

Online Bill Inquiry



SMB



Mid-Markets



Enterprise



Public Sector

#billing

Online Bill Inquiry

Customers can inquire about charges on their bill in My Business instead of calling Customer Service

Available to customers **215**

Online bill inquiry overview

- “Bill explanation” is one of the highest BGC0 call drivers
- Customers submit & manage their bill questions through Secure Messaging
- Email notifications go to the submitter & account Primary Contact
- Choose from **5** common categories:
 - Credit / Waives / Promotions
 - Taxes & surcharges
 - Payments
 - Plan / Line changes
 - Other general bill inquiries
- Customers can inquire on bills generated within the last 6 months *only*

3 ways to submit an inquiry

1. From the main My Business login page:
Complete quick tasks without logging in > Create a bill inquiry
2. From the main My Business login navigation: **Billing > Bill inquiry > Create inquiry**
3. From the main My Business login navigation: **Support > Secure Messaging > Create new request**

Create & submission

Quick tasks without logging in

My Business Wireless

[Pay wireless bill](#)

[Request a previous bill](#) ⓘ

[Manage payment arrangement](#)

[Create a bill inquiry](#) ⓘ **New**

Submit an inquiry on bills generated within the last 6 months.

Verizon Enterprise Center

[Add more of a service](#)

[Change a service](#)

[Create a billing inquiry](#)

[Create a repair ticket](#)

[Disconnect a service](#)

[Move a service](#)

[Check billing inquiry status](#)

Thanks.

Your bill inquiry XXXXXXX is submitted successfully.

We are working to address your concern and you will have an update with in 24 business hours. Email notification is sent to you and the primary contact on the account to track the inquiry status.

Submit another bill inquiry >

Log into My Business to review inquiry details >

Go to log In page >