

Massachusetts Department of Telecommunications
 One South Station
 Boston, MA 02110

7 August 2009

I live in Massachusetts and had a land line (978 458-9922) at my home. In November 2008, I moved to Florida for the winter. I called Verizon and my phone service was put on a seasonal rate. While in Florida, I realized all my needs were being met with my cell phone. I called Verizon around December 2008 to cancel my home phone. The representative said if I kept the service in the seasonal hold, I would be billed the same amount but they would manually refund the charge each month which they did do. When I returned to Mass. I called Verizon and told them to cancel my home service on approximately 21 Mar 09. I was told that in order to do that, Verizon had to restore the service for one day (because it was on a seasonal hold) and then cancel it. I asked if, like in the previous months, they would manually credit the charge and not charge me any additional charges. The representative got a little vague with his answers but I cancelled the service effective immediately. I also made a followup call to Verizon the following Monday during regular business hours to confirm that the service would be cancelled with no additional costs. The rep confirmed that to be true.

I received a final bill as of 11 April with the charge for the prorated seasonal hold, Caller Id, a restore fee and applicable taxes in the amount of \$18.39 (Attached). I presumed that all the charges would be credited to zero as in the previous months and based on my tel con with Verizon on 23 Mar 09. I received no bill in May 09 and thought that was the end of it.

I received an 11 June 09 bill approximately 29 Jun 09 with the \$18.39 charge still outstanding and on the same day received a bill from a collection agency for the same amount. I called Verizon immediately and the rep transferred me to 1-800-870-9999. I was told that a credit would be issued and the collection agency would be notified. I heard nothing else from either company. On 15 Jul 09, I called Verizon to verify the account was settled. It was not, but they assured me it would be corrected but could not give me a clear resolution date.

On 7 August 09 I made another followup call to Verizon and was told that there was nothing they could do for me and I had to call the collection agency to clear the issue. When I asked to speak to a supervisor, I was told that there wasn't one!

I feel that I have done everything I can to settle this matter and after 7 months and numerous followup calls, where Verizon assured me that the charges would be credited, now to be told basically "tough luck, lady" is unacceptable. I ask that your agency intervene on my behalf to resolve this matter.

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