

Me and my husband have been terrorized for 6 months since we began a contract with Verizon Wireless. From the first day Verizon made critical errors that could not be properly corrected due to the untrained customer service reps. They have continued to charge us for charges resulting from their errors for 6 months and no way out!! It has come down to the phone being disconnected even though we pay our monthly phone charges. If you do not pay their incorrect overage charges they disconnect your phone. It is currently disconnected, we are defeated and have allowed them to win!! We cannot continue to call month after month and pay our bill and still be charged late fees and continual overages that ends up you cannot possibly pay them. I have filed multiple complaints with the FCC and have had no relief. Verizon laughs at the FCC and defies the rules because they can.