

4931 North 300 West Provo, UT 84604 801-437-4064		Vivint Contacts	
Dial 801-437-4064, wait for the recording to ask for the extension and input the four or five digit extension. Use the instructions outlined below to complete a warm hand off or blind transfer. A warm hand off is a basic introduction of one party to another. A cold transfer defined as blindly transferring one party to another without an introduction.			
Department	Extension	Hours of Operations (in MTD)	Notes
Account Creation/Data Entry		6a-3a Mon-Sat / 7a-12a Sun	WARM TRANSFER - We do not transfer customers
Field Service Tech	5013		Techs for moves/takeovers/updates/replacements
Rep Line	5010		
Spanish Account Creation	5012		For Spanish Speakers
Special Exceptions	5017		Only if notes state they are working on it
Tech Line	5011		Summer Techs and brand new installs from DTH
Billing		7a-8p M-F / 8a-6p Sat	WARM TRANSFER - Cold after 1 minute
English Billing	5030		Overdue accounts/payment plans/written off accts
Spanish Billing	5031		
Credit Card Team		7a-8p M-F / 8a-6p Sat	WARM TRANSFER - Cold after 1 minute
Internal	81108		If customer wants to add a new credit card payment (and refuses to add it using the Online Account Center or doesn't have access to the Online Account Center).
Customer Care Tier 1 (Smartpay)		24/7	WARM TRANSFER - Cold after 1 minute
English Tier 1			Account Maintenance/Billing
Customer Care Tier 2 (SmartSecure)		24/7	COLD TRANSFER - Verify they are home
Business - National Account	81925		For those listed as National Accounts
Online Account Center	84651		For issues with the phone app/website
Panel	84650		Issues with the GoControl or SkyControl Panel
Sensors	84654		Troubleshooting Sensors and Detectors
Spanish T1/T2	5041		Any Tier 2 issue - Spanish speaking
Takeover Module/GE Translator	84683		Takeover Module - Not the Contract Takeover
Tech Support Troubleshooting	5040		Equipment troubleshooting
Customer Care Tier 3 (Smart Control)		24/7	COLD TRANSFER - Verify they are home
Door Lock	84656		
Garage Door Controllor	84685		Not the Garage Door Tilt Sensor
Honeywell Panel	84687		Vista or Lynx Honeywell Panels
Lamp Module	84666		
Nest Thermostat	84688		Can transfer with no verbal password
Spanish Tier 3	81917		Any Tier 3 issue-Spanish speaking
Thermostat	84682		Can transfer with no verbal password
Customer Care Tier 4 (SmartView)		24/7	COLD TRANSFER - Verify they are home
Amazon Echo	89185		Troubleshooting only - No upgrade requests
Doorbell Camera	84684		
Internet/Routers	84690		Not Panel WiFi issues
Outdoor Camera	84686		
Camera	84681		Fixed/Pan-Tilt Cameras
Space Monkey	84678		Make sure there is a Space Monkey Service in Salesforce
Spanish Tier 4	81917		Any Tier 4 issue- Spanish speaking
Customer Loyalty		7a-7p Mon-Fri / 8a-5p Sat	WARM TRANSFER - Cold after 1 minute
Customer Loyalty	5020		
Home Damage	5002		For new situations, just create a case
Moves/Takeovers	5025		(Contract Takeovers)
ROR Team	5022		New accounts within 60 days of install
Slams	5029		For new Slam situations, just create a case
Spanish Customer Loyalty	5021		Any Customer Loyalty Issue-Spanish speaking
Field Support		6a-1a Mon-Sat	Cold Transfer
Technician Troubleshooting	6297		Transfer Technicians needing troubleshooting
Lifelock		7a-7p Mon-Fri / 8a-5p Sat	WARM TRANSFER - Cold after 1 minute
Life lock Calls	855-864-6907		Anything not billing related for Lifelock
Monitoring		24/7	Warm Transfer
Monitoring	877-320-3858		Follow up on dispatches/special instructions
Provo Normal Queue	5126		
National Inside Sales (NIS)		6a-11p M-F / 6a-10p Sat-Sun	Warm Transfer
New Account Setup	5959		Purchase new account setup
NIS Retention	84779		NIS Customers within ROR want to cancel, NIS Customers not installed yet.
1Stop		9a-8p Mon-Fri / 10a-5p Sat	Cold Transfer
1Stop	5966		Summer Support, Sales Rep Account Assistance
PRISM - Social Media		6a-6p Mon-Fri	Warm Transfer
PRISM - Social Media	6183		Only transfer if there is a case "Social Media"
Quick Response Force (QRF)		5a-12a Sun-Sat	Warm Transfer - Create a case before calling
Question Line	82203		Never transfer calls through this line
Escalations	82202		When customers request a Supervisor
Spanish Escalations	81930		When customers request a Supervisor
Vivint Solar		5a-2a Mon-Sat	Cold Transfer
General	84877		
Direct Voicemail	8597		
Vivint Internet		8a-10p M-F / 9a-6p Sat	Cold Transfer
Direct Number	855-881-3385		For customer use
Internal	81801		Internal transfer use
Space Monkey Accounts	81918		Anything not billing related for Space Monkey
Friends and Family		Friends and Family	WARM TRANSFER - Cold after 1 minute
Internal	6828		Any Friend or family member calling in and wanting to set up a system