

What is the situation that concerns you?

The Verizon Wireless account that I administrate has experienced an adverse loss of its Unlimited Data Plan (UDP). This is part of a pattern of recent, related actions, that I am seeking Verizon to either resolve on my behalf, or escalate into a formal complaint if left unresolved for affected users.

Specifically, Verizon UDP plan holders have experienced losses of their UDP through several scenarios related to changes in Verizon policy enforcement. This has created a scenario that has led to cramming.

Some customers, including this account holder, have used supported tools to extend their contracts, without a device upgrade on the particular line of service. This was consistent with Verizon's stated policy that you could keep UDP, provided you do not upgrade devices on the line of service. Despite this, if UDP is removed erroneously, the Inactive Plan Request (IPR) review team at Verizon is now unwilling to restore UDP.

This is contrary to Verizon's previously public policy that customers who are allowed to keep UDP - even if in error or change in policy - will be allowed to retain it through the end of the contract period.

In sum, this is a textbook example of cramming; Verizon is removing people's UDP from their account, long after a contract extension, and placing them onto a different plan than what they selected, without authorization or an opportunity to reverse the contract extension.

What did the utility say when you contacted them?

Verizon refused to restore the Unlimited Data Plan to my account, and they refused to reverse the contract extension. Three customer service supervisors filed appeals, arguing that my account should have its UDP restored, but all three requests were denied by Verizon's Inactive Plan Request (IPR) team. This is outlined in greater detail in my formal notice of dispute to Verizon (Exhibit A).

What action do you want the CPUC to take?

I am seeking restoration of my Unlimited Data Plan on the line of service impacted, plus a reasonable credit to my account for the lost service. If escalated to a formal complaint, I am seeking the CPUC's investigation, review, and action on the concerns above.