

My name is Anita Browne, I live in Lynnwood, WA.
I am writing to you today to let you know that I have recieved and I
quote "the most horrible, outlandish and rude service I have ever received from
an established business." Verizon online services has misrepresented, lied to
and completely humiliated me. Normally in a situation of this matter I would
change services and go through a completely different company, in this case I
can't because there aren't any other options for me. I run my own business out
of my home office and frankly I have lost thousands of dollars waiting for them
to hook up my DSL. They have promised me 7 different dates, cancelled me 3
different times, tested my line 10 times, and charged me each time they tested,
I also have been getting charged for the DSL and I still haven't recieved
service. Not only have they waisted hours upon hours of my time on the phone
they have also managed to stoop so low as to call me names and even hang up on
me numerous times. I have tried everything in my power to deal with these
people, the Washington State Utilities Commission even told me they can't do
anything because Verizon DSL isn't in their Jurisdiction. PLEASE HELP ME!!

I am sorry if I have waisted your time but I am in desperate
need of help

Thank You,
Anita Browne
(425) 771-4211