



Reference Guide

This reference sheet is designed to help you manage your Nextel phone account. Main menu will ask you to select “1” for English and for the “cell number” your call in regards to (If calling in regards to general account call just pick one number form account) and” #” to confirm number. Below is the option for the issue or concern of call for direct support!

Purpose:

To help you contact the appropriate person with the first call, reducing time on hold or frustrations with being transferred.

Situation	Contact	Number	Additional Information
New Activations, ?’S, Referrals Training, Building Solutions	MARY E. CUMMINGS ACCOUNT EXECUTIVE	518-365-8153	ALBANY OFFICE 8 Airline Dr., Suite 105
Order replacement/upgrade	Replacement/Upgrade	1-888-566-6199	
Order Accessories	Customer Service	1-888-566-6111 -- OPTION 7	Albany Office 518-862-6900
PHONE USAGE	Customer Care	1-888-566-6111 – OPTION 3	
Billing issues	Customer Care	1-888-566-6111 – OPTION 9,3	
Account Modifications	Customer Care	1-888-566-6111 – OPTION 9,4	Register on Nextel.com
Rate plan or feature changes	Customer Care	1-888-566-6111 – OPTION 9,2	Register on Nextel.com
Alias changes	Customer Care	1-888-566-6111 – OPTION 9,2	Register on Nextel.com
Lost/Stolen Phones	Customer Care	1-888-566-6111 – OPTION 5,1	
Deactivations	Customer Care	1-888-566-6111 – OPTION 5,2	
International Customer Care		1-888-566-6111	
Motorola	www.motorola.com	1-800-453-0920	Download Companion Pro and software upgrades
Payments	Nextel Accounts Receivables	1-888-566-6117	<u>Nextel Partners, Inc.,</u> <u>PO Box 4192</u> <u>Carol Stream, IL 60197-4192</u>
Returns	(Within 15 days or 30 minutes usage)	NPI/ Returns Dept 6870 Bermuda Rd Las Vegas, NV 89119	You will also receive return information with your new unit
Nextel Online Issues	Data Pod	1-866-265-8305	
Phone Repairs	Nextel Service Center	1-800-935-5546 or 5545	3500 Winton Place Suite 1
Signal Insurance	Signal Insurance	1-888-352-9182	
Coverage Map	http://www.nextel.com		Coverage
Network Problems	Customer Care	1-888-566-6111 – OPTION 4	