

Mark and Kathy Grant
2008 Stepping Stone Lane
Henderson, KY 42420

May 7th, 2006

KY PSC Consumer Inquiry System
Attn: J.E.B. Pinney
P.O. Box 615
Frankfort, KY. 40602

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PUBLIC SERVICE
COMMISSION

RE: Case No. 2005-00548/Mark Grant

Dear Mr. Pinney,

Thank you for your attention on this matter with Verizon Wireless.

The following is a response to the letter dated April 19, 2006 from Mr. Venancio Mejia:

1. A Certified letter mailed (dated 9/8/ 2005) by United States Postal Services that was sent and signed by Terry Valentre (enclosed copy) . The letter indicated to totally stop all service immediately. Only one of the 2 phones was working at that time. The other (270)748-0789 phone was completely unusable and was replaced by a new phone and was never activated. It's phone history will indicate a long period of nonusage which we were charged for service.
2. The phone that I had purchased with 1 year warranty from Radio Shack and was replaced 2 times due to defective workmanship with Verizon Wireless.
3. Collette Smith with Verizon Wireless,2001 N. Green River Rd., Evansville, Ind., Phone number (812)473-4484 indicated that the Motorola Model V60 was not in inventory during the period of non-service. After a period of 1 week with no response from Verizon, I requested that it be replaced by a different model or a new phone.
4. Many disconnects or No-service screens were experienced on both phones in the downtown area of Henderson. I was told by Verizon that the downtown area of Henderson was not covered well by their system because their antenna was about 3 miles away from that area which explained the weak signal. The two Verizon phones with serial numbers are still in my office at 121 Second St., Henderson, Ky. Both, currently indicated No-service as of this date while a Cingular phone can call out anywhere within the building. I am sorry, but we never did meet or have any Verizon technical engineers to review our service or even enter the business from Verizon as indicated by the April 19th letter from Verizon. I would personally enjoy inviting them back to "review the area" and find my two phones with NO-SERVICE on their displays.

5. The commitment date actually expired on 03/17/06, and not on the date 03/18/07. Usually, Verizon records will indicated a one year extension to add minutes, and not two years. A termination fee should not apply if service is not provided and phones are rendered useless with poor service and poor quality connections. I was never told that service would be so poor in the downtown area of Henderson. Cingular connections have been very steady in our area. Since Verizon does not accept or respond to written certified mail, I doubt that they would respond to complaints about poor service in our area.
6. During this period of phones that were not supplied in a timely fashion for replacement, my business lost about \$1000 in calls for support for credit card equipment and other general lost business. Since that date and experience with Verizon. I have replaced the phones with Cingular and have had no service faults with the Cingular company.

Based on these facts, the charges are unfair and indicate the Verizon company did not fairly bill for usage when service was unavailable and in the case of two phones, one phone was not capable of dialing because of a faulty replacement. (The Verizon replacement phone was reconditioned and only working for a short period of time.) Also, the second replacement phone was never placed back into service, and should not be charged for the phone rates which continued for sometime even after being mailed a certified mail letter that was signatured by a Verizon employee and should be on file with Verizon.

How can a company loose a certified mail letter indicating a severance of service?
Why did this company not follow up with termination?
Why did this company continue to bill for services not given?
And, finally why does the customer have to pay a severance penalty for services so poor?

Respectfully,



Mark Grant
2008 Stepping Stone Lane
Henderson, KY. 42420

C: Venancio Mejia
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Executive Relations
Verizon Wireless
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Elgin, Il 60123