

Handling Complaints, Compliments and Suggestions: **How to be sure you are heard.**

August, 2018

All providers, Verizon included, are always working on their systems and developing new products and services. This also includes, among other things, changing available equipment, pricing and channel line ups.

The Verizon Development Department is always working on a long list of upgrades and changes. Verizon normally sends an email with updates on new products or services that are coming out. Watch your emails rather than count on anything anyone says.

All large companies receive many calls per day with compliments and complaints. The ones they take seriously and act upon are the ones sent in writing.

IMPORTANT: Complaining to a Tech or any Call Center Agent or other Verizon Representative, whether it be Tech Support or Billing or anything else does not get to the right 'ears' with any impact. It may make you feel better to vent to someone, but no changes will be considered unless you take the time to send a letter to the CEO's office. When someone takes the time to send a letter via USPS, Verizon knows you are serious. Be sure to include the name on the account, address, home phone number, email address and Account number in your letter.

If you have a suggestion, compliment or complaint, to be sure your voice is heard by the right people or department, it is best to **send a letter** to the CEO's office. There is a specific Team that handles things sent to the CEO's office. *Look under Contact Us on the Verizon website for steps in that direction.*

Verizon Corporate Office Headquarters HQ

Address:

140 West Street

New York, NY 10007

Corporate Phone Number: 1-212-395-1000

As of August 1, 2018, Hans Vestberg is the CEO of Verizon.

