

## Verizon Local Service

### Verizon

- Local Service
- Wireless Service
- "Enhanced" Services
- Long Distance
- DSL Service
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### News

- Verizon Pays \$21 Million to Settle Termination Fee Lawsuit
- Verizon Snaps Up Alltel
- Verizon Rolls Out Unlimited Calling
- Verizon Wireless Changes Contract Policy
- Verizon Cuts Off Northern New England
- Verizon Joins BellSouth in Retreat From Unexplained New DSL Fee
- Verizon Tacks On New DSL Fees
- Verizon Limits Its "Unlimited" Wireless Broadband Service
- Verizon Wireless Cuts Early Termination Fee
- Michigan Charges Verizon's Rates Are Excessive
- Verizon Completes MCI Purchase

### Shelia of Capital Heights MD (04/15/09)

I feel completely victimized by this company. On 3/15/09 they charged my account with verison. verizon is my primary phone co. \$31.57 for 3 min. @10:06pm and another \$36.04 for 6 min. @10:10pm. These were supposedly collect calls. the first call didn't come thru...only a recording from the operator? How can these people get away with these exorbant prices. Please help me. I'm a 72 year old

senior with a limited income. Sincere thanks!

This situation is indeed a hardship for me, I feel verizon should not let company's invade like this for it's customers, they don't protect us.

Maritza of Reading PA (04/07/09)

false advertisement. I change companies because was promised a cheaper rate and now am paing almost twice as much. The mistake was made by a verizon vendor and i have to pay the conciquences and penalty charges for disconeting or down grating my services.

Making me pay a penalty charge for disconnection of my services.

Donna of Chesapeake VA (04/06/09)

Verizon after 20 years of service turned off service because someone called in with our phone number and name and cancelled the service and told them my husband was going out to sea. As I told them, you would think they would have questioned that since people who go out to sea normally are out to see quite often and not after 20 years. After being told 5 times and holding for over 2 hrs our service would be restored in 15 minutes it never happened. We have to wait until Monday for service. We never spoke to a supervisor after being told 5 times they were supervisor's.

They were rude, arrogant and one gentlemen told me that I should go home and talk to my husband as to why he wanted the phones turned off. They also would not give any information on who called the information in and told us it was illegal to give us that information. We had no service, my husband's job is contingent on having phone service. I have a volunteer position with a non-profit organization that requires people to call my home for information and we were totally embarrassed and unable to be reached.

His work wanted to know why he didn't pay the bill and I received calls on my cell phone from other members asking if we needed money to get the phones restored for my volunteer position, since I answer to the general public. I can't understand how this happened

and why they could not get the phones back on in 15 minutes. This was a total embarrassment for both of us. My husband also told them it could cost him his job and they could have cared less and told him to stop calling.

Robby of Springfield NJ (04/02/09)

i started to receive a collection notices a few months ago. Verizon says i have a bill open since 2005. i have always had Verizon service and have had open accounts with them for years. they say there was service started and opened for a few days. makes no sense. we always had service beside this.

credit has been destroyed. I can't get any loans approved. credit lines have been locked.

Thomas of Floral Park NY (03/31/09)

I have telephone, tv, and internet service through Verizon. On January 27, 2009, I started the international calling plan, which is 300 minutes for \$10 monthly. I received a bill for \$1,082.67 on March 16, 2009. They claim that I canceled the plan on February 27, 2009 which never happened. So they charged me this large and ridiculous amount. I am not that stupid to call internationally without a plan which cost at least \$6 per minute.

I do not want to pay for their mistake. I tried numerous times attempting to clarify their mistake and to rectify my bill, which they are reluctant to do so. Please help me regarding this issue. Thank You. My normal bill is \$110 - \$130 a month, but they charge me \$1,082.67. Also, emotional distress. Verizon customer service representatives are very ignorant.

Melondy of Monroe NC (03/28/09)

I ordered just a basic phone line, was told by a customer service rep. that a could have a sevice tech. come out to check phone lines because my house was older and I did not know if lines worked. I then gave her my address along with directions. I set up an appt. for tech to come out well no one showed. I called to find out why no one ever showed up and a different person tells me I did not request for anyone to come out. They do everything there at the

office.

I spoke to so many different people was told different things. I am so displeased with Veizons services. They are now charging me \$46.66 for services. My phone line was never hooked up and there was no tech. that showed up. This is so unfair for me as a customer.

Took up my time threw out the day to get no where with these people. I still had no phone line and had to call Time Warner out which I paid more but it was worth it.

Dianna of Oxford PA (03/27/09)

Called customer service October 2008 and requested to have my long distance discontinued. They discontinued, not my long distance, but my Freedom package and my next bill reflected over \$300.00 in charges (each and every call and minutes talked. When I called the gal said that did I not realize that cell phone calls are long distance and my response was I had not thought about the cell phones, but cell phones or not all long distance calls should have been refused on my phone. My nieghbor can't even dial out any long distance because hers is only local. That is all I requested and apparently the gal did not do her job. I had myself put back on the Freedom Package until I could decide what to do and to pay off that large balance.

The only damage was a very large phone bill which took me three months to pay off as well as my regular phone bill. I am retired and on a fixed income so it was tight for a while.

Beth of Bayville NL (03/27/09)

i ordered there triple freedom package including direct t.v, phone, and internet.when processing the order i wanted to change the install date was informed at the end they would call to schedule. they showed up 2 days after placing order without confirmation.At the time the installer showed up I was informed that I would owe him 75\$ for poling the dish which was not told to me during ordering plus 5\$ per line to run inside, I was also not told that I would need 2 more additional recievers for other t.v's which I did input during ordering.when I tried to call verizon to reorder the

correct devices at no extra charge they canceled my order for the dish part and I couldn't then get in touch with anyone who could help me. I have tried numerous numbers and have been given the run around and still after 1 1/2 hours on the phone first thing this morning no one has yet to return my call or answer an e-mail I sent.

part of my order is cancelled which represents the t.v portion which in itself cancels the triple package deal. Still Verizon called to schedule there phone service installation. Unbelievable..I still am unable to get any help from the company at a phone number..none listed for help they refer you to on line help which is not helpful at all....

Julian of Carmel NY (03/25/09)

I feel I am not being charged the amount that Verizon advertised of \$49.99 a month instead I end up paying \$80 and \$85 a month. I just heard there were some billing issues with verizon and I am concerned that I am being affected as well. Thank You

John of Oakton VA (03/23/09)

I sold my apartment (Co-op) on November 23, 2008. I cancelled my utilities on Nov. 19 or 20th, including Verizon. I distinctly remember the conversation because the woman I spoke with at first told me they could not disconnect my service because, even though the service was in my name and was at my apartment and I had been paying the bill for four years, it was not me, but an old girlfriend, who originally called and set up the service. In the end, however, they saw a way around the problem and agreed to shut off my service. They said it would go off one day the following week--they could not tell me which day for sure.

But Verizon never turned off the service and continued to send bills to my old address. Now they say I owe them \$140.85. The person I spoke with told me there was no record of my ever having spoken with anybody there in November. I told him I did and if they would look at their phone records they would see I made a long call to Verizon on either the 19th or 20th of November. He told me Verizon doesn't keep those records.

I'm hoping you can advise me here...As of right I owe them \$140.85, plus any adverse affect this may have on my credit report. Is it true they don't keep records of phone calls made on a land line? Can I take them to small claims court? Thank you.

\$140.85 I owe them and any adverse affect on my credit report. Not to mention the time involved.

Evelyn of Brooklyn NY (03/23/09)

They are overcharging people on their home phone service. The fees and taxes are extravagant. I was charged \$23.00 extra on my bill for fees. A bill that should have been 44.99 turned out to 76.00. Then they charge 36.00 to reinstate and unblock your services. Its never what they tell you or advertise.

It made me stress to try and sort it out and wasnt getting a straight answer, instead they tried to get me to join a bundle package.

Jrsj of Staten Island NY (03/23/09)

A sales person called saying we were in yellow pages and if we wanted to continue it would be absoloutley free put on a tape with me answering yes questions but the tape was different from what I heard and they actually had me agreeing to allowing them to bill my telephone company \$39.99 a month. False tape! I called and they agreed to take it off and credit my account! Very very deceitful salespeople!

My verizon phone bill was billed for 2 months before I caught it an was billed 92.98 I know many others are being tricked!

Sharon of Jamaica NY (03/13/09)

I Have a freedom package with verizon. It included local and long distances service. they refuse to give me info on my long distance account and refuse to tell me how much minutes i use on my long distance.

They say i pass the limit on my 500 mins plan. and they couldnt

prove it to me because they haven't set up a system to check my minutes. they say i pass my limit which is 500 mins which they cant prove.

David of Norwalk CT (03/09/09)

I called to cancel our temporary service to a construction site on 2/23/09. Verizon continues to bill us for the service even though I have a confirmation number. Numerous calls to Verison yield only endless frustrating transfer calls to people who don't have the authority to credit back our account for services not provided. There isn't even a phone or computer at the location [they]'re billing me for for the last two months! Ask for a supervisor? What a joke they are! Even a confirmation number doesn't help, so why give them? I am on hold right now for over 30 minutes, and this is my 3rd attempt today.

Katharine of Ny NY (03/08/09)

I ordered a bundle of DSL plus phone service. I never got internet service but instead had a useless phone line which I could not use because it was designated only for use as a business line and I was a residential customer. They set up two accounts and double billed me. They made it so difficult to get help with these problems. I could not speak to a supervisor, though I left several messages.

I spent numerous days on the phone with unhelpful people. I have been billed for DSL and phone service I never got, as well as pholne service that I could not use, around 200 dollars, perhaps more.

Pedro of Linden NJ (03/06/09)

I requested to transfer my phone service to my new address about two years ago. Verizon stated that they're are unable to keep my old number, so a new number must be issue. Not a problem, I was issued a new number assuming everything was taken care of, new service and my phone bill. On 3/4/2009, I received a letter from a collection agency stating that I owe \$147.00 from my old account.

During these two years, I have not receive any past due nor

outstanding accounts from Verizon. I called Verizon to discuss the outstanding account and the Verizon rep. (Tasha) stated that they no longer have the account I would have to contact the collection agency for further details of the account. I don't understand I've been paying faithfully on my Verizon bills. I think this is very unfair from Verizon being that I never receive a bill and I could of receive more information on my account. Instead of, directing me to the collection agency.

This bill may damage my credit score.

Monica of Prince George VA (03/06/09)

I have Verizon home phone service and DSL service. For years when I talk on the phone it sounds like someone gets on my line, I do not have a party line. I've discussed this with Verizon and was told to get a new phone, which I did. I still had the problem. So I let it go. Jan 12, 2009 I decided to try to get my problem resolved. 13 Jan. I got a call telling me that my lines were crossed. Then another problem has cropped up, humming on the line, the party I am talking to can hear it also, even when I call Verizon I have had the lady on the other line hear the problems. They come out and find loose wires.

Then another problem comes along, I get fading in and out when I am talking. This can be frustrating when I am trying to contact any type of business or just talk on the phone. I can't hear the person I am talking with. At one point Verizon found the problem in their computer hook ups. I've lost internet connection because Verizon was fixing my problem. I even went out and bought a filter for my ADT system. I've had my home lines checked and they are ok, it seems to be outside lines. What really makes me frustrated is they tell me they will be out and never show...2 times this has happened.

I have 4 pages of written notes. I can not switch phone companies because there are no other in my area. Each time I call the people on the other end are very nice. my big complaint is I can't get my phone lines fixed. They work sometimes and other times they don't. Now a new problem has come up, the party I am talking to hears a

clicking sound and noise on the line. I also have the fading in and out on my side. I often wonder, do I have to pay for a service that I am really not getting?

Cesar of Medford NY (03/06/09)

I received a \$8000.00 receive from Verizon for the use of ALO services. I contacted Verizon, they told me it was AOLs' fault. I contacted AOL, they said it is Verizo's fault. I contacte Verizon and we set a payment plan of \$153.00. Verizon said that there was a long distance AOL line that was left on and ran ou thousands of minutes. I was not informed by aol or verizon that there was a long distance line. I had service from them for over ten years with out any billing problems wichic regularly run about \$100.00 a month.

As a consequence a consequence I am stock paying an \$8,000.00 bill and \$153.00 a month. Please help me with theis issue. I will appretiate your assistance. Thank you,

Linda of Brockton MA (03/06/09)

I have been taking care of my mom's bills for a very long time. I am her daughter. She is widowed and she is 87 years old. I went online last nite to pay her verizon