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Consumer Complaint 800-282-0515

Email: www.ohioattorneygeneral.gov

FCC - Federal Communication Commission

Phone 888-225-5322

www.consumercomplaints.fcc.gov

Steps to take to file a complaint about Verizon cell phone service

1. Call Verizon and complain about your cell service. You will need your 4 digit pin number. If you don't have one they will send it to you by text.

- Dropped calls
- Poor service on the phone (bad connection)
- 911 call fails (only give this information if you really experienced a no connect while calling 911) They will check your phone call record, but what happens when you call 911 it won't connect so there will be no record that you called it. So keep the date and time you tried to call and the incident. Is there a police report or EMS response, pictures of the incident? Document everything. The 911 not connecting is a big FCC violation. Verizon signed an agreement/contract with FCC that they would maintain the 911 equipment.
- Verizon will want to go through your settings to hopefully improve your service. It is not your phone it is Verizon's equipment on the island. It is not large enough to handle all the thousands of tourist that come to the island.
- Be patient and go through the process it will probably take 30min. That does not include the wait time to get through to a service agent.

After you have called and complained to Verizon most likely your service is no better. That's when you call the Ohio Attorney General and then the FCC to file a complaint.

You will receive a letter from the Attorney General with complaint #. You will also receive a letter from Verizon about your complaint. Please keep all of this correspondence. After the Ohio Attorney General has contacted Verizon they will send you another letter asking if the complaint has been resolved. Most likely your answer will be no. Fill it out and return it to Ohio Attorney General.

The FCC will contact you by email.