

Before the
Federal Communications Commission
Washington, DC 20554

In the matter of)	
)	
Paperkidd Productions & Publishing,)	
Jarrell D. Curne)	
Complainants,)	Proceeding Number _____
)	File No. EB- _____
v.)	
)	
Verizon Wireless)	
Defendant)	

**FORMAL COMPLAINT OF PAPERKIDD PRODUCTIONS & PUBLISHING AND
JARRELL D. CURNÉ**

Jarrell D. Curne
Paperkidd, LLC.
14919 Pine View Drive
Grandview, Missouri, 64030

(816) 708-9030
DbFresh@Paperkidd.com

Complainants appear Pro Se

Dated: April 30, 2018

SECTION 208 FORMAL
COMPLAINT INTAKE FORM

1. Case Name: Paperkidd Productions & Publishing, Jarrell D. Curne v. Verizon Wireless
2. Complainant's Name, Address, Phone and Facsimile Number, e-mail address (if applicable): Paperkidd Productions & Publishing Jarrell D.Curne, 14919 Pine View Dr, Grandview, Mo, 64030, (816) 708-9030, DbFresh@Paperkidd.com
3. Defendant's Name, Address, Phone and Facsimile Number (to the extent known), e-mail address (if applicable): Verizon Wireless One Verizon Way, VC52N061, Basking Ridge, NJ 07920-1097, (770) 797-1453, cersbgcoexecutiveescalations@verizonwireless.com
4. Complaint alleges violation of the following provisions of the Communications Act of 1934, as amended: Sections 201, 202, 204, 205 206, 207, 208, 209, 215, 217, 218

Answer (Y)es, (N)o or N/A to the following:

- Y 5. Complaint conforms to the specifications prescribed by 47 C.F.R. Section 1.734.
- Y 6. Complaint complies with the pleading requirements of 47 C.F.R. Section 1.720.
- Y 7. Complaint conforms to the format and content requirements of 47 C.F.R. Section 1.721, including but not limited to:
- Y a. Complaint contains a complete and fully supported statement of facts, including a detailed explanation of the manner in which the defendant is alleged to have violated the provisions of the Communications Act of 1934, as amended, or Commission rules or Commission orders.
- Y b. Complaint includes proposed findings of fact, conclusions of law, and legal analysis relevant to the claims and arguments set forth in the Complaint.
- Y c. If damages are sought in this Complaint, the Complaint comports with the specifications prescribed by 47 C.F.R. Section 1.722(a), (c).
- Y d. Complaint contains a certification that complies with 47 C.F.R. Section 1.721(a)(8), and thus includes, among other statements, a certification that: (1) complainant mailed a certified letter outlining the allegations that formed the basis of the complaint it anticipated filing with the Commission to the defendant carrier; (2) such letter invited a response within a reasonable period of time; and (3) complainant has, in good faith, discussed or attempted to discuss, the possibility of settlement with each defendant prior to the filing of the formal complaint.
- NA e. A separate action has been filed with the Commission, any court, or other government agency that is based on the same claim or the same set of facts stated in the Complaint, in whole or in part. If yes, please explain:
- Y f. Complaint seeks prospective relief identical to the relief proposed or at issue in a notice-and-comment proceeding that is concurrently before the Commission. If yes, please explain:
award damages totaling \$113,500,000 per Commission Rule 1.722 47 C.F.R. § 1.722 Dam
- Y g. Complaint includes an information designation that contains:
- Y (1) A complete description of each document, data compilation, and tangible thing in the complainant's possession, custody, or control that is relevant to the facts alleged with particularity in the Complaint, including: (a) its date of preparation, mailing, transmittal, or other dissemination, (b) its author, preparer, or other source, (c) its recipient(s) or intended recipient(s), (d) its physical location, and (e) its relevance to the matters contained in the Complaint; and
- Y (2) The name, address, and position of each individual believed to have firsthand knowledge of the facts alleged with particularity in the Complaint, along with a description of the facts within any such individual's knowledge; and
- Y (3) A complete description of the manner in which the complainant identified all persons with information and designated all documents, data compilations, and tangible things as being relevant to the dispute, including, but not limited to, identifying the individual(s) that conducted the information search and the criteria used to identify such persons, documents, data compilations, tangible things, and information.
- Y h. Attached to the Complaint are copies of all affidavits, tariff provisions, written agreements, offers, counter-offers, denials, correspondence, documents, data compilations, and tangible things in the complainant's possession, custody, or control, upon which the complainant relies or intends to rely to support the facts alleged and legal arguments made in the Complaint.
- Y i. Certificate of service is attached and conforms to the specifications prescribed by 47 C.F.R. Sections 1.47(g) and 1.735(f).
- Y j. Verification of payment of filing fee in accordance with 47 C.F.R. Sections 1.721(13) and 1.1106 is attached.
- Y 8. If complaint is filed pursuant to 47 U.S.C. Section 271(d)(6)(B), complainant indicates therein whether it is willing to waive the 90-day complaint resolution deadline.

- Y 9. All reported FCC orders relied upon have been properly cited in accordance with 47 C.F.R. Sections 1.14 and 1.720(i).
- Y 10. Copy of Complaint has been served by hand-delivery on either the named defendant or one of the defendant's registered agents for service of process in accordance with 47 C.F.R. Section 1.47(e) and 47 C.F.R. Section 1.735(c).
- Y 11. If more than ten pages, the Complaint contains a table of contents and summary, as specified in 47 C.F.R. Section 1.49(b) and (c).
- Y 12. The correct number of copies required by 47 C.F.R. Section 1.51(c), if applicable, and 47 C.F.R. Section 1.735(b) have been filed.
- Y 13. Complaint has been properly signed and verified in accordance with 47 C.F.R. Section 1.52 and 47 C.F.R. Section 1.734(c).
- Y 14. If Complaint is by multiple complainants, it complies with the requirements of 47 C.F.R. Section 1.723(a).
- Y 15. If Complaint involves multiple grounds, it complies with the requirements of 47 C.F.R. Section 1.723(b).
- Y 16. If Complaint is directed against multiple defendants, it complies with the requirements of 47 C.F.R. Section 1.735(a)-(b).
- Y 17. Complaint conforms to the specifications prescribed by 47 C.F.R. Section 1.49.
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**FORMAL COMPLAINT OF PAPERKIDD PRODUCTIONS & PUBLISHING AND
JARRELL D. CURNE**

1. Pursuant to Sections 201(b), 202, 205, 206, 207, 208, 209, 215, 217, and 218 of the Communications Act, and Sections 1.720 et seq. of the Commission's rules, Complainants Paperkidd Productions & Publishing, LLC., and Jarrell Curne bring this formal complaint against Verizon Wireless alleging: 1) unjust and unreasonable discrimination in the provision of phone service; 2) misrepresentation of its customer agreement; 3) continuous cramming. 47 U.S.C. §§ 201(b), 202, 205, 206, 207, 208, 209, 215, 217, and 218; 47 C.F.R. §1.720 et seq. Complainant further requests the Commission to initiate an investigation pursuant to Section 403. 47 U.S.C. §403.

SUMMARY

2. This complaint, brought by Paperkidd Productions & Publishing, minority owned business, and Jarrell Curne, African-American songwriter, low-income resident of Grandview,

MO alleges that Verizon's offerings of phone service violates the Communications Act's prohibition against unjust and unreasonable discrimination.

3. The complaint alleges specific harms inflicted on the complainants.

4. The complaint alleges charges are continuously crammed unlawfully.

5. The complaint alleges breach of the customer agreement.

6. As such, complainants request that the Commission: (a) find that Defendant Verizon Wireless has violated Sections 201(b), 202, 205, 206, 207, 215, 217, and 218 of the Act, by failing to furnish communication services upon reasonable request, and consequently, issue preliminary and permanent injunctions prohibiting Verizon Wireless from engaging in the discriminatory and unlawful conduct and practices alleged herein; and (b) find that Verizon Wireless has violated Sections 201(b), 202, 205, 206, 207, 215, 217, and 218 of the Act, by failing to uphold customer agreement, and thereby direct specific performance of Verizon's obligations, including but not limited to an obligation upon Verizon Wireless to provide phone service to the lower income minority owned business without cramming.

7. Complainants request the Commission move immediately to grant motion for request of evidence.

8. Complainants seek damages totaling \$113,500,000 per Commission Rule 1.722. 47 C.F.R. § 1.722. Dam for: (a) not honoring refund policy, and termination of original Agreement in the amount of \$12,000,000; and (b) continuous cramming of charges, including the unauthorized number change in the amount of \$1,500,000; and (c) Discrimination and retaliatory harassment in the amount of \$100,000,000.

PARTIES

9. Complainants are Paperkidd Productions & Publishing, minority owned business, and Jarrell Curne, African-American songwriter, low-income resident of Grandview, MO

10. Complainants are appearing Pro Se.

11. Defendant Verizon Wireless is a New Jersey corporation with its principal place of business in One Verizon Way, VC52N061, Basking Ridge, NJ 07920-1097. Verizon Wireless is operating as a common carrier, and specifically as a telecommunications service that is subject to the Act.

12. Defendant is represented by David G., BGCO Executive Relations, Verizon Wireless HQ Dispute Resolution Manager, One Verizon Way, VC52N061, Basking Ridge, NJ 07920-1097.

JURISDICTION

13. As detailed in the legal analysis section below, the Commission has jurisdiction pursuant to Sections 201(b), 202, 205, 206, 207, 215, 217, and 218 of the Communications Act, and Sections 1.720 et seq. of the Commission's rules. 47 U.S.C. §§ 201(b), 202, 205, 206, 207, 215, 217, and 218; 47 C.F.R. §1.720 et seq. Verizon Wireless is a common carrier, 47 U.S.C. § 153, subject to Title II of the Act.

14. The Commission has authority to initiate an investigation pursuant to Section 403 of the Communications Act. 47 U.S.C. §403.

15. The Commission possesses additional authority pursuant to Sections 151 and 254 of the Communications Act, 47 USC § 151, 254, and the Commission's rules including 47 C.F.R. §§ 1.1, 4(i), 1.17.

REQUIRED CERTIFICATIONS

16. Settlement Discussions. Complainants and Defendant have engaged in significant discussions in writing and phone meetings. Defendant does not acknowledge its obligation to honor customer agreement, and continues cramming charges unlawfully; therefore parties are sufficiently far apart that we seek Commission intervention in this dispute. Pursuant to the Commission's rules (47 C.F.R. § 1.721(a)(8)), Complainant hereby certifies that it has attempted in good faith to discuss the possibility of settlement with Verizon Wireless prior to filing this Formal Complaint. See Letters from Jarrell Curne to Verizon Wireless (dated March 26 - April 2, 2018). (see attached) At various points in time, Complainant and Verizon Wireless have discussed settlement but at present, the parties remain far apart. Counsel for Verizon Wireless expresses an unwillingness to engage in mediation. Nick, customer support representative stated on a recorded phone line there are charges for five lines, but refused to give access. Verizon Wireless Provided a Letter Reply to Better Business Bureau March 30, 2018 (see attached) and a second letter to Jarrell Curne (same day) contradicts that mediation. To which, Complainants replied with his a letter dated March 31, 2018 (see attached) and to which Verizon Wireless replied on April 25, 2018. (see attached) The parties actually spoke the previous day before retaliatory harassment claims were made on March 29, 2018 in the meeting with David G., and Jarrell Curne, along with Chris phone support and staff support and Karen, a fraud specialist and staff support on March 28, 2018. Verizon Wireless representatives Jacob, fraud department manager, and Andrea, BGCO and sales support spoke on March 26, 2018. Kyle, store sales specialist that same day, Brian, store manager, Graham, store manager, and Spencer store sales specialist on March 21, 2018 on three different occasions, before speaking with Ro, store sales

specialist on March 23, 2018. Therefore, Complainant is not satisfied with the concession of settlements with Verizon Wireless alone. Pursuant to the Commission's rules regarding separate actions (47 C.F.R. § 1.721(a)(9)), Complainant states that no party has filed any separate actions in any fact finding or decision making body.

17. Payment of Fee and Registration Number. Complainants paid the required \$230.00 fee on March 2, 2018 and obtained the Commission-required FRN as follows: FRN #0027483726

FACTS

I. Introduction

18. This complaint brings to the Commission the needs of a minority business, and low-income individual who require, as most people in the United States do today, reasonable access to affordable communications services. Cramming is the fraudulent practice of adding unauthorized charges to a customer's phone bill. Breach of contract is a legal cause of action and a type of civil wrong, in which a binding agreement or bargained-for exchange is not honored by one or more of the parties to the contract by non-performance or interference with the other party's performance. When an individual or business breaches a contract, the other party to the agreement is entitled to relief (or a "remedy") under the law. A refusal to deal is a violation of the antitrust laws because it harms the boycotted business by cutting them off from a facility, product supply, or market. By harming the boycotted business in this way, the competing businesses controls or monopolizes the market by unreasonable restriction. Refund was requested on telecommunications service, after a breach of contract occurred from unlawful termination, local police authorities were called, as an attempt to prevent to the return of non-working equipment,

by store representatives who mishandled business information. This has resulted in extreme emotional distress, and under duress, a multinational conglomerate is also causing pain, and suffering to an American citizen, who has since continued to experience trauma from the telecommunications marketplace purchase inconvenience caused by unauthorized number change, bill change, and removing then adding equipment charges that were waived for the customer, along with but not limited to being charged for inaccessible lines.

II. Complainants

19. Complainants Paperkidd Productions & Publishing, minority owned business, and Jarrell Curne, African-American songwriter, low-income resident of 14919 Pine View Dr, Grandview, MO, 64030 in the Verizon Missouri service area with combined first-hand experience as Verizon customer of 2 years in the past. They assert that they have been inconvenienced as consumer of Verizon Wireless recently, who has disconnected/ reconnected devices three times within days. They have not explained unauthorized plan change from 45 unlimited, to 110 unlimited, only to discover the initial complaint of the extra phone line, which they refuse to make accessible, is still being billed to account. After unkept promise on recorded phone line, March 26, 2018 starting at 4:00pm central standard time, lasting three hours, fifty minutes, the iPhone, iPad, and watch fee were waived, and promised it was extra, not resolution to the matter. Due to private sector business information being mishandled by Verizon Wireless representatives, Complainant was accused of fraud, almost arrested, and/ or killed, while the same documentation has been provided throughout entire time. Verizon Wireless manager, Brian, promised if equipment was interrupted again a refund would be issued upon return, instead, authorities were called in measure to banned Complainants from location, after already asking

Complainant to leave prior at request of district area manager, which prompted a vulgar, but non-threatening response, upon exiting physical telecommunications marketplace. Complainants told Verizon Wireless they would be sorry when their sued, and Verizon Wireless constituted that statement as a threat, which turned into retaliatory harassment, and discrimination.

III. Evidence of Verizon Cramming

20. A recent detailed letter, from Verizon Wireless, by Executive Relations states they considered the matter concluded, while still charging Complainant for 5 lines, but only providing 4. Access of original account, not sub account will show their has been unauthorized change in plan, and number. Verizon Wireless BGCO Andrea, with location number 2275501 told Complainant remaining equipment fee would be waived because of refusal to return at retail location on March 26, 2018, charges reappeared after a three hour conversation with David G. requesting settlement for damages. During which time, David G. removed charges, but only for when service was unlawfully terminated on original account. Sub account has since been created, with unauthorized changes. Complainant requests the Commission to initiate an investigation pursuant to Section 403. 47 U.S.C. §403. Verizon Wireless states no record of refund that was mentioned on serve ticket number 2329182 from FCC.

IV. Evidence of Breach of Contract

21. Several recent attempts to provide documentation to store managers, Brian at the location 15239 W 119Th St, Suite B2, Olathe, KS 66062, which equipment was obtained from resulted in the suspension, then termination of Complainants contract. After Jarrell Curne, provided Jacob, Verizon Wireless fraud manager the same items receiving reference number 167717566 only two days later, Jacob repeatedly apologized before bringing Andrea, BGCO

sales specialist, on a recorded phone line who again apologized, and waived equipment fee for refusal of return. Both Jacob, and Andrea, stated their system would not allow reconnection of lines, Complainants spoke with BGCO, and fraud 4 hours, during which time, both BGCO, and fraud specialist on a recorded phone line admitted fault of Verizon Wireless. BGCO then proceeded to reconnect lines under “new” sub account, changing account plan, and phone number, without authorization of Complainant, who requested original services asked for in retail store location on March 15, 2018, without the additional phone line. Nick, Verizon Wireless customer service representative, refused to send Complainant physical device, or sim card on April 11, 2018, stating Complainant would be charged for it, but would not be given access to it even though Complainants were being banned from retail location unjustly, after Brian, the store manager promised the refund if Complainants needed to return.

22. While carriers justify these disparities based on vulgar, non-threatening language, from March 23, 2018, at 7:00pm, Verizon Wireless fails to notify FCC that account was terminated, numbers were permanently lost, and customer was charged \$307.58 for March 14, 2018, even though Complainants receipts (see attached) show equipment, and service from communications company was not obtained until March 15, 2018. Verizon Wireless upon inquiry of informal FCC complainant states that they bill one month in advance, this does not explain a charge from past not future, which is unlawful under the Commission’s act. Furthermore it continues on “new” sub account opened under duress with the continuous cramming of charges. Please be advised Verizon Wireless customer agreement states; (a) threaten, harass, or use vulgar and/or inappropriate language toward our representatives; they can without notice, limit, suspend or end your Service or any agreement. Complainants Service was without notice, limited,

suspended and ended on March 23, 2018, at 4:00pm, hours before Complainants used language, Verizon Wireless breached the customer agreement, which makes language use clause null in void, canceled, and invalid, during the time of use in a non-threatening manner, account was already fully terminated, without refund being provided.

LEGAL ANALYSIS

I. No Unjust or Unreasonable Discrimination or Practices.

23. Federal communications policy is replete with prohibitions and policies against discriminatory deployment and offerings of communications service. The Commission is charged with “regulating interstate and foreign commerce in communication by wire and radio so as to make available, so far as possible, to all the people of the United States, without discrimination on the basis of race, color, religion, national origin, or sex, a rapid, efficient, Nation-wide, and world-wide wire and radio communication service....” 47 U.S.C. § 151 (emphasis added).

24. Section 202 of the Communications Act provides:

It shall be unlawful for any common carrier to make any unjust or unreasonable discrimination in charges, practices, classifications, regulations, facilities, or services for or in connection with like communication service, directly or indirectly, by any means or device, or to make or give any undue or unreasonable preference or advantage to any particular person, class of persons, or locality, or to subject any particular person, class of persons, or locality to any undue or unreasonable prejudice or disadvantage.

47 U.S.C. § 202 (emphasis added).

25. Section 201(b) of the Act states, in pertinent part, that “[a]ll charges, practices,

classifications, and regulations for and in connection with [interstate or foreign] communication service [by wire or radio], shall be just and reasonable, and any such charge, practice, classification, or regulation that is unjust or unreasonable is declared to be unlawful.” 47 U.S.C. § 201(b). The Commission has held that unfair and deceptive marketing practices by interstate common carriers, including misrepresentations about a carrier’s service constitute unjust and unreasonable practices under Section 201(b) of the Act.

II. Obligations to Deal Honestly with the Commission

26. Parties before the Commission are required to make truthful and accurate statements in its proceedings. 18 U.S.C. § 1001 (criminal perjury before federal agencies); 47 C.F.R. § 1.17 (investigatory or adjudicatory matters); 47 C.F.R. § 1.24 (ethical conduct of counsel); 47 C.F.R. § 1.52 (requiring filings to be signed and with good grounds).

III. Communications Services Legal Treatment

27. Communications Access, including the services subject to this complaint, are subject to Section 202. The Commission has interstate authority over communications services because the Commission has declared communications access service is jurisdictionally interstate for regulatory purposes. The Commission retained jurisdiction specifically because it anticipated that enforcement proceedings under Section 208 would be necessary to protect consumers.

IV. Standard for Determining Discrimination Under Section 202

28. Under Section 202, “[c]ourts have fashioned a three-step analysis to determine whether a carrier has violated this section. The first inquiry is whether the services are ‘like’; if they are, the next inquiry is whether there is a price difference between them; and if so, the third

inquiry is whether the difference is reasonable.” The burden is on the complainant to establish the first two elements. If the complainant makes this showing, the burden shifts to the carrier to justify the charges as reasonable.

29. Unjust charges under Section 202 can be successfully brought if either the price or the product unjustly or unreasonably discriminates, which after multiple formal complaints continue. Moreover, refusing to offer a service to one customer that is offered to another customer is also a violation of Section 202, which after Nick refused to ship sim, Andrea from BGCO promised Complainant.

30. Under the three-part test, the Commission follows a “functional equivalency” test to determine which products are “like,” which the Commission describes as follows: This test looks to whether there are any material functional differences between the services. An important aspect of the test, as it has evolved, involves reliance upon customer perception to help determine whether the services being compared provide the same or equivalent functions. The test asks whether the services at issue are ‘different in any material respect’ and requires the Commission to examine both the nature of the services and the customer perception of the functional equivalency of the services. The test presumes that not all differences between the services make them a priority unlike. Rather, the differences must be functionally material or, put another way, of practical significance to customers.

31. The Commission has affirmed that services subject not to tariffing, but only to the nondiscrimination obligations of Section 202, must not refuse to serve people because of their race or income. In a case dealing with mobile carriers, which were not subject to specific tariffing obligations but were subject to Section 202 nondiscrimination obligations, the

Commission stated clearly, and was affirmed by the D.C. Circuit, that a provider may not “refuse ‘to deal with any segment of the public whose business is the ‘type normally accepted.’ ... [And] [t]hey cannot decline “to serve any particular demographic group (e.g. customers who are of a certain race or income bracket).” The Commission specifically noted the danger of discrimination in a less-than-competitive market such as the one in this complaint. They fail to provide from unreasonably denying service to, or discriminating against, customers whom they may view as less desirable.”

V. Complainants Demonstrate an Unreasonable Difference in Service

32. The instant complaint meets the complainants’ burden under the three-part test. In the case of the complainants here, Verizon Wireless offers a product that is inferior to consumers with minority owned businesses. Complainants view services which have been crammed on bills but not made accessible. Communications services used to facilitate music entertainment service, and related personal business has been unlawfully violated by Verizon Wireless.

33. The difference in price between the services offered by Verizon is relevant here because the complainants do seek at lower prices, a higher quality service. While complainants are paying significant, potentially unjust sums, for low-quality service, the core concern here is the complainants inability to obtain the 5th line being charged for, and the remaining equipment fee being waived.

34. The loss of communications access harms the complainants, because of the loss of business it creates, and time consumption to correct the issues repeatedly, while Complainants stood for hours on a damaged right leg. (see attached)

35. Verizon has been found to violate sections 201(b) before, and is not immune from act merely because its discrimination is based on vulgar, non-threatening language, which occurred after unlawful termination, due to discrimination and not before.

VI. The Commission Should Initiate an Investigation Pursuant to Section 403

36. Under Section 403, the Commission has sweeping authority to “institute an inquiry” pursuant to an authorized complaint relating to the enforcement of Commission rules. 47 U.S.C. § 403.

RELIEF REQUESTED

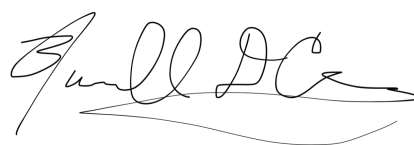
37. Complainants request that the Commission: (a) find that Defendant Verizon Wireless has violated Sections 201(b), 202, 205, 206, 207, 215, 217, and 218 of the Act, by failing to furnish communication services upon reasonable request, and consequently, issue preliminary and permanent injunctions prohibiting Verizon Wireless from engaging in the discriminatory and unlawful conduct and practices alleged herein; and (b) find that Verizon Wireless has violated Sections 201(b), 202, 205, 206, 207, 215, 217, and 218 of the Act, by failing to uphold customer agreement, and thereby direct specific performance of Verizon’s obligations, including but not limited to an obligation upon Verizon Wireless to provide phone service to the lower income minority owned business without cramming.

38. Complainants seek a determination of damages to be made in the same proceeding as the determinations of liability and prospective relief per Commission Rule 1.722. 47 C.F.R. § 1.722.

39. The Defendant stated on April 25, 2018 Verizon Wireless has inconvenienced Complainants on multiple occasions, this inconvenience is considered discrimination. Pertaining to continuous cramming the Complainant has attached a Declaration stating 4 devices, with 3 lines, but has been charged from 6, upon which after filing informal complaint with FCC is still now being charged for 5, and has not been moved back to the 45 unlimited plan from the 110 unlimited plan. Complainants number was changed without authorization, or notice after initial account was terminated without notice unlawfully. Complainants request just and proper damages totaling \$113,500,000 per Commission Rule 1.722. 47 C.F.R. § 1.722. Dam for: (a) not honoring refund policy, and termination of original Agreement in the amount of \$12,000,000; and (b) continuous cramming of charges, including the unauthorized number change in the amount of \$1,500,000; and (c) Discrimination and retaliatory harassment; refusal to deal, in the amount of \$100,000,000. FCC should take into consideration how Defendants have failed to respond to 5 letters totaling 30 pages from Complainant after informal complaint dialog was opened. They have not only failed to fully respond, but also providing misleading information to the FCC. Complainant requests the Commission to initiate an investigation pursuant to Section 403. 47 U.S.C. §403. Complainant states damages are just in proper after reviewing several other FCC cases regarding Verizon Wireless. Those matters are but not limited to; (a) FCC Awards \$12 Million in Damages To Competitive Local Exchange Carrier Starpower for Violation of Interconnection Agreement by Verizon; (b) Verizon Will Pay \$90M FCC Settlement Relating To Bill Cramming as a result of FCC fine; (c) CloudTV maker wins \$115M suit against Verizon.

Conclusion

40. For the reason set forth above and in the Formal Complaint, the Commission should grant Complainants the relief they have requested.

A handwritten signature in black ink, appearing to read "Jarrell D. Curne", with a horizontal line underneath.

Jarrell D. Curne
Paperkidd, LLC.
14919 Pine View Drive
Grandview, Missouri, 64030

(816) 708-9030
DbFresh@Paperkidd.com

Complainants appear Pro Se

Dated: April 30, 2018

CERTIFICATE OF SERVICE

I hereby certify that on this date I served a copy of Complainant's Complaint, hand delivery by FedEx courier on May 1, 2018 before 3:00pm to :

Verizon Wireless HQ Dispute Resolution Manager,

One Verizon Way, VC52N061,

Basking Ridge, NJ 07920-1097.



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DECLARATION OF JARRELL D. CURNE

1. My name is Jarrell Curne; I live at 14919 Pine View Dr, Grandview, MO 64030.
2. I am a business customer of Verizon Wireless. I have purchased personal cellular service from Verizon Wireless in the past from 2013-2015 for 2 years.
3. I would prefer to purchase communications services without being discriminated against. I have been receiving extra charges unlawfully crammed on my account continuously. I have attempted to repeatedly call Verizon Wireless to complain. Their response is to unjustly attempt to find fault with me instead of correcting issues. On April 25, 2018 David G. sent a response to the FCC, admitting Verizon Wireless "inconvenienced," discriminated against me.
4. I have 4 devices from Verizon Wireless currently, two of which, the iPhone, and watch share a single line. I am being charged for 5 lines now, after complaining there were 6.
5. I have repeatedly ask David G. to change my account back to the 45 unlimited plan from the 110 plan it was changed to without consent.
6. On March 26, 2018 Andrea from Verizon Wireless BGCO told me the device charges would be removed from account. She stated she felt since so many co-workers before her dropped the ball she should do something extra and it would not be considered as resolution to the claims. My previous account was terminated, fully closed on March 23, 2018 unlawfully.
7. This Declaration has been prepared in support of the foregoing Formal Complaint.
8. This statement is true and is made under penalty of perjury of laws of the U.S.A.



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**FORMAL COMPLAINT OF PAPERKIDD PRODUCTIONS & PUBLISHING AND
JARRELL D. CURNE's MOTION FOR REQUEST OF EVIDENCE**

Pursuant to 47 C.F.R. § 1.727, Complainants Paperkidd Productions & Publishing, minority owned business, and Jarrell Curne (Songwriter) hereby submit to the Federal Communications Commission, and concurrently serves on Defendant Verizon Wireless, this First Request for Evidence. Verizon Wireless shall respond to these Motions as provided by 47 C.F.R. § 1.727, in writing, under oath, and in accordance with the Commission's rules.

1. Complainants certify in good faith attempts to resolve dispute was made since March 21, 2018 up until the date of this complaint was filed. Complainants request copies of; (a) video footage from the dates March 23, 2018, and March 26, 2018 of Jarrell Curne inside Verizon Wireless retail store location to defend claims against what maybe considered a threat; (b) recorded phone call from March 26, 2018 during which time Complainant spoke with Jacob in fraud, and Andrea in BGCO at which time device equipment fee was waived, and admission of unlawful account termination was made; (c) all notes on both accounts, to provide proof customer was not only inconvenienced but discriminated against. Those account numbers are: 942198127- (00001) , (00002).



State of Missouri

Jason Kander, Secretary of State

Corporations Division

PO Box 778 / 600 W. Main St., Rm. 322

Jefferson City, MO 65102

LC001419629
Date Filed: 4/14/2015
Jason Kander
Missouri Secretary of State

Amendment of Articles of Organization

(Submit with filing fee of \$25.00)

Charter #: LC001419629

1. The current name of the limited liability company is Curne Investments, LLC

2. The effective date of this document is the date it is filed by the Secretary of State of Missouri, unless a future date is otherwise indicated:

(Date may not be more than 90 days after the filing date in this office)

3. State date of occurrence that required this amendment: 4/14/2015
Month/Day/Year

4. The articles of organization are hereby amended as follows:

The name of the limited liability company is amended to: Paperkidd Productions & Publishing, LLC

New Name (if applicable): Paperkidd Productions & Publishing, LLC

5. (Check if applicable) This amendment is required to be filed because:

- ☐ management of the limited liability company is vested in one or more managers where management had not been so previously vested.
- ☐ management of the limited liability company is no longer vested in one or more managers where management was previously so vested.
- ☒ a change in the name of the limited liability company.
- ☐ a change in the time set forth in the articles of organization for the limited liability company to dissolve.

6. This amendment is (check either or both):

- ☒ authorized under the operating agreement
- ☐ required to be filed under the provisions of RSMo Chapter 347
- ☐ both

In Affirmation thereof, the facts stated above are true and correct:

(The undersigned understands that false statements made in this filing are subject to the penalties provided under Section 575.040, RSMo)

Jarrell Curne
Authorized Signature

JARRELL CURNE
Printed Name

04/14/2015
Date

LLC-12 (11/2009)

Name and address to return filed document:

Name: LegalZoom.com, Inc.

Address: Email: onlinefilings@legalzoom.com

City, State, and Zip Code: _____

STATE OF MISSOURI



Jason Kander
Secretary of State

CERTIFICATE OF AMENDED ARTICLES OF ORGANIZATION

WHEREAS,

Paperkidd Productions & Publishing, LLC
LC001419629

FORMERLY,

Curne Investments , LLC

filed its amended Articles of Organization with this office and WHEREAS that filing was found to conform to the Missouri Limited Liability Company Act;

NOW, THEREFORE, I, JASON KANDER, Secretary of State of the State of Missouri, by virtue of authority vested in me by law do hereby certify and declare that the above entity's Articles of Organization are amended.

IN TESTIMONY WHEREOF, I hereunto set my hand and cause to be affixed the GREAT SEAL of the State of Missouri. Done at the City of Jefferson, this 14th day of April, 2015.


Secretary of State



P A Y M E N T R E C E I P T

Verizon
15239 W 119th St
Olathe, KS 66062-5605
(913) 393-1285
www.verizonwireless.com

Order Number: 479560
Order Location: M0088 01
Order Type: PS
Receive Location: M0088 01
Receipt Date/Time: 03/15/2018 13:21 ET
Rep: cuthbni-E0QWF
Register: 44

Pmt 3 of 2
Payment Type: CASH
Trans Type: SALE

Item	Retail Price	Sale Price
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Line 1

DEVICE PAYMENT AGREEMENT#1308590380
EQUIPMENT PURCHASED ON DEVICE PAYMENT
MQCN2LL/A
iPhone X \$1149.99 \$1149.99

EMBD4GSIM-N
4G SIM Card \$0.00 \$0.00

WAR6002
1 YR. MFG. WARRANTY \$0.00 \$0.00

VPC24LGHT-M
Lightning Car Charger \$22.49 \$22.49

49635VZRHOC
Shell Holster Combo for
iPhone X \$22.49 \$22.49

200101112
InvisibleShield Glass+
for iPhone X \$29.99 \$29.99
DEVICE DOWN PAYMENT \$0.00 \$0.00

Disclaimer:
Sales tax due today.

Line 2

DEVICE PAYMENT AGREEMENT#1308590411
EQUIPMENT PURCHASED ON DEVICE PAYMENT
MQK22LL/A
Apple Watch Series 3
Aluminum 42mm Case -
Sport Band \$429.99 \$429.99

SOFTNASIM-MP-D
G and D Soft SIM Type S \$0.00 \$0.00

WAR6002
1 YR. MFG. WARRANTY \$0.00 \$0.00
DEVICE DOWN PAYMENT \$0.00 \$0.00

Disclaimer:
Sales tax due today.

DEVICE PAYMENT AGREEMENT# 1308590380
Device Payment Agreement \$1149.99
Device Down Payment \$0.00
Device Payment Balance \$1149.99
Monthly Device Payment (1 of 24) \$48.06

DEVICE PAYMENT AGREEMENT# 1308590411
Device Payment Agreement \$429.99
Device Down Payment \$0.00
Device Payment Balance \$429.99
Monthly Device Payment (1 of 6) \$71.69

KS State Sales Tax: \$107.57
KS Local Sales Tax: \$49.23
Total Taxes/Fees: \$156.80

Total Due *: \$1811.75
Total Savings: \$0.00
Amount Tendered : \$300.00
This Payment : \$231.77
Change Due : \$68.23

*Plus applicable sales tax

Monthly Device Payment charges will appear
on bill

Payment Method: CASH

Return Policy:

You may return or exchange wireless
devices and accessories within 14 days
of purchase. A restocking fee of \$35
applies to any return or exchange of a
wireless device (excluding Hawaii). You
may exchange your device one time. For
Buy One, Get One or similar offers, both
items must be returned. See
verizonwireless.com/returnpolicy for
complete details. Note: This purchase
may be returned or exchanged through
03/29/2018.

Thank You

The NEW My Verizon.
All The Tools.
All The Features.
More Convenience.

Visit verizonwireless.com for more.

No Signature Required

Transactions are charged in USD.

First Copy-Customer, Second Copy-Merchant

It pays to have friends. Refer friends
& get up to \$100/month in Visa rewards
cards. They can get \$50 each.
Go to www.vzw.com/refer for more.



* VZ | M0088010000479560 *



www.PAPERKIDD.com

March 26, 2018

Dear Cellco Partnership,

On March 14th I contacted Verizon Business Sales at [800-526-3178](tel:800-526-3178). After holding for a hour the representative said she needed my Articles of Organization for verification. Since I do not have a scanner and/ or fax machine I asked could I take the documentation to a store in person. The phone support member instructed me to go to a corporate location providing me retail address 15239 W. 119TH ST., Suite B2, in Olathe, Kansas. It was after hours so the next morning I gathered documentation and met a young lady named Nicole at the store who helped me with the transaction. She reviewed all the documents and I waited in the store for several hours after being told I was approved for up to 5 phone lines from her checking my business credit report. I purchased (1) apple iPhone x for business use, (1) apple series 3 smart watch, and (1) apple iPad air. The sales support then proceeded to push (2) extra virtual lines for \$25 I didn't need onto my account to get me so called discounts. My purchase was paid for in cash, and I also proceeded to buy a screen protector, mobile charger, and holster bundle they included for \$90. Three days later my cell phone service was interrupted and suspended without any notice or reason given. Upon returning to the location on 3/20/18 I spoke with Spencer. He stated my service was suspended and after checking the notes stated it said something about fraud. He asked to see my cell phone which I handed him and he checked it and asked why it had not been used. I told him it was a business line, I got it over the weekend and used my personal phone until i deactivated it. I first asked to speak with a sales member on the floor named Ro, because she assisted Nicole during my purchase. After asking Spencer to have the young lady come over so that I could ask her a question she responded "NO, he was dealing with Nicole" and she proceeded to stand across the room ignoring me not doing anything while not helping anyone else. I never called her any names, yelled at her, or harassed the young women at any point this day so the only reason of her not wanting to help me is due to retail racial discrimination. Title II of the Civil Rights Act of 1964 – the federal law which prohibits discrimination by private businesses which are places of public accommodation – prevents businesses from refusing service based on race. Federal civil rights statues 42 U.S.C. 1981, which prohibits race discrimination related to making and

14919 Pine View Dr Grandview, Mo 64030 816-708-9030

enforcing contracts. In the statute means "the making, performance, modification, and termination of contracts, and the enjoyment of all benefits, privileges, terms, and conditions of the contractual relationship." I tried speaking with his manager named Graham instead who came out advising me I needed to call 611. I told him my phone did not work at all and I could not even get through to customer service to speak with anyone, nor did I have another phone to call after buying their service and turning off my other line with Metro PCS. I advised Graham the only thing I could do is call my attorney which I didn't want to do and without a phone I could not even do that. He told me I needed to leave, and pleaded with him and asked for help once again stating I had not cursed, threatened been rude or disrespectful so he had no right to make me leave after taking my money and not providing the service we agreed on. Please ask the manager Graham about this, and if he is honest he will tell you I tried to work it out and kept saying I just need help I don't want to sue anyone. Graham and Spencer called business customer service for me, who instructed them I need to speak with the fraud department and transferred the call. I was then instructed to bring back in all business documentation because the name on the account did not match EIN. This only happened because their employee entered the incorrect information but I did what they requested and came back a 3rd time with everything. They told me Graham had left and a different manager assisted. I apologize I do not remember his name but he entered notes in the system under my account so you should be able to find it. I was in there several hours again and he told me it was a simple mistake he got corrected for me and that I should not have a problem again. This manager whom I can't name stated they would refund me in full without charging any restocking fee but that he could turn the lines back on instead since I had all the documents and I would not have anymore problems. He said Verizon had fraud notes on my account due to the incorrect name being entered on his employees behalf, and that they had issues with people opening accounts getting iPhones then reselling them but told me he could see I was real and legit. I advised the unnamed manager that whoever on Verizon behalf entered anything about fraud under my name was causing a Defamation of Character by making a false statement about me that harmed me mentally, emotionally, and physically making me stand hours. The statement was published in their system and third parties who were other customers heard it which ruins my reputation to the public being that I'm a very well known entertainer in Kansas City. This was also invasion of privacy due to them unlawfully intruding into my private affairs, disclosing private information, and publicizing me in a false light. I told him turn it back on because my leg was hurting from standing all day due to a gun shot wound I received while being robbed for my car on 8/9/17 which the Kansas City police department have documented and left, returning a 4th time 5 hours later that night with all the equipment asking for the refund the manager promised me because the iPhone service still had not been back on. Spencer was standing by the door and said it should be on, he turned it off and back on again then it worked. I had my daughter with me this evening and I told Spencer I felt bad for having to take her iPad back and he said I didn't

have to do that and passed it back to my 5 year old. Once again another 3 days pass and on 3/23/18 my cell phone is interrupted during the middle of a call with a client discussing a \$15,000 business deal for music services I provide through my LLC. This made me very angry after going to the store 4 times all week, which they turned the phone back on each time instead of providing the refund I requested. Being that I was in Missouri I went to the closest Verizon Wireless store at 4153 Sterling Ave, Kansas City, MO 64133. Once again after I explained I need help because my phone is off and I could not dial 611 he advised me he first couldn't do anything and I needed to find away to call myself until I pleaded and begged for help. I can't name this individual because I was extremely mad and trying to act cordial while remaining calm. He called customer service then start starrng at me smiling and smirking giving me dirty looks like I was up to no good. He got off the phone and wrote the number down to the fraud department. I again told him I have no way to call and asked for his manager because I was experiencing pain and suffering from humiliation of the this store not knowing the previous details and treating me as if I was some sort of thief. He laughed even more and said theres nothing he will do for me and retrieved a guy named Lance who was the manager on duty at this location. I simply asked Lance for the information to the district manager because I was exhausted and tired of explaining myself repeating the same things over and over without getting any real help. He told me he can't give the district managers number out and that I needed to explain to him once again and give him the chance to help me. Being that he was the 3rd store manager at 2 different locations in Missouri and Kansas I just wanted to talk to someone who was higher up. I own a small business and lots of my time was being wasted by another companies employees. I should not be charged time, money, gas and energy for them inconvenience me while receiving their paycheck to do nothing. He refused to give out any info and told me since I wouldn't explain to him the situation again even through I had just talked to his floor sales rep an hour that I needed to leave. I advised him I own a company, he works for one and that he clearly does not know the rules as I left. To avoid arbitrary, there must be a reason for refusing service and you must be consistent. You can not just refuse service to someone because you don't like them asking for management contact information. I don't think Lance discriminated against me like the other employee Ro did, because he did speak with me. However he would not provide me with information to his superior while I was attempting to avoid any litigation with Verizon Wireless. I left because they own a private business as do I so I respect the rule of law and got off the property of the Sterling Ave location to avoid prosecution. I'm only human so I will rightfully admit I wrongly sped 80-100 mph at times toward the location on West 119th street. I will accept any traffic ticket caused by my reckless behavior and pay the fine I am assessed because as I man I can admit when I'm wrong unlike the other parties involved. Let the record state driving to fast from one store to another at 7pm trying to make it before 8pm is all that I done wrong. I made it to the corporate store location on 119th which was the 6th time of me going out of my way to try to resolve this issue. Upon walking in there where 3 people, the girl name Ro who

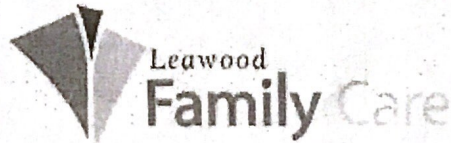
refused to speak to me the last time I was in, along with a guy named Josh, and a third gentleman who was actually nice. I spoke to Ro first because I recognized her from previous interactions. I stated could I please have the area district managers number because I was promised a refund if the situation was not corrected and they turned off my device again. Ro stated they did not have a district manager and the only person I could speak to was customer service by dialing 611. I told her once again my phone was completely shut off and I needed help I could not reach 611 to handle the matter on my own. The guy named Josh spoke up from behind her and said "Listen man, we have a district managers number but we are not allowed to give it out. Call 611. We can't help you." I raised my voicing repeating for the 3rd time I can't call them because the phone is totally shut off and I was promised a refund. The third gentleman who was standing with Ro and Josh at the desk asked Ro if he could speak to me and try to help me. She stated yes, I told him thanks and thats what I needed him to do. Before me and the guy could even begin our conversations which is why I can't recall his name the guy named Josh butts in again speaking rudely and loudly saying "I told you to call 611." I got very frustrated at this point and I yelled back at him "BITCH, don't say anything else to me!" I stated this because he was not helping and trying to push me out the door while another gentleman said he would resolve the matter. Ro then screams "YOU NEED TO GET OUT RIGHT NOW, CALL THE POLICE." I left because it's not worth going to jail over a cell phone but as I walked out I turned around and stated they just committed deception and fraud and will not get away with robbing me. I told them they would be hearing from my attorney and walked out. During this time I never touched anyone, I never damaged anything, I never took anything, and I never threatened anyone. The next morning after I calmed down I called Verizon fraud department from my daughter's mother phone while visiting my child as I do on the weekends. The agent told me I need to bring in Articles of Organization and proceeded to say the exact stuff that had been relayed to me on 3/20/18 and it was now 3/24/18 which my phone had been off 3 of the 7 days I had the service after paying which was paid in cash, yet they kept saying it was possible fraud being committed due to the name change which was a mistake of their employee. I asked the Verizon fraud agent to please review the documents and notes from 3/20/18 because I had done everything they asked of me twice. She placed me on hold a hour and came back to the line saying she did find the documents and everything looks correct. I asked why was my service suspended a second time and she advised me she does not know, but that I would need to speak with the Business customer support and that was a different department then fraud. She stated since it was Saturday morning I needed to wait until and speak with them Monday. I filed reports with the FTC, BBB, AG among others and I called Olathe PD Saturday. I received a follow up from Officer and/ or Detective Nichols who stated it was a civil matter. He gave the scenario that he can't arrest me for not paying for the phone if I break a contract just like he can't do anything to them for turning it off. He said I was on the right track and to try contacting them again by asking for a manager higher up. Officer Nichols said keep filing

reports until it makes the desk of the CEO because the situation does not sound right but the situation of them not providing refund was civil not criminal. I waited and this morning on the date of 3/26/18 I called Business customer support. They placed me on hold a hour from 7:30am until 8:30am and then came back and said they found the documents but the fraud department didn't enter it right and since it was no reference number I needed to do it again. I asked why if they see the documents do I need to send a 3rd time when they the ones who messed up. She said sorry but I could go back to the store since I don't have a fax or scanner. I waited until 10am and went back to the 119th location for the 7th time. When I arrived with the documents I was instructed to bring again, I asked to speak with the manager again but this time I noticed a paid security guard that has never been there before. The security took off his headphones and said is this the guy I'm here for, I asked him to search me because I don't have any weapons and don't understand why they are called paid security on me. He said no and went and got the manager. A guy named Kyle came out and said "Leave my store." I told Kyle I talked to Verizon wireless fraud, Verizon wireless business support, Officer Nichols of the Olathe PD, and they all told me I needed to come back and ask for a manager. I asked him to let me explain my case because I didn't threaten anyone and he let me talk. I told him how I came in on Friday and the situation that happened with Josh. I didn't leave any parts out and during this time I never threatened him with violence or intimidation. When I got to the part in the story where I said "Bitch stop talking to me," in regards to Josh on 3/23/18 he immediately said get out and didn't let me even finish which is propelling to me because I never did anything to Kyle and Josh was nowhere around today on 3/26/18. The security guard then says do you want me to call the cops, and I asked what did I do. Kyle starts giving me a evil grin and while smirking told him yes call the police, so I walked out the store. I'm a big black guy in a predominately white area, at the age of 29 being 6'1" and 175 pounds I've learned when the police are called I get assaulted and charged for no reason simply because I'm black. I left the store so I was not shot and killed over a iPhone. The First Amendment to the U.S. Constitution protects free speech, and the police cannot arrest people, nor can the government prosecute them simply for what they said. I could not afford to wait around and explain this to the police that were being called due to the fact I could've been shot and killed if they arrived and felt threatened because I was a upset customer. I have been diagnosed with PTSD and have a letter from Dr. Kerry Jordan of Leawood Family Care stating this from being shot. This incident has caused severe emotional distress, pain and suffering because my biggest fear is being shot again. I have been puking blood since I left the store due to the fact I don't know what lies where today on me when they called the cops today on 3/26/18 even though I left like they asked me to, and only came back because I was told to by his own company twice and Detective Nichols. Officer Nichols told me not to go in there tripping out and I didn't, I tried to calmly explain today and the manager Kyle and the security guard both guy whom I had never met would not let me while not providing me a district managers contact. I can't call anyone because the only phone I have is this one and

they have it off so I'm forced to send email in hopes they don't get away with treating me like this. I have been deceived into buying a telephone service based on incomplete information and misleading advertising. The FCC has been notified about the deception and fraud in your telecommunications marketplace under Section 201(b) of the Communications Act. This provision states that "all charges, practices, classifications, and regulations" by telephone companies "shall be just and reasonable" and that "any such charge, practice, classification, or regulation that is unjust and unreasonable" is unlawful. (Section 258 of the Communications Act and Sections 64.1110-64.1190 of the Commission's rules also prohibit slamming.) The Commission can assess a forfeiture penalty against companies and individuals who violate Section 201(b) or any other rule the agency enforces, and the penalties can be as high as \$150,000 for each violation by a telephone carrier, and up to \$1,500,000 for a continuing violation. They are also filing false police reports on me, I did not commit any crime resulting in the police to be called. This incident was a civil matter I tried handling in person 7 times, and at the end while frustrated and taking into factor I'm human the only thing they can say I did wrong was use the word "Bitch" to Josh which happened at the end after they had already tried to kick me out several times and that is not consistent with Verizon wireless sales and returns policy. You and your businesses false statements about me accuse me of criminal conduct and constitute, among other claims, libel per se and intentional infliction of emotional distress. It would also appear that your statements of alleged criminal conduct are being made to obtain an advantage in a civil dispute. which is also improper." THIS IS CONSUMER FRAUD, I SUFFERED SEVERAL FINANCIAL LOSSES BECAUSE OF UNFAIR, DECEPTIVE, FALSE, ILLEGITIMATE AND MISLEADING BUSINESS PRACTICES TO MY OWN BUSINESS FROM VERNON WIRELESS. The representatives know when my phone is on Ill be calling my attorney, but its the only phone I have. They took my money and don't want me having a form of communication so they attempting to prevent me from calling them or anyone else. I paid in cash and they won't explain how Im committing fraud only because their employee entered the wrong business name which I have proved repeatedly.

Sincerely yours,

Paperkidd Productions & Publishing, LLC.



11301 Ash · Leawood, KS 66211-1643
(913) 338-4515 · FAX (913) 338-4606

Kerry Jordan MD
December 29, 2014

Re: Jarrell D Curne
DOB 2/25/1989

To Whom it May Concern:

I saw Jarrell Curne on 5/14/14 in followup of a motor vehicle accident. He had been shot at while driving and in the act of trying to avoid this he had been twisting down and injured his right knee. He also was suffering from significant anxiety as a result. We treated the knee and the anxiety at the time, and offered referral to orthopedics for further evaluation. I saw him again in followup on 6/4/14, without much improvement. Referral was again given to orthopedics, with recommendation that he probably needed an MRI for suspected ACL injury. We again treated his anxiety/PTSD, and recommend referral to psychiatry, and/or counselor. He did see Dr. Abraham, Carondelet Orthopedic Surgeons, who also was concerned with an ACL injury, and gave referral for an MRI. He did have the MRI done, but when I saw him next on 8/26 he had not received the MRI results. We were able to obtain the MRI report, which did not demonstrate any evidence of a meniscus or ACL injury, but he did have evidence of a fibular head osseous contusion and sprain of the talofibular ligament. This was 3 months out from his original injury, and I suspect there was additional pathology which had healed by that time, but no ligament tears or cartilage tears were seen. We recommended conservative rehabilitation. At that time he was requesting a release to return to work, even though he was still having significant pain, and that release was given. At that time he stated he had an appointment to see a psychologist on 9/3 and a psychiatrist on 9/17. I saw him last on 12/19/14. His knee was doing somewhat better, but still causing significant pain, and I again offered referral to physical therapy. He had seen a psychologist, who did not reportedly feel that he needed additional psychiatric evaluation or ongoing counseling. He has seen the orthopedic surgeon, but no need for surgical intervention for further orthopedist care is needed at this time. He did obtain psychologic/counseling help regarding his anxiety/PTSD. Mr Currell is felt able to return to work as tolerated, although it will take some additional time for full recovery.

Sincerely,

Kerry Jordan MD

SCAN DATE 2016-04-08 10:52



Research Medical Center
2316 E Meyer Blvd
Kansas City, MO 64132
(816) 276-4000

Patient: JARRELL CURNE
Patient Ph: 310-721-8959
Physician: Erin M Dickey, FNP
MR #: D01365625
Account #: D72721245582
Today's Date: 8/9/2017

General Emergency Department Discharge Instructions

The treatment and evaluation you received have been provided on an emergency basis only and is not intended to be a substitute for, or an effort to provide complete medical care. It is important that you follow up with your primary care provider for ongoing monitoring and intervention. If your symptoms become worse or you do not improve as expected and you are unable to reach your usual health care provider, you should return to the Emergency Department. We are available 24 hours a day.

You were treated in the Emergency Department by:

Primary Provider: Erin M Dickey, FNP

The Following Instructions Were Selected for You Today: Gunshot Wound, Laceration, Absorbable Sutures, Laceration, Sutures, Tetanus Booster

Gunshot Wound

You have been seen for a gunshot wound.

Fortunately, your wound was minor and did not cause any life-threatening damage.

Most gunshot wounds DO NOT get infected. It is possible to develop an infection because bullets ARE NOT sterile and can carry bacteria into the wound. Your doctor will decide if antibiotics are necessary in your case.

YOU SHOULD SEEK MEDICAL ATTENTION IMMEDIATELY, EITHER HERE OR AT THE NEAREST EMERGENCY DEPARTMENT, IF ANY OF THE FOLLOWING OCCURS:

- Your bleeding gets worse.
- Your pain increases, your wound looks red, you see pus, or you have fever (temperature higher than 100.4°F / 38°C).
- Your pain medication does not control your pain.
- You have numbness (loss of feeling) or tingling in the area below the wound.
- The area below the gunshot looks pale or blue.

Laceration, Absorbable Sutures

You have been treated for a laceration (cut).

Sutures (stitches) were used. They are absorbable. The body will break down and absorb them over time. They often do not need to be taken out.



PINS

8/9/2017 12:06 PM
Page: 1 of 6

DATE 2018-04-09 10:13:13











www.PAPERKIDD.com

March 27, 2018

Dear Verizon Wireless,

This is the update to my original letter. After I submitted complaints to the FCC, BBB, FTC, and Kansas AG my phone rung and shut off. I attempted dialing 611 again after this and it finally allowed me to contact Verizon Business Support. A lady apologized and said the police should never have been called on me. She transferred me to another representative in the Verizon Fraud Department. The second lady started by being rude saying my pin was wrong and tried terminating my call until I persisted she reentered it. She stated several misleading factors to me over the phone and claimed she could not see what the other rep had just read off in the notes even though she was in a department higher up. I requested her management and spoke with a very nice gentlemen named Jacob. Originally he told me there was nothing he could do because I did not provide documentation. After pleading with him and saying repeatedly I did several times he told me to email it again while he held the line and provide him with the reference number which I complied immediately and sent them a 3rd time. That reference number I provided Jacob in the Verizon Fraud Department was 167717566. He verified everything was correct and apologized for the way the previous lady treated me. He told me he would have her call

14919 Pine View Dr. Grandview, Mo 64030 816-708-9030

reviewed and to hold while he reconnected my lines. After 30 minutes he came back on the line apologizing once more stating he was receiving an error message while trying to reconnect the lines. Another 30 minutes passed and he said it seemed as if my account was already terminated and the numbers had been taken from me, please note this was Monday on 3/26/18 and the lines were just suspended Friday on 3/23/18 after I had provided the documents a second time on 3/20/18, and the first being on 3/15/18 in the store after speaking to the Business Phone Support on 3/14/18 when they first asked for them to be brought in. He asked if I would hold while he contacted his Core Team. I waited another hour as he checked back in periodically telling me the Business, Government and Federal Team were getting the same error message as him while trying to reactivate my phone number 913-300-1651. Please let the record state that I had provided this business number to clients and used it for 2-Step Verification in apps like Gmail, Facebook, Instagram, Twitter, and Snapchat which I am now locked out of. Jacob was a very nice guy and did take the time to try to fix the situation but it was nothing he could do except say "Sorry this never should've happened." He eventually transferred me to a lady who Jacob first said her name was Alyssa but the woman later told me her name was Andrea. I remember this because she has the same name as my daughter. This woman from the Core Team from Business, Government and Federal was also nice just like Jacob. These were the first 2 people that were actually kind to me from Verizon throughout this entire ordeal. Yet all they were able to do was apologize. They are kind people but I DO NOT ACCEPT THE APOLOGY after everything that has happened. I now have lost my number because the service provider is

slamming and cramming changing my service without consent from me or authorization. The Core Team created a sub account which is a NEW ACCOUNT not the ORIGINAL one. I had to restart service and go through everything all over again even though I had been to a physical location 7 times, and provided documents 3 times for the account with the number 0942198127-00001. They removed the extra 2 charges that where on the bill every month for a One Talk texting service that was added with no need by the first store employee. I received a bill of \$307.58 over the weekend to my email which I will be attaching as well because the phone was only on 3 out of 7 days from 3/15 - 3/23. I got the phones late in the evening on the 15th and they where shut off early in the day on the 23rd so please let the record show it was 7 days, not 8 before my phone lines where terminated without merit. They finally updated my business name to Paperkidd Productions & Publishing, LLC. which I have been requesting they do this entire time but this situation is not resolved. I am requesting copies of the recorded phone interactions that took place on 3/26/18 that started around 4:00pm central standard time and lasted 3 hours and 50 minutes, during which time I had spoken with Jacob and Alyssa/Andrea along with the Fraud Rep who lied and the initial lady from the Business Customer Support. During the calls your representative stated if this happened to them they would sue you and insinuated that I should. They also said I was not wrong for saying the word "Bitch" due to freedom of speech. Please let the record state Verizon Wireless accepts my money from saying the B word on rap songs as I'm a published musician. It is not up to Verizon to pick and choose when I'm allowed to use Free Speech only at their benefit. I would also like to request all notes on the account, Jacob stated he didn't see any

interaction on 3/20/18, but after I sent the documents a 3rd time he came back saying he did see the managers notes saying documents had already been verified and to turn back on my phones. He apologized for his mistake, but again even though he seems to be a nice gentlemen I DO NOT ACCEPT THE APOLOGY and that is my right as a consumer and American citizen. There is no law stating I must accept an apology as resolution to a civil matter. There is a law on entrapment however, and I do feel as if Verizon Wireless entrapped me by recommending I take the documents back in the store when I called the morning of 3/26/18 at 7:30am and then having a manager call the cops on me at 10:00am before I could even explain what happened and get help for something which should not have been taken place to begin with. Entrapment is the state of being caught in or as in a trap, which is the action of tricking someone into committing a crime (i.e. trespassing private business property) in order to secure their prosecution. I notice Verizon Wireless chooses to PAY and / or HAS THE RESOURCES FOR SECURITY FIRMS TO CALL POLICE AFTER INSTRUCTING ME TO BRING IN DOCUMENTS WHICH ADDS AN EXTRA OVERHEAD TO THE COST OF RUNNING THAT CORPORATE STORE. I also notice that in Sacramento another african-american gentleman was just killed over an iPhone, SO THIS REALLY SETS OFF MY PTSD. I will not resolve this matter without being offered a settlement for everything I stated wrong within these 2 letters. I will still be filing complaints with Johnson County district attorney for consumer fraud, as well as the consumer financial protection bureau. I have made several attempts to resolve this matter and please let the record show that as of 3/27/18 my text message SMS/MMS still does not work since I called them

out on charging me for One Talk lines illegally that my business did not need. When I am allowed to provide a response to the FCC, CFPB, BBB, FTC, Kansas AG, JoCo AG, and Verizon Wireless Legal Department I will be sending a demand letter. If Verizon chooses to cause me more pain and suffering, I won't accept any settlements after my demand letter upon retaining an attorney. So I advise you to fix this immediately. My next step will be informing all my media contacts in the entertainment industry to put this story in the news.

Sincerely yours,

Paperkidd Productions & Publishing, LLC.

→ **VzFraud@VerizonWireless....** 3/26/18

To: Jarrell Curne

[Details](#)



verizon✓

Thank you for contacting the National Fraud Governance Operations Team.

Your request has been received and the reference number is [167717566](#)

You will be notified should additional information be required.

Sincerely,

Verizon

National Fraud Governance Operations

7:59



611

03:50:36



mute



keypad



speaker



add call



FaceTime



contacts





P.O. BOX 4002
ACWORTH, GA 30101

Manage Your Account	Account Number	Date Due
www.vzw.com/mybusinessaccount	942198127-00001	04/06/18
Change your address at http://sso.verizonenterprise.com	Invoice Number	9803549655

0000725 02 MB 0.421 **AUTO T5 0 5914 64030-450919 -C11-P00725-11



CURNE INVESTMENTS LLC
14919 PINE VIEW DR
GRANDVIEW, MO 64030-4509



Quick Bill Summary

Mar 14 - Mar 14

Previous Balance (see back for details)	\$0.00
No Payment Received	\$0.00
Balance Forward	\$0.00
Monthly Charges	\$111.00
Equipment Charges	\$182.64
Surcharges and Other Charges & Credits	\$9.37
Taxes, Governmental Surcharges & Fees	\$4.03
Total Current Charges	\$307.04

Verizon Wireless News

New Activation Message

Welcome to Verizon Wireless! Your first bill may include charges for a partial month of service, plus your first full month's access charge billed one month in advance.

Total Charges Due by April 06, 2018

\$307.04

Pay from phone	Pay on the Web	Questions:
#PMT (#768)	At vzw.com/mybusinessaccount	1.800.922.0204 or *611 from your phone



CURNE INVESTMENTS LLC
14919 PINE VIEW DR
GRANDVIEW, MO 64030

Bill Date
Account Number
Invoice Number

March 14, 2018
942198127-00001
9803549655

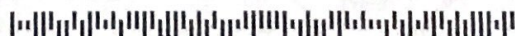
Total Amount Due by April 06, 2018

Make check payable to Verizon Wireless.
Please return this remittance slip with payment.

\$307.04

\$.

P.O. BOX 25505
LEHIGH VALLEY, PA 18002-5505



98035496550109421981270000100000030704000000307047

NOTICE: Bank account and routing numbers will be retained to enable future payments by phone or online. To opt out, call 1-866-544-0401.



Invoice Number 9803549655 Account Number 942198127-00001 Date Due 04/06/18 Page 3 of 8

Overview of Lines

Lines Charges	Page Number	Monthly Charges	Usage and Purchase Charges	Equipment Charges	Surcharges and Other Charges and Credits	Taxes, Governmental Surcharges and Fees	Third-Party Charges (includes Tax)	Total Charges	Voice Plan Usage	Messaging Usage	Data Usage	Voice Roaming	Messaging Roaming	Data Roaming
702-816-0146 C. Cume Investments Llc	4	\$25.00	---	---	\$4.68	\$2.23	---	\$31.91	---	---	---	---	---	---
816-400-6028 C. Cume Investments Llc	5	\$0.00	---	---	\$0.00	\$0.00	---	\$0.00	---	---	---	---	---	---
816-400-6245 C. Cume Investments Llc	5	\$0.00	---	---	\$0.00	\$0.00	---	\$0.00	---	---	---	---	---	---
913-222-4373 Jarrell Cume	5	\$15.00	---	\$62.89	\$0.08	\$0.00	---	\$77.97	---	---	---	---	---	---
913-300-1651 Jarrell Cume	6	\$58.00	---	\$48.06	\$2.99	\$1.49	---	\$110.54	---	---	---	---	---	---
913-300-1877 Jarrell Cume	7	\$13.00	---	\$71.69	\$1.62	\$0.31	---	\$86.62	---	---	---	---	---	---
Total Current Charges		\$111.00	\$0.00	\$182.64	\$9.37	\$4.03	\$0.00	\$307.04						



www.PAPERKIDD.com

March 29, 2018

To Whom It May Concern:

This is my 3rd update to Cellco Partnership d/b/a Verizon Wireless. After speaking with Alyssa/Andrea when she promised to turn my same numbers back on and give me the same plan I had she also told me on my new plan the device charges would not be there. I told her I did not want her to think because she gave me the devices that is resolution, and she agreed saying I have every right to sue Verizon and she would if she was me. She stated because so many of her co-workers dropped the ball she felt like she should do something extra and that it would not be considered as payment for how I was wronged. When she removed the one talk lines I didn't know anything about she added a iPad and sim card that I was aware of with the apple pen. I asked her how much I needed to pay and she stated she was waiving it like the device and I should receive it within two days. There was originally 6 lines on the account, and they still have not explained to me what HUNT GROUP is because I never ordered that. I waited 2 days and never got the iPad, pencil or sim card. I called back in to see if there was a mistake and learned that the order was still processing even though Alyssa/Andrea told me she promised I wouldn't have anymore issues. She gave me the location number 2275501 and order numbers 5103301 along with 5103288. I called back in on

14919 Pine View Dr. Grandview, MO 64030 816-708-9030

3/28/18 spoke with a new lady in Business Support named Chris at 3:33pm. This lady apologized and checked into the matter. She came back saying she apologized I was told it would be there in 2 days but it had not shipped because I didn't approve the order. I asked her with everything Ive been through how thats the case. She had me locate a email in my SPAM FOLDER I never got on 3/26/18 and I Alyssa/Andrea never told me to look out for it, or that it would need to be clicked and signed. Please feel free to review our phone conversation as all calls are recorded. After I did what Chris asked 2 days later which I should've already had the iPad it failed the first and approved the second time. She said she would watch this order so I didn't have the same problem twice, but somehow I did! She called 10 minutes later stating I would need to speak to fraud again because the payment failed order not fully paid. I asked her what payment because Alyssa/Andrea never accepted anything and told me the charges was waived. She stated she would review the notes and then told me I was correct she see that notated. She then got another managers approval to override the transaction and sent me to fraud to clear it. She said it should be simple because of the managers approval and notes from 3/26 as it was now 3/28. After holding 30 minutes for the fraud department and verifying the iPad twice I spoke with Karen of the fraud department who was quite rude. She was stating its up to her to decide to release my iPad and she don't care what the other manager said. After I told her theres a legal dispute and I will be writing a letter including her name the tone of her voice changed and she went from rude to polite instantly. She claimed it was one extra letter and said she upgraded me to overnight shipping. She apologized for the trouble I was experiencing, yet until she knew the executive

office would be hearing of our interactions she was very rude mannered. I did however receive the iPad today on 3/29/18. After speaking with Karen around 4pm Wednesday it arrived before 10:30am Thursday. Amazing how bad Verizon reps treat you until they find out their sonorities will review, but it shouldn't take all this to get fair treatment while being a consumer patronizing a business. The problem though is Chris or Karen still never sent me the sim card. WHAT IS EVEN MORE ODD IS DAVID G. FROM BGCO EXECUTIVE RELATIONS. HE SENT ME AN EMAIL AT 9AM RIGHT AFTER DELIVERY WHOM I CALLED A LIAR BECAUSE HE WAS SAYING HE UNSUCCESSFUL CONTACTING ME AND HE WOULD CLOSE MY CLAIM. I CALLED HIM IMMEDIATELY AND TOLD HIM THAT HE EMAILED ME ON MARCH 27TH AT 4:44PM AND THAT I REPLIED AT 6:16PM. HE FOUND MY EMAIL AND WE EVENTUALLY TALKED FOR 3 HOURS AND 34 MINUTES DURING A PERIOD OF 2 PHONE CALLS. AFTER A BRIEF DISAGREEMENT WE HAD A CORDIAL CONVERSATION ABOUT THE ENTIRE MATTER. I GENUINELY FELT HE MEANT GOOD ABOUT FIXING THE SITUATION UNTIL HE SOUNDED BORED AND SAID MY JOB IS TO RESOLVE THIS. HE STATED HE WOULD WRITE THE FCC AND LIE. HE SAID THAT I HAD A 110 PLAN AND THATS WHAT THEY GAVE M SAYING HE WILL CLOSE THE CLAIM, BUT I ARGUED WITH HIM HE WOULD BE LYING AGAIN IF HE DID THIS. HE THEN WENT BACK AND REVIEWED MY ORIGINAL PLAN AND NOTICED I HAD A 45 UNLIMITED PLAN NOT THE 110 PLAN THAT WAS SWITCHED WITHOUT MY AUTHORIZATION OR CONSENT. HE APOLOGIZED AND SAID HE MADE A MISTAKE, BUT I DON'T ACCEPT IT BECAUSE HE LIKE THE REST OF HIS CO-WORKERS WAS ABOUT TO LIE TO

THE FCC. HE SAID HE WOULDN'T SEND THE RESPONSE YET AFTER I TOLD HIM I DID NOT AGREE! I ASKED HIM TO SEND ME BOTH BILLS TO REVIEW AND HE KEPT ASKING FOR 30 MORE SECONDS WHICH TURNED INTO 3 HOURS. HE TRIED TO MANIPULATE ME SEVERAL TIMES THROUGHOUT THE CONVERSATION AND WAS UNSUCCESSFUL. I TOLD HIM LIKE I TOLD THE REST I WOULD BE WRITING ABOUT HIS BEHAVIOR. HE LAUGHED AND SAID HE WOULD NOT BE FIRED EVEN IF HE LIED TO THE FCC ORIGINALLY BUT AFTER I PROVED HE WAS LYING HE DID CORRECT HISSELF. I EXPLAINED TO DAVID G. AFTER OVER 3 HOURS I WAS TRYING TO MAINTAIN MY COMPOSURE BUT THAT HE WAS REALLY STARTING TO AGITATE ME BY BEING MANIPULATIVE. HE DID AGREE HOWEVER BEFORE WE HUNG UP THAT I SHOULD SUE THEM. HE SAID IF THEY CHANGED MY NUMBER TO 816-708 FROM 913-300 WITHOUT NOTIFYING ME ITS A BIG PROBLEM. THEY ALSO DID THIS AFTER THE ORIGINAL FCC VIOLATION OF CRAMMING ONE TALK CHARGES ONTO MY BILL WHICH STARTED THE CLAIM. THAT IS THE SECOND FCC VIOLATION. THE THIRD BEING THEY SWITCHED MY FROM A 45 UNLIMITED TO 110 WITHOUT NOTIFYING ME. THESE 3 THINGS ARE ALL UNLAWFUL. DAVID G. TOLD ME HIS CALLS ARE NOT RECORDED BUT IF YOU NEED ME TO TAKE A LIE DETECTOR TEST I WILL TO PROVE HE MISLEAD ME TWICE ON THE EMAIL AND THE PLAN HE WAS INTENDING TO WRITE FCC ABOUT FOR THE CLAIM TO BE CLOSED, WHICH WAS A LIE. HE CAN PROVE HE GAVE ME MISLEADING INFORMATION BY TAKING A LIE DETECTOR TEST AS WELL BECAUSE WHAT HE WAS GOING TO DO UNTIL I ARGUED WITH HIM IS DECEPTION

AND FRAUD. I have reviewed the Verizon Credo and your employees violated your own code of conduct. 3.1 and 3.1.1 is creating accurate records, yet until I HELPED MR DAVID G he was about to provide inaccurate records. In section 4.1 of customer relationships it says I deserve fair, honest and respectful service. You are accountable for your role in the delivery of that standard of service MR. DAVID G so please be transparent and honest. Section 4.1.1 is customer privacy and communications which several of your employees violated by making me speak with the fraud department on speak over an over again. Section 4.7.1 is avoiding the violations of the antitrust and competition laws. My concern with this is REFUSAL TO DEAL: Refusals to deal occur when a company declines to offer to one customer a service that it makes available to other customers, or when a company offers a service to one customer on more burdensome terms than it makes available to other similarly situated customers. In Lowell C. McAdam's conclusion on page 40 of Verizon credo code of conduct it speaks of unauthorized use or disclosure of customer records, data, funds, property or information (whether or not it is proprietary) and you gave my information to the police for absolutely no reason. I asked your employees to dial 611 to resolve the matter and they dialed 911. THEY HAVE ALSO ENGAGED IN WORKPLACE VIOLENCE, INCLUDING, BUT NOT LIMITED TO, A ACT OF PHYSICAL INTIMIDATION FROM CALLING THE POLICE.

Sincerely yours,

Paperkidd Productions & Publishing, LLC.

[Shop](#) [Support](#) [Sign In](#)

Your Order Has Shipped

Your Verizon Wireless order has shipped! You can track its progress online with the tracking number(s) below.

Signature is required upon delivery.

Order Summary:

Order Location: 2153601

Order Number: 1349414

Account Number: 942198127-00002

Shipping Information

Shipper Information

Shipper Name: FedEx

Shipper URL: <http://www.fedex.com/us/>

Shipping Items

Mobile Number	User Name	Device/SIM ID	Item	Tracking Number
816-708-8869	PAPERKIDD PRODUCTIONS & ATTN:PAPERKIDD	89148000003833 378651	4G SIM Card	434587738843
816-708-8869	PAPERKIDD PRODUCTIONS & ATTN:PAPERKIDD		Apple Pencil for iPad Pro	434587738843
816-708-8869	PAPERKIDD PRODUCTIONS & ATTN:PAPERKIDD	35581008120085 2	12.9-inch Apple® iPad® Pro 512GB in Silver	434587738843

When you are ready to activate your new device, please follow the activation instructions included in the shipping package.

To inquire further about your request, please reply to this email or call our Business & Government Customer Operations Team at [800-922-0204](tel:800-922-0204). To ensure correspondence continuity, please do not alter the subject line of the message when replying.

For your convenience and for your future wireless needs, shop at your [Verizon Wireless Online Store](#).

We appreciate your business. Thank you for choosing Verizon Wireless.

Business Services and Solutions

Accessories and resources



Order your accessories and manage your account online.

[Log in to My Business](#)

Trade In & Upgrade



Receive an account credit when you trade in your smartphone.

[Learn More](#)

[< Recents](#)**(770) 797-1453**

Atlanta Northeast, GA



message



call



Duo



mail

Today10:27 AM **Outgoing Call**3 hours
29 minutes
5 minutes10:16 AM **Outgoing Call**[Share Contact](#)[Share My Location](#)[Create New Contact](#)[Add to Existing Contact](#)[Block this Caller](#)

Favorites



Recents



Contacts



Keypad



Voicemail



Verizon Wireless Executive Relations Team
POBox 105378
Atlanta, GA 30348

March 30, 2018

Attn: Gina Bocchicchio
Better Business Bureau of New Jersey
1700 Whitehorse Hamilton Sq. Rd. Ste. D-5
Trenton, NJ 08690-3596

RE: Complainant: Jarrell Curne
Complaint Number: 12755647

Dear Ms. Bocchicchio:

Thank you for contacting Verizon Wireless (VZW). This letter is in response to the above referenced complaint for Jerrell Curne. Please accept this letter as confirmation of VZW's response to his concerns.

In the complaint, Mr. Curne expressed concerns about the following:

- His service was suspended days after being approved and activated in the Olathe Kansas store
- Having to work with Fraud, and Verizon Business and Government Operations (BGCO) Customer Service to have services restored
- Having to repeatedly provide the proper documents to the store location to verify the account
- Being kicked out of the store location
- Being refused assistance for no apparent reason
- Being greatly inconvenienced and discriminated against

After receipt of his complaint, Verizon Executive Relations contacted Mr. Curne to gather more details pertaining to his complaint. At this time Verizon Executive Relations has engaged the necessary channels within Verizon Wireless to fully investigate his concerns.

At this time we are currently still in the process of completing the investigation so that we can properly resolves of Mr. Curne.

Verizon greatly apologizes for any inconvenience this matter may have caused. Should you have any questions regarding this correspondence, I can be reached at 770-797-1453. My office hours are 9:30 AM - 6:30 PM ET, Monday - Friday. Thank you.

Sincerely,

David G.
Executive Relations



P.O. Box 3190
Chandler, AZ 85244

March 30, 2018

Via Federal Express Tracking Number 7718-8228-0956
&USPS First Class Mail

Jarrell Curne
14919 Pine View Dr
Grandview, MO 64030

Re:
Mobile Number Ending In: 0146
Verizon Wireless Account Number: 0942198127-00001

Dear Jarrell Curne:

I am writing you as a result of a recent interaction that occurred at our Verizon Wireless retail location in Olathe, Kansas on March 23, 2018, and March 26, 2018.

Specifically, I have been advised that you entered our store on March 23, 2018, and made a threat of bodily harm against one of our employees. You then returned to the same location on March 26, 2018, and were asked to leave because of your prior interaction. During the course of the conversation, you became hostile and abusive, including the use of profanity.

Your behavior was threatening, disruptive and entirely unacceptable. It adversely affects our employees and our ability to conduct business, and it will not be tolerated. Pursuant to your Customer Agreement, Verizon Wireless has the right to terminate your service if you "threaten, harass, or use vulgar and/or inappropriate language toward our representatives."

Accordingly, this letter will serve as notice that if you do not cease this behavior immediately, Verizon Wireless will have no alternative but to terminate your service.

You are prohibited from making further personal contact with employees at this location and from entering the Verizon Wireless retail store located at 15239 W 119th Street, Olathe, Kansas, 66062. If you fail to follow this directive, your cellular service will be terminated immediately.

While we appreciate and value all of our customers, we value our employees as well. We would not tolerate our representatives being harassing and abusive to our customers, and conversely, do not expect them to tolerate harassment or abuse from our customers. Thank you for your immediate cooperation in this matter.

Sincerely,

Executive Relations

SCAN DATE 2018-04-03 10:15



www.PAPERKIDD.com

March 31, 2018

Executive Relations
Cellco Partnership d/b/a/ Verizon Wireless
P.O. Box 3190
Chandler, AZ 85244

REF: CERS 2206924

Re:

Mobile Number Ending In: 0146

Account Number: 0942198127-00001

Dear Unknown Sender:

This is a reply to your letter dated March 30, 2018, I would like to start by asking you don't contact me without stating your name and position of authority so that I may document our interactions for my records. THIS IS NOT A PERSONAL ACCOUNT! Please show respect by addressing our company by our legal business name which is Paperkidd Productions & Publishing, LLC. before contacting us again.

Furthermore, you should have been advised I have been speaking with David G. from BGCO Executive Relations about Case #[2205168](#) and Engrid of Verizon Wireless

Executive Office for Case #[2204960](#). You have been lied to because I never entered the store and made a threat of bodily harm as your employee Josh is accusing me of. I have explained the situation to your co-workers repeatedly by putting my actions in writing. You should also be aware that after speaking with the Verizon Wireless fraud department on Saturday I was told to contact business support Monday morning. I also spoke with Detective Nichols of the Olathe Police Department and fully explained the situation after talking with the lady in fraud. I did exactly as instructed by your phone representative on March 26, 2018 and brought the requested business documents back for the 3rd time. I did not return on my own accord as you are insinuating, and for the record I was asked to leave before ever saying any vulgar language. DURING THE COURSE OF THE CONVERSATION I TOLD THE SECURITY GUARD HE COULD SEARCH ME BECAUSE I DON'T CARRY WEAPONS, I ALSO STEPPED BACK FROM KYLE WHILE SPEAKING SO HE COULD NOT USE BEING INTIMIDATED AS AN EXCUSE. I'm requesting the surveillance video from you of me inside your store on the morning of March 26, 2018 after 10:30AM.

You are accusing me of criminal conduct and will be held legally responsible for your words when I find out who wrote this letter. That is not a threat, that is a promise I will take you to court over this matter. I did not threaten anyone, I simply asked for help because my phone would not dial [611](#) as your records will show. When they refused to help me I politely requested the district managers contact information that was not provided. What is unacceptable is you sending me a threatening letter before responding to my previous concerns

that lead up to this matter. You have not explained why charges were illegally crammed onto my account. You have not explained why my service was interrupted multiple times after providing the exact documents you requested 3 times, once being over the telephone before this incident even took place. You have not responded to why your employees simply could not dial [611](#) or refer me to a district manager to diffuse the situation. You have not explained why I was told to bring the documents in again, only to be told to leave immediately and have the police called after I showed up with a binder that contained nothing except the same papers I previously brought to 15239 W. 119th street, Olathe, Kansas, 66062. You speak of your employees being effected but you have no regard for the business I own or my time that was wasted by your employees not doing their job. What will not be tolerated is your lies and threats which I will prove in a federal court of law. I'm glad you decided to mention the Customer Agreement that you violated with a Breach of Contract in your letter because it will go in my pile of proof. You should be aware Verizon Wireless terminated my service and did not have any right to do so. You should also be aware while you are sending me blank empty threats that don't mean absolutely anything that this Customer Agreement was breached by your company before anything ever took place. They did not terminate it for the reasons that you stated on your letter dated March 30, 2018. My service was suspended and cancelled for no reason on March 23, 2018 before I ever stepped inside your store. Nice try, but you did a horrible job just like your employees. I am not threatening anyone, I am not harassing anyone, I am simply responding to a letter mailed to my place of business. For the record if your employee Josh did not yell at me to get out the store I would

have never cursed. There was a mixed gentlemen at the counter with Josh and Ro who said he would help me and Josh would not allow him to do so which started the verbal dispute. I told them I would sue Verizon Wireless for not honoring my refund among other things and that is not considered a threat. My exact words while walking out the door after telling JOSH to stop talking to me where no-one will get away with robbing me, I have something better in mind, you will be hearing from my attorney.

Whoever you are, mystery person, you should know that this letter you sent does nothing but further prove my case. You say if I do not cease this behavior that you will have no alternative but to terminate my account. The problem is you terminated my account before I ever begun. So what is your excuse now because account number 0942198127-00001 was unlawfully closed.

You are prohibited from making contact with me unless you identify yourself so that I may call you into the disposition hearing, and/ or subpoena you to testify under oath in federal court. I have not went back to that store since Monday, March 26, 2018 and your letter arrived Saturday, March 31st during which time as I stated I have spoken with several of your representatives over the phone and through email. I had no plans to return to that store and I advised David G. that on Thursday, March 29th after he tried sending me inside a different location. I have written VSAT certified mail, so this letter you have just sent is considered to be harassment. **YOU ARE MAKING DEMANDS AND THREATENING TO PUNISH ME WITH SOMETHING THAT WAS DONE ALREADY OVER**

A WEEK AGO, UNJUSTIFIABLY AND WITHOUT MERIT OR GOOD CAUSE.

I DO NOT APPRECIATE YOU BOTHERING ME ON THE WEEKENDS AFTER MY BUSINESS HOURS FURTHERMORE WITH MAIL I HAVE TO SIGN FOR. YOU DO NOT VALUE YOUR CUSTOMERS, AND YOU ARE LYING ON BEHALF OF YOUR EMPLOYEES WHICH I WILL PROVE IN A COURT OF LAW. I WILL NOT TOLERATE BEING TREATED AS I HAVE WHILE SHOPPING FOR PHONE SERVICE WITH VERIZON WIRELESS. BY SENDING THIS LETTER YOU ARE OVERSTEPPING YOUR BOUNDARIES AND ABUSING YOUR AUTHORITY BECAUSE I DO NOT HAVE A CONTRACTUAL AGREEMENT FOR ACCOUNT NUMBER 0942198127-00001.

SINCERELY,

PAPERKIDD PRODUCTIONS & PUBLISHING, LLC.

*P.S. I have remembered the managers name from my initial letter. David G. or Engrid please question "Brian" about his interactions with me. Please ask Brian if he remembers me saying, "I won't hurt anyone, I have too much to loose. If this is not corrected I will sue you." Let the record state Spencer was standing there as well, both times when I spoke with Brian and Graham. Ask Spencer what I told him, "I just want my phone fixed to go home and write some music, or give me a refund." Please also question Graham about what I said to him, "Please help me, I have no threatened anyone, I have not cursed, I have not stole anything. I just need my phone fixed or a refund." IF SPENCER, GRAHAM, AND BRIAN ARE

NOT LIARS THEY WILL TESTIFY UNDER OATH I CLEARLY SAID I WOULD SUE, AND NEVER DID I SAY I WOULD HURT ANYONE ON March 20, 2018 or anytime thereafter. Josh and Ro are lying on me and I have ample amounts of proof to prove it.



www.PAPERKIDD.com

April 2, 2018

Verizon Wireless
1095 Avenue of the Americas,
New York, NY 10013

Dear Lowell C. McAdam,

I just spoke with your multinational conglomerate representative David G. whom advised me I am being accused of making a verbal threat. It was reported by your employees I said "I will beat your a**," to a guy named Josh inside your corporate location on March 23, 2018. It was also stated that I said "You will be sorry," as I was walking out the door. This information which has been provided to you regarding this matter is incorrect. The statement I made was "B***h A** N***a stop talking to me." I was asked to leave the location which I did because I respect your private property, but I do have a first amendment right to freedom of speech upon which walking out I did exercise by saying "You will be sorry." That was not a threat, my words were taken out of context. When I made the statement what I meant was I would be filing a civil lawsuit. I never touched anyone, I filed complaints with the FCC, FTC, BBB, Kansas attorney general, Johnson County District Attorney, ACLU, NAACP, VSAT, and CFPB. Your representatives were aware I was having issues that could have simply been resolved but chose to escalate this matter instead. The act of threatening someone is assault and I never did that, however, intentionally blocking someone from lawfully progressing toward their destination is called the crime of impeding. I did not come to Verizon Wireless seeking a verbal altercation, nor did I intend to hurt anyone during this process. I asked for a manager to speak with, after already talking to Brian and Graham, who should confirm I never threatened violence only arbitration at times when I was wronged which I can also prove. You cannot commit a criminal threat if the threat is vague and unreasonable. The threat must be capable of making the people who hear it feel as if they may be hurt, and conclude that the threat is credible, real, and imminent. They were being unreasonable by not allowing me to simply speak with a manager like Brian or Graham who helped me on March 20, 2018 during which time I was promised a refund by Brian without restocking fees if my phones had issues

14919 Pine View Dr Grandview, Mo 913-708-9030

again. Instead of honoring the managers Brian promise your employees called the police after attempting to kick me out the store with no way of dialing 611 for no reason.

I have also received a phone bill dated March 14-March 14 in the amount of \$307.04, after speaking with David G. this morning he stated the charges are valid, yet the issue is I didn't enter the store and purchase the phones, and service until March 15, 2018 so that is unlawful. I have given David G. a good faith phone call lasting 3 hours, 50 minutes and notified him my BBB, and FCC complaints will be considered as mediation. My next step will be to file arbitration with AAA or BBB, during which time I will request for this case to be heard by a federal district court judge to decide the matter and the claims that have arisen. They still have not told me why my service was interrupted twice, or why the BCGO team cramming and slamming unauthorized, unapproved charges onto my account. They have not explained why I had to provide documents so many times, or why they attempted to kick me out way before I ever said any vulgar language. I will apologize for using profanity, but I did not threaten anyone. I was asked to leave, and I left, just like I repeatedly brought documentation and did everything else you asked prior. For the record I even did it again after this incident and your employees have still not corrected the matter. The only thing they focused on is the so called threat, nothing is being mentioned about events leading up to the matter. I am also attaching the additional 4 letters sent previously before this one. They won't tell me why I was refused assistance before cursing, why I was inconvenienced or why I was discriminated against which would have resulted in this incident never happening to begin with.

Your representatives have violated the federal communications act of 1934 by including unauthorized charges and fees on my company consumer wireless bill, and by changing my services multiple times without any warning or permission. You should be aware that the federal government filed a \$1 million lawsuit against Advantage Telecommunications Corp. for this same exact thing. You should also note that the Supreme Court holds an important federal civil rights law, Section 1981, prohibits retaliation as well as discrimination. Your company has retaliatory harassed me regarding this matter after I already told Brian and Graham exactly what I would do which never included bodily harm. You can reference the case of Hedrick Humphries whom sued Cracker Barrel restaurant after he alleged retaliation for his complaint about treatment of African-Americans. I already have stated I seek \$1,500,000 for continuous cramming and slamming in my initial letter. Along with the unauthorized billing demand I request \$5 million for retaliation harassment due to the letter I received on March 31, 2018. I request another \$5 million deception and fraud which I stated countless times throughout my previous letters including but not limited to David G. saying he didn't receive emails which he did, and that he would provide false information regarding my 110 plan to the FCC, and BBB even though I was originally on the 45 unlimited plan until switched without notice. You have failed by choosing to punish me for my complaints instead of listening to them, please reference the case of Linda Channon who was a 22- year old

woman awarded in a suit against UPS for similar matters. You have breached our contractual terms and violated the customer agreement put fourth by your own company. I am entitled to a remedy which may include: damages, payment by the breaching party to the non-breaching party along with specific performance which compels the breaching party to do what was agreed to under the contract. A breach of contract is a failure, without legal exercise, to perform any promise that forms all or part of the contract. I am demanding an additional \$5 million for you breaching my customer agreement way before I ever used any vulgar language. During the time I used the language my contract had been unlawfully terminated and was not valid so I am not in breach as your records will show. Your are dealing with a business not a individual, so you should reference how ESPN was ordered to pay Dish Network \$4.86 million for their breach of contract. I also demand \$5 million for the violation of the civil rights act of 1964. Your representative named Ro came over and assisted Nicole when she had issues adding the watch and iPhone, when I returned she would not assist me and stated I only dealt with Nicole. If you question Nicole she will tell you Ro did walk over to the desk several times to speak with her, and help her. When I came back on March 20, 2018 I asked Spencer to retrieve Ro who was not busy, but would not assist me. Ro also immediately told me to get out on March 23, 2018 after lying saying she didn't have a manager which created the issue with Josh. I saw Ro help every white customer who came through the door but because I'm black she refused to assist me and started this entire situation. Your associate Spencer can verify this under oath in a court of law if I have the judge issue a subpoena to testify. My privacy has been invaded, I had to speak with 611 on speaker about fraud in front of all your random customers because my phone wouldn't allow me to dial privately which Spencer and Graham will also be asked about in a court of law. You should reference how the Gawker was hit with a \$140 million dollar verdict from Hulk Hogan. I demand \$5 million for invasion of my privacy, along with intentional infliction of emotional distress multiple times. You violated my first amendment right with freedom of speech for which I demand an additional \$5 million. I told Brian, and Graham I would sue not hurt anyone, so when I stated "You will be sorry," managers should've already been aware I didn't mean with a act of violence. This was used as an excuse to try to get me arrested before I could file valid complaints against your representatives. I'm attaching proof that I was shot August 9, 2017. I have PTSD as diagnosed by Dr. Kerry Jordan of Leawood Family Care, and on top of making me stand on my bad leg for an enormous amount of hours you have case severe emotional distress for which I demand monetary payment of \$5 million. I will not sue you for entrapment by recommending I go back with documents then saying I came to do harm only because your not a government agency. I won't sue for loss wages because your customer agreement says your not responsible for losses. I do however request and demand payment of \$100 million for defamation of character. Your statements of me committing fraud was heard by numerous employees, and customers. I have songs with Lil Wayne, and Nicki Minaj in my music catalog and you should be aware their record label was advanced \$100

million by Universal Music Group. You should also be aware that my label Paperkidd Productions & Publishing, LLC. is working on the same type of distribution agreement, and advance from a major record label. By accusing me of fraud you have ruined my reputation forcing me to complain on social media in front of fans while dealing with proving I'm legit for the last 2 weeks. Feel free to reference how a jury found Exxon Mobile guilty of posting wrong remarks in a electronic message system such as yours about a car dealer, banker, and developer which resulted in a \$274.5 million verdict.

After adding my claim demands up, Cellco Partnership d/b/a Verizon Wireless owes Paperkidd Productions & Publishing, LLC. a grand total of \$137,500,000. We are willing to resolve the matter before filing AAA or BBB arbitration for the amount of \$68,750,000 which is 50%. This offer is good for 30 days from the date of this letter. If you intend to dispute this debt your should note my next step after arbitration will be to retain attorneys Morgan Lewis & Bockius LLP. You may remember them from the federal jury hitting you with \$115 million verdict stemming from a lawsuit filed by ActiveVideo Networks Inc.

Paperkidd, LLC. has so much evidence against Verizon Wireless a motion for summary judgement is all that it will take to get the full amount. I can express to the court after requesting and reviewing all video surveillance from March 15-March 23, 2018 that there are no material facts in dispute, and so there is not need for a trial. If you would like to dispute this matter please note I will have a judge force records of all notes on both accounts, all phone interactions as well as surveillance so that the court may judge based on all the facts, not just the focus of your investigation which revolves around a threat I never made. Feel free to have dispositions, because I will subpoena everyone involved including the CEO about page 1 on others of his VZW Credo code of conduct handbook which states that you Mr. Lowell C. McAdam is responsible for your employees mistreatment of me. This letter along with attached documentation is being sent certified mail, everything stated can, and will be proven in a federal court of law if you choose not to accept my settlement demand pertaining to this matter.

Sincerely yours,

Paperkidd Productions & Publishing, LLC.



April 6, 2018

14919 Pine View Drive
Grandview, MO 64030

Dear Mr. Jarrell:

This letter is our response to your complaint, which we received on April 3, 2018.

The American Civil Liberties Union of Missouri cannot provide you with legal assistance. The ACLU seeks to preserve and extend civil liberties, but we are unable to participate in every case that might raise a civil-liberties issue. As a private, non-profit organization, the ACLU only has resources to accept a small percentage of cases in which direct representation is sought.

Our decision not to represent you does not constitute a legal opinion about the validity of your complaint. We encourage you to consult an attorney. The Missouri Bar LawyerSearch tool can refer you to an attorney; its web address is <http://www.mobar.org/LawyerSearch.aspx>. If you are in the St. Louis area, the St. Louis Metro Bar Association provides lawyer referrals; it can be reached at (314) 621-6681. If you are in the Springfield area, the Springfield Metro Bar Association provides lawyer referrals; it can be reached at (417) 831-2783.

Although we will not provide you with legal representation in this matter, we wish you success in resolving it.

Sincerely,

Complaint Counselor
AC

STATE OF KANSAS
Tenth Judicial District

OFFICE OF DISTRICT ATTORNEY

STEPHEN M. HOWE, DISTRICT ATTORNEY
CONSUMER FRAUD DIVISION

April 10, 2018

Mr. Jarrell Curne
14919 Pine View Drive
Grandview, MO 64030

RE: Verizon / File #18-128

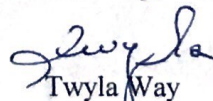
Dear Mr. Curne:

Thank you for contacting our office with regard to the above-referenced matter.

Under the Kansas Consumer Protection Act (KCPA), this office has authority to take legal action against companies that engage in deceptive and unconscionable business practices. The language of the KCPA limits our authority in some circumstances, including where business engage in transactions with other businesses. Because of this, we do not have the legal authority to help resolve your concerns. You may wish to consult a private attorney.

Thank you for allowing us an opportunity to review this matter for you. If we can assist you in the future, please feel free to contact our Consumer Hotline at 913-715-3003.

Sincerely,



Twyla Way
Consumer Fraud Division



PO Box 105378
Atlanta, GA 30348

April 25, 2018

Federal Communications Commission
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
445 12th Street, S.W.
Washington, DC 20554

Re: Name and address:

Jarrell Curne
14919 Pine View Dr
Grandview, MO 64030
Serve ticket#: 2329182
Serve date: 03/27/2018

Dear FCC,

This letter is in response to the above-referenced complaint filed by Mr. Jarrell Curne. Thank you for providing the opportunity for Verizon Wireless to respond. In the complaint, Mr. Curne alleges that he had difficulty establishing service because the Verizon Wireless required additional documentation to verify proper ownership for this business account. He also alleges he requested a refund and the request was refused.

Verizon Wireless conducted a thorough review of the transaction. When a consumer establishes a business account there are a series of routine steps that take place to validate proper ownership of the account. During this process, Verizon Wireless was initially unable to establish ownership using Tax ID #s and SSN and suspended the accounts pending receipt of proper documentation. Eventually, the correct documentation was received and the lines of service were reactivated and Mr. Curne was provided, both via email and U.S. Mail, with full disclosure of the products and services included with each line of service. Verizon Wireless has no record of Mr. Curne being refused a refund. Additionally, it should be noted that during a visit to a Verizon Wireless retail store, Mr. Curne became very agitated and used profane and what we believed to be threatening language. Because Verizon Wireless has a duty to protect our employees, Mr. Curne was asked to leave the premises and Verizon Wireless later followed this incident with a letter formally informing Mr. Curne that he was prohibited from returning to this store location.

Mr. Curne's account is now active and there is usage on his lines of service. However, Verizon Wireless acknowledges that unfortunately the validation process required Mr. Curne to re-submit documents on more than one occasion and Verizon Wireless sincerely apologizes for this inconvenience. In recognition of the inconvenience and as an act of good faith, I contacted Mr. Curne and attempted to communicate that we would like to offer one month free service. Mr. Curne declined the offer and Verizon considers this matter concluded and will expect regular payments from Mr. Curne per the terms of his Agreement with Verizon.

Verizon Wireless apologizes for any inconvenience this may have caused. Should the Federal Communications Commission have any questions, please contact S. Kashif using the contact information you have on file. Should Mr. Curne have any questions or concerns, I may be reached at 770-797-1453 between 09:30 AM – 6:30 PM ET, Monday – Friday; or Customer Service is available at 1-800-922-0204.

Sincerely,



www.PAPERKIDD.com

April 27, 2018

Federal Communications Commission
Consumer Inquiries & Complaints Division
Consumer & Governmental Affairs Bureau
445 12th Street, S.W.
Washington, DC 20554
Serve ticket#: 2329182
Serve date: 03/27/2018

Dear FCC,

I spoke with the EB Staff this morning at 202-418-7330. I am sending this letter to Tracy Bridgham after my conversation with Sandra. I received Verizon Wireless response, I am now requesting you allow me to pay \$225 to represent myself Pro Se while appearing in Washington, DC to file formal complaint documents after reading the procedural rules.

After providing documentation as requested in person multiple times that was mishandled due to racial discrimination my service was repeatedly disconnected. I was refused the refund i requested, and in a retaliatory harassment measure making me leave to keep the account open I was threatened with cops after being shot on 08/09/17 while still recovering just like the young men at Starbucks recently. As a young black male I would've been assaulted when cops arrived and not allowed to tell my side so I'm left and filed complaints because they violated FCC acts. They reactivated my lines under duress after almost being jailed and/ or killed, they continued to violate the same rules and regulations that the FCC has set fourth. David G stated he would lie to FCC to close case and this is what happened. To begin I stated a refund in my original complaint to the FCC but he says he has no record.

Pertaining to the matter of reconnecting my service, my number was unlawfully switched and I was not notified for 3 days until my mother asked why I keep calling from different lines, never

14919 Pine View Dr. Grandview, MO 64030 816-708-9030

by Verizon. They also changed my from a 45 Unlimited Plan to a 110 Unlimited Plan which I never asked for. David G. did not include in his response he offered me a free Apple Watch either, the problem is also this; on March 26, 2018 during a 3 hour 50 minute recorded phone conversation a lady in BGCO named Andrea told me that the devices which included a phone, watch and two iPads one of which she sent I would be free and not billed for along waived shipping. I told her thanks but I will still pursue legal matters to which she replied and I quote exact words " IF I WAS YOU I WOULD SUE US TO, WE A VERY BIG COMPANY AND I HOPE YOU GET WHAT YOU DESERVE. I JUST FEEL THAT SINCE SO MANY PEOPLE BEFORE ME DROPPED THE BALL I SHOULD DO SOMETHING EXTRA, AND THAT IT WONT BE CONSIDERED AS RESOLUTION TO THE CLAIMS." After which no devices appeared on a bill initially then reappeared later after speaking with David. He didn't write about the watch he offered because I was already given more then that on a recorded phone line by a different representative. HE LIED THE SECOND TIME WHEN HE STATED OVER THE PHONE I HAD A 110 PLAN AND THATS WHAT HE GAVE ME SO HE WILL HAVE FCC CLOSE CASE. I have documentation that I was on a 45 UNLIMITED NOT 110. I was already given devices and now am being charged on new bill when notes are in account system from 3/26.

I spoke with Keith on a recorded phone line on 4/11/18 at 5pm after calling into customer service about still being charged for 5 lines as well even though David G. has said he fixed it. I have 1 iPhone, 1 Apple Watch, 2 iPads and nothing more but I have documents showing 5 lines. The Apple Watch shares a line with the phone so I should technically only have 3, but even if it was on its own that's still only 4 lines. I tried explaining this to him because David could not count. I tried coming to a mutual understanding by telling him send me the additional device or just a SIM card, because Andrea told me on 3/26 she shipped one out that never came that I'm being charged for and I'll pay it. Keith stated "No." He says I don't have the credit for it, but it's already on my account and I'm being billed which is unlawful. How do you charge me for something, but you refuse to give me what I'm paying for? How do you then tell me I don't have credit for it but still have to pay? I don't have the SIM card, device, and never asked for a virtual line so it makes me sense for there to be 5 lines being charged to my company account.

As you can see they have not fixed the new bill, and never once did they offer me a refund as a resolution like I wanted initially because they wanted to keep my account. I called the slamming company and told it that I want the problem fixed and that, under FCC rules, you don't have to pay for the first 30 days of its service. I informed them of the slam and asked it be switched back with the same calling plan I had before, and that I wanted all charges removed. The FCC website states I don't have to pay the phone company for any charges for

up to 30 days from March 26, 2018. After that period I agree to pay the company but at its rates on initial plan for 45 Unlimited not 110 and I do not have 5 lines.

Please be advised David G. spoke with me on 3/29/18 and was notified I would not be returning to the store because of racial discrimination which was before I received anything stating I could not return. I refuse to lie to FCC like David G. is doing so I admit I used one curse word but never threatened anyone and left immediately upon being asked to on 3/23/18 only to return on 3/26/18 when I was told to come back on a recorded phone line at 7:30am. I have documentation with them threatening termination of a account they had already unlawfully closed. They said if i curse again I will be cut off pertaining to the customer agreement clause 2) if you, any user of your device or any line of service on your account, or any account manager on your account: (a) threaten, harass, or use vulgar and/or inappropriate language toward our representatives; but the issue is this is not valid because they had already ended my account for no reason. The proof is in it being two account numbers not one, so they did not reconnect my service the same as David G. insisting and it had only been 2 days before they said they couldn't get my number back they switched without my permission afterwards. That phone number is 913-300-1651. This means my customer agreement was not in effect when I used vulgar language. All they could do was ask me to leave which I did. The documents I will provide proves the threats made against me were made up lies during attempts at retaliatory harassment for my allegations against this parties involved. I do not accept Verizon Wireless apology in the response to the FCC from David because they did more then inconvenience me and have yet to rectify the issues. Furthermore he can't offer me first free month because FCC states I don't pay first month anyway so that's not in good faith. I declined but matter is not resolved. Verizon can't unlawfully expect payment from me as they are attempting, I have consumer rights. I read their agreement which they have violated and I will prove with facts during hearing.

Please be advised I have attempted to work with this company directly since 3/15/18 and through FCC afterwards. During which time the deception and fraud in Verizon Wireless telecommunications market place continued. Under Section 201(b) of the Communications Act this provision states that "all charges, practices, classifications, and regulations" by telephone companies "shall be just and reasonable" and that "any such charge, practice, classification, or regulation that is unjust and unreasonable" is unlawful. (Section 258 of the Communications Act and Sections 64.1110-64.1190 of the Commission's rules also prohibit slamming.)

I am requesting the commission assess a forfeiture penalty against Verizon Wireless in the amount of \$1,500,000 for the continuous violation of 201(b) and all other rules the agency enforces pertaining to this matter.

Sincerely yours,

Jarrell " dB FRE\$H " Curne

Engineer | Producer | Songwriter

Paperkidd Productions & Publishing, LLC.

Account Details

Lines (5)

Your bill balance

\$502.78

Due on 05/06/2018

[View details >](#)

Billing Address

14919 PINE VIEW DR
GRANDVIEW MO 64030-4509 USA

[Edit >](#)

THE NEW VERIZON PLAN UNLIMITED \$110

Unlimited Data

Access the lines tab to see line details





May 1, 2018

Dear Customer:

The following is the proof-of-delivery for tracking number **780754252167**.

Delivery Information:

Status:	Delivered	Delivered to:	Receptionist/Front Desk
Signed for by:	C.VINNY	Delivery location:	BASKING RIDGE, NJ
Service type:	FedEx Standard Overnight	Delivery date:	May 1, 2018 10:30
Special Handling:	Deliver Weekday		
	Direct Signature Required		

Signature image is available. In order to view image and detailed information, the shipper or payor account number of the shipment must be provided.

Shipping Information:

Tracking number:	780754252167	Ship date:	Apr 30, 2018
		Weight:	1.0 lbs/0.5 kg

Recipient:
BASKING RIDGE, NJ US

Shipper:
Grandview, MO US

Thank you for choosing FedEx.