

Have a neighbor who is mentally retarded (a vulnerable adult). He got a marketing call from MCI and was told that they have a phone plan with free long distance calling. Sounded good to him, so he said okay. He was put on a very expensive unlimited long distance plan that he does not need, want, or can afford. His account is now suspended. I have spent 5 days, talking to about 7 people at MCI, and have sent 3 emails to MCI all attempting to correct this situation. I cannot locate a manager as hard as I try to correct this. All I get is clerks and they will not get me through to any manager. I have even emailed Verizon, their parent company, trying to get through to a MCI Manager. This is not right.