

Untitled Note

Wed, May 22, 2019 11:53PM 26:34

SUMMARY [REDACTED]

verizon, plan, verizon wireless, horizon, connection, high speed data, received, data, write, throttled, offer, update, suffered, [REDACTED] manager, services, online, informed, pay, pathetic

SPEAKERS

[REDACTED] [REDACTED]



[REDACTED] [REDACTED] 00:01

ship.



[REDACTED] [REDACTED] 00:09

Okay. So let me explain this.



[REDACTED] [REDACTED] 00:19

On [REDACTED] the sixth I interviewed [REDACTED] State University why I'm trying to quiet like your places like I'm entered your State University. And I had [REDACTED] within like a month or two, I [REDACTED] received a [REDACTED] pack, a brand new sego [REDACTED] pack from Verizon. And because of my geo location, I was using that [REDACTED] to connect to the internet. And I was using it as my primary connection to the Internet. I had and still do have a DSL connection provided by at amp T. But [REDACTED] because of where I live. My geolocation, everything, the speed of that connection is about 160 kilobyte a second, which is extremely slow. So my first night of classes. My first night, being a New York University attending classes I had to get my schedule said download all my books. And I still had to do some things for registration classes. And



[REDACTED] [REDACTED] 02:21

and yeah. And also on that same lovely day. Open BSD my operating system,



[REDACTED] [REDACTED] 02:45

the operating system that I use, massive, massive system update coming. And I had to download it, download everything, set it up, and then do all my school work. Which was the plan.



████████████████████ 03:12

So I continually tried to update my computer several times. And the update itself was ██████ absolutely taking forever. It was taking well over 30 minutes to do. I'm running out of time. It's late at night. And, you know, I had to be in bed soon because I had to get up for classes in the morning. So I was running out of time. And my connection through Verizon had already consumed all of it. All of its allocated on throttled connectivity. It had gone through its 25 ██████████ of and throttled bandwidth. And what was being throttled, was being slowed down by Verizon. Because I have had used up my 25 gigs have been throttled connectivity. My connection was weak. And in actuality, the update was slower using the horizon connection, than it was using the at&t connection, which kind of the ██████ of the entire purpose of having the Verizon connection to begin with. Long story short. So I went online and tried to see if there was any way I could increase my bandwidth, I could increase my usage. And I was familiar that with my cell phone, I could purchase a little five ██████████ boost for my data speed, and it would speed up with my connection. And that was my intention. That was my whole intention was ██████ a purchase a little boost and speed of my connection. So I could get through this update, download my class schedule, download my book, and move on with my life. Because it was taking forever. So I went online, went to you know, it was 11 o'clock, which means Verizon Wireless customer service was no longer open was not available. And if I wanted to talk to them, I'd have to call them in the morning. And in the morning, I would be traveling to college, and would not have time to do any of the stuff I needed to do. So I went online, try to purchase the boost. And I couldn't find it. I went through every single menu option there was could not find any means to to purchase a temporary small term boost for my data speed, for the for my connectivity and speed, my connectivity. And the only option that was given to me on in the online kiosk was for me to change plans is the only option I had. And I was getting pretty desperate. So without really reading anything. And obviously without fully understanding what I was doing. I changed my plan to the only option that was given to me. In summary, I was looking for the boost the database. And it wasn't available, I was looking to upgrade my plan. And the only option that was available to me in the online kiosk was for me to upgrade to another plan. And there was only one plan available for me to upgrade to



████████████████████ 08:06

I'm using the ██████ upgrade. Because it was my understanding at the time that that was exactly what was going to happen that I would swap out to a new year plan. The plan would provide me with more data. And I would be able to update these things and move on with my life.



████████████████████ 08:32

So I went online change plans. I had incorrectly assumed at the time that Verizon would have enough sense to offer me a plan. Let me rephrase that. I had assumed at the time that Verizon would have enough sense to only offer a plan that would upgrade my features. And that it was not very cynical, for Verizon to offer me a plan that would downgrade or decrease the amount of features. Because that would be bad business. good business would be increasing my features, increasing my cost. Bad business would be decreasing my features and lowering my cost. But horizon got the better with me. Nonetheless. Some it did. At that point of time, it did

exactly what I expected it to do. Mike connection was fast. I was able to get in, get what I needed to done. And then I moved on with my life. Which means I've spent three hours in the car every day, driving back and forth to college, to better myself and prepare myself for a better future. It was very hectic



██████████ ██████████ 10:27

during the course of the month, about two weeks later, my mother came to me and she said that she was receiving a lot of messages from Verizon, telling me that I had consumed all of my data. All of my high speed data I informed her to ignore ignore this. Because I've received messages all the time. And for me that I've consumed all of my high speed data. I received that pretty much every day when I was using my unlimited plan. Because my limited my plan, as you know is not truly unlimited. It has a 25 ██████████ cap on it. And once you go past your cap, then they slow down, they throttle your speed. And I've been receiving messages from Verizon telling me that I had, you know, consumed all of my high speed data for months. And I went through my 25 ██████████ cap within a day. So the message didn't the messages didn't mean anything to me. They did not inform me that I was going to be charged out of the rear end, they did not inform me what type of high speed data I was consuming. There was not informed me that I was on a plan that was going to charge me out of the ass. They didn't tell me anything. So at the end of the month, Verizon decided to charge me 20 \$500 for network use, on a plan that I never intended to be to be involved with. It came it became an understanding that the plan that Verizon Wireless, offered the only plan that was available to me when I needed to fix my situation and move on in my life. The only plan that offered to me was the most expensive option that Verizon Wireless could have offered me. It was not unlimited data. It was a flat 40 gigs of data uncapped at which if I went over that cap, I would then be charged a particularly high fee, per ██████████ or whatever. For us. None of this was explained to me. I do not remember seeing any of it and writing. And it was and if I had known what I was truly signing up for, I would have never done it. And if I had known at the time, how difficult and how inflexible Verizon was going to treat me in this affair. I would have never used Verizon ever. In my life. I say this, and I want it to be obvious. I have been for I'd be a Verizon customer for well over 20 years. And this is the worst customer service I have ever received in my entire life.



██████████ ██████████ 14:54

So at the end of the month, when I received this 20 \$500 bill, I called up Verizon and asked them to fix it. Ask them and formed on my situation I informed on what was going on. And I even informed them that I wanted to change my my plan back to what it was. I specifically told the guy to put me back on my former plan and do it now. Which they didn't. Instead, Verizon let it go on for another month. After I had already told them to change me to my old plan. They didn't they never did. Instead, I was set up to spend another 20 \$500 in one month. Which doesn't even make sense. If I didn't have the money to pay for it for the first month, why the ██████████ does rising think I have money to pay for it the second month. It was ██████████ sorry, it's ██████████ the sorry, is customer service I ever received. I have called horizon no less than 13 times in an attempt to resolve this situation and to correct my account to where it was. And I've absolutely gotten no help, no assistance.



██████████ ██████████ 16:50

I did not ask for the services that were given to me. When I found out they were given to me, I demanded that they were removed. And they weren't.

 [REDACTED] 17:07

I was stuck in and contractual health. And had my personal data. And my personal liberties constricted because of a contractual loop that had nothing to do with horizons corporate cost structure. If they can offer unlimited data, and I was on it,

 [REDACTED] 17:51

then obviously they can [REDACTED] to offer it. And whether I sign up with a 40 [REDACTED] plan or a 25 [REDACTED] unlimited plan. [REDACTED] to horizon, the cost is the same. It's [REDACTED] one. They're taking advantage of the customer. And the other might be considered a fair deal. But I doubt it.

 [REDACTED] 18:30

This [REDACTED] stretched over it's been going on since [REDACTED] And and finally after getting a manager on the phone and having the manager treat me like a thug. an hour for my phone call. That manager cancelled all my services with Verizon Wireless, the week of finals which meant I had no way to complete my coursework because Verizon Wireless cut my network connection. And I could not get online and perform my homework. That is unreasonable damages. I told the manager that I was willing to pay. I was willing to pay my normal \$250 a month amount. But horizons call it but horizons billing policy prevented me from from doing that.

 [REDACTED] 20:08

Both the manager and everybody I talked to demanded that I paid \$4,000 for services I didn't ask for when I'm a college student. And I'm scraping pennies together for money date. I called 13 times to have it resolved. And I got nowhere I had no assistance. I got no help. And I spent over eight hours on the phone trying to get this situation resolved. And got nowhere

 [REDACTED] 20:59

my grid suffered. My family suffered. And I suffered because Verizon Wireless frankly, was being pathetic. So every device that I had with resin was cancelled the week of finals. Which meant I was driving three hours on a national on an interstate highway through rush hour traffic without a cell phone or any means to contact someone in case I got in a wreck. As I mentioned before, I offered to pay but the manager wouldn't take my take.

 [REDACTED] 22:18

So I'm writing to inform Verizon Wireless that you suck donkey balls. And I have no intentions of paying for services that I didn't ask for. That I demanded to be removed. And I will not pay for

crappy customer service. This is utterly the most pathetic experience I've experience I've had with any company in 35 years of my life My children will not be using Verizon. My family will not be using Verizon. I will never use the horizon. My family will not use horizon. My friends will not use horizon. And by dammit my company sure as [REDACTED] won't be using Brighton.



[REDACTED] [REDACTED] 23:33

If you want to see me in small claims court I will be glad to meet you because I had damages. I had damages that I've experienced and I had suffered because of horizons, pathetic customer service and predatory billing practices. We are going to write the Federal Communications Commission. I want to write the council for consumer rights. I'm gonna write the federal business and Exchange Commission. I'm gonna write my senator, my state representative because Verizon has to stop its predatory billing policy. It is unethical, it is a moral, it is wrong.



[REDACTED] [REDACTED] 24:50

It is wrong for people to suffer. And for Verizon to make people to suffer when they are trying their best to work with him. If a company cannot maintain customers, it has no future. I was a customer for 20 years. And now I'm walking out the door. If I receive any



[REDACTED] [REDACTED] 25:30

debit if there is any lowering of my credit score, I will be taking Verizon Wireless to court because you do not have a right to charge me for something I didn't ask for and provide services that are less than reasonable. That is unlawful and moral and wrong.



[REDACTED] [REDACTED] 26:03

You're trying to build a new tower in my town. And I sure as [REDACTED] I'm going to be protesting the [REDACTED] out of it. Because I do not need any other symbol of your pathetic Corporation in my life. Thank you so much for your time. Oh yeah, by the way, Go [REDACTED] yourself.