

Attachments

Public Complaints from Verizon's "Home Phone (Landline or Digital Voice)" Forum June 2015-May 2014

These complaints were collected from a Verizon-moderated, peer-to-peer online forum, "where customers help other customers."

URL: http://forums.verizon.com/t5/Home-Phone-Landline-or-Digital/bd-p/Home_Phone

1. Verizon cancels appointment, phone still out

05-19-2015 10:33 AM - edited 05-19-2015 10:47 AM

Not only did no one show up for my appointment this morning, but they canceled the ticket! The woman at Verizon said it was "DI" Apparently that means "Dead Instantly." So now the building is super and I have to hang around for one more morning...with construction noises going on outside and no way to contact my husband this evening when I am out. (I have a cell phone, but I have to carry it with me when I go out, and with no phone in the house, I can't contact my husband, who isn't very mobile, and he couldn't contact 911 in an emergency...) Last time our building lost phone service it took Verizon over two months to fix it, so I guess I should count my blessings if they actually show up tomorrow. Lovely way to treat a 71-year old!

([cjjiji](#), May 19, 2015)

2. unreliability of service when it rains - repeatedly services calls- long time to get tech .

05-17-2015 06:38 AM

We have repeatedly had to drive 1 1/2 miles to the end of the road to use our cell phones to make a service call because our landline doesn't work again! We spent quite a bit of time repeating all the same information. They then tell us they can get a tech out anywhere from 5 - 9 days later. This is not acceptable. We pay a ridiculous amount to have a landline and to take that long to get out to look at it and leave us with no service at home is terrible. By the time the tech gets there, sometimes it starts working again. We just had a tech check on it yesterday. He closed the ticket, finding nothing. Last night our daughter made a phone call to us. She said it rang through, she thought we answered and she thought our phone was acting up again and she just couldn't us. (Which unfortunately is quite regular) Then it sounded like we hung up on her. On our end, there was a fraction of a ring and then nothing. Nothing showed on caller ID. If Verizon is more interested in expanding in new markets and not taking care of its current customers, it's going to lose those current customers. The wiring here is old and needs to be upgraded or this problem will continue to get worse. I have just placed another repair ticket. We are also checking out other options. Why would we continue to pay this much for unreliable????

([sickandwet](#), May 17, 2015)

3. Land Line, home phone

05-17-2015 11:38 AM

Every time it rains, there is static on the line. It was fixed a number of times last year, but continues to occur. Sometimes it is so bad you cannot hear what the person is saying. I would like to have this fixed once and for all, or I will have to consider getting rid of it altogether.

([Didusch](#), May 17, 2015)

4. Telephone line dangerously low pole to pole

04-13-2015 07:32 AM

I have a telephone pole between my property and a commercial property, serving both sites, approximately 250' from the road. The telephone is sagging almost to the ground. 3 years ago I was advised to clean out the hedgerow there so they could pull the line up. Did that no one ever came back. Since then have had two repairmen out for the line and they were to report the problem to the line dispatcher. Nothing done. Early last year a Verizon crew came in unannounced and destroyed the entire hedgerow buffer between the two properties. I assumed that meant they would at least be fixing the line. No one came out to fix the line so now there is no buffer between the two properties, vines starting to regrow and a line that is almost touching the ground at this point. There is no easy way to contact Verizon and get directed to the line crew dispatch to get this resolved. The line needs to be re-run at this point. We will be replanting that area since there is a deed restriction (which Verizon violated when they cut everything down) that requires the hedgerow not be altered in any way and to keep the buffer maintained between commercial and residential property. Short of cutting the line to get their attention what do I do or who do I call?

([Betsy](#), Apr. 17, 2015)

5. Verizon refuses to fix my landline

04-11-2015 12:13 PM

We have had a landline for over 30 years in our apartment in Manhattan. It frequently goes out and a repairperson comes and "fixes" something in the box behind our building. It happened again a couple of months ago. Then it happened again on April 7, 2015. This time they came and said they are not going to fix it anymore. Flabbergasted, I tried to contact Verizon on the web, but it denied my attempt with the response that my phone number is no longer valid. I called Verizon who then promised me that they will have a foreman call me back by April 9 to address the issue. It is now April 11 and I have not heard from them yet.

Is it really true that Verizon can just decide not to fix your phone anymore?

Can Verizon refuse you service like that?

([AMNY](#), Apr. 11, 2015)

6. No land line for almost 2 months-still paying full price!!!!

[Edited]

04-08-2015 04:00 PM - edited 04-08-2015 04:15 PM

I have a land line and for the last 2 months I have either had no line at all or the static is so loud I can't hear the other person. It is ridiculous! A repair man has come twice and it fixes it for about a day and then it gets bad again. This problem has come and gone for years now and we are SOOOO tired of it! I don't think I should have to pay \$80/month for something I can't even use it.

Oh and now the site won't let me set up an appointment and I stayed on the phone for 23 minutes waiting for a representative. Guess I will try again tomorrow!

([trawicl](#), Apr. 8, 2015)

7. No land line service

[Edited]

02-17-2015 09:16 AM - last edited on 02-17-2015 10:52 AM by  **LawrenceC**

We had a power outage at my house on Feb 15 2015, after the power returned we found we had no land line service, everyone around us have service...I have a repair order # {edited for privacy} for Thursday Feb 19th, my wife and I are both over 65 and my wife is post op...Am told the problem is a Verizon problem, this is just great, we can not call 911 if we have to, we borrowed a cell phone as we do not own one and it is not a verizon..One other thing, seems odd we have internet and it comes over the same phone line..For what I pay Verizon each month there should be better land line service..

([cntstop](#), May 13, 2012)

8. 1 week for service is unacceptable

03-11-2015 07:29 PM

I call on a Wednesday and the earliest I can get service is on the following Tuesday, This is totally unacceptable to be with out a phone service for one week! The only reason I have kept a landline is for safety and as a long term customer I don't understand this policy. I don't know on another utility company that works in this manner. **Is it just me or has Verizon given up on customer service?**

([puttly](#), Mar. 11, 2015)

9. No landline service since 2/13/15

02-21-2015 10:53 AM

A trouble ticket was opened on 2/14/15 and at 1:34 pm on 2/21/15 the repairman informed me that he has no access to the terminals. I want to make sure that the bill will be adjusted to reflect no phone service for whatever time it takes. This interruption in service happens two or three times a year and it's frustrating.

([igjean](#), Feb. 21, 2015)

10. No phone service from April 2 to April 14?

[Edited]

04-13-2015 11:29 AM - last edited on 04-13-2015 12:30 PM by  **LawrenceC**

Could someone from Verizon please email me? I have emailed a message along with my repair requests and am getting the standard reply back. I reported no service a few weeks ago, the tech laid a temporary line (at least I think it was supposed to be temporary) on the ground for a fast

repair (?) The line was broken on the evening of April 2 when there was a fire at a nearby house. The firetrucks ran over the line I think and destroyed it. I have had no phone service since that evening and was out of town all last week for medical reason and could not receive my messages. I need my phone for medical reasons right now and have no service!! I can not make or receive calls and have not been able to since April 2 and for more than a week in March. Twice I reported Verizon to the FCC last year. I recieved a letter from {edited for privacy} of the Verizon Executive Relations Team in September of 2014, informing me that my complaint had been closed out. It was not and I wrote {edited for privacy} and the FCC a letter saying so. I have heard nothing back from Verizon on this matter and am extremely dissatisfied with Verizon. I live in a rural area and am wondering if it is not economicably favorable for Verizon to take care of their customers here? My neighbors and I certainly do not get realiable service from Verizon, yet we pay our bill!!

([countrygal](#), Aug. 19, 2011)

11. Re: Tree Limbs on Lines

01-05-2015 07:34 AM

I called verizon in November of 2014 to find out if they would trim some limbs off of lines in front of our house. I spoke with a technician in the field, but never heard one way or the other if Verizon would trim the trees. We just moved into this house in October of 2014 and the limbs are putting weight on the lines and it will get worse with snow and ice. Any suggestions on how to get an definitive answer? Thank you.

([pc12345](#), Jan. 5, 2015)

12. Land phone dial tone lost for 8 hours per day at same time

02-13-2015 06:34 PM

For 2 weeks now, I lose my dial tone approximately 9:30 to 10:30 a.m. every day and internet and then dial tone comes back on approximately 5:15 p.m. every day. Verizon came out and checked outside box and said it is not their problem, the box is working fine, must be something with my wiring. The same thing happened 2 years ago and Verizon fixed something on telephone wires down the block and everything was fixed. How can it be problem with inside wiring if I only lose dial tone for approximately 8 hours every day. Seems like it is something with maybe a switching station, something that they switch every day (maybe high volume time period), but my phone gets left behind. One Verizon guy on the phone said he could see it was a problem with their network and it was fixed for one day. Since then when I have called back, they keep telling me Verizon has to come into my home as there is a problem with inside wiring and cannot give me time period other than either 8 a.m. to 12 noon or 1 p.m. to 5 p.m. for them to show up. Anyone have a problem like this?

([ebediyet](#), Feb. 13, 2015)

13. No dial tone.

02-05-2015 03:10 PM

I have been having "no dial tone" issues for a couple of weeks. Today got a text from Verizon explaining that my appointment had been cancelled because the issue had been resolved. No way. Had a local fella check it out and when he plugs phone into receptical in junction box we get dial tone. When he hooks up the wires in junction box no dial tone. Anyone know what causes this?
:"

([jimmieC](#), Feb. 5, 2015)

14. Too many storm interruptions

01-24-2015 07:13 AM

Why does my landline go out every time it rains or snows? Why can't it be fixed correctly? Why does Verizon "bully" me with repair cost threats? If all my phones are out, common sense says it's not my internal wiring! Why do I have to jump thru hoops to talk to a rep?????????????

([Garyjay](#), Jan. 24, 2015)

15. Phone out after rain

01-15-2015 12:47 PM

Phone service stops when it rains and then comes back
Verizon diagoise and send tech
tech never shows up since service is working by the time tech is scheduled
auto survey wants to speak to the person that met the tech - too funny
Can not get verizon to replace drop as the service works after several hours of no rain.
This is an endless loop.

verizon rep claims tech didn't need to show since phone is working.
I suggest they are too slow THEIR test showed an issue and they scheduled a tech.
tech never showed, how do ya get someone to show and replace drop?

([rabird](#), Jan. 15, 2015)

16. Phone line is out when it rains

12-27-2014 08:43 AM

Every time it rains my families phone line goes out until it dries out. It rained Tuesday with huge downpours and this is now Saturday (5days) and we still have no phone service. Not only am I paying for a service that isnt being offered but my Verizon phone line is connect to my alarm system which gets triggered when the phone line goes dead. Nothing like explaining to your child at 4am in the morning there isnt a bad guy breaking into the house its just Verizons phone line. Since my phone line doesnt work my alarm system doesnt work. And we all know it is good practice to not set your alarm during the Christmas season. (Sense the sarcasm)

So not only am I paying for a phone line I cant use I am paying even more for an alarm system I cant use because Verizon cant seem to fix or isnt willing to at this point. Im ready to call it quits with Verizon.

([TheIcon](#), Dec. 27, 2014)

17. Telephone wires sagging down from poles

01-10-2015 06:16 PM

Who can I contact about telephone wires sagging from the telephone poles? At their lowest point, the wires are only about 10 feet above the ground. At either end, they're 20+ feet up. This is in Glendora, CA. Thanks.

([wonger](#), Jan. 10, 2015)

18. Customer Support for service problems

01-03-2015 12:44 PM

Verizon should be embarrassed of their customer support. It has to be the absolute worst of 99.9% of all companies. I had a simple landline issue to report and had to go through a very lengthy menu for the automated phone customer service number. If Verizon is not intelligent enough to improve upon this service, they are not suited for anything more than being a Wal-Mart Greeters. I believe this to be intentional (which makes it more disgusting) because your web site goes to great lengths to make sure someone cannot complain to customer service.

Please make a simpler method to call and report a problem concerning landline problems. And if you think it is acceptable to say someone has to be home from 8:00 AM to 6:00 PM to wait for the technician, you are horribly wrong.

([IAWS2](#), Jan. 3, 2015)

19. No dial tone. No communication since yesterday

01-09-2015 07:38 AM

Dial tone disappeared Wednesday. Repairman showed up yesterday, offered FIOS (declined-- long history), said he would be back. I have no other phone, so my contact # is my sister in the Bronx. She was called and told a wire had been cut and the repairman went to lunch. It's been a long lunch-- close to 24 hours. Website says there is no open ticket for my number, and Troubleshooter leads only to FIOS. No live chat available. Robots useless. Is this part of a long-lasting campaign to get Stuyvesant Town residents to switch to FIOS? Usually they're called and forewarned. I am very angry, and considering switching service.

([nimue](#), Mar. 27, 2013)

20. Unable to dial out or receive calls

01-08-2015 05:35 PM

Previously we had problems with heavy rain causing static and missed calls. That has not been a problem for several months. Now I'm questioning if the extreme cold is causing problems with not being to dial ot or receive calls. Is anyone having similiar problems? I can not determine what time this began. I used the phone in the a.m. prior to leaving home and didn't return until after 5:00p.m.

([Missguilford04](#), Jan. 8, 2015)

([aryder4](#), Jan. 5, 2015)

21. Landline Phone service Goes Out All the Time

[Edited]

10-28-2014 01:42 PM - edited 10-28-2014 01:43 PM

I bought a house around February or March and have consistently had intermittant phone outages.

When I first moved in, I got no dial tone, but a very loud buzzing on the line. I filed a ticket, and spoke to a technician. He said that a connection a few miles from my house was corroded and he was going to replace it. This fixed the problem, temporarily.

Since then, I get the same symptoms from time to time and the problems "fix themselves" usually within 24 hours.

I have filed repair requests online when it happens, but the tech isn't scheduled to show up for almost a week into the future and the problem goes away before he even shows up.

Just yesterday, my phone was out for several hours, I scheduled an appointment 5 days later (the earliest available) but it fixed itself that evening.

Now the phone is not working again.

Everytime this happens, I have to horse around on the verizon webpage and go through the " home phone trouble shooter." I work most days out of my home, so a loss of my phone damages my business and costs money.

Is there a way to get Verizon to figure this out & fix it for me without them charging me for visits from a technician and without closing the case as soon as the problem goes away? I'm on the verge of just giving up my landline altogether and going 100% cellular.

Also: even when I am able to make calls, I often will have extremely loud buzzing on the line.

([VeriznCustomer](#), Oct. 28, 2014)

22. Landline and the Rain

01-05-2015 01:32 PM

Every time it rains it pours, no land-line again. I have had Verizon out several times over many years and NOT one tech can find the problem nor fix it!!!! I am so sick of Verizon, I have been a customer for 20 plus years and now I am not so sure I want the land-line anymore, since they can't give me what I am paying for. I am so irate over this matter, I am going to email the CEO of the company and find out what and why this is happening and how come he makes sooooo much money and the customers are the ones that suffer!!!!!! Verizon you really need to get properly trained techs and customer service operators that know what is going on and how to fix it, you really should be ashamed of yourselves!!!! So disgusted with Verzion and I still can't contact them, phone goes in and out, then drops calls, static, humming tired of it!!! Verizon you better shape up and fix this or I will become a customer of Comcast!

([mahlerfamily](#), Jan. 5, 2015)

23. Cannot make or recieve calls

01-05-2015 08:11 AM

I have a copper land line that was working fine until about a week ago. At first, people calling in only got static after the first couple of rings. We could still make outgoing calls, though. Then after a day or two, we could no longer make outgoing calls - lots of static on the line. Now we can't make outgoing calls at all. At first I thought it was our phone (vtech cordless with 3 handsets), so I bought a new phone (panasonic) but still have the same problem. When I call now, I get a busy signal.

I tried using the online Troubleshooter, but it only goes to "No dialtone" and when I click Next, it brings me back to the start page. I tried using the online chat, but it kept disconnecting saying the service was unavailable - even after a support person responded. The Call Me feature is useless - it said it can't test the line while it is being used, but I wasn't calling from that line since it isn't working!

([phbern](#), Jan. 5, 2015)

24. PHONE SERVICE OUT FOR OVER A MONTH

01-02-2015 04:24 PM

What is the mne Satter with VERIZON Landline Phone Service. I DON't have a dial tone for over a Month now. Whatever repair was supposed to be done was supposed to be done for over a week ago. Who do I complain to About this Chicken**bleep** Outfit?

([BEYONDBELIEV](#), Jan. 2, 2015)

25. I can not report outage following the online instructions,

12-27-2014 06:07 PM

I live in a small town 40 miles from the nearest emergency services. The phones are out for the whole town zip code 93522. We have no cell phone service and we are totally dependent on

Verizon copper for connecting to emergency services. We have no way to report the problem to Verizon. I have a satellite internet connection and I tried several times to report the outage online but the Verizon program hung up and kept returning me to to start. Please notify Verizon that the town of Darwin, zip 93522, has a group outage. No phones are working in town, 6 pm Saturday

([yoajon](#), Dec. 27, 2014)

26. No phone service

12-04-2014 05:49 PM

I have no service. Verizon customer w same number since 1981.
no reason
no explanation
bill paid
in fact I pay early every month for 20 years.
Now if I get a call it says my number is not in service,
I cannot make a call

called customer service with all the automation .. finally spoke w a human who tell sme that a tech will service our line within in 5 days. What???

([cdanthony](#), Dec. 4, 2015)

27. NID Telephone Box Outside of House has Worn Out, Need Someone To Come Out and Replace It

12-16-2014 07:38 PM

For the past couple years, everytime it rained, my internet and phone would cut out for a day or so until the weather cleared up. It was annoying, but I was able to deal with it.

Now though, I do not think it will be coming back on after the rain the other day. I took a look at the NID box outside of my house to try troubleshooting the phone line by connecting a working jack to the test jack to check for a dial tone. I have used this method in the past whenever I needed to check the line after the rain.

The NID troubleshoot no longer produces a dial tone for the test jack. The box itself has been in less than ideal condition and I believe the rain has finally worked itself into the cracks and ruined the NID permanently.

I should also mention that connecting to the internet (via an unrelated mobile connection) and trying to use the trouble shooter provided by verizon does not help. I keep getting to the step where it tells me to try the NID test and when I click the option that states "did not hear dial tone" the trouble shooter no longer responds nor proceeds to the next step, thus not allowing me to create an official ticket for this issue or schedule an appointment.

Seeing as I can no longer do anything on my end to fix this, I require a tech to come and replace the NID as soon as possible. From my understanding, if the problem is indeed a faulty NID, Verizon should replace it at no cost. I should also add, I do not believe anyone came to install a new NID when I first purchased Verizon service, so my home has been using a worn out NID box for many years prior which is not ideal in the least.

I would appreciate being contacted to set up an appointment for someone to come check it out.

Any help will be greatly appreciated.

([Darroyo](#), Dec. 16, 2014)

28. Inbound calls when it rains

12-16-2014 03:18 PM

I have reported my phone several times to a computer and I feel I need to talk to a person. My phone will ring short rings, then it will say line in service and I am not on the phone, then it will say no line available. It talk several minutes before a dial tone comes back and you can only make outbound calls with a lot of noise and static. Sometimes it will ring, answer it and you can hear two other people talking but you cannot speak. When I make a ticket a few minutes later the computer will call and the phone will work and then it is back to same issue. If you check my account you will see the reported trouble several times. Please fix and we need to speak to a person and not a computer

([jclasts](#), Dec. 16, 2014)

29. No landline telephone after rain, I need to contact a Verizon Human Being (ie: not a robot)

12-12-2014 03:28 PM

For two years, everytime it rains my landline goes out until the weather dries up. 6 weeks ago a tech came out and diagnosed a bad wire from the telephone pole, replaced the wire all the way across the highway. A week later there was more static. Next rain my phone went out, and when it started working again (but with lots of static), I called in and was given a 10 day later appointment even though I told them that was useless since the phone would be working by then. I waiting 10 days anyway, and no one showed up.

Yesterday it rained. The landline is dead again, and I just got an appointment (via internet) for 10 days away.

How totally useless this company is, 10 days to fix a problem. I need contact with a human being, not a telephone robot, to get someone out here while the problem is occurring. It's not inside the house, so its probably some piece of equipment (on a pole?) that's allowing rain water to enter.

I also should get a refund for the times my service has been out.

How can I contact a Verizon Human Being when my telephone isn't working. And please don't refer me to the useless online troubleshooter (that demands a second contact number before it will proceed..guess what Virginia, I don't have one!).

I hope someone can help me...

([jbclem](#), Dec. 12, 2014)

30. I lose my dial tone when it rains, and trying to report it via the website just takes me in circles

[Edited]

12-02-2014 11:30 AM - last edited on 12-02-2014 12:51 PM by  LawrenceC

Dear Verizon,

For several years now, heavy rains often cause me to lose telephone connectivity. I lose my dial tone and can't receive any calls. In fact, it's raining now, and my telephone isn't working.

I'd like to be able to report the problem via the website, but this forum seems to be the only way I can do that. If I sign in, go to the troubleshooting Dashboard page, and try the "fix a problem" and "no dial tone" links ...

<http://www.verizon.com/Support/Residential/Phone/fix.htm>
<https://www.verizon.com/ForYourHome/VZRepair/vziha/Servicecad.aspx?ihaweb=NDTDEV>

... I reach a "No Dial Tone" page with a "Next" button. Pressing that button takes me to the original Dashboard page ...

<http://www.verizon.com/Support/Residential/Dashboard.htm#phone-service>

... where I again have the same "fix a problem" and "no dial tone" links. This is taking me around in circles, so there seems to be no way to actually report the problem.

Regards,

Kirk

(on dry days available at) {edited for privacy}

([Kirk1](#), Dec. 2, 2014)

31. Sagging lines dangerously low, Pole to Pole

[Edited]

12-02-2014 07:23 AM - edited 12-02-2014 07:33 AM

I have Verizon lines in the rear of house, pole to pole, that are dangerously low enough for kids to reach and hang off of. Technician came to house and nastily stated that Verizon would do nothing. Next step?

([DDZR](#), May 23, 2011)

32. Verizon Phone Outage in Alexandra, VA

10-20-2014 10:12 AM

Does anyone have any information about the Verizon Phone Outage in the Landmark area of Alexandria, VA that has been going on since Wed, Oct 15. All I seem to get is misinformation and the runaround when I call to check on the status of that repair, which I'm told seems to involve underground cables somewhere. However the Repair phone representatives seem to have absolutely no information on that situation. What kind of customer-centered

communications business can't ensure communications between it's repair people in the field and the people who update paying customers? To placate me, I'm am given a new time when my service will be restored every day, and it's never restored. I can get no information on when the service will really be restored. As I generally have very poor and slow Verizon phone and DSL service, this is probably the straw that has broken the camel's back. Cable service is starting to look very good. And the worst part is, I don't believe that Verizon cares at all if it loses a customer.

([Sabertooth](#), Oct. 20, 2014)

33. Static on line never fixed

10-17-2014 02:16 PM

I totally give up and complaining to Verizon doesn't help. Whenever we have a hard rain, there is static on my home phone. I call & set up an appointment for a day when someone can be home and the technician arrives on the wrong day. Whatever, he states "its fixed" and closes the file. It's not fixed! Wait a few days, and it gets better until another bad rain. The problem I believe stems from a huge corner box that has been there since the 70's. Many of my neighbors have dropped their home phone service also due to static. So it seems to me this is something that Verizon cannot or will not repair. I am now looking for something that doesn't require a "land-line".... it's hopeless going through Verizon.

([Igiveupfinally](#), Oct. 17, 2014)

34. Phone repair

10-14-2014 05:58 PM

what does it take to get a line repaired? tried to report online.... system wont schedule appointment.... live chat is dead...no one ever comes on....call repair from cell phone only to have IVR tell me it will be over a week before there is an appointment available. Thought the public service commission says 24 hours for an out of service repair.

([rogerfm01](#), Oct. 14, 2014)

35. Wait Time for Repair is Unacceptable

10-14-2013 10:04 AM

It's ridiculous to wait for a week to have a phone line repaired. Verizon pulls this regularly in the rural county where I live, so we are used to contacting the Virginia State Corporation Commission to get service in a more timely manner. Fortunately, the SCC is used to dealing with the situation and has no problem getting Verizon to respond. Since I worked my way through Verizon's contact decision tree and found no way to email them and can't call them, I'm letting them and other Verizon users know this way.

([WildIdeas](#), Oct. 14, 2013)

36. REPAIR OF LANDLINE

[Edited]

09-26-2014 09:42 AM - last edited on 09-26-2014 10:30 AM by  ElizabethS

VERIZON,

There is no dial tone on the phone. No way of calling REPAIRS. Pls. send technician ASAP.

Can't even report

on line.....I have a sick elderly at home. Even VERIZON WIRELESS signal in our area is so POOR. WE NEED HELP ASAP!!!!!!! Thank you for your prompt attention. [{edited for privacy}](#)

([SHONIE](#), Sept. 26, 2014)

37. Help live person

[Edited]

09-24-2014 11:56 AM - last edited on 09-24-2014 11:59 AM by  ElizabethS

Problem with phone.talked to live chat and was promise a "[technician to solve line problem](#)"
Week later Requested service since the above promise did not work 4days later,they came out and fixed bug in line.Now phone will not ring and there seems to be someone else 's answering machine on my line when I call out. I have spent over 4 hour being frustrated with mundane repeated roto stuff when the problem is simple the phone will not ring so I don.t know when I have a call.Try to tell that to a machine or try to talk to a real person from Verizon. I am 76 years old and I think by the time my phone is fixed I will be too old and feeble to care.

([jimbotx65](#), Sept. 24, 2014)

38. Contacting Verizon for repair

08-31-2014 11:03 AM

Does anyone know how to contact a human being at Verizon. I have been stuck in the automated phone attendant, a terrible website with no live chat or even email capabilities the only thing verizon offered me is this community bulletin. GREAT CUSTOMER SERVICE!!! My phone is intermittently dialing 911 and the police department would like me to get the problem fixed

([Frustver](#), Aug. 31, 2014)

39. Phone outages in Pike County, Hawley PA area

[Edited]

08-19-2014 02:12 PM - edited 08-19-2014 02:18 PM

Verizon Customers Beware!!!!!!! Verizon is aware that our equipment providing services to our small area needs upgrade but does nothing about it. When the power goes out or they knock out your landline they still continue to charge you the full bill and do not pro-rate for their lack of service. And if you are Medical emergency they do not pay attention to your needs. For 5 days the phone has been out at my home and when it does work its for 4 or 5 hours only because I ask the workers on site to fix my phone. but it seems at days end we get disconnected AGAIN! My

wife and I are currently searching for another phone service. I hear Blue Ridge Cable has a phone service. And it actually works. VERIZON this is 2014 Help your customers if you want them to stay with your service. Thank you

([Hartnett](#), Aug. 19, 2014)

40. Re: Landline with no dial tone - Elderly Mom

[Edited]

08-08-2014 06:42 PM - last edited on 08-08-2014 06:49 PM by  **ElizabethS**

This happened to me in Hemet, Cali and the cut my phone/phone line. I'm 57yrs.old and in wheelchair and it took them from Thursday thru Tuesday to replace thins. I had no phone or TV and I have nurses that come daily and I weekly and this made things complicated; to say the least. Verizon offered no credits or apology to me . I called them but they said they did not owe me a credits because it paid in advanced. Did'nt. Wait to a argue with anymore I waited on hold for 85mins. And got transferd to 3 different depots. And got no here.. what about you' {edited for privacy}

([judysndahouse2](#), Aug. 8, 2014)

41. Getting repair service

08-05-2014 01:18 PM

I made a call to the automanted line eventually got a person to report or phone out of service. we were told Friday before anyone can fix phone. (today is Tuesday) Our problem is my husband is on Oxyger 24/7 has a visiting Nurse and Rehab Teck who need to contact us for his weekly care. That and he has a history of needing emergency care. As it is now we can't ever call 911 if need be. We live out side of town and no close neighbors (borrowed nurses cellphone to make call this afternoon) and no payphones anymore. What are we to do? I tried chat but was told only phone calls. This is not a good situation to be in.

([village-idiot](#), Aug. 5, 2014)

42. No phone after rain

[Edited]

08-05-2014 04:43 PM - last edited on 08-05-2014 07:08 PM by  **ElizabethS**

Verizon has very poooooor customer service. Don't know who is in charge of sending "techs" out to repair a line problem, when we have had this issue for years now!! Every time it rains we loose our phone service! Yet some one keeps sending guys out and they don't do anything about the problem. VERIZON REPLACE THE LINE!!! Spend some of that money on new lines, if you did you could possibly save money elsewhere...like cut back on the people at your customer service line, because I'm sure if you provided the service which I pay for, you wouldn't need so many to answer the calls stating that I don't have service!!

([darst2](#), Aug. 5, 2014)

43. Verizon Customer Service

08-03-2014 07:51 AM

I woke up this morning with no phone service. I am still on hold waiting to speak with a Verizon Supervisor who can actually help me with my lack of phone service which is an ongoing issue. Only been on hold for 1 hour 11minutes and counting. Tried the web (My Comcast service is just fine) and the Verizon support chat could not help me either because it was Sunday! I better double check my bill - I thought I payed for a whole month of service and support, just not 5 days a week. While I sit here on hold, I will be researching phone service from Comcast.....

([Disgusted4](#), Aug. 3, 2014)

44. No Phone Service after rain

08-14-2014 12:19 PM

After the rain we have NO phone service for days. we are on day 5 now. Techs come out/test the line and say they cant find an issue. Meanwhile when you call the line it says "due to area code changes you must dial the 10 digit number" umm hello I am dialing the 10 digit number? why is this such an issue after rain? We paid for someone to check the inside - when you call customer service the ticket says "PROBLEM WITH EQUIPMENT" but the work order says Cleared short at inside wire.

Ugh trying to get this resolved is such an issue. The kicker? there is an additional line in the house that DOES NOT have an issue.. so.. whats going on verizon?

([Tangletown](#), Aug. 14, 2014)

45. Was told on the phone that I was now a Voice Link customer. I never signed up for that!

[Edited]

08-10-2014 02:33 PM - edited 08-10-2014 02:37 PM

I had a question about my service this morning, I had hung up my phone real quick to redial a number and heard a 3 way calling ringtone which was weird because I don't pay for that service, I called Verizon today to ask about that and was told that they couldn't talk to me about the account because it was a Voice Link account and I had to talk to the Voice Link Dept which wouldn't be open till Monday. First off, I never agreed to any changes at all in my existing phone service which is flat-rate local extended service on the POTS with taxes and fees total bill right at 40 bucks a month. No one has come out here to install anything else, nor would I let anyone come out here and install anything else because I don't want anything else but my Flat-Rate Local Extended POTS telephone service. I thought Voice Link was on the cellular network? I've still got the copper running off the pole to the NID and into my house. Really just wondering what's going on and why the folks on the phone wouldnt even talk to me about it. I spoke to 3 people, none would give me a straight answer. The first person told me that I was a Voice Link customer and that Voice Link was a program they created for folks who experience a lot of storms. I've called in a couple of complaints in the past but it wasn't huge storm damage, just a couple of problems up on the pole that didn't get fixed right the first time. The second person told

me that I qualified for Voice Link Service and that I would have to talk to a Voice Link person if I wanted to talk about my account. If I qualify for a service but don't yet have it why would I have to speak to a person from the department I don't have service with before I can talk to someone in the department I do have service with? The third person told me if I wanted my flat rate telephone service I would have to have Voice Link which is why she said that I already have it. Otherwise I'd have to move to another pay-by-the-minute plan which she made sound as horrible as she possibly could. I never agreed to any of this at all. I don't want to give up my service. If I wanted my home phone calls on the cellular network I'd just use my iPhone for everything and not even have the landline. How can you change my service without even asking? It's not like this is a new account, I've never missed a payment, never been cut off. I'm going to call and talk to these Voice Link people tomorrow and unless things get back to normal right then and there I'll be calling the Public Utilities Commission filing a complaint, and then see where we go from there. Anybody else have this happen to them or experience anything like this? I'm just outside Houston TX in case anyone is wondering what part of the world this is happening in.

([lawrencejdaniel](#), Aug. 10, 2014)

46. No Dial Tone

08-08-2014 05:40 PM

On 8/7/2014 at approx. 8:00 PM lost dial tone, only static could be heard. Dial tone came back on at approx. 8:40 AM
8/8/2014 and stayed on all day.

On 8/8/2014 at approx. 8:04 PM the dial tone disappeared again and only static can be heard.

I canceled the first trouble ticket but I think I will leave the second one open.
I don't know why it takes until Tuesday 8/12/2014 to send a technician. VERY POOR SERVICE..

Thinking about switching back to cable system for phone service.

This no dial tone problem has happened about 5 times this year.....

([CBT-V](#), Aug. 8, 2014)

47. Can not receive calls after rain

[Edited]

08-06-2014 07:59 AM - edited 08-06-2014 08:23 AM

Hello,

I'm troubled. My phone line is broken for a while now, several weeks actually. Our internet is working normally now and we can call people using our landline as well, but we do not receive calls. When calling our telephone there is a dial tone once, then it switches to a busy signal immediately. Our phone doesn't react at all.

We've replaced the telephone and DSL cables, filter, router (from verizon) and even bought a new telephone today. It still doesn't work.

We always had problems with verizon every time the weather is bad, but it has never been out for so long. People can't reach us anymore.

Please help.

Edit: I just used the Verizon Troubleshooter to check on my phone line and it detected a network related issue. Unfortunately, when I try to set up a repair request or schedule an appointment, it disconnects.

([Lusyydia](#), Aug. 6, 2014)

48. It rained today - no dial tone again

08-13-2013 06:42 PM

Technician did not show up on Monday but got a text that problem was resolved. However, it rained today and there was no dial tone again for us and our immediate neighbors again. Since the next house had service, it appears the issue is the box where the underground cable changes to an overhead run for the next three houses on the road. Guess the problems will continue. No sense calling in problem now since dial tone is back now. Weather has cleared.

Our neighbor has tried to get Verizon to believe there is an issue at this section of the road. I guess unless they will come out immediately while it is raining when the problem occurs, we will never gets this fixed.

([RuralCopper](#), Aug. 13, 2014)

49. Need help with repair ticket - I have no alternate phone - urgent

[Edited]

07-23-2014 05:26 PM - last edited on 07-23-2014 05:55 PM by  **ElizabethS**

Your repair ticket system does not allow me to leave any additional information.

I do not have cell service anywhere near my home, so I have no alternate phone to offer. I am in a rural area. The only option is to communicate to me by email.

Here is my repair ticket information.

"Alright, we're on it!"

A technician will be at your home between the hours of

8 am to 12 pm on Saturday , July 26, 2014

Your Ticket Number is: {edited for privacy}

I will be here Saturday, but any effort to communicate by phone is fruitless until my phone is repaired.

This is very irritating. I should have other options because there are many uncovered cell areas in your system.

My phone is out, you cannot call me, that is why I am submitting the repair ticket.

([mklrly](#), July 23, 2014)

50. Re: No dial tone for 5 days now!

07-20-2014 11:35 PM

exactly the same situation here. at least 5 days that i know of. only difference is that i can't make any calls because my verizon landline was my only phone. all electronic reports have gone ignored and the website 'help' section tends to quit often and go in circles. why pay for this service when there isn't even any dial tone? why no help?

([dialer](#), July 20, 2014)

51. No phone service yet again!!

05-30-2014 01:34 PM

#1: Reported landline problems 2nd time this month. A few weeks ago the repair guy told us that he would put in an order for a new cable for my neighborhood. Got a good laugh out of that. Requests for a new cable have been going on for about 15 years! I live in a rural neighborhood where the nearby city of Syracuse had been making news that Verizon refuses to upgrade to FIOS in lower income and rural areas. i guess that means my neighborhood! Not unusual to go with out the phone for a month at a time here. #2: If you call to report a problem, you can never get a human and it takes F-O-R-E-V-E-R. #3: Report a problem here on Verizon website, ok, but if you try to contact Verizon about why you are paying for a service that you are not receiving, you will get the runaround from site to site with no emailing to anybody who might be able to help available. And it takes F-O-R-E-V-E-R. #4: I am paying for a service I don't receive!!!

([countrygal](#), May 30, 2014)

52. Re: No phone service yet again!!

07-28-2014 12:53 PM

What I ended up doing is reporting 15 years of bad service to the FCC. When Verizon called me and said that service must be bad if I reported it to the FCC, I replied that I had tried to report it many times to the FCC, but reporting on a phone that doesn't work or using dial-up internet, with a phone connection that doesn't work, would not allow me to report to the FCC in a timely manner. Now I have internet wireless (with another company) and can take care of business on line much easier and reporting Verizon to the FCC took about 3 minutes. Verizon did come out and replace a part of our underground cable lines. A supervisor from Verizon called and asked if I was satisfied, I told him that we shall see, let's see what happens the next time it rains, as the whole cable was not replaced. I was kinda joking. The joke was on me. I said that to the supervisor on Friday, today is Monday and after heavy rains, my phone is not working again!

([countrygal](#), July 28, 2014)

53. Phone line hasn't been buried

06-24-2014 02:37 AM

Hello,

I had my phone line installed last month, the tech said the contractors would be right out to bury the line but nobody has come out except to paint where the line would be buried. I tried contacting support but just got those canned responses so no help there. How long does it usually take for the line to be buried? I'm on two acres and the line runs the entire length of the property, it's already been cut once by the tractor.

Thanks

([cdfly](#), June 24, 2014)

54. Lower East Side No Dial Tone AND still paying --infuriated!

06-16-2014 12:33 PM

Dear Verizon,

Anyone else experiencing an outage in the lower east side? Why is our phone line down? There's no dial tone since 3/30/14. Today is June 16th, and worst of all, I'm still paying for lack of service. It wasn't until I commented on someone else's thread relating to their misery that someone decided to reach out to me but only through an automated message. Please send me a live person to whom I may ask questions. Please keep the lower east side customers abreast with the latest updates; why they have no service via phone or internet. Please tell us the truth of how you're not going to fix the problem and force all customers out of their landline. Please stop billing us until the situation is fixed or refund our payments. Can someone please reach out to me and give me a full update of what's going on and why it's taking so long to get the cable line fixed?

Thank you,
Ming

([mw111](#), June 16, 2014)

55. Verzion sucks

06-15-2014 09:13 AM

Phone went out (again) thursday June 12th reported it. Was advised they would come out Wednesday the 18th.
5 days and the phone company is 5 miles from me.

On Friday I requested my out of order home phone be forwarded to my cell. Sunday afternoon and it never happened.

Called again today and was told it will not be forwarded until Tuesday. UNREAL, SUCKS

Thanks for nothing but a high phone bill.

([wolftownjeff](#), June 15, 2014)

56. Problems with phone lines when it rains - ESCALATION TEAM, PLEASE

05-20-2014 03:46 AM

I'm a personal assistant for an individual in Washington DC. EVERYTIME it rains, her phones either go out OR there is static on the line. I've called in work orders but by the time the tech is ready to come out, the rain is gone and the phones are working fine. I've been told they have to come when the phones are not working correctly, but of course, this doesn't work because they will not come WHILE we are in the middle of a rain storm. Please send me information on an escalation team so we can get someone here to find out where the break in the line is that is allowing the rain to disrupt the phone service. There HAS to be a leak somewhere..

([LorSm](#), May 20, 2014)

57. Trying to call in for repair service

05-17-2014 01:43 PM

I am frustrated at the amount of time one has to be on hold to call in a repair order, and the fact that registering as a senior with no other form of communication (cell phone, internet) doesn't show up when scheduling repair service online. My 88-year-old father's landline phone was out of order. Last year I had filled out a form to expedite any repairs for him, as he lives alone and has no cell phone to use in case of an emergency. I had no cell coverage at his house, so I came home and called from my house. After fifteen minutes on hold, the call was dropped. I then scheduled a repair online, but there would have been a three-day wait. So much for his elderly status! I was then on the phone for another fifteen minutes before I was able to ask for a quicker response time.

Your system is designed for internet contact to report repairs. What ever happened to being able to pick up the phone and dial (I know, an outmoded method) 611?

([chrislin](#), May 17, 2014)

58. Landline down since April 30

05-07-2014 01:03 PM

A major cable (affecting 65 customers) needed to be re-spliced.

Trouble Ticket was closed today, still no dial tone. Doesn't anybody check their work?

No special treatment on my "new" trouble ticket, though. Put right back in the regular mix, committment date of 5/9. We'll see.

I realize landlines are a relic, but VZ seems to be doing what it can to p**s off it's remaining subscribers.

([scott429](#), May 7, 2014)

59. Land line down five days now, no cell phone.

05-05-2014 03:38 PM

My and my nearest neighbor's land lines have been down since May 1. I am rural with no cell service. I am in my late 70's and live alone.

All the testing says it is on their lines, not mine, but the soonest date, as of last week, that they can send someone here to determine that it is their lines, not mine, is on May 9. 🙄

There have been no storms or natural disasters in this area. Is Verizon understaffed, or is it like the old Lily Tomlin line..., "We're the phone company. We don't care. We're a monopol. We don't have to care."

([cwsculptor](#), May 5, 2014)

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<http://www.wsj.com/articles/new-york-city-criticizes-verizon-on-fios-delivery-1434578104>

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New York City Criticizes Verizon on FiOS Delivery

Verizon promised New York City to deliver FiOS to anyone who wanted it by 2014



Verizon Communications Inc. has placed greater emphasis on its wireless operations under Chief Executive Lowell McAdam, who took over in 2011. *PHOTO: MARK WILSON/GETTY IMAGES*

By **RYAN KNUTSON** and **JOSH DAWSEY**

June 17, 2015 5:55 p.m. ET

New York City says Verizon Communications Inc. has failed to live up to a 2008 promise to deliver fiber-optic connections for television and high-speed Internet to anyone who wants them.

There are more than 40,000 requests for service pending, about 75% of which have remained outstanding for 12 months or longer, according to a copy of a municipal audit reviewed by The Wall Street Journal. The audit was conducted by the city's Department of Information Technology and Telecommunications.

The city plans to release the audit on Thursday. It examines Verizon's compliance with

the franchise agreement that the company signed with the city in 2008, allowing it to deploy its fiber network FiOS. As part of the deal, Verizon agreed to string fiber wires past all city dwellings by 2014.

Verizon says it has held up its end of the deal. The primary reason many buildings still don't have service, the company said, is because it is struggling to get access from landlords.

Mayor Bill de Blasio called out Verizon in 2013 while working as the city's public advocate and running for mayor. At the time, he railed against the company for its apparently slow progress building FiOS and said neighborhoods particularly left behind included many of the city's poorer areas, such as Upper Manhattan and the South Bronx. Last fall, the mayor pledged to audit Verizon's compliance.

Maya Wiley, counsel to Mr. de Blasio, said the city hopes to work with Verizon to get service installed in more buildings, and will at first refrain from harsh measures like suing the carrier for breach of contract. The de Blasio administration has made broadband Internet access part of its agenda to fight income inequality and wants to create more competition among Internet providers, something that could please the city's tech community.

"Part of what the broadband agenda means is making sure that the city is holding its franchise holders accountable," Ms. Wiley said.

Verizon spokesman John Bonomo said the carrier has invested \$3.5 billion building FiOS in New York City and that its interests are aligned with the city on getting more residents signed onto FiOS. The network is cheaper to operate and delivers much faster Internet speeds than traditional copper wires and many cable networks.

"We've got a state-of-the-art network we've spent a lot of money on and we want people to buy our services," Mr. Bonomo said.

The audit, Mr. Bonomo said, appears to be rooted in politics around the company's looming negotiations with its unionized workforce. Negotiations over a new contract with about 39,000 employees covered by the Communications Workers of America and the International Brotherhood of Electrical Workers are expected to begin next week.

The company is expected to push for tough concessions, particularly on health-care coverage. The last round of contract talks, in 2011, resulted in a strike.

City officials said the audit had nothing to do with the carrier's union talks.

The audit says Verizon isn't connecting some buildings because the carrier is holding out for an exclusive agreement with building owners to be the sole network provider. Mr. Bonomo said the carrier does ask for exclusive agreements in some cases, but that isn't not why buildings don't have service.

Getting Verizon to build more FiOS is of special concern to the administration. Cable companies have divided the city and in most cases don't directly compete with one another. Time Warner Cable Inc. was first granted franchises in 1970, and Cablevision Systems Corp. first received franchises in 1983. While both companies have expanded into other areas, they don't overlap. Both agreements were renewed in 2011.

Councilman Mark Levine, who represents a large swath of Upper Manhattan, said constituents complain to him about not having fiber service and frequently ask when it is coming. His building doesn't have the service, he said.

"I think the demand is greater than they are recognizing," he said.

Franchise agreements like the one Verizon signed with the city in 2008 have fallen out of favor recently as new entrants in other parts of the country, such as Google Inc., have promised to build out faster Internet connections in exchange for terms that don't require them to build service to entire cities.

Verizon has placed greater emphasis on its wireless operations under Chief Executive Lowell McAdam, who took over in 2011. Since then, the company has agreed to sell wireline assets in Florida, Texas and California. Verizon has said it no longer plans to build FiOS in new territories but will instead focus on increasing penetration in areas where it already provides service.

Verizon has already come under fire from the CWA, which charged recently that Verizon was failing to repair its existing copper wireline footprint and pushing customers to a less adequate wireless service. A Verizon spokesman said that wasn't true.

Write to Ryan Knutson at ryan.knutson@wsj.com

THE WALL STREET JOURNAL.

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WEDNESDAY, JUNE 10, 2015 • VOL. CCLXV NO. 134

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Verizon Union Says Company Is Not Fixing Landline Phones

By RYAN KNUTSON

Verizon Communications Inc.'s largest union says the company is refusing to fix broken landlines.

The Communications Workers of America, which represents about 35,000 Verizon employees, says Verizon isn't repairing copper lines in some areas in the Northeast. Instead, the union says, the carrier is steering customers to buy a wireless home phone service called Voice Link.

The CWA plans to file public information requests this week with a handful of state regulators including in New York, New Jersey and Pennsylvania to see whether it can uncover data showing the extent of the problems. Verizon is required to report information about service issues to local regulators, but the union says not all of that information is likely being disclosed to the public.

"Verizon is systematically abandoning the legacy network and as a consequence the quality of service for millions of phone customers has plummeted," said

Bob Master, CWA's political director for the union's northeastern region.

The dispute comes as Verizon and the union are about to enter negotiations later this month for a new contract.

Verizon spokesman Rich Young said the CWA's allegations are aimed at pressuring the carrier in advance of those talks and he denied the union's claims.

"It's pure nonsense to say we're abandoning our copper networks," Mr. Young said.

Mr. Young said the company is investing in its copper network, and it only offers Voice Link, which delivers service over Verizon's cellular network, as a temporary replacement while repairs are being done. About 13,000 customers have decided to keep the Voice Link service, Mr. Young said.

The CWA, meanwhile, acknowledged that if Verizon invests more in its network it will equal more jobs for union members, who are working on the copper repairs.

Verizon has expressed a desire to shut off its copper line

system in the future in favor of cheaper wireless and higher-speed fiber technology. In addition to being faster and in some cases cheaper to build, those technologies face fewer regulations than services delivered over copper infrastructure. **AT&T** Inc. has also said it wants to eventually shut off its copper network.

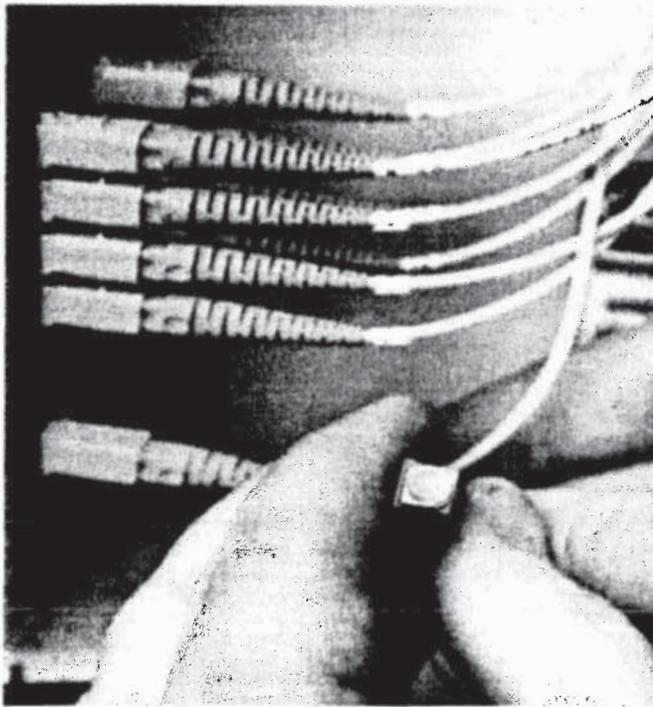
Verizon has about 10.5 million residential landline voice customers, about half of which are on copper. In the past few years, the company has moved about 800,000 people off its copper network onto its newer, fiber-based FiOS service. Earlier this year, it agreed to sell its wireline assets in California, Texas and Florida to **Frontier Communications Corp.** for \$10.5 billion.

Spending on its wireline network is also declining. Last year, the company invested \$5.8 billion on its wirelines, a 7.7% reduction from the year before. Mr. Young attributed the drop in spending not to reduced maintenance but to a slowdown in its FiOS build out.

The CWA's Mr. Master said the union's interests are aligned with those of consumers. Many customers want to keep their copper landline phones because in the event of a power outage the lines will keep running, while wireless and fiber phone systems will stop working as soon as the batteries die, according to Mr. Master.

Kenneth Schaefer is a Verizon customer in Bedminster Township, Pa., and says his copper landline stopped working about half a dozen times last year. Verizon offered him Voice Link, but Mr. Schaefer declined because he doesn't get good cell reception in his house and doubts Voice Link will work either. He would switch to another provider but says Verizon is the only landline phone provider in his area.

Verizon got in hot water after Hurricane Sandy, when it tried to avoid fixing damaged copper lines in Fire Island, N.Y., by giving customers Voice Link. The company fixed the wireline network after residents complained Voice Link suffered from poor quality and wouldn't work with services like credit card machines, fax machines and other technologies that need to be plugged into the phone network.



Verizon spent \$5.8 billion on wireline phone service in 2014.

ALEX BRUNNEN/GETTY IMAGES