'Manage Account', and 'Support' links. Below this is a 'Wireless & Mobility' section with a grid of menu items: Billing (View Invoices, Make A One Time Payment, Manage Payment Methods, Reports), Orders (Create Order, View Orders, Purchase Package, Browse Products), Service (Manage Billing Accounts, **Manage Wireless Numbers**, Bulk Account Maintenance, Wireless Transaction History, Manage Software), and Product Tools (ThingSpace Manage, Network Event Notification, View all). Below the menu is a 'Manage Wireless Numbers' header with a summary bar: All 4, Upgrade Eligible 2, Suspended 0, Active 4, 3G Devices 0, 4G Devices 4. Below the summary bar are controls for Actions, View (Lines), Search By (Wireless Number), and a search input field. A table displays the wireless numbers with columns for Wireless Number, User Name, Service Status, Upgrade Date, Account Number, and Device ID. The table shows 4 lines, with the first one selected. The last row is highlighted in blue.

Wireless Number	User Name	Service Status	Upgrade Date	Account Number	Device ID
[Redacted]	[Redacted]	Active	07/22/2021	[Redacted]	[Redacted]
[Redacted]	[Redacted]	Active	Eligible for Upgrade	[Redacted]	[Redacted]
[Redacted]	[Redacted]	Active	Eligible for Upgrade	[Redacted]	[Redacted]
[Redacted]	[Redacted]	Active	05/02/2020	[Redacted]	[Redacted]

2. Select the number and click on 'Actions' and then on 'Add or Remove Features'

The screenshot shows the 'Add or Remove Features' dropdown menu open for the selected wireless number. The menu is divided into three columns: Wireless User, Services, and Plan & Features. The 'Add or Remove Features' option is highlighted in blue.

Wireless User	Services	Plan & Features
Change Wireless User Information	Suspend Service	Add or Remove Features (1 Line Max)
Change Cost Center	Resume Service	Change Plan (1 Line Max)
Reset Voicemail Password	Deactivate Service (1 Line Max)	Change Data Allowance (1 Line Max)
Move Wireless Number (1 Line Max)	Devices	
Change Billing Responsibility	Activate Equipment (1 Line Max)	
Change Wireless Number	Upgrade Equipment (10 Line Max)	
Change Memo Bill E-Mail Address	Replace SIM Card (1 Line Max)	
Change Wireless User ID	Exchange Device (1 Line Max)	

3. De-select the 'Block Messaging' option, if selected and hit 'Continue' at the top of the page

Text, Picture, Video Messaging

Block Messaging

Messaging block will prevent your mobile from sending or receiving any type of standard or premium text, picture or video message.

\$0.00 /line /mo

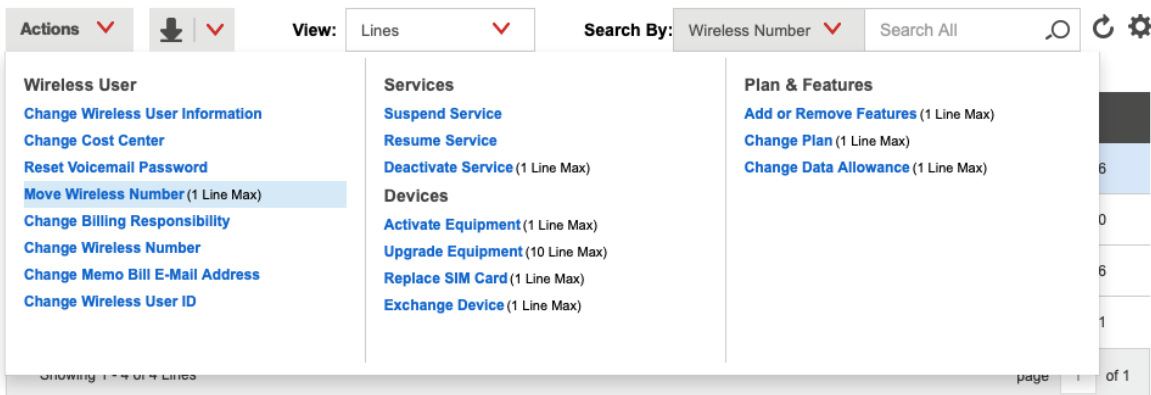
[See less](#)

Tones

Suspending a Number Associated with a Designated Message Archiving Account

When Suspending a number from Verizon’s service, it is important to first remove the number from the designated Archive Account, from Verizon’s Enterprise Portal.

1. Log into Verizon’s My Business Enterprise Portal
2. Go to “Actions” > ”Move Wireless Number” and complete the transfer from the designated Message Archive account, to another account that was not designated for Archiving



The screenshot shows the Verizon Enterprise Portal interface. At the top, there are navigation elements: 'Actions' (with a dropdown arrow), a download icon, 'View: Lines', 'Search By: Wireless Number', and a search box. Below this is a menu with three columns: 'Wireless User', 'Services', and 'Plan & Features'. The 'Wireless User' column has 'Move Wireless Number (1 Line Max)' highlighted. The 'Services' column includes 'Suspend Service', 'Resume Service', and 'Deactivate Service (1 Line Max)'. The 'Plan & Features' column includes 'Add or Remove Features (1 Line Max)', 'Change Plan (1 Line Max)', and 'Change Data Allowance (1 Line Max)'. At the bottom, it says 'Showing 1 - 4 of 4 Lines' and 'page 1 of 1'.

Move Wireless Number

Wireless Number	User Name	Account	Move to Account
[Redacted]	[Redacted]	[Redacted]	[Dropdown Arrow]

I agree and understand that moving a wireless number may result in partial monthly access charges and partial monthly airtime allowance on each account as well as a charge for the full monthly access on the new account.

Order Confirmation

Please confirm email address(es) to receive order confirmation emails.

Requester E-mail

Additional E-mail

 [+ Add Other Email\(s\)](#)

Continue > Cancel

TeleMessage

- Expand phone details by clicking the “+” sign next to the number and select the “Suspend” option under the “Status” section



Restore a Number that was previously Suspended from a Designated Message Archiving Account

When restoring a number that had been previously suspended, it is important to follow these rules.

- Log into the My Business Enterprise Portal
- Expand phone details by clicking the “+” sign next to the number and select the “Resume” option under the “Status” section



- Go to “Actions” > “Move Wireless Number” and complete the transfer to the designated Message Archive account.

Terminate an MDN that is currently in a Designated Message Archiving Account

When terminating a number from Verizon’s service, it is important to first remove the number from the designated Archive Account, prior to Terminating the number from Verizon’s Enterprise Portal.

- Log into the My Business Enterprise Portal
- Go to “Actions” > “Move Wireless Number” and complete the transfer from the designated Message Archive account, to another account that was not designated for Archiving
- Select the number, and select the “Deactivate” option under the “status” section

Important Facts

- TeleMessage retrieves all archived messages from Verizon’s Archiving Platform and forwards to Customer’s preferred archive daily at a 24-hour interval.



- TeleMessage has the ability to send Customer Enrollment Statuses of all MDNs in the designated archiving account on a daily basis. The customer should request this service, should they need it.
- Customers must ensure they check daily for opt-in status and then promptly lift the messaging block on any MDNs, so capture may begin.
- If TeleMessage receives any messages from any MDNs that the customer has not provided required information (#1 of [Steps/Flow](#)) on, these messages will be archived without the name and email of the employee and will be searchable only by the MDN – until the rest of the information is provided and updated.
- The Service does not work with [over the top messaging applications](#) or services. Messages to be captured must go through Verizon’s network.
- Verizon’s Message Archive Service is billed on a per MDN basis. Billing is based on the number of MDNs that have been enabled in the designated Archive Account. There is no proration of charges for the Service. Billing commences upon Verizon receiving a valid Opt-In Response from a Participating Employee (regardless of whether Customer has lifted message block on that Participating Employee’s MDN).
- Any MDNs that have a change in their account status will automatically be de-provisioned from capture capability. For example - text or picture messaging disabled on the device (also known as a messaging block), MDN moved to another account, etc.
- Once the Customer has been established on the Verizon Archiving Platform, the Customer can enable or disable MDNs for SMS/MMS capture by adding or removing the MDNs from the Customer’s designated wireless Archive Account on the Verizon portal.
- It is important to understand who has access to designated Verizon Message Archive Account through the Verizon My Business Enterprise Portal. We recommend locking these accounts down so that only those familiar with the Message Archiving and internal compliance requirements have access to SUSPEND, RESTORE, TRANSFER, OR TERMINATE numbers in these accounts.
- [No Transfer of Customer Liable MDNs](#) - Verizon’s Message Archive Direct Service captures messages on all MDNs in an Archive Account. Verizon is not able to remove an MDN and then re-add it back for capturing since the Opt-In consent is associated with the MDN and not an individual employee. Customer administrators may not re-use MDNs for different employees as each individual Participant must provide an Opt-In consent. If an employee leaves the company, their number must be disabled. When a new employee is hired, they must be assigned a new MDN.
- Any Employee-Liable MDNs cannot be enrolled in the Archived Messages Service. “Employee-Liable MDN” means a VZW MDN that is established in the name of an individual employee of any Customer and such individual employee is financially responsible for the payment to VZW for VZW service.

My Business Access: Best Practices

- Ensure access to the Verizon Enterprise Portal (My Business) access to account management for the designated Archive Accounts is limited.
- Moving numbers out of a designated Message Archive Accounts will de-provision them from Verizon’s archiving platform.
- Prior to Terminating and Suspending numbers, they should first be moved out of the designated message Archive Accounts.

TeleMessage

MyBiz

URL to access the portal: <https://b2b.verizonwireless.com/sms/#/overview>. Please contact your [Verizon Account Representative](#) if you do not have your credentials.

ECPD Profile

ECPD is a customer profile that all enterprises with business accounts have with Verizon. Please check with your [Verizon Account Representative](#) for information on this.

Verizon Account Representative

Verizon Customer Support @ 1-877-297-7816 can help you identify and put you in touch with your Account Representative.

Designated Archiving Accounts

If you have multiple billing accounts (sub-accounts) with Verizon, you can designate one or more of them as archiving accounts and transfer all MDNs that need to be archived to this account. You can have more than one archiving accounts. If you want to add sub-accounts, please contact your [Verizon representative](#). **IMPORTANT: If you do not want to have any sub-accounts and thus, designate your only account for archiving, all MDNs registered under that account will become eligible for archiving** (If you wish to archive only specific lines, please inform your account manager before the onboarding of your account begins).

Enterprise Information

To find the Enterprise Name and Contact Information, go to your profile information drop-down on the top-right and click on Company Settings > Company Profile. Contact information to be provided could be either the phone number or the email. This information will appear in the OPT-IN message sent to each employee.

The screenshot displays the Verizon MyBiz portal interface. At the top, there is a navigation bar with the Verizon logo, 'Manage Account', and 'Support' links. The user's name 'ruchira jain' is visible in the top right corner, along with a 'Logout' link. A dropdown menu is open, showing the following options:

- User Settings**
 - My Profile
 - Access Request
 - Profile Administration
- Company Settings**
 - Company Profile
 - Company Structure
 - Billing Structure
 - Manage Paperless Bill
- Notification**
 - Manage Email Address
 - Manage Usage Notifications
- Tools**
 - Personal Address Book
 - Saved Addresses
 - Company Address Book
 - IP Management
 - My Documents

In the background, a promotional banner for Samsung Galaxy Note10+ is visible, along with a 'Billing' section and a 'Make a Payment' button.

Company Profile

Company Information

Company Name: TELEMESAGE

My Business Information

Total Enrolled Users	1
Primary Contacts	1
Administrators	0
Analysts	0
Product/Service Users	0
View Only Users	0
View/Pay Users	0
Maintain Users	0
Maintain/Pay Users	0
Maintain Limited Users	0
Buy Users	0
Reporting Users	0

Contact Information

Main SPOC: ruchira.jain

Phone Number: 9786215931

Email Address: ruchira@telemessage.com

Sales Rep(s)

Account Information

- To find the Account Id(s), go to Manage Account > Manage Billing Accounts.

ruchira.jain

verizon Manage Account Support

Wireless & Mobility

Billing	Orders	Service	Product Tools
View Invoices	Create Order	Manage Billing Accounts	ThingSpace Manage
Make A One Time Payment	View Orders	Manage Wireless Numbers	Network Event Notification
Manage Payment Methods	Purchase Package	Bulk Account Maintenance	View all
Reports	Browse Products	Wireless Transaction History	
		Manage Software	

Actions [v] [Download] [v] View: Accounts [v] Search By: Account Number [v] Search All [magnifying glass] [refresh] [gear]

Account Number	Account Name	Active Line Count	Upgrade Eligible Count	Suspended Count
+ <input type="checkbox"/> [redacted]00002	TELEMESAGE	2	1	0
+ <input type="checkbox"/> [redacted]00001	TELEMESAGE	2	0	0

Showing 1 - 2 of 2 Accounts page 1 of 1

- To find the full address, click on the '+' sign next to your designated archiving account.



Billing Information

Current Balance: \$0.00
Last Payment: \$0.00 [Payment History](#)
Bill Cycle End Date: 08/22/2019 [View Bill](#)
Account Name: TELEMESAGE
Paper Setting: Paper Statement [Go Paperless](#)
Contact Number: 978-263-1015, 978-263-1015 [Edit](#)
Billing Address: 468 GREAT RD STE 2 [Edit](#)
ACTON, MA
01720

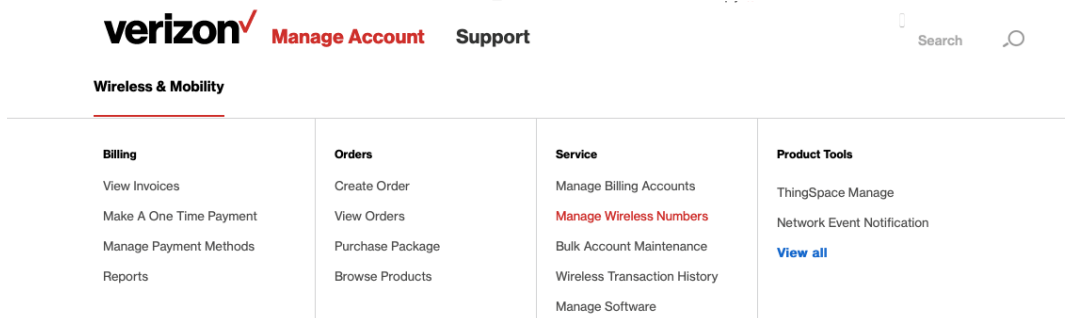
Customer Liable MDNs

Customer Liable MDN means a Verizon Wireless Mobile Directory Number (MDN) that is established under the Customer’s account and name and such Customer is financially responsible for the payment to Verizon for Verizon Wireless service.

List of MDNs to be Archived

This list can also be retrieved from the MyBiz portal by going to:

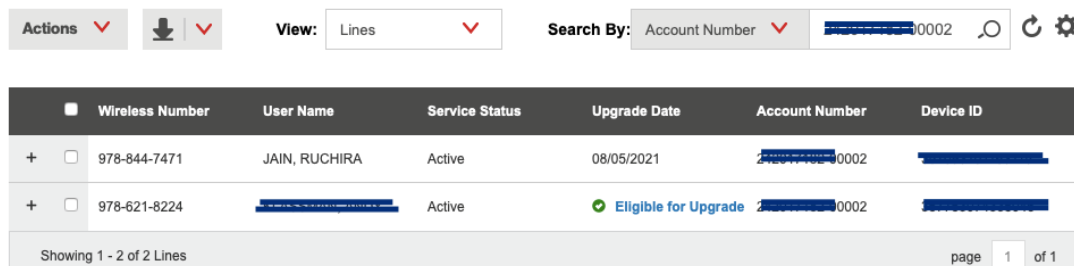
1. Manage Account > Manage Wireless Numbers



The screenshot shows the Verizon MyBiz portal interface. At the top, there are navigation links for "verizon", "Manage Account", and "Support". Below this is a search bar. The main content area is titled "Wireless & Mobility" and contains a grid of menu items. The "Service" column includes "Manage Billing Accounts", "Manage Wireless Numbers" (highlighted in red), "Bulk Account Maintenance", "Wireless Transaction History", and "Manage Software".

2. Search By: Account Number (Enter the designated account number here)

Search criteria matched 2 lines



The screenshot shows the search results page in the Verizon MyBiz portal. It includes a toolbar with "Actions", a download icon, a "View" dropdown set to "Lines", and a "Search By" dropdown set to "Account Number" with a search input field containing a redacted account number. Below the toolbar is a table with the following data:

	Wireless Number	User Name	Service Status	Upgrade Date	Account Number	Device ID
+ <input type="checkbox"/>	978-844-7471	JAIN, RUCHIRA	Active	08/05/2021	[Redacted]0002	[Redacted]
+ <input type="checkbox"/>	978-621-8224	[Redacted]	Active	Eligible for Upgrade	[Redacted]0002	[Redacted]

Showing 1 - 2 of 2 Lines page 1 of 1

3. Click on the download icon and select CSV



- (a) **Company.** You will enter into an agreement with **TeleMessage or TeleMessage Archive Partner** for the Archived Message Service and you will pay all of their charges for such Archived Message Service in accordance with such agreement and these Terms and Conditions.
- (b) **Customer-Liable MDNs Only.** You will enroll only Customer-Liable MDNs in the Archived Messages Service. You will not enroll any Employee Liable MDNs in the Archived Messages Service.
- (c) **Notice and Consent.** Prior to enrolling any employee in the Archived Messages Service and accessing, using, storing, copying or disclosing any Participating Employee's Archived Messages, you will provide advance disclosure to each employee containing clear and conspicuous notice of the terms and conditions of the Archived Messages Service, including how you and TeleMessage will access, use, copy, retain, protect or disclose such employee's Archived Messages, as well as the duration and purpose of such access, use, copying or retention. Prior to enrolling any employee in the Archived Messages Service, VZW will send a free to end user text message, pre-approved by you, to each employee containing a notice to opt-in to the Archived Messages Service, and you will not access, use, store, copy or disclose any employee's Archived Messages until such consent has been obtained.
- (d) **Revocation of Consent.** You will ensure that each Participating Employee may immediately revoke consent through readily available mechanisms to the Participating Employee. You will immediately move the Customer-Liable MDN from the account provided to Company by either disconnecting the MDN from the Archived Messaging Service or moving that Customer-Liable MDN to another account maintained by VZW. If consent is revoked, then you will not access, retrieve, use, store, copy or disclose such employee's Archived Messages dated after the revocation date. You may access, use, store, copy or disclose such employee's Archived Messages retrieved by you prior to such revocation date.
- (e) **Transferring Mobile Device or Customer-Liable MDN to Another Employee.** Prior to transferring a mobile device or Customer-Liable MDN enrolled in the Archived Messages Service to another employee, you will remove the Participating Employee from the account used for Archived Messages Service and wait at least 24 hours prior to adding a new Participating Employee and the Customer-Liable MDN on that mobile device.
- (f) **Periodic Reminders.** VZW will provide periodic reminders to each Participating Employee of its enrollment in the Archived Messages Service, if Company enables such option in the Verizon portal.
- (g) **Acknowledgement.** You acknowledge that VZW will make available to Customer the Archived Messages for use in connection with the Archived Messages Service and VZW will have no further control or responsibility for the Archived Messages once they are provided to Customer.
- (h) **Limitations and Restrictions.** You may access the Participating Employee's Archived Messages only with that Participating Employee's express knowledge and consent. You must maintain records of each employee's express, informed consent for you to collect such Participating Employee's Archived Messages. If a Participating Employee revokes such consent at any time, then you must immediately cease initiating requests for that employee's Archived Messages.

2.2 Customer Business Records. You will maintain full, complete and accurate records related to your performance under these Terms and Conditions, and shall preserve such records for five (5) years from the date of preparation; provided, however, that you will retain, for at least five (5) years following the latest access to Archived Messages, records sufficient to demonstrate each employee's consent to access and use its Archived Messages. Such records shall be available for inspection and copying by



VZW during your normal business hours, upon five (5) days notice, but not more than once per quarter, unless otherwise required by applicable law, rule or regulation. If you refuse to comply with the obligations set forth in this Section or if VZW's review of such records reveals that you are in violation of any of these Terms and Conditions, then, in addition to its other remedies under these Terms and Conditions, your account agreement with VZW or at law or in equity, VZW may terminate your access to the Archived Messages.

Compliance with Laws, Policies and Practices. You will comply with all applicable laws, rules and regulations, including all applicable consumer protection, marketing, data security, export and privacy laws and Federal Trade Commission privacy initiatives. You are solely responsible for making any disclosures required by law, rule, regulation, or otherwise regarding the nature, accuracy, effectiveness, or limitations of the Archived Messages Service.

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