1832 Oxford St.

Knoxville, TN

October 21, 2021

To

Mr. Adam Scolieri

Customer Service Manager

Verizon Telephone Division

238 Graham Bell Ave.

Atlanta, GA 2367

Dear Mr. Scolieri

My name is Rosario Jones (client#: 6473023), and I am writing this letter to complain about an unauthorized increase in my monthly data service. I have used the “Friends and Family” Plan for the last 3 years and was surprised to find that I was moved to the “Business” Plan without my knowing or permission.

After talking to a phone representative, I was told they had no option to waive the fee or change my plan unless I went to a Verizon Center personally. With the current lockdown restrictions, I am unable to do so, which is the reason why I address you today to ask for your assistance in restoring my previous plan and having the current charge eliminated or adjusted to my normal fee, with any and all compensations that could be done in this case.

I would appreciate your timely response to avoid any late charges, and please feel free to contact me if you need any further information. My wish is to settle this matter with as little friction as possible and my full cooperation is at your disposal.

I thank you for your time and efforts.

Yours sincerely,

Rosario Jones