

Subject: Re: [E] What else do you need help with?

From: "Calabrese, Debra Ann" <debbie.calabrese@verizonwireless.com>

Date: 2/11/2022, 12:50 PM

To: BDHI <contact@bdhi.us>

CC: "Stubbs, Jacob" <jacob.stubbs@verizonwireless.com>, "Carl Wesley (Trey) Crews" <trey.crews@verizon.com>

Once again I have nothing to do with auto pay..I am a technical liaison....Jacob can you reach out to her to assist.

Best Regards,



Debra Calabrese

Mgr Solutions Architect
Verizon Business Group

O513 218 354 5
M 513 218 3545
8800 Governors Hill Dr
Cincinnati, Ohio 45249



On Fri, Feb 11, 2022 at 12:44 PM BDHI <contact@bdhi.us> wrote:

I need to discuss this with my business partner, who is now gone for the day, so will need to wait until Monday to respond further.

For the record, however, I do not agree that you have tried to assist with all of our questions; in particular and most obviously, HOW to stop the auto payment was NOT answered correctly or in a timely way, so now we need further help, and "Please contact us immediately" in emails generated FROM Verizon does NOT allow for immediate contact and it took until TODAY for you to let me know that.

thank you,

~Laura H Hewitt

On 2/11/2022 12:37 PM, Calabrese, Debra Ann wrote:

Jacob is your account mgr and if there are billing issues he can resolve them. Once again if you have coverage issues or issues with the router in your area we can refund your money within the 30 day program. Our hours of operation have not changed and we are happy to help during those times. We have tried to assist you with all your questions but there seems to be confusion as to who is here to assist and when. How would you like to proceed?



Debra Calabrese

Mgr Solutions Architect
Verizon Business Group

O513 218 354 5
M 513 218 3545
8800 Governors Hill Dr
Cincinnati, Ohio 45249



On Fri, Feb 11, 2022 at 11:54 AM BDHI <contact@bdhi.us> wrote:

Who is YOUR supervisor, and how can we contact them? Who is our 'account rep'? (we are under the impression Jacob is a selling rep, are we mistaken? And Latoya was our help at CSG, not at Verizon.)

thank you,

Laura H Hewitt

On 2/11/2022 11:50 AM, Calabrese, Debra Ann wrote:

Allow me to explain who I am.

As a Solutions Architect I am responsible for making sure our reps understand our products and services..more of a technical liason.Your account rep can assist you with billing issues. As for the speed of your internet there are multiple things that will affect your

speed...congestion of the network..signal strength..As well as the category router you are using..our hours of operation are not 24/7 they are Monday thru Saturday from 8am to 7pm Eastern. That will not change.. It seems that you haven't been pleased with our service since inception and we do have a 30 day return policy that you can certainly utilize if you wish. I am sorry that your experience has not been what you expected

Best Regards

On Fri, Feb 11, 2022, 11:38 AM BDHI <contact@bdhi.us> wrote:

Ms Calabrese:

I have responded to your 2/8 question twice now (**see bottom*), and have not heard back from you. **WHO are we supposed to take our questions to?**

Latoya has just done an EXCELLENT job with the desk phone training, but that is the limit of her responsibility.

We have SO many other concerns that we have already asked about, that are NOT part of CSG's responsibility. **These are VERIZON questions, and we are NOT getting any answers.**

To recap a PARTIAL list from prior emails:

Speed? (I have just compared it to our jetpack; the jetpack is 2 to 3 times faster, using the same tower, so it is NOT an issue of physical components. What settings need to be changed WHERE to get the promised 10Mbps?)

24hr contact for help? (see red below - we were unable to reach anyone when we had a "contact immediately" caution FROM VERIZON. Was someone doing something in our account? Or not? We had no way of finding out!!!)

PAYMENT? More than once, we asked about how to end payment on the old home phone connect since we were switching to the new desk phone. We were told the 'autopayment' set for our 4371 home phone connect "died" when we switched to the biz account.

NEW: today, Verizon just TOOK the auto payment! IT NEEDS TO BE REFUNDED!!!

On 2/8/2022 5:21 PM, Calabrese, Debra Ann wrote:

What else do you need help with?



Debra Calabrese

Mgr Solutions Architect
Verizon Business Group

0513 218 354 5
M 513 218 3545
8800 Governors Hill Dr
Cincinnati, Ohio 45249

On Tue, Feb 8, 2022 at 9:27 AM BDHI <contact@bdhi.us> wrote:

Latoya, Friday late morning would be best - 10 or 10:30 ish. I am headed to my office job now and will not see or be able to respond to any emails today, and Friday is the **only morning** I have free this week. I hope that works. A bit earlier IF necessary, but not later. Thank you.

Ms Calabrese, what about the other questions:

Subject:NOW WHAT DO I DO??? (re: An update was made on your account.)

Date:Sun, 6 Feb 2022 16:21:05 -0500

From:BDHI <contact@bdhi.us>

To:Latoya Smith <Lsmith@thisiscsg.com>, Debra Ann Calabrese
<debbie.calabrese@verizonwireless.com>, Brock Kelley
<bkelly@thisiscsg.com>

CC:Stubbs, Jacob <jacob.stubbs@verizonwireless.com>

SERIOUSLY, what the H is going on????

It's SUNDAY, I just got the below message, and opened the attachment that tells me "Change in or creation of a One Time Passcode delivery option." I DIDN'T change or create one time passcode today. Or yesterday. MAYBE on Friday, when we were working with Vince. But the attachment does NOT give a date of when this happened. It just came in NOW! AND IT SAYS TO CONTACT IMMEDIATELY (note I bolded and enlarged it...)

BUT when I try to "contact immediately" as directed below, the recording tells me to call back during regular business hours!!!!

WHO is around to help 24/7?

THIS IS A NIGHTMARE THAT NEVER ENDS!!!! We can't fix ONE THING before MORE PILE UP!!!!

PLEASE GET US SOME HELP!!!!

----- Forwarded Message -----

Subject:An update was made on your account.

Date:Sun, 6 Feb 2022 16:02:50 -0500 (EST)

From:Verizon <VZWMail@ecrmemail.verizonwireless.com>

Reply-To:[ECRMOM+2035961167+FD8F9D6F-F87C-E8EC-576F-](mailto:ECRMOM+2035961167+FD8F9D6F-F87C-E8EC-576F-229653F4C1B3+BatchAWSE+48034036663@ecrmemail.verizonwireless.com)

229653F4C1B3+BatchAWSE+48034036663@ecrmemail.verizonwireless.com

To:contact@bdhi.us

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verizon

Hi, Laura

Your account changes are complete.

This email is to notify you of certain changes that occurred on your company's account(s) or profile. Attached is a list of changes that occurred for the day.

If you or someone from your company did not request these changes, **please contact us immediately** at 800-922-0204 or *611 from any Verizon Wireless phone.

Business Customer Service is available to assist with your wireless needs from 8:00am to 9:00pm Eastern Time, Monday through Friday.

Please do not reply to this email address.

Thanks for choosing Verizon.

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This email was sent to contact@bdhi.us. We respect your privacy. Please review our [privacy policy](#).

Verizon, One Verizon Way, Mail Code: 180WVB, Basking Ridge, NJ 07920



AND bolded below, WHO deals with the speed issue?

SOOOO FRUSTRATED!!!!

~Laura H Hewitt

On 2/7/2022 10:53 AM, Calabrese, Debra Ann wrote:

I so apologize for your frustration. Brock can you please take the lead on this and get her training scheduled asap. This is not the way we do business

On Sun, Feb 6, 2022 at 9:45 AM BDHI <contact@bdhi.us> wrote:

on Friday, 2/4/22, we finally reached Latoya at about 5:45pm - solved one problem, we can answer biz calls on the smart phone, and she also sent me some very helpful handouts to learn more about the phone (THANK YOU, LATOYA!!!)

BUT I WILL STILL HAVE QUESTIONS; it was ONLY a brief call, not a real training session. NOTHING yet has been as it should be (except the INVOICE from CSG was sent within an hour of the brief phone call!!! CSG failed to deliver anything on time EXCEPT an invoice that lists services we DID NOT YET RECEIVE!)

AND NOW that we can at least start working with the new phone, we also have time to try browsing on the computer - **and WE ARE NOT GETTING ANYWHERE NEAR the 10mbps download speeds we contracted for! I cannot compare it to**

our prior jetpak now, since we are over the data limit on that until Feb 10 or 11, but I went to [speedtest.com](https://www.speedtest.com) and have attached their results. This morning, I turned OFF the Arris and restarted it TWICE, still getting UNDER 2mbps most often time.

I realize, Jake, you're the sales rep and can't do anything about this, but WHO do we contact? (I also realize it's NOT 'CSG' but copied them so they are aware we STILL NEED some training - TO BE SCHEDULED WHEN they and we actually have time...)

I've copied Debra Ann because we don't know WHO she is but hope SOMEONE there knows WHO can TURN UP THE SPEED? With everyone working within constraints of their own 'department', the consumer is left in a rat's maze. This is NOT FAIR.

thank you,

~Laura H Hewitt

On 2/4/2022 4:37 PM, Stubbs, Jacob wrote:

We got the deskphone moved the number they needed, and dropped the line they didn't need. Should be ready to get set up!

On Fri, Feb 4, 2022 at 4:24 PM BDHI <contact@bdhi.us> wrote:

Vince at tech support helped us get the one talk app from the play store onto the phone (it took interminably long!). But there were questions about options that Vince was NOT able to answer; and now as we test it, **something** is still not working. We need to choose between direct or call through, and it wants a SIM number (but WHICH sim number?)

SO, we NEED MORE HELP!

And per our earlier conversations with Jacob, it seems like this part of the struggle is something CSG needs to help us with. IN ADDITION, we have NO USER MANUALS for the Yealink, and NEED them. The links on the onetalk support page DO NOT WORK! I don't know HOW to set up a voice mail, I don't know how to retrieve voice messages, I don't know how to see if we even HAVE messages. And i NEED a printed manual because I can NOT read through screens with a few options visible at a time and with TOO MANY links to other 'MAYBE LOOK HERE?' pages to visit, and then those pages are dead ends!!!



PLEASE help us get to the end of this marathon!

thanks

~laura and kurt

On 2/4/2022 1:41 PM, Stubbs, Jacob wrote:

Will call you shortly, that is just tech support. The set up team can reach back out for some training on the desk phone.

On Fri, Feb 4, 2022 at 1:38 PM BDHI <contact@bdhi.us> wrote:

still no S20 FE showing up on our account

AND I've spent the whole last half hour plus LOOKING for a user manual for the Yealink and could not find one, so tried chat, and that ended up with

"Agent Ramandeep:I have checked the details and afraid to inform that we do not have option to send manual over mail separately for the device.

However we have a technical team that will help you with the user manual.

I would request you to call our technical team.

the number is 8009220204."

In effect, WORTHLESS!!!

I want to cry.

On 2/4/2022 10:41 AM, Stubbs, Jacob wrote:

What was your number and I'll call!

On Fri, Feb 4, 2022 at 10:38 AM BDHI <contact@bdhi.us> wrote:

Already hit a brick wall. We found a gmail acct for Kurt, and have the password, and confirmed it IS active.

BUT, at the Verizon page, they want to know if the old phone is apple or android. We think it is neither, it's a Kycera flip phone. Are flip phones in either category?

This is SOOOOOO frustrating for us dinosaurs. PLEASE HAVE TECH SUPPORT CALL US NOW.

thanks!

~laura and kurt

On 2/4/2022 10:24 AM, BDHI wrote:

Yes, we are home today.

We are looking now to see how to back up his flip phone info, because he does not have stuff in the cloud and we don't know if that's an option, and we are looking for his gmail info, too, in case that's needed.

Any news on the switch from our home phone connect phone over to the new desk phone?

Thanks,

~laura

On 2/4/2022 8:20 AM, Stubbs, Jacob wrote:

Are you free today? His phone should activate on its own but if he has any issues let me know and I'll call you and get

support on with you! They can push the activation through if you need help, it's normally automatic but since he went from a flip phone sometimes a little help is needed!

On Thu, Feb 3, 2022 at 1:24 PM BDHI <contact@bdhi.us> wrote:

Hi Jake,

Just got in from morning travels; approval is done. Kurt's phone has also arrived, so we'll be needed to get that sorted, to.

thanks!

~laura

On 2/3/2022 11:16 AM, Stubbs, Jacob wrote:

I sent you an approval email to add the hunt group, it's free. They need it to configure everything correctly!

Just reply back once approved and I'll let them know.

Ty!

--

Jacob Stubbs
B2B Inside Sales
M-F 9am-6pm (Central Time)
jacob.stubbs@verizonwireless.com

* PRIOR REPLIES TO 2/8 question from Debra Calabrese:

Subject:Re: [E] UPDATE - and more to do

Date:Wed, 9 Feb 2022 20:00:22 -0500

From:BDHI <contact@bdhi.us>

To:Calabrese, Debra Ann <debbie.calabrese@verizonwireless.com>

CC:Latoya Smith <Lsmith@thisiscsg.com>, Stubbs, Jacob

<jacob.stubbs@verizonwireless.com>, Brock Kelley <bkelly@thisiscsg.com>

Apparently, the tower we get our signal from CAN send us almost 10mbps SOMETIMES, but it is not USUAL. Here is the more typical:



This is after I turned off ARRIS and turned it back on, because things were so slow. But last night, or this morning, we were ALMOST up to speed, then it dove again.

Turned off and restarted computer, too, still just 1Mbps, NO WHERE NEAR 10.

.

WHY????

How does THAT get fixed?

~Laura H Hewitt

On 2/8/2022 6:14 PM, BDHI wrote:

WHO did WHAT to our account on Sunday that triggered the "change or creation" email, which warned us " if you did not ... contact us immediately", and WHO DO I CONTACT when stuff like that happens outside of business hours?

AND what do we do about getting 10mbps speeds?

(and is there any hope to find help on HOW to use a smart phone? It comes with a zillion more 'apps' or whatevers that we do NOT want, seems like some can be 'disabled' but then only disappear off the front screens, automatic updates keep happening for 'apps' or whatevers that we don't want, and the phone dings at times when we can't figure out why! I remember convincing my 85 year old aunt to let us put a phone in her house, she hated it. And she only needed to learn to pick up a handset, listen for a dial tone, and press 7 digits to call a friend. This is waaaaaaayyyyyyy beyond that!)

thank you,

~Laura H Hewitt

On 2/8/2022 5:21 PM, Calabrese, Debra Ann wrote:
What else do you need help with?



Debra Calabrese