

Pre-Registration
Consumer DSL/FIOS

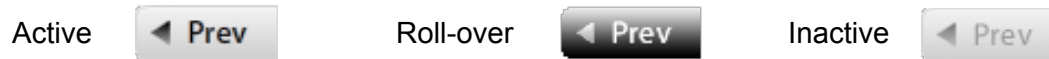
Storyboard 8.5.01/5.5.01
07/31/09

Revision History

Version	Date	Author	Description
7.3.01	10/17/08	Kevin Cornwall	<ul style="list-style-type: none">- Based on 7.2.03- Revised More Info text for I' ll Decide Later- New graphic for Yahoo! Learn More- Change to language in the TOS Decline screen
8.0.01	01/16/09	Kevin Cornwall	<ul style="list-style-type: none">- No changes
8.4.01	04/22/09	Kevin Cornwall	<ul style="list-style-type: none">- Updated look and feel: background graphic, Nav buttons and title text color.- All text references to "Back" button changed to "Prev"- Font color change on OS support, IE Required, Please Try Again Later, Upgrade Unsuccessful, Connectivity screens, all Enable Active X screens , all Minimum Reqs screens, all Sub-Account Names Illegal screens, both Modem Authentication screens- Changed text on VAS Offers and Review BBE & E orders screens ("...will be installed and configured as part of software download.")
8.4.02	06/04/09	Kevin Cornwall	<ul style="list-style-type: none">- Replaced Y! logo in Choice screen
8.4.3	07/01/09	Kevin Cornwall	<ul style="list-style-type: none">- Removed Windows Live Choice
8.5.01	07/31/09	Kevin Cornwall	<ul style="list-style-type: none">- Added .COM user credentials reuse screens

Functional Style Guide

Navigation button action example:



Pre-Reg Milestones (if access to WBA was CD):

Account Setup Online Experience Essential & Extras Pre-Registration Complete

Dynamic Text:

Text in brackets[] is dynamic (this includes text subject to global replacement, i.e, Company name, access product, URLs and phone numbers). CD: After modem identification screen, device is referred to as “modem” or “gateway” depending on what was selected.


Expanded Content Area:

On some screens with more than average content, the right margin is extended to the right.

Note text: Generally, note text is 1 point smaller. See storyboard for applicability.

HSI Welcome Screen

Verizon Online Pre-Registration

 Account Setup | Online Experience | Essential & Extras | Pre-Registration Complete

Welcome to Verizon High Speed Internet Service

Hello [Name on customer account]

Pre-Registration gives you a head start on your Verizon registration by allowing you to choose your Online Experience and your Verizon Online username now.

Later, after you reach your Service Ready Date, you will set up your Verizon account and install High Speed Internet software with the information you provide during pre-registration already pre-filled.


We recommend that you set aside about 15 minutes to complete the installation (this time will vary depending on the options you select).

Click **Next** to begin.

◀ Prev Next ▶

FiOS Welcome Screen

Verizon Online Pre-Registration

 **Account Setup** | **Online Experience** | **Essential & Extras** | **Pre-Registration Complete**

Welcome to Verizon FiOS Internet Service

Hello [Name on customer account]

Pre-Registration gives you a head start on your Verizon registration by allowing you to choose your Online Experience and your Verizon Online username now.

Later, after you reach your Installation Date, the FiOS technician will help set up your Verizon account and install FiOS software with the information you provide during pre-registration already pre-filled.


We recommend that you set aside about 15 minutes to complete the installation (this time will vary depending on the options you select).

Click **Next** to begin.


◀ Prev Next ▶

Accessing Your Account

Verizon Online Pre-Registration

 **Account Setup** | Online Experience | Essential & Extras | Pre-Registration Complete

Accessing Your Account




Please wait...

◀ Prev Next ▶

HSI: Accept Verizon Online Terms of Service


Verizon Online Pre-Registration

 **Account Setup** | **Online Experience** | **Essential & Extras** | **Pre-Registration Complete**

Accept Verizon Online Terms of Service

Please read the Verizon Online Terms of Service. You will need to accept the Terms of Service to begin using your High Speed Internet service. By accepting the Terms of Service you agree to be bound by them. They govern your rights and the rights of Verizon with respect to the service.

You must accept these Terms of Service even if you previously accepted them. Your acceptance of the Terms of Service below will not create a second account.

Lorem ipsum dolor sit amet PRINT 

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum zzril delenit augue dui dolore te feugait nulla facilisi. Lorem ipsum dolor sit amet,

- I have read and **agree** to the above Terms of Service. I understand that selecting this option constitutes my electronic signature accepting these terms.
- I **do not agree** with the Terms of Service and do not wish to subscribe the Verizon High Speed Internet service.

◀ Prev Next ▶

Text provided by legal and called from Main Web.

FiOS: Accept Verizon Online Terms of Service

Verizon Online Pre-Registration

Account Setup | Online Experience | Essential & Extras | Pre-Registration Complete

Accept Verizon Online Terms of Service

Please read the Terms of Service for [Package Name]. You will need to accept the Terms of Service to begin using your [Verizon FiOS Internet Service]. These Terms of Service govern your rights and obligations regarding your [Verizon] services (and ours).
 [You must accept these Terms of Service even if you previously accepted them. Your acceptance of the Terms of Service below will not create a second account.]

PRINT [TERMS OF SERVICE HEADING]

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation

I have read and **agree** to the above Terms of Service. I understand that selecting this option constitutes my electronic signature accepting these terms. I understand that my FiOS service will include a battery backup unit (BBU) that will provide up to eight (8) hours of standard voice service, including E-911, and that I am responsible for periodically replacing the battery*. The BBU will not provide power for Voice Over IP (VoIP) services. I understand that an early termination fee of [\$XXX.XX] will apply if I terminate my [FiOS Internet Service/Verizon FiOS Internet Service for Business] before the end of my [X]-year term.

I do not agree with the Terms of Service and do not wish to subscribe the [Verizon FiOS Internet Service].

*This statement does not apply if you live in an apartment or other building with multiple tenants and your FiOS equipment is installed in a central location outside your living unit.

◀ Prev | Next ▶

SMB [Verizon FiOS Internet Service for Business]


Shown for existing users

Last sentence shown if ETF applies

SMB [Verizon FiOS Internet Service for Business]

You Have Declined Verizon TOS

Verizon Online Pre-Registration

 **Account Setup** **Online Experience** **Essential & Extras** **Pre-Registration Complete**

Are You Sure You Want to Decline the Terms of Service?

You cannot continue with Pre-Registration without accepting the Terms of Service. Are you sure you want to decline? If not, please click the **Prev** button to reconsider the Terms of Service.

Click **Prev** to reconsider the Terms of Service.


Click **EXIT** to return to the What's Next site. You can accept the Terms of Service at a later time or when it is time for you to register.

Returns user to What's Next Order Status page.

Conditional: No more than 1.com user name, no @ sign in the user name associated with TN and it is available for . Net.

NEW: Use Existing User Name .com

Verizon Online Pre-Registration

 Prepare Installation **Activate Account** Configure Service Download Software

Use Your Existing User Name for Your Verizon [High Speed Internet/FiOS Internet Service] Account

Our records show that there is an existing User Name, [ram.chennupati_abc123](#), associated with the telephone number for this account.

Would you like to use this user name and the password for your [High Speed Internet/FiOS Internet Service] account*?

Yes, I would like to use [ram.chennupati_abc123](#) for my [High Speed Internet/FiOS Internet Service] account.

[Verizon] Password: [Forgot password?](#)

No, I would like to use a different User Name for my [High Speed Internet/FiOS Internet Service] account.

*Note: * You will not be able to use your user name to sign into [www.verizon.net](#) until after you have completed registration.


◀ Prev Next ▶

Sample Data

If Yes, **Next** leads to Enter Account Info. No, leads to User Name / Password screen. JS alert if Password left empty: "You must enter a password to continue."

NEW: Password Error: Use Existing .COM User Name

Verizon Online Pre-Registration


Prepare Installation
Activate Account
Configure Service
Download Software

Use Your Existing User Name for Your Verizon [High Speed Internet/FIOS Internet Service] Account

We're sorry. The password you entered for ram.chennupati_abc123 does not match.

Please try again.

Would you like to use the same user name and password for your [High Speed Internet/FIOS Internet Service] account?

Yes, I would like to use ram.chennupati_abc123 for my [High Speed Internet/FIOS Internet Service] account.

[Verizon] Password: [Forgot password?](#)

No, I would like to use a different User Name for my [High Speed Internet/FIOS Internet Service] account.

*Note: *You will not be able to use your user name to sign into www.verizon.net until after you have completed registration.


Sample Data

If Yes, **Next** leads to Enter Account Info. No, leads to User Name / Password screen. JS alert if Password left empty: "You must enter a password to continue."

<< FORGOT. Verizon COM PASSWORD >>

NEW: Change .com Password – SQA Character Limit

Verizon Online Pre-Registration

 **Prepare Installation** | **Activate Account** | **Configure Service** | **Download Software**

Change Verizon.com Password: Secret Question

To use your existing user name, you must reset your password to 16 characters or less.

Please answer your Secret Question and choose a new password.

Secret Question: In what city were you born?

Answer: • At least 5 characters


Enter New Password: • At least 6 characters and less than 16
• Include at least **1 number and 1 letter**

Confirm New Password: • Case sensitive
• For security purposes, do not use your name

Note: Password changes may take up to one hour to go into effect across all [Verizon] Web pages.

NEW: Change .com Password – Secret Question

Verizon Online Pre-Registration

 Prepare Installation **Activate Account** Configure Service Download Software

Change Verizon.com Password: *Secret Question*

To reset your password, please answer your Secret Question and choose a new password.

Secret Question: In what city were you born?

Answer: ● At least 5 characters

Enter New Password: ● At least 6 characters and less than 16
● Include at least **1 number and 1 letter**


Confirm New Password: ● Case sensitive
● For security purposes, do not use your name

Note: Password changes may take up to one hour to go into effect across all [Verizon] Web pages.

◀ Prev Next ▶

NEW: Change .com Password – SQ/A Incorrect

Verizon Online Pre-Registration

 **Prepare Installation** | **Activate Account** | **Configure Service** | **Download Software**

Change Verizon.com Password: *Secret Question Answer Incorrect*

The answer you entered does not match the answer in our records.
Please try again.

Secret Question: In what city were you born?

Answer:

- At least 5 characters

Enter New Password:

- At least 6 characters and less than 16
- Include at least **1 number and 1 letter**
- Case sensitive
- For security purposes, do not use your name

Confirm New Password:


Note: Password changes may take up to one hour to go into effect across all [Verizon] Web pages.

Condition: User failed to enter .Com password or SQA 3 times.

See Notes for Error User Name and Password Requirements and Error Messages

NEW: User Name

Verizon Online Pre-Registration


Account Setup
Online Experience
Essential & Extras
Pre-Registration Complete

Select A User Name

We're sorry. The [password/ secret question answer] you entered does not match our records.

Please enter a **new** user name that you want to use as your Verizon account and email. Once your user name is set, it **cannot** be changed.

* Indicates a required field.

* **Verizon Online User Name:**

@verizon.net


- At least 6 characters
- Start with a letter
- Can have letters, numbers, periods (.) and underscores (_)

*Note: *You will not be able to use your user name to sign into www.verizon.net until after you have completed registration.

◀ Prev Next ▶

MODIFIED: User Name

Verizon Online Pre-Registration

 **Account Setup** **Online Experience** **Essential & Extras** **Pre-Registration Complete**

Select A User Name

Enter a user name that you want to use as your Verizon account and email. Once your user name is set, it **cannot** be changed.

* Indicates a required field.

* **Verizon Online User Name:**

@verizon.net


- At least 6 characters
- Start with a letter
- Can have letters, numbers, periods (.) and underscores (_)

*Note: *You will not be able to use your user name to sign into www.verizon.net until after you have completed registration.

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Retry VOL User Name and Password

Verizon Online Pre-Registration

 **Account Setup** | Online Experience | Essential & Extras | Pre-Registration Complete

Select Another User Name

We're sorry [UserName] is not available. [More Info](#)

Please select a new User Name or one of the suggestions from the list below.

- User Name: @verizon.net
- UserName_999735546784367879
- UserName_123z
- UserName884

*Note: *You will not be able to use your user name to sign into www.verizon.net until after you have completed your [High Speed Internet/FIOS Internet Service] registration.

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Pop-up with UserName.



MODIFIED: More Info: User Name Rules

Pop-up window; 320 x 300

User Name Guide

Please observe the following rules when selecting your user name and password.

Screen Name

- 6-30 characters
- Only letters, numbers, “_” (underscore) and “.” (period)
- The first character must be a letter and the last character must be a letter or number
- Do not place periods and underscores together
- Do not alternate periods or underscores.

CLOSE WINDOW



MODIFIED: Enter Account Information


If .COM ID reused: Pre-fill with .COM info.

Reset if .Com SQ was "What company did you first work for?"

Reset if .COM SQA < 5 characters.

Pre-fill with .COM email address, if available.

Verizon Online Pre-Registration


Account Setup
Online Experience
Essential & Extras
Pre-Registration Complete

Enter Account Information

*** Secret Question:**

*** Answer:**

*** Gender:** Male Female

*** Birth date:** - (ex. 1980)

Alternate email address:


Re-type alternate email address:

Answer must be 5 characters or more. If you forget your password, we will ask you your secret question so you can change your password.

This information is used to personalize your Verizon Online service experience.

We will send information related to your account and your current Verizon products and services to this address and to your @verizon.net address.

Verizon respects the privacy of your personal information. For more information on how Verizon strives to protect your privacy, please access our privacy policy at www.verizon.net/policies/privacy.asp.

reviewed by


Conditional: Unattached customers.
Source of Sale customers do not see this screen.



Choose Online Experience

Verizon Online Pre-Registration

Account Setup | **Online Experience** | Essential & Extras | Pre-Registration Complete

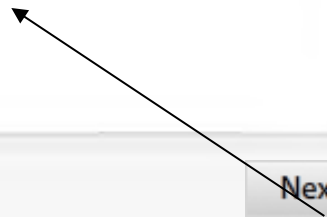
Choose Your Online Experience

[Verizon Online] offers a selection of optional services designed for your high-speed connection. Please make a selection:

Online Experience	
<input checked="" type="radio"/>  More Info	
<input type="radio"/>  More Info	

I will decide later [More Info](#) Get a custom email address. [Learn More](#)


◀ Prev Next ▶



My Web Address text, checkbox and link only visible if user has selected "I will decide later."

More Info – Verizon Yahoo!

Pop-up window; 320 x 300



A BETTER ONLINE EXPERIENCE WITH YAHOO!

<p>World's best email</p> <ul style="list-style-type: none">• Unlimited online storage• Up to 9 email accounts• SpamGuard Plus and anti-virus	<p>Exciting Content</p> <ul style="list-style-type: none">• Top news, videos, photos, and blog• Over 250,000 content choices
<p>My Yahoo!</p> <ul style="list-style-type: none">• Your own fully customizable home page• Get access to mail, news, sports, facebook and more	<p>Yahoo! search</p> <ul style="list-style-type: none">• Safe and powerful search with McAfee protection and Search Assist <p>Instant Messaging</p> <ul style="list-style-type: none">• Chat with your friends from anywhere*

*Instant Messaging is not supported on Mac

CLOSE WINDOW >

Partner provided image

HSI: More Info – I' ll decide later

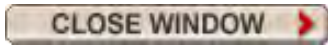
Pop-up window; 320 x 300

Not Ready to Decide?

With [Verizon High Speed Internet] membership you will receive:

- [Verizon.net] email address
- 8 additional email accounts
- 650MB of email storage space (768Kpbs)
- 4GB of email storage space (1.5Mbps or greater)
- 10MB of storage space per additional email account
- 10MB of free web space
- Email spam filtering
- [Verizon Central] Help
- Access to content and services on the [Verizon Central] website.

When you're ready, you can choose Verizon High Speed Internet with Windows Live, Verizon High Speed Internet with AOL or Verizon Yahoo! DSL as your online experience by visiting [www.verizon.net/myaccount]



FiOS: More Info – I' ll decide later

Pop-up window; 320 x 300

Not Ready to Decide?

With Verizon FiOS Internet Service membership you will receive:

- Verizon.net email address
- 8 additional email accounts
- Up to 4 GB of email storage space
- 10MB of storage space per additional email account
- 10MB of free web space
- Email spam filtering
- Verizon Central Help
- Access to content and services on the Verizon Central website.

When you're ready, you can choose, Verizon FiOS Internet with Windows Live, Verizon FiOS Internet with AOL, or Verizon Yahoo! FiOS as your online experience by visiting www.verizon.net/myaccount.



Learn More About My Web Address

Pop-up window; 320 x 300



GET PREMIUM SERVICES FROM YAHOO!

<p>Powerful protection</p> <ul style="list-style-type: none">• PC anti-virus• Anti-spy• Parental controls• Spam blocking	<p>Your own entertainment hub</p> <ul style="list-style-type: none">• Commercial-free radio station• High quality streaming music videos• Exclusive video-on-demand
<p>Keep in touch</p> <ul style="list-style-type: none">• Up to 9 email accounts• Virtually unlimited 2GB storage per account• Drag and drop photo sharing	<p>Added customization</p> <ul style="list-style-type: none">• Customizable web browser• Over 250,000 content choices

CLOSE WINDOW >

Partner provided text

Conditional: Stand Alone BB&E Orders Exist and TOS not previously accepted.
Note: All VAS items with TOS previously accepted will still be communicated to SupportSoft for download.

Display BBE&E Orders

Verizon Online Pre-Registration

Verizon Partner Logo Account Setup Online Experience **Essential & Extras** Pre-Registration Complete

Review Your Broadband Essentials & Extras Order

Following is a list of the Broadband Essentials & Extras that you ordered:

Broadband Essentials & Extras	Monthly Price
Verizon Internet Security Suite Powerful, automatically-updating protection from Internet threats.	Free for 1 month \$4.99 for 2 months \$5.99 thereafter
Verizon Online Backup and Sharing Automatically backup and share critical files, photos and music.	\$2.99 for 3 months \$3.99 thereafter
Verizon Games on Demand Unlimited play of your favorite PC games. New titles weekly.	\$1.99
ABC123 Fantastic Fun Suite	\$1.00

After you accept the Terms of Service on the next screen, these items will be automatically installed on your computer and configured during the software installation step.

For additional purchase and billing information about these services please visit **essentialsandextras.verizon.com** after your installation is complete.

◀ Prev Next ▶

Descriptions have 60-65 character limit.

Sample Data

Scrollbars appear only if needed..


Accept BBE&E TOS

Verizon Online Pre-Registration

Verizon Partner Logo	Account Setup	Online Experience	Essential & Extras	Pre-Registration Complete
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Accept Terms of Service for Broadband Essentials & Extras

The following Terms of Service for Broadband Essentials & Extras govern your rights (and ours) for the Verizon Broadband Essentials & Extras services you ordered. You will need to review and accept these terms before you can download and install the software.

Lorem ipsum dolor sit amet, consectetur adipiscing elit PRINT 

Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut laoreet dolore magna aliquam erat volutpat. Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat. Duis autem vel eum iriure dolor in hendrerit in vulputate velit esse molestie consequat, vel illum dolore eu feugiat nulla facilisis at vero eros et accumsan et iusto odio dignissim qui blandit praesent luptatum zzril delenit augue dui dolore te feugait nulla facilisi. Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed diam nonummy nibh euismod tincidunt ut Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut

- I have read and agree to the above Terms of Service for Broadband Essentials & Extras. I understand that selecting this option constitutes my electronic signature to these terms.
- I do not agree with the Terms of Service for Broadband Essentials & Extras.

◀ Prev
Next ▶

Text to be provided by legal.

EULAS for all VAS items the customer ordered are shown together in the I-frame.

You Have Declined the BBE&E TOS

Verizon Online Pre-Registration

Verizon Partner Logo	Account Setup	Online Experience	Essential & Extras	Pre-Registration Complete
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You Have Declined Terms of Service for Broadband Essentials & Extras

You cannot install the Broadband Essentials & Extras that you ordered without accepting the Terms of Service.

IMPORTANT: You will continue to be billed for these Broadband Essentials & Extras until the services are canceled. To cancel these products and avoid additional charges for them, visit [\[essentialsandextras.verizon.com\]](http://essentialsandextras.verizon.com) or call [1-800-567-6789].

Click **Prev** to reconsider the Terms of Service for Broadband Essentials & Extras.

Click **Next** to decline the Terms of Service for Broadband Essentials & Extras, and continue with the installation of your High Speed Internet service.

◀ Prev Next ▶

Phone number shown is conditional by access product.

HSI consumer:
1-800-567-6789

HSI business:
1-888-649-9500

FiOS consumer:
1-888-553-1555

FiOS business:
1-888-244-4440

DSL - Pre-Registration is Complete

Verizon Online Pre-Registration

Verizon Partner Logo	Account Setup	Online Experience	Essential & Extras	Pre-Registration Complete
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***Congratulations:* Your Pre-Registration Is Complete**

During registration we will confirm the account information below. For future reference, please save or print this screen.

Verizon Online User Name*: ram.chennupati

Alternate E-Mail Address: ram.chennupati@juno.com

Online Experience [Partner Name]

PRINT  **SAVE** 

Once you have reached your Service Ready Date and received your High Speed Internet installation kit you will be directed to complete registration.

* You will not be able to use your user name to sign into **www.verizon.net** until after you have completed your [High Speed Internet] registration.

Prev **Finish X**

Sample Data

Conditional: "None" if no alternate email entered

FINISH Returns user to What's Next Order Status page. If What's Next session is closed, returns user to WN login screen.

FiOS - Pre-Registration is Complete

Verizon Online Pre-Registration

Verizon Partner Logo	Account Setup	Online Experience	Essential & Extras	Pre-Registration Complete
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***Congratulations:* Your Pre-Registration Is Complete**

During registration we will confirm the account information below. For future reference, please save or print this screen.

Verizon Online User Name: ram.chennupati

Alternate E-Mail Address: ram.chennupati@juno.com

Online Experience [Partner Name]

PRINT  **SAVE** 

Once you have reached your Installation Date you will be directed to complete registration.

* You will not be able to use your user name to sign into **www.verizon.net** until after you have completed your [FiOS Internet Service] registration.

Prev **Finish X**

Sample Data

Conditional: "None" if no alternate email entered

FINISH Returns user to What's Next Order Status page. If What's Next session is closed, returns user to WN login screen.