

Since the end of November 2012 I have tried to disconnect part of my bundle services. 7 phone calls, even more customer service representatives and literally hours on the phone with polite speaking people who refuse to do what is asked, but not confirm my verbal request in a phone conversation. I had been promised one thing over the phone, another came in confirmation email. Does FCC requires that service changes must be done via telephone call only and FORBIDDEN to be done via email? I respond to wrong adjustment sent to me via email by Verizon and receive back email from Verizon directing me to make another (albeit VERY lengthy) call to again state the very same thing. Notes taken by employees cannot be checked or controlled by the calling customer. Enough company (mis)guided notes taken bring more revenue to Verizon by continuing delivery instead of stopping as asked of (unused) services while billing the customer. It is a policy of extortion. Does FCC really requires that?

Why is it that Verizon can use email to communicate with the customer, but dues paying customer cannot communicate with Verizon via email?

Can recordings of my calls be obtained? If so, please advise how I should proceed. Thank you.