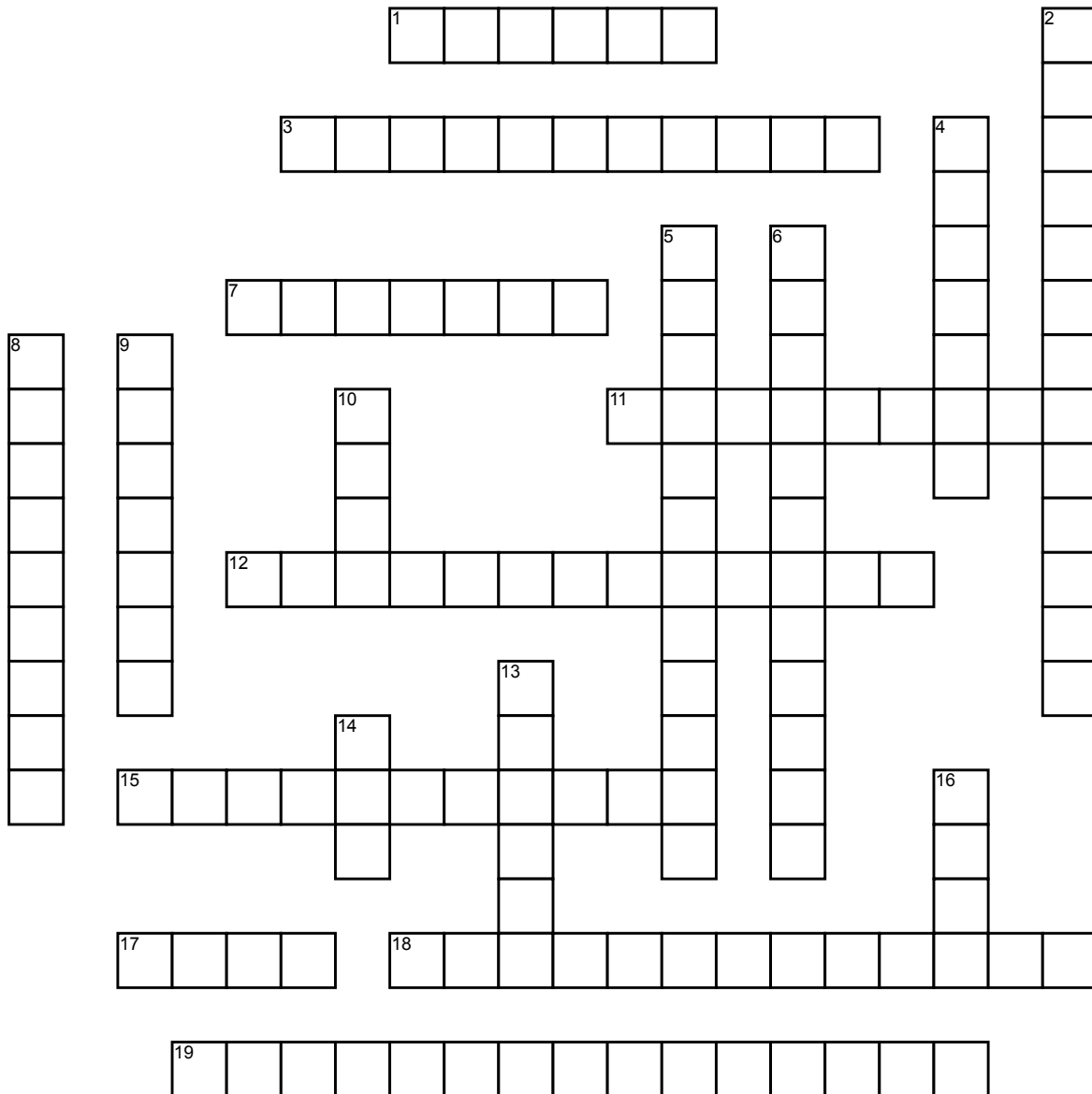


Name: _____

Date: _____

Verizon Crossword



Across

- 1. Instant Messaging System
- 3. Adherence goal
- 7. State that doesn't have extended warranty
- 11. An alternative to disconnecting
- 12. Weight of Three Day on the PA
- 15. Metric with a goal of 98%

- 17. _____ Ticket, used to locate devices
 - 18. Tool used for porting numbers
 - 19. Costs \$5 a month
- ## **Down**
- 2. Only lasts for 30 Days
 - 4. Throttles at 10GB
 - 5. Used to confirm a return

- 6. Follow steps to fix a problem with a device
- 8. ACSS view to see third party purchases
- 9. Make a sale
- 10. Ready, Not Ready and Wrap Up
- 13. Extra time to finish remarks
- 14. An Operating System
- 16. Used to transfer a call