

When I entered my Verizon account number into my bank's bill pay, I entered the wrong number. When Verizon billed me for services I had paid for (albeit to the wrong account #), I provided proof to them that I sent checks and they cashed the checks. It's been over a year, and they've sent me to a debt collector and have this on my credit report. In spite of many, many phone calls, email and fax to Verizon, they will not respond to my requests to clear my account. I can provide proof the bills were paid, the checks were cleared, Verizon was notified several times.