

It was suggested by Jenifer Simpson, that I contact you about an on-going problem that I've been having with Verizon Wireless because of my HTC Ozone phone; after I ordered it, I have subsequently found out that, at present, it is the only phone that is currently available through Verizon, that has assistive talking software in it so I can go online and surf the net with it. Here is the letter that I sent to Ms. Simpson, chronicalling my ordeal with Verizon. The latest update is that they have just agreed to send me a 2nd new phone that hopefully will have Talks already pre-installed in it; they sent me a new phone that was supposed to have Talks installed on it, but, it did not have it installed on it, and I would have had to go into a Verizon store to have them download the program and set it up for me-about a \$50.00 round trip cab ride for me. You may phone me at 212-633-6124 if you would like to speak to me directly, or you may email me at this address: [alankamen@verizon.net](mailto:alankamen@verizon.net)  
Thanks, Alan Kamen

Dear Ms. Simpson,

Just in case you don't remember me, I am the friend of Michele Bremen who spoke to you in the summer of 2009 about Christie McGavitt, the blind girl who was having the problems with Windstream. About 6wk ago, on August 9th, I ordered a HTC Ozone phone with an assistive talking program installed on it called Talks; this was installed by Verizon, and the phone was shipped out to me. After I activated the phone, I discovered that the Talks program was defective, so I went to the Verizon store in Manhattan, near where I was living at the time. They could not figure out the problem; they suggested that I take the phone with me, since I was moving to Long Island, and either go to a Verizon store, or have Verizon ship me a replacement phone. Since the store out there was a distance away from me, and not very practical for me to go to on my own, I asked Verizon, and they agreed, to have them ship me a "replacement phone. I was assured that the phone would have Talks installed on it; after the third one, they admitted that no replacement phones would have it installed on, and that I would have to either go to a store or that I would need someone sighted to have them install it from a computer. Verizon agreed to give me a \$40.00 credit for the round-trip cab fare to the store. When I went to the store, the person spent almost 3hr to download and install it, and after it was installed, he still couldn't transfer my license from the other phone over to it. I was told that someone from Verizon would call me the next day (last Thursday, 9-24) and tell me how to activate the Talks program. No one called, because the company, which is based in India, hadn't emailed them a new license number. Verizon then agreed to ship me a brand new phone, assuring me that Talks would be installed and ready to use, on it. I received the phone yesterday, and then I proceeded to turn it on, with the intention of activating it. However, when I did this, the phone was silent, so I called Verizon's "tech support" and a gentleman from their customer service, told me, that before he sent me over to Tech support, he would try to tell me how to turn on Talks on the phone. He told me some wrong menus, and, at that point, the people from Tech support were not able to get me back to the point on the phone where I need to be, in order to activate Talks. They told me that I would have to go to a Verizon store, and have one of the technicians there activate the phone. When I explained that this would be a great inconvenience for me, both physically and financially, they said

that they could not give me another credit for taking a round trip cab there, since they had done that once already. I asked if they could ship me another phone, with the program already activated, and I told them that I would then return both this new phone, and the one with the defective program in it; they said that the only solution was for me to go into the store at my expense, even though they admitted (and were sorry that) that their person had told me incorrectly how to activate Talks. I even offered to upgrade (at my expense) to another phone with talking software, so I can go on the web while I'm on the cell phone; they said that this phone is the only one that has any sort of assistive talking software in it; I've heard that some of their Blackberries have talking programs, but the tech person didn't know of them, or so she claimed. Not only won't Verizon Wireless give me credit for the \$40.00 plus tip for a round-trip cab to the store, but, they haven't given me any credit for paying for the web access that I haven't had; they claim that I did have web access, since they saw that I had gone online on August 14th, the day that I went to the Verizon store; that was done by the technician there, but he said that the talking program wasn't telling what he was seeing on the web. All these problems are for phone number 917-971-2526, the main number on my wireless account. Since I have moved from Manhattan out to Long Island, I have ported my original Manhattan number into a second wireless line.

If you have any information, advice, or even any helpful suggestions or contacts at Verizon Wireless for me, you may contact me at this email address: [alankamen@verizon.net](mailto:alankamen@verizon.net) or you may phone me at 212-633-6124.. Thank you for taking the time to read this email, and for any help you may be able to give me for this problem.

Sincerely,

Alan Kamen