



JenniferStarkey Jennifer Starkey

I'm positive Verizon has the worst customer service ever. 24 mins later and still no human.
1 hour ago



VZWSupport VZW Support

@JenniferStarkey We are normally busy during the middle of the day between 12-2PM. Let's get you off hold and allow me to help you. ^CM
1 hour ago



JenniferStarkey Jennifer Starkey

@VZWSupport I'd love to easily cancel my service online, like every other utility I have.
1 hour ago



JenniferStarkey Jennifer Starkey

@VZWSupport Finally talking to someone but I've given her my info 3 times and she can't figure out my account.
1 hour ago

in reply to ↑



@VZWSupport
VZW Support

@JenniferStarkey That's strange. We can find an account with mobile # or acct # or SSN #. Is it by chance a prepaid acct? ^AE

1 hour ago via Attensity Respond 5

☆ Favorite ↻ Retweet ↩ Reply



JenniferStarkey Jennifer Starkey

@VZWSupport not PP, I've given all of that to her. And now she set my cell to cancel instead of internet. What is going on!?
1 hour ago

in reply to ↑



@VZWSupport
VZW Support

@JenniferStarkey We'd have to check your account for these details. Can you send us a DM w/name & mobile number so we can help resolve? ^CB

1 hour ago via Attensity Respond 5

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@VZWSupport
VZW Support

@JenniferStarkey Is this for cellular service or landline and/or internet service? If for landline/internet contact **@VerizonSupport**. ^TH

1 hour ago via Attensity Respond 5

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VZWSupport, [+] Thu 20 Oct 14:44 via Direct Message



VZWSupport: D I think/really hope she fixed it. If yo could double check that would be great. I think she was new? acct:


JenniferStarkey, [+] Thu 20 Oct 14:40 via Direct Message




If this is for your cell phone account, the mobile number will be just fine. I couldn't pull up your account with that number. ^MS


VZWSupport, [+] Thu 20 Oct 14:44 via Direct Message

• VZWSupport, [+] Thu 20 Oct 14:51 via Direct Message


 **VZWSupport:** Its for wireless internet not cell


JenniferStarkey, [+] Thu 20 Oct 14:45 via Direct Message


Direct Messages JenniferStarkey 

 That explains things. We only have access to Wireless accts, please tweet @VerizonSupport for Landline/Fios assistance.^AB

• VZWSupport, [+] Thu 20 Oct 14:51 via Direct Message

 **JenniferStarkey** Jennifer Starkey
U tweeted me! I've spent enough time trying 2 resolve ths. @VZWSupport That explains things. We only have acce... (cont) deck.ly/~MahXu
26 minutes ago

 **VZWSupport** VZW Support
@JenniferStarkey 1/2 Please understand, cellular & wireless are 2 different entities. In error, you reached out to the wrong division.
21 minutes ago

 **JenniferStarkey** Jennifer Starkey
@VZWSupport The thing is, I did not reach out to you initially. You reached out to me!
19 minutes ago ☆ Favorite ↩ Reply 🗑 Delete

in reply to 1

 **@VZW Support** VZW Support ✓

@JenniferStarkey I know it! I know that you didn't seek us out. What we're trying to do is get you a specialist. That's @verizonsupport!^DGM

14 minutes ago via Attensity Respond 5

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