

Study Time

Sat, Feb 29, 2020 12:14PM 6:02

SUMMARY

automated system, customer service representative, pay, customer service, talk, verizon wireless, payment, prepaid, problem, provide, received, exceeded, billing, billing department, service, community forums, information, credit [REDACTED] number, rosin, remedy

SPEAKERS

[REDACTED] [REDACTED]



[REDACTED] [REDACTED] 00:02

Verizon Wireless does not provide any customer service at all. The fact that they attempt to say they provide customer service is a misnomer, it's, it is completely false. And untrue. I have been trying to pay for my prepaid broadband service plan for over a month now. It is, It is billed to me at \$70. Unlimited prepaid Robin. And the last time I went to go pay. I received a message that said that I had exceeded the amount of updates that I can make on my credit [REDACTED]. First off, saying that I've exceeded the amount of credit [REDACTED] updates. I can make up my account doesn't really make sense. Second off, which is the complete mess of it all is that there is no solution provided to remedy the situation. If I log in, if I enter my information in and go in [REDACTED] with a different credit [REDACTED] number. You still receive the same message. I have called. [REDACTED] I've said before, I've been trying to do this for over a month. And finally, my plane ran out. So I called [REDACTED] the 611 number. And what I received was an automated system that is designed for this specific purpose to [REDACTED] connecting the customer with a customer service representative. The entire point of this automated system is to prevent the consumer from talking to a customer service representative. All it says is that I have to make payment now I have to make payment now. But when you log in, when you give them the information to make payment. The same error steps comes on the exact same error. So you go in and you say, I want to talk to customer service representative, and then they say, Okay, let me connect you to customer service representative. And then pauses for a moment. And then it says, before you talk to customer service representative, please try our automated service, and then it runs you through the automated service. And the automate service, doesn't provide an answer to any of the questions you have. And then when you finally say, I'm having billing problems. I need to talk to customer service and finally choose that option I had billing problems. It says the billing for the billing department can no longer accept payments for pre play pans. For pre paid plans. Goodbye. And then it hangs up. I've [REDACTED] been 30 minutes on the phone going through the same automated system over and over and over and over and over [REDACTED]. To get the exact same result, where it says, Sorry, I can't help you and then it hangs up the phone. I'm trying to pay for my. I'm trying to pay for my service. Why don't you provide me with customer service Rosen, that's what I'm trying to do. I've gone online. I've looked through the various rosin wireless community forums. They refuse there's no answer. There is no answer. For rides and refuses to provide the answer to this problem. All it says is, go to this website. Well that's

great you go to the website. Then it says, [REDACTED] You need to provide us with this information, well you don't have that information, because your account is disconnected. The only option we're left to I'm left with is having to drive an hour to Verizon Wireless store to get to print more than [REDACTED] for them to pay me to that they don't know what the problem is.



[REDACTED] [REDACTED] 05:07

They don't know what the problem is. There's actually reports on the site of people driving to the cut, Verizon Wireless store. And then the Verizon Wireless says the person at the store says a customer service person, they say, I don't know the problem is. That's not good. That's not even providing a service. That's a [REDACTED] So, I've gone to the website look through the website, I've called them [REDACTED] I tried my best to pay my service. And what do I get, I get nothing for [REDACTED] service I get nothing. You can't make a payment. You can't talk to anybody. You know, it's ridiculous.