

<p><b>On 2/11/2022 11:50 AM, Calabrese, Debra Ann wrote:</b></p>	
<p>"Allow me to explain who I am. As a Solutions Architect <b>I am</b> responsible for making sure our reps understand our products and services..<b>more of a technical liason.</b></p>	<p>Did rep understand speed would drop SUBSTANTIALLY at 25G ? He certainly did NOT explain that to us when we told him we didn't need upper tiers of 25mbps or 50mbps, that 10 or close to 10 was good enough. (on 3/14, JERICO finally explained that.)</p>
<p>Your <b>account rep can assist you with billing issues.</b></p>	<p>We had MULTIPLE other issues BEFORE billing issues became a concern – WHO do we contact for those other issue?</p>
<p>As for the speed of your internet there are <b>multiple things that will affect your speed</b>...congestion of the network..signal strength..As well as the category router you are using..</p>	<p>DCalabrese, as a technical liason, <b>did NOT TELL US</b> reaching 25G would effect our speed. We would have canceled the FIRST TIME ANYONE explained that technical limitation.</p>
<p>our <b>hours of operation are not 24/7</b> they are Monday thru Saturday from 8am to 7pm Eastern. That will not change.</p>	<p>Jacob TOLD US there would be 24/7 customer service. IF not by Verizon, by whom?</p>
<p>It seems that you haven't been pleased with our service since inception and we do have <b>a 30 day return policy that you can certainly utilize</b> if you wish."</p>	<p>By now, we THOUGHT we had someone STARTING to work on the speed issue – we were led to believe there were "multiple things" affecting the speed, so to cancel now because of the VERY bumpy communication start would not resolve anything.</p>