

## Justin Lewis

---

**From:** juslew352@gmail.com  
**Sent:** Friday, January 27, 2017 10:33 AM  
**To:** victor.fettes@verizonwireless.com  
**Subject:** Update on information

Victor,

Good morning.

We are currently in route to Alabama to celebrate my daughters birthday but I wanted to give you my login details for page plus. I will have all your other requested information sent over on Monday. (Please delete after verification)

If you need to speak to me, please go ahead and give me a call, I'll be on the road most of the day.

Pagepluscellular.com/dealers  
User name: admin@ppc37802  
Pw: 1celador

We also have 78+/- stores set up the same way. However this one is the credentials for my own store and below you will see are partnership date and location.

Thank you again and have a good weekend.

Justin Lewis

Sent from my iPhone

## Justin Lewis

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**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Thursday, February 2, 2017 3:26 PM  
**To:** victor.fettes@verizonwireless.com  
**Subject:** Update

Victor,

I received a call from you but I am unsure if that was prior to our conversation or after.

I would really appreciate a call back if you can today. I would just like to know an update on things and would like to get this resolved asap so not only can I pay my bill but to know how to move forward with Verizon.

I really appreciate the help and your time.

Thank you,

Justin Lewis  
352-274-5718

## Justin Lewis

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**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Tuesday, February 7, 2017 3:18 PM  
**To:** 'Justin Lewis'  
**Cc:** Guggenheim, Meghan; Knapp, Karen  
**Subject:** RE: [E] Update

I have been waiting for our wholesale team to get back to me on this issue. I talked to them today and they stated there is no reason any of their agents/dealers should have an account with unlimited data. At this point you have two options, you can move your current lines to currently available pricing without unlimited data, or we move forward with the termination of your lines next week as scheduled.

Thanks,  
Victor Fettes

-----Original Message-----

From: Justin Lewis [mailto:juslew352@gmail.com]  
Sent: Thursday, February 02, 2017 3:26 PM  
To: Fettes, Victor C  
Subject: [E] Update

Victor,

I received a call from you but I am unsure if that was prior to our conversation or after.

I would really appreciate a call back if you can today. I would just like to know an update on things and would like to get this resolved asap so not only can I pay my bill but to know how to move forward with Verizon.

I really appreciate the help and your time.

Thank you,

Justin Lewis  
352-274-5718

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Tuesday, February 7, 2017 4:35 PM  
**To:** Stuart Wacker  
**Subject:** Fwd: [E] Update

Victor,

Thank you for the response.

I am currently working on moving some of my lines to an unlimited data option on T-mobile. There is no reason why everyone needs an unlimited data option from our business.

We also recently did an audit on our company and found that we could terminate 150+ lines (the ones out of contract) and still be able to function successfully. As for my two options, I feel we could still benefit from Verizon services but is it a possibility to extend my notice to take a action by a week? There is no way possible I can manage this many lines and create a pool structure for my employees. There just simply is not enough time.

I also still do not have the option to access my account, which still makes me unable to pay my bill or manage my lines.

I would also like to ask if it is a possibility to join both accounts as they are being used by my company for the same purpose.

We are also looking at an option from the DOD to compensate some of our lines as I forgot to mention that I am a military contractor. I do not know if this is ok or not, and if it is not please advise me on so.

I really appreciate you working with me on this and hopefully we can work together on a more successful resolution between our company and Verizon Wireless.

Thank you again,

Justin Lewis  
PPU

On Tue, Feb 7, 2017 at 3:18 PM, Fettes, Victor C <Victor.Fettes@verizonwireless.com> wrote:

> I have been waiting for our wholesale team to get back to me on this issue. I talked to them today and they stated there is no reason any of their agents/dealers should have an account with unlimited data. At this point you have two options, you can move your current lines to currently available pricing without unlimited data, or we move forward with the termination of your lines next week as scheduled.

>

> Thanks,

> Victor Fettes

>

>

> -----Original Message-----

> From: Justin Lewis [mailto:juslew352@gmail.com]

> Sent: Thursday, February 02, 2017 3:26 PM

> To: Fettes, Victor C

> Subject: [E] Update

>

> Victor,

>

> I received a call from you but I am unsure if that was prior to our conversation or after.

>

> I would really appreciate a call back if you can today. I would just like to know an update on things and would like to get this resolved asap so not only can I pay my bill but to know how to move forward with Verizon.

>

>

> I really appreciate the help and your time.

>

> Thank you,

>

>

> Justin Lewis

> 352-274-5718

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Tuesday, February 7, 2017 7:09 PM  
**To:** victor.fettes@verizonwireless.com  
**Subject:** Update

Victor,

Thank you for the response.

You mentioned the wholesale team in your email however we do a lot more than just prepaid services. This includes smart room installations, CCTV, mobile network repair and a large amount of military contracting services which I am actively badged through the Department of Defense and can include my badge if necessary. There just isn't enough compensation in the prepaid market to just rely on 1 aspect of the business.

Agreeing with you on the unlimited data lines per our phone conversation, we recently did an small audit on our company and found that we could terminate a large quantity of lines and still be able to function successfully. As for my two options, I feel we could still benefit from Verizon services but honestly there is no way that we can comply within 3 working days. Speaking with Karen Knapp over the phone she advised me that there will be a review before a decision is made. I have not been actively searching for an option or ready to setup our company in a sense where we are ready to move to a tiered structure in 3 business days. We would need extra time to research current pricing plan structures and implement company policies to allocate a certain amount of data per employee and will need direction on how to implement that while avoiding overages. I would hope Verizon Wireless understands and is willing to at least extend this date an extra 30 days from the date of your email.

I was also wondering when I will be able to access my account again, I would like to start turning off lines and get caught up on billing.

Please advise when possible.

To show my intention of complying with your requirements, please have someone reach out to me so that I may start a quick resolution of moving to a tiered structure..

I really appreciate you working with me on this and hopefully we can work together on a more successful resolution between our company and Verizon Wireless.

Thank you again,

Justin Lewis  
PPU

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Wednesday, February 8, 2017 2:31 PM  
**To:** 'Justin Lewis'  
**Subject:** RE: [E] Update

Justin,

Thanks you for your response. We will restore access to both of your accounts (Razor Repair and Page Plus) so you can manage them within the next 24 hours. Your access will be restricted and not allow any ordering of equipment until we have resolved the unlimited issue. In addition, we can extend your disconnect date to next Friday 2/17 to allow you additional time to transfer unlimited lines to tiered pricing. Any unlimited lines not converted prior to the disconnect date will be terminated. In addition, we will not allow you to transfer any of the current unlimited lines to another account. Any unlimited lines that are transferred out to any other account will be terminated on the disconnect date.

Thanks,  
Victor Fettes

-----Original Message-----

From: Justin Lewis [mailto:juslew352@gmail.com]  
Sent: Tuesday, February 07, 2017 7:09 PM  
To: Fettes, Victor C  
Subject: [E] Update

Victor,

Thank you for the response.

You mentioned the wholesale team in your email however we do a lot more than just prepaid services. This includes smart room installations, CCTV, mobile network repair and a large amount of military contracting services which I am actively badged through the Department of Defense and can include my badge if necessary. There just isn't enough compensation in the prepaid market to just rely on 1 aspect of the business.

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Please advise when possible.

To show my intention of complying with your requirements, please have someone reach out to me so that I may start a quick resolution of moving to a tiered structure..

I really appreciate you working with me on this and hopefully we can work together on a more successful resolution between our company and Verizon Wireless.

Thank you again,

Justin Lewis  
PPU



## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Wednesday, February 8, 2017 4:10 PM  
**To:** Fettes, Victor C  
**Subject:** Re: [E] Update

Victor,

As stated before, I do not wish to upgrade any phones or AOL any lines. I will get working on this and I appreciate the help. Main reason for this email is to let you know that I already have my account back for the Page Plus account, just not the Razor account.

Thank you,

Justin Lewis

On Wed, Feb 8, 2017 at 2:31 PM, Fettes, Victor C <Victor.Fettes@verizonwireless.com> wrote:

> Justin,

> Thanks you for your response. We will restore access to both of your accounts (Razor Repair and Page Plus) so you can manage them within the next 24 hours. Your access will be restricted and not allow any ordering of equipment until we have resolved the unlimited issue. In addition, we can extend your disconnect date to next Friday 2/17 to allow you additional time to transfer unlimited lines to tiered pricing. Any unlimited lines not converted prior to the disconnect date will be terminated. In addition, we will not allow you to transfer any of the current unlimited lines to another account. Any unlimited lines that are transferred out to any other account will be terminated on the disconnect date.

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> Thanks,

> Victor Fettes

>

> -----Original Message-----

> From: Justin Lewis [mailto:juslew352@gmail.com]

> Sent: Tuesday, February 07, 2017 7:09 PM

> To: Fettes, Victor C

> Subject: [E] Update

>

> Victor,

>

> Thank you for the response.

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> You mentioned the wholesale team in your email however we do a lot more than just prepaid services. This includes smart room installations, CCTV, mobile network repair and a large amount of military contracting services which I am actively badged through the Department of Defense and can include my badge if necessary. There just isn't enough compensation in the prepaid market to just rely on 1 aspect of the business.

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> I really appreciate you working with me on this and hopefully we can work together on a more successful resolution between our company and Verizon Wireless.

>

> Thank you again,

>

> Justin Lewis

> PPU

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Friday, February 10, 2017 5:59 PM  
**To:** Fettes, Victor C  
**Subject:** Re: [E] Update

Victor,

Is there a way to change my bill cycle for this month to the 17th of February (where the data resets on both accounts)?

I was getting a plan in place to change all my lines over on Wednesday but (according to the rep) if I change it in the middle of the billing cycle I am going to have every line go over. I am trying to make this an easy transition but I am stuck with the limitations of my current plan.

Please try to work with me, I am doing the best I can.

- 1) Page Plus cycle end date is on the 18th
- 2) Razor Repair cycle end date is on the 3rd

Just an idea I had (and at your discretion), if we had a service agreement that follows (if the above can't be done).

February 17th: Seize use of all data from both accounts on Razor Repair and Page Plus Unlimited, Suspend all lines on both accounts.

February 19th: Change all lines on Page Plus over to a current pricing structure via the offline team. (I will send the request on Friday the 17th so that way it will be done on Monday the 19th and forward you the support ticket number).

March 3rd: I will send the request via offline team on the eve of March 3rd to change the lines to the current pricing on Razor account, I will forward you the support ticket.

March 4th: Transition will be complete.

I agree to not resume any line on any account while the billing cycle resets, I understand in doing so will cause me to lose the line on the account. You can remove my EPCD profile or restrict me in any means necessary but you have my word that I will not touch the account.

I believe this to be fair and I appreciate your understanding in the matter, if you have a better idea, please let me know.

Thanks again,

Justin Lewis  
PPU

On Wed, Feb 8, 2017 at 4:10 PM, Justin Lewis <juslew352@gmail.com> wrote:  
> Victor,  
>

> As stated before, I do not wish to upgrade any phones or AOL any  
> lines. I will get working on this and I appreciate the help. Main  
> reason for this email is to let you know that I already have my  
> account back for the Page Plus account, just not the Razor account.

>  
> Thank you,

>  
> Justin Lewis

>  
> On Wed, Feb 8, 2017 at 2:31 PM, Fettes, Victor C  
> <Victor.Fettes@verizonwireless.com> wrote:

>> Justin,  
>> Thanks you for your response. We will restore access to both of your accounts (Razor Repair and Page Plus) so you can manage them within the next 24 hours. Your access will be restricted and not allow any ordering of equipment until we have resolved the unlimited issue. In addition, we can extend your disconnect date to next Friday 2/17 to allow you additional time to transfer unlimited lines to tiered pricing. Any unlimited lines not converted prior to the disconnect date will be terminated. In addition, we will not allow you to transfer any of the current unlimited lines to another account. Any unlimited lines that are transferred out to any other account will be terminated on the disconnect date.

>>  
>> Thanks,  
>> Victor Fettes

>>  
>> -----Original Message-----

>> From: Justin Lewis [mailto:juslew352@gmail.com]  
>> Sent: Tuesday, February 07, 2017 7:09 PM  
>> To: Fettes, Victor C  
>> Subject: [E] Update

>>  
>> Victor,

>>  
>> Thank you for the response.

>>  
>> You mentioned the wholesale team in your email however we do a lot more than just prepaid services. This includes smart room installations, CCTV, mobile network repair and a large amount of military contracting services which I am actively badged through the Department of Defense and can include my badge if necessary. There just isn't enough compensation in the prepaid market to just rely on 1 aspect of the business.

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>> Agreeing with you on the unlimited data lines per our phone conversation, we recently did an small audit on our company and found that we could terminate a large quantity of lines and still be able to function successfully. As for my two options, I feel we could still benefit from Verizon services but honestly there is no way that we can comply within 3 working days. Speaking with Karen Knapp over the phone she advised me that there will be a review before a decision is made. I have not been actively searching for an option or ready to setup our company in a sense where we are ready to move to a tiered structure in 3 business days. We would need extra time to research current pricing plan structures and implement company policies to allocate a certain amount of data per employee and will need direction on how to implement that while avoiding overages. I would hope Verizon Wireless understands and is willing to at least extend this date an extra 30 days from the date of your email.

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>> I was also wondering when I will be able to access my account again, I would like to start turning off lines and get caught up on billing.  
>> Please advise when possible.

>>

>> To show my intention of complying with your requirements, please have someone reach out to me so that I may start a quick resolution of moving to a tiered structure..

>>

>> I really appreciate you working with me on this and hopefully we can work together on a more successful resolution between our company and Verizon Wireless.

>>

>> Thank you again,

>>

>> Justin Lewis

>> PPU

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Thursday, February 16, 2017 11:55 AM  
**To:** 'Justin Lewis'  
**Subject:** Accounts

Justin,

Just wanted to reach out to you and see what you plan is for the lines on your accounts. We were not able to change the bill cycle dates, but you could still change the pricing effective on your next bill cycle.

Thanks,  
Victor Fettes

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Thursday, February 16, 2017 12:12 PM  
**To:** Fettes, Victor C  
**Subject:** Re: Accounts

Victor,

I have spent the week working on the accounts.

You are more than welcome to access my accounts to see that I am working on them. I do not have time to manage this many lines so we have moved some of our lines over to T-Mobile as a temporary solution so we can get back on track with Verizon. I am hoping to have Razor Repair done by today and hoping to have the page plus account done by tomorrow.

Do you want me to go through the offline team to get these done? If I tell the rep to have them put in the request to change it at the end of the bill cycle will this be sufficient?

I appreciate getting back to me.

-Justin Lewis

On Thu, Feb 16, 2017 at 11:55 AM, Fettes, Victor C <Victor.Fettes@verizonwireless.com> wrote:

> Justin,

>

>

> Just wanted to reach out to you and see what you plan is for the lines on your accounts. We were not able to change the bill cycle dates, but you could still change the pricing effective on your next bill cycle.

>

> Thanks,

> Victor Fettes

>

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Thursday, February 16, 2017 12:17 PM  
**To:** 'Justin Lewis'  
**Cc:** Guggenheim, Meghan  
**Subject:** RE: [E] Re: Accounts

Yes, you can have them change at the end of the bill cycle.

-----Original Message-----

**From:** Justin Lewis [mailto:juslew352@gmail.com]  
**Sent:** Thursday, February 16, 2017 12:12 PM  
**To:** Fettes, Victor C  
**Subject:** [E] Re: Accounts

Victor,

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-Justin Lewis

On Thu, Feb 16, 2017 at 11:55 AM, Fettes, Victor C <Victor.Fettes@verizonwireless.com> wrote:

> Justin,

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> Just wanted to reach out to you and see what you plan is for the lines on your accounts. We were not able to change the bill cycle dates, but you could still change the pricing effective on your next bill cycle.

>

> Thanks,

> Victor Fettes

>



## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Thursday, February 16, 2017 12:41 PM  
**To:** Fettes, Victor C  
**Subject:** Re: [E] Re: Accounts

Victor,

I just want to make sure I do this your way so there is no confusion.

I will email this to the offline team tomorrow and will send you a reference number before 5PM EST:

" Please change all my lines on the next bill cycle to CP 73809 with 2 gig data package and suspend lines before making changes to plan and keep suspended afterwards."

Thank you,

Justin Lewis  
PPU

On Thu, Feb 16, 2017 at 12:17 PM, Fettes, Victor C <Victor.Fettes@verizonwireless.com> wrote:

> Yes, you can have them change at the end of the bill cycle.

>

>

> -----Original Message-----

> From: Justin Lewis [mailto:juslew352@gmail.com]

> Sent: Thursday, February 16, 2017 12:12 PM

> To: Fettes, Victor C

> Subject: [E] Re: Accounts

>

> Victor,

>

> I have spent the week working on the accounts.

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> You are more than welcome to access my accounts to see that I am working on them. I do not have time to manage this many lines so we have moved some of our lines over to T-Mobile as a temporary solution so we can get back on track with Verizon. I am hoping to have Razor Repair done by today and hoping to have the page plus account done by tomorrow.

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> Do you want me to go through the offline team to get these done? If I tell the rep to have them put in the request to change it at the end of the bill cycle will this be sufficient?

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> I appreciate getting back to me.

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> -Justin Lewis

>

>

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> On Thu, Feb 16, 2017 at 11:55 AM, Fettes, Victor C <Victor.Fettes@verizonwireless.com> wrote:

>> Justin,

>>

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>> Just wanted to reach out to you and see what you plan is for the lines on your accounts. We were not able to change the bill cycle dates, but you could still change the pricing effective on your next bill cycle.

>>

>> Thanks,

>> Victor Fettes

>>

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Friday, February 17, 2017 3:59 PM  
**To:** wfmwestbscsupport@verizonwireless.com  
**Cc:** Fettes, Victor C  
**Subject:** Line Changes on account

Please change all my lines on the next bill cycle to CP 73809 with 2 gig data package.

Razor Repair  
742076548-00001  
Justin Lewis

**Justin Lewis**

---

**From:** VZW WFM West BSC Support <wfmwestbscsupport@HQ.VerizonWireless.com>  
**Sent:** Friday, February 17, 2017 4:00 PM  
**To:** juslew352@gmail.com  
**Cc:** victor.fettes@verizonwireless.com  
**Subject:** Re: [E] Line Changes on account (WFM155434755)



**Thank you for the details – we'll take it from here.**

**This is your reference number: 155434755.**

Hold onto this reference number in case you have any questions. We will send you a confirmation email in 24-48 hours, once your request is complete.

So go ahead, enjoy the rest of your day! We'll get back to you.



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**Business & Government Customer Operations**

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## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Friday, February 17, 2017 4:02 PM  
**To:** Fettes, Victor C  
**Subject:** Fwd: [E] Line Changes on account (WFM155434755)

----- Forwarded message -----

From: **VZW WFM West BSC Support** <[wfmwestbscsupport@hq.verizonwireless.com](mailto:wfmwestbscsupport@hq.verizonwireless.com)>  
Date: Fri, Feb 17, 2017 at 3:59 PM  
Subject: Re: [E] Line Changes on account (WFM155434755)  
To: [juslew352@gmail.com](mailto:juslew352@gmail.com)  
Cc: [victor.fettes@verizonwireless.com](mailto:victor.fettes@verizonwireless.com)



**Thank you for the details – we'll take it from here.**

**This is your reference number: 155434755.**

Hold onto this reference number in case you have any questions. We will send you a confirmation email in 24-48 hours, once your request is complete.

So go ahead, enjoy the rest of your day! We'll get back to you.



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Thank you for choosing Verizon.

**Business & Government Customer Operations**

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## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Friday, February 17, 2017 4:04 PM  
**To:** wfmwestbscsupport@verizonwireless.com  
**Cc:** Fettes, Victor C  
**Subject:** Account changes

Please change all my lines on the next bill cycle to CP 73809 with 2 gig data package.

Page Plus Unlimited  
342081684-00001  
Justin Lewis

## Justin Lewis

---

**From:** VZW WFM West BSC Support <wfmwestbscsupport@HQ.VerizonWireless.com>  
**Sent:** Friday, February 17, 2017 4:05 PM  
**To:** juslew352@gmail.com  
**Cc:** victor.fettes@verizonwireless.com  
**Subject:** Re: [E] Account changes (WFM155435051)



**Thank you for the details – we'll take it from here.**

**This is your reference number: 155435051.**

Hold onto this reference number in case you have any questions. We will send you a confirmation email in 24-48 hours, once your request is complete.

So go ahead, enjoy the rest of your day! We'll get back to you.



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[Billing & Reporting](#)

Thank you for choosing Verizon.

**Business & Government Customer Operations**

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## Justin Lewis

---

**From:** VZW WFM West BSC Support <wfmwestbscsupport@HQ.VerizonWireless.com>  
**Sent:** Saturday, February 18, 2017 11:37 AM  
**To:** juslew352@gmail.com  
**Cc:** victor.fettes@verizonwireless.com  
**Subject:** RE: [E] Line Changes on account (WFM155434755)  
**Attachments:** img1.png



**We're happy to make this change.**

Hello,

Your request for a calling plan change has been placed.

**Account Number: 742076548-00001 \*\*Please be advised that some of the mobile numbers were already on the plan requested and devices were not eligible for the plan the Jet packs are on unlimited data plan and cannot be changed to this plan. Some of the devices that were changed to the 73809 plan has the unlimited data plan and cannot add the 2gb plan\*\***

**New Calling Plan: 73809**

**Feature(s) Added: Data Package 2gb**

**Effective Date: 03/04/17**

In case you need it, here is your reference number: 155434755

Your next bill may include partial-month service charges and pro-rated allowances based on the effective date of the change.

Enjoy your day & thanks for choosing Verizon.



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[Service Management](#)

[Billing & Reporting](#)



Natasha R. Brown  
Coordinator  
Wireless Business Group

-----Original Message-----

From: juslew352@gmail.com  
Sent: 02/17/2017 15:59:52 EST  
To: VZW WFM West BSC Support  
Cc: Fettes, Victor C  
Subject: [E] Line Changes on account  
Please change all my lines on the next bill cycle to CP 73809 with 2  
gig data package.

Razor Repair  
742076548-00001  
Justin Lewis

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## Justin Lewis

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**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Saturday, February 18, 2017 12:11 PM  
**To:** VZW WFM West BSC Support  
**Cc:** Fettes, Victor C  
**Subject:** Re: [E] Line Changes on account (WFM155434755)

Please change to cheapest pricing structure, please make sure line is listed via line level and not a pool structure.

Thank you,

Justin Lewis

On Sat, Feb 18, 2017 at 11:37 AM, VZW WFM West BSC Support <[wfmwestbscsupport@hq.verizonwireless.com](mailto:wfmwestbscsupport@hq.verizonwireless.com)> wrote:



**We're happy to make this change.**

Hello,

Your request for a calling plan change has been placed.

**Account Number: 742076548-00001 \*\*Please be advised that some of the mobile numbers were already on the plan request devices were not eligible for the plan the Jet packs are on unlimited data plan and cannot be changed to this plan. Some of t that were changed to the 73809 plan has the unlimited data plan and cannot add the 2gb plan\*\***

**New Calling Plan: 73809**

**Feature(s) Added: Data Package 2gb**

**Effective Date: 03/04/17**

In case you need it, here is your reference number: 155434755

Your next bill may include partial-month service charges and pro-rated allowances based on the effective date of the change.

Enjoy your day & thanks for choosing Verizon.



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Natasha R. Brown

Coordinator  
Wireless Business Group

-----Original Message-----

From: [juslew352@gmail.com](mailto:juslew352@gmail.com)

Sent: 02/17/2017 15:59:52 EST

To: VZW WFM West BSC Support

Cc: Fettes, Victor C

Subject: [E] Line Changes on account

Please change all my lines on the next bill cycle to CP 73809 with 2 gig data package.

Razor Repair  
742076548-00001  
Justin Lewis



## Justin Lewis

---

**From:** VZW WFM Shared Bulk Review <wfmSharedBulkReview@VerizonWireless.com>  
**Sent:** Saturday, February 18, 2017 12:12 PM  
**To:** juslew352@gmail.com  
**Cc:** victor.fettes@verizonwireless.com  
**Subject:** RE: [E] Account changes (WFM155435051)  
**Attachments:** PAGE PLUS UNLIMITED.xlsx



**We're happy to make this change.**

Hello,

Your request for a calling plan change has been placed.

**Mobile Number:** All Eligible lines on the account  
**New Calling Plan:** 73809 NATIONWIDE CORPORATE FLA ...  
**Feature(s) Added:**  
**Feature(s) Deleted:**  
**Effective Date:** 02/18/2017

In case you need it, here is your reference number: 155435051

Your next bill may include partial-month service charges and pro-rated allowances based on the effective date of the change.

Enjoy your day & thanks for choosing Verizon.



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*Erica Bowden-Allen  
BGCO Bulk Review Coordinator  
1110 Sanctuary Parkway  
Alpharetta, Ga 30009  
O 800-922-0204 x1202138  
Erica.bowden-allen@verizonwireless.com*

-----Original Message-----

From: juslew352@gmail.com  
Sent: 02/17/2017 16:05:02 EST  
To: VZW WFM West BSC Support  
Cc: Fettes, Victor C  
Subject: [E] Account changes  
Please change all my lines on the next bill cycle to CP 73809 with 2  
gig data package.

Page Plus Unlimited  
342081684-00001  
Justin Lewis

---

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Monday, February 20, 2017 8:32 AM  
**To:** Fettes, Victor C  
**Subject:** Update

Victor,

As requested I submitted a ticket to the offline team to start the transition over to current pricing structure. I noticed that there were some issues with the transition.

The Page Plus account is currently in a suspended state with no data usage for the new billing cycle. Anything that you currently need me to do with the account to put it back to current pricing I am ok with. Just please keep it suspended until I can figure out what is the best route to go.

Majority of all lines on Razor Repair account are in a suspended state. If you need to do something to this account, please make sure the lines are suspended before changes are made.

Anything that you need me to do on my end. Please just let me know.

Thank you,

Justin Lewis  
PPU



**Justin Lewis**

---

**From:** VZW WFM West BSC Support <wfmwestbscsupport@HQ.VerizonWireless.com>  
**Sent:** Monday, February 20, 2017 4:31 PM  
**To:** juslew352@gmail.com  
**Cc:** victor.fettes@verizonwireless.com  
**Subject:** RE: Re: [E] Line Changes on account (WFM155434755)  
**Attachments:** RAZOR REPAIR.xlsx; img1.png



**Great news! Your request is complete.**

Hello,

We're finished reviewing your request.

**The following has been reviewed:**

- We apologize for any inconvenience. Please see the attached excel spreadsheet all wireless number have been applied per the request to the plans listed under column F the numbers with the Email & Data Unlimited \$34.99 were unable changed to the Nat Corporate Flat Rate \$11.99. All additional lines listed had the Nationwide Corporate Flat Rate \$11.99, except wireless number 35 5123, which is currently suspended.

In case you need it, here is your reference number: WFM155434755

Enjoy your day & thanks for choosing Verizon.



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Amy Skeeles  
Coordinator  
Wireless Business Group

-----Original Message-----

From: juslew352@gmail.com

Sent: 02/18/2017 12:12:08 EST

To: VZW WFM West BSC Support

Cc: Fettes, Victor C

Subject: Re: [E] Line Changes on account (WFM155434755)

Please change to cheapest pricing structure, please make sure line is listed via line level and not a pool structure.

Thank you,

Justin Lewis

On Sat, Feb 18, 2017 at 11:37 AM, VZW WFM West BSC Support <[wfmwestbcsupport@hq.verizonwireless.com](mailto:wfmwestbcsupport@hq.verizonwireless.com)> wrote:



**We're happy to make this change.**

Hello,

Your request for a calling plan change has been placed.

**Account Number: 742076548-00001 \*\*Please be advised that some of the mobile numbers were already on the plan request devices were not eligible for the plan the Jet packs are on unlimited data plan and cannot be changed to this plan. Some of that were changed to the 73809 plan has the unlimited data plan and cannot add the 2gb plan\*\***

**New Calling Plan: 73809**

**Feature(s) Added: Data Package 2gb**

**Effective Date: 03/04/17**

In case you need it, here is your reference number: 155434755

Your next bill may include partial-month service charges and pro-rated allowances based on the effective date of the change.

Enjoy your day & thanks for choosing Verizon.



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Natasha R. Brown  
Coordinator  
Wireless Business Group

-----Original Message-----

From: [juslew352@gmail.com](mailto:juslew352@gmail.com)

Sent: 02/17/2017 15:59:52 EST

To: VZW WFM West BSC Support

Cc: Fettes, Victor C

Subject: [E] Line Changes on account

Please change all my lines on the next bill cycle to CP 73809 with 2 gig data package.

Razor Repair  
742076548-00001  
Justin Lewis

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Wednesday, May 31, 2017 10:25 AM  
**To:** 'Justin Lewis'  
**Cc:** Guggenheim, Meghan; Mason, Joy T  
**Subject:** RE: [E] Re: Accounts

Justin,

In reviewing your accounts, I found you have not moved all of your lines to the proper pricing. As a result, I regret to inform you we will be disconnecting your accounts effective Friday, June 2nd.

Thanks,  
Victor Fettes

-----Original Message-----

From: Fettes, Victor C  
Sent: Thursday, February 16, 2017 12:17 PM  
To: 'Justin Lewis' <juslew352@gmail.com>  
Cc: Guggenheim, Meghan <Meghan.Guggenheim@VerizonWireless.com>  
Subject: RE: [E] Re: Accounts

Yes, you can have them change at the end of the bill cycle.

-----Original Message-----

From: Justin Lewis [mailto:juslew352@gmail.com]  
Sent: Thursday, February 16, 2017 12:12 PM  
To: Fettes, Victor C  
Subject: [E] Re: Accounts

Victor,

I have spent the week working on the accounts.

You are more than welcome to access my accounts to see that I am working on them. I do not have time to manage this many lines so we have moved some of our lines over to T-Mobile as a temporary solution so we can get back on track with Verizon. I am hoping to have Razor Repair done by today and hoping to have the page plus account done by tomorrow.

Do you want me to go through the offline team to get these done? If I tell the rep to have them put in the request to change it at the end of the bill cycle will this be sufficient?

I appreciate getting back to me.

-Justin Lewis

On Thu, Feb 16, 2017 at 11:55 AM, Fettes, Victor C <Victor.Fettes@verizonwireless.com> wrote:

> Justin,

>

>

> Just wanted to reach out to you and see what you plan is for the lines on your accounts. We were not able to change the bill cycle dates, but you could still change the pricing effective on your next bill cycle.

>

> Thanks,

> Victor Fettes

>

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Wednesday, May 31, 2017 3:33 PM  
**To:** Fettes, Victor C  
**Cc:** Guggenheim, Meghan; Mason, Joy T  
**Subject:** Re: [E] Re: Accounts

Victor,

Per my emails dated and time stamped with you with request to change the lines:

Fri, Feb 17, 2017 at 12:59 PM Reference Number 155434755 (1st Request)  
Sat, Feb 18, 2017 at 9:10 AM (Part of same Ref Number) (2nd Request)  
Mon, Feb 20, 2017 at 1:30 PM Reference Number WFM155434755 (3rd Request)

I have 3 emails with request to change ALL lines to current pricing!  
I even advised you that some are not changing properly and ask if you could assign me a rep (that knows what they are doing), to get these changed. I did not receive a response back.

I will also put in another request to change pricing today. We have been planning a trip with our kids all year on a cruise at the end of the school year (they are going in middle school). We are leaving tomorrow, please do not cancel account, I will comply at your request but account cancellations would be detrimental to our trip and traveling abroad .

I have not:

AOL'd a line (Never have)  
Ordered any equipment  
Added any lines  
Changed any plan or feature codes

I have complied:

With original request to change to current pricing and again, will make another request to change pricing type.

If there is anything further that you wish for me to do, I would be more than happy to comply. We will be back on the 10th of June and would be more than happy to meet with anyone at any of our locations per your request.

Thank you again,

Justin Lewis  
352-274-5718  
PPU

(the following email will be the request with offline support)

Sent from my iPhone

> On May 31, 2017, at 10:24 AM, Fettes, Victor C <Victor.Fettes@VerizonWireless.com> wrote:  
>  
> Fettes

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Wednesday, May 31, 2017 3:38 PM  
**To:** VZW WFM West BSC Support  
**Cc:** Fettes, Victor C; Guggenheim, Meghan; Mason, Joy T  
**Subject:** Change ALL lines on account

I have 2 account request.

Please change all lines to new unlimited data plan. I understand the creation of sub account levels to achieve this.

Page Plus Unlimited  
342081684-00001

Razor Repair  
742076548-00001

Please call me if you have any questions. I will be available tomorrow until late tomorrow.

352-274-5718  
Justin Lewis



## Justin Lewis

---

**From:** VZW WFM West BSC Support <wfmwestbscsupport@HQ.VerizonWireless.com>  
**Sent:** Wednesday, May 31, 2017 3:38 PM  
**To:** juslew352@gmail.com  
**Cc:** Victor.Fettes@verizonwireless.com; Meghan.Guggenheim@verizonwireless.com; Joy.Mason@verizonwireless.com  
**Subject:** Re: Change ALL lines on account (WFM158623469)



**Thank you for the details – we'll take it from here.**

**This is your reference number: 158623469.**

Hold onto this reference number in case you have any questions. We will send you a confirmation email in 24-48 hours, once your request is complete.

So go ahead, enjoy the rest of your day! We'll get back to you.



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**Business & Government Customer Operations**

---

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Wednesday, May 31, 2017 3:56 PM  
**To:** Justin Lewis; VZW WFM West BSC Support  
**Cc:** Guggenheim, Meghan; Mason, Joy T  
**Subject:** Re: [E] Change ALL lines on account

Justin,

There is a limit if 50 lines on the new unlimited plan for business customers. This will not work

Sent from Email+ secured by MobileIron

----- Original Message -----

From: Justin Lewis <[juslew352@gmail.com](mailto:juslew352@gmail.com)>  
Date: Wed, May 31, 2017, 3:38 PM  
To: VZW WFM West BSC Support <[wfmwestbscsupport@VerizonWireless.com](mailto:wfmwestbscsupport@VerizonWireless.com)>  
CC: "Fettes, Victor C" <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)>,"Guggenheim, Meghan" <[Meghan.Guggenheim@VerizonWireless.com](mailto:Meghan.Guggenheim@VerizonWireless.com)>,"Mason, Joy T" <[Joy.Mason@VerizonWireless.com](mailto:Joy.Mason@VerizonWireless.com)>  
Subject: [E] Change ALL lines on account

I have 2 account request.

Please change all lines to new unlimited data plan. I understand the creation of sub account levels to achieve this.

Page Plus Unlimited  
342081684-00001

Razor Repair  
742076548-00001

Please call me if you have any questions. I will be available tomorrow until late tomorrow.

352-274-5718  
Justin Lewis

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Wednesday, May 31, 2017 4:04 PM  
**To:** Fettes, Victor C  
**Subject:** Re: [E] Change ALL lines on account

I will have a solution in your email box tomorrow.

-Justin

Sent from my iPhone

On May 31, 2017, at 3:55 PM, Fettes, Victor C <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)> wrote:

Justin,

There is a limit if 50 lines on the new unlimited plan for business customers. This will not work

Sent from Email+ secured by MobileIron

----- Original Message -----

From: Justin Lewis <[juslew352@gmail.com](mailto:juslew352@gmail.com)>  
Date: Wed, May 31, 2017, 3:38 PM  
To: VZW WFM West BSC Support <[wfmwestbscsupport@VerizonWireless.com](mailto:wfmwestbscsupport@VerizonWireless.com)>  
CC: "Fettes, Victor C" <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)>, "Guggenheim, Meghan" <[Meghan.Guggenheim@VerizonWireless.com](mailto:Meghan.Guggenheim@VerizonWireless.com)>, "Mason, Joy T" <[Joy.Mason@VerizonWireless.com](mailto:Joy.Mason@VerizonWireless.com)>  
Subject: [E] Change ALL lines on account

I have 2 account request.

Please change all lines to new unlimited data plan. I understand the creation of sub account levels to achieve this.

Page Plus Unlimited  
342081684-00001

Razor Repair  
742076548-00001

Please call me if you have any questions. I will be available tomorrow until late tomorrow.

352-274-5718  
Justin Lewis

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Wednesday, May 31, 2017 4:58 PM  
**To:** Fettes, Victor C  
**Subject:** Re: [E] Change ALL lines on account

I can't even make any changes, I am locked out of my account.

Please help.

-Justin

Sent from my iPhone

On May 31, 2017, at 3:55 PM, Fettes, Victor C <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)> wrote:

Justin,

There is a limit if 50 lines on the new unlimited plan for business customers. This will not work

Sent from Email+ secured by MobileIron

----- Original Message -----

From: Justin Lewis <[juslew352@gmail.com](mailto:juslew352@gmail.com)>  
Date: Wed, May 31, 2017, 3:38 PM  
To: VZW WFM West BSC Support <[wfmwestbscsupport@VerizonWireless.com](mailto:wfmwestbscsupport@VerizonWireless.com)>  
CC: "Fettes, Victor C" <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)>, "Guggenheim, Meghan" <[Meghan.Guggenheim@VerizonWireless.com](mailto:Meghan.Guggenheim@VerizonWireless.com)>, "Mason, Joy T" <[Joy.Mason@VerizonWireless.com](mailto:Joy.Mason@VerizonWireless.com)>  
Subject: [E] Change ALL lines on account

I have 2 account request.

Please change all lines to new unlimited data plan. I understand the creation of sub account levels to achieve this.

Page Plus Unlimited  
342081684-00001

Razor Repair  
742076548-00001

Please call me if you have any questions. I will be available tomorrow until late tomorrow.

352-274-5718  
Justin Lewis

## Justin Lewis

---

**From:** VZW WFM West BSC Support <wfmwestbscsupport@HQ.VerizonWireless.com>  
**Sent:** Wednesday, May 31, 2017 5:46 PM  
**To:** juslew352@gmail.com  
**Cc:** megan.guggenheim@verizonwireless.com; joy.mason@verizonwireless.com; victor.fettes@verizonwireless.com  
**Subject:** RE: Change ALL lines on account (WFM158623469)  
**Attachments:** img1.png



Greetings

Reference Number: 158623469

We apologize for the inconvenience. For verification reasons we would need you to contact customer service in order to assist with processing your request.

Thank you for choosing Verizon Wireless.

Sincerely,



Brandee Roquemore  
Coordinator  
Wireless Business Group

\*\*\*Applicable / Available Features were updated as per your profile instructions\*\*\*

\*\*\*\*\*The Premium SMS is no longer supported by Verizon\*\*\*\*\*Please be aware that any billing impacting changes such as deactivations, price plan/feature changes, new activations, suspensions/reactivation, mobile telephone number changes, and account transfers may cause prorates\*\*\*\*\*

-----Original Message-----

From: juslew352@gmail.com  
Sent: 05/31/2017 15:38:14 EDT  
To: VZW WFM West BSC Support  
Cc: Fettes, Victor C; Guggenheim, Meghan; Mason, Joy T  
Subject: Change ALL lines on account

I have 2 account request.

Please change all lines to new unlimited data plan. I understand the creation of sub account levels to achieve this.

Page Plus Unlimited  
342081684-00001

Razor Repair  
742076548-00001

Please call me if you have any questions. I will be available tomorrow until late tomorrow.

352-274-5718  
Justin Lewis

---

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Thursday, June 1, 2017 7:12 AM  
**To:** Fettes, Victor C  
**Subject:** Re: [E] Change ALL lines on account

Victor,

After talking to the district manager of my area and I spoke with the manager of the Corporate store here in town. We have come up with a solution.

On both accounts I already an existing 1/2 the lines converted to a non-unlimited plan. This leaves me with a number slightly under 100 for both accounts that I will need to convert the numbers to without sustaining overages.

The new unlimited plan offers 30 lines per sub account, 10 phone 20 connected devices. There is a way to be able to utilize about 20 of those per sub account leaving me a total of 100 lines to utilize. It can be done. We are ok with 3G after 10 gigs.

I am dedicating my day to getting this fixed before I leave, timing is crucial as we leave Friday.

Thank you,

Justin Lewis  
352-274-5718

On Wed, May 31, 2017 at 4:57 PM, Justin Lewis <juslew352@gmail.com> wrote:

> I can't even make any changes, I am locked out of my account.

>

> Please help.

>

> -Justin

>

> Sent from my iPhone

>

> On May 31, 2017, at 3:55 PM, Fettes, Victor C

> <Victor.Fettes@VerizonWireless.com> wrote:

>

> Justin,

>

> There is a limit if 50 lines on the new unlimited plan for business

> customers. This will not work

>

> Sent from Email+ secured by MobileIron

>

> ----- Original Message -----

> From: Justin Lewis <juslew352@gmail.com>

> Date: Wed, May 31, 2017, 3:38 PM

> To: VZW WFM West BSC Support <wfmwestbscsupport@VerizonWireless.com>

> CC: "Fettes, Victor C"

> <Victor.Fettes@VerizonWireless.com>,"Guggenheim,  
> Meghan" <Meghan.Guggenheim@VerizonWireless.com>,"Mason, Joy T"  
> <Joy.Mason@VerizonWireless.com>  
> Subject: [E] Change ALL lines on account  
>  
> I have 2 account request.  
>  
> Please change all lines to new unlimited data plan. I understand the  
> creation of sub account levels to achieve this.  
>  
> Page Plus Unlimited  
> 342081684-00001  
>  
> Razor Repair  
> 742076548-00001  
>  
> Please call me if you have any questions. I will be available  
> tomorrow until late tomorrow.  
>  
> 352-274-5718  
> Justin Lewis



## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Thursday, June 1, 2017 11:52 AM  
**To:** Justin Lewis  
**Subject:** RE: [E] Change ALL lines on account

Business accounts are limited to 50 devices on the unlimited plan. It does not matter what type of device it is.

-----Original Message-----

From: Justin Lewis [mailto:juslew352@gmail.com]  
Sent: Thursday, June 01, 2017 7:12 AM  
To: Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
Subject: Re: [E] Change ALL lines on account

Victor,

After talking to the district manager of my area and I spoke with the manager of the Corporate store here in town. We have come up with a solution.

On both accounts I already an existing 1/2 the lines converted to a non-unlimited plan. This leaves me with a number slightly under 100 for both accounts that I will need to convert the numbers to without sustaining overages.

The new unlimited plan offers 30 lines per sub account, 10 phone 20 connected devices. There is a way to be able to utilize about 20 of those per sub account leaving me a total of 100 lines to utilize. It can be done. We are ok with 3G after 10 gigs.

I am dedicating my day to getting this fixed before I leave, timing is crucial as we leave Friday.

Thank you,

Justin Lewis  
352-274-5718

On Wed, May 31, 2017 at 4:57 PM, Justin Lewis <juslew352@gmail.com> wrote:

> I can't even make any changes, I am locked out of my account.

>

> Please help.

>

> -Justin

>

> Sent from my iPhone

>

> On May 31, 2017, at 3:55 PM, Fettes, Victor C

> <Victor.Fettes@VerizonWireless.com> wrote:

>

> Justin,

>

> There is a limit if 50 lines on the new unlimited plan for business

> customers. This will not work

>  
> Sent from Email+ secured by MobileIron  
>  
> ----- Original Message -----  
> From: Justin Lewis <juslew352@gmail.com>  
> Date: Wed, May 31, 2017, 3:38 PM  
> To: VZW WFM West BSC Support <wfmwestbscsupport@VerizonWireless.com>  
> CC: "Fettes, Victor C"  
> <Victor.Fettes@VerizonWireless.com>,"Guggenheim,  
> Meghan" <Meghan.Guggenheim@VerizonWireless.com>,"Mason, Joy T"  
> <Joy.Mason@VerizonWireless.com>  
> Subject: [E] Change ALL lines on account  
>  
> I have 2 account request.  
>  
> Please change all lines to new unlimited data plan. I understand the  
> creation of sub account levels to achieve this.  
>  
> Page Plus Unlimited  
> 342081684-00001  
>  
> Razor Repair  
> 742076548-00001  
>  
> Please call me if you have any questions. I will be available  
> tomorrow until late tomorrow.  
>  
> 352-274-5718  
> Justin Lewis

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Thursday, June 1, 2017 3:35 PM  
**To:** Fettes, Victor C  
**Cc:** Guggenheim, Meghan; Mason, Joy T  
**Subject:** Account Help.

Victor,

Even if we are only able to utilize 50 lines, this is way better than having nothing at all.

Account termination results with a failure to comply, I would hope you understood that i did try and comply multiple times, with multiple emails and after I didn't hear anything back, I gave up. It is nothing more than the last couple of weeks that I actually tried to utilize the lines, I even started changing some of the lines to the new unlimited plan on my other account.

I am here now calling for help.

I am ready to go line by line if I have to and make the account exceptional to Verizon and its associates. However, I am currently at a deadlock as I cannot utilize the account to try to call support to make changes. All phone calls get sent over to consumer services, so it is difficult for me to show what I say.

After account is to current pricing I will not make any changes to plans that do not comply with current pricing. We not only want but encourage yourself and others to monitor the account in the strictest possible way. We understand that any slight deviation from the above will come without warning and the account can be terminated at any time for any reason.

My only plea is lets get this done.

Please assign me a rep or I give you full permission to get this changed to your satisfaction. We are leaving tomorrow and would respectfully like to get this handled before we leave on vacation, if anything, for the peace of mind.

Thank you,

Justin Lewis  
PPU  
352-274-5718

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Thursday, June 1, 2017 3:49 PM  
**To:** Justin Lewis  
**Subject:** RE: [E] Account Help.

I am working to get you a person to assist in moving your price plans. What number would you like them to contact you on?

-----Original Message-----

From: Justin Lewis [mailto:juslew352@gmail.com]  
Sent: Thursday, June 01, 2017 3:35 PM  
To: Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
Cc: Guggenheim, Meghan <Meghan.Guggenheim@VerizonWireless.com>; Mason, Joy T <Joy.Mason@VerizonWireless.com>  
Subject: [E] Account Help.

Victor,

Even if we are only able to utilize 50 lines, this is way better than having nothing at all.

Account termination results with a failure to comply, I would hope you understood that i did try and comply multiple times, with multiple emails and after I didn't hear anything back, I gave up. It is nothing more than the last couple of weeks that I actually tried to utilize the lines, I even started changing some of the lines to the new unlimited plan on my other account.

I am here now calling for help.

I am ready to go line by line if I have to and make the account exceptional to Verizon and its associates. However, I am currently at a deadlock as I cannot utilize the account to try to call support to make changes. All phone calls get sent over to consumer services, so it is difficult for me to show what I say.

After account is to current pricing I will not make any changes to plans that do not comply with current pricing. We not only want but encourage yourself and others to monitor the account in the strictest possible way. We understand that any slight deviation from the above will come without warning and the account can be terminated at any time for any reason.

My only plea is lets get this done.

Please assign me a rep or I give you full permission to get this changed to your satisfaction. We are leaving tomorrow and would respectfully like to get this handled before we leave on vacation, if anything, for the peace of mind.

Thank you,

Justin Lewis  
PPU  
352-274-5718

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Thursday, June 1, 2017 4:02 PM  
**To:** Fettes, Victor C  
**Subject:** Re: [E] Account Help.

352-274-5718

Sent from my iPhone

> On Jun 1, 2017, at 3:48 PM, Fettes, Victor C <Victor.Fettes@VerizonWireless.com> wrote:

>

> I am working to get you a person to assist in moving your price plans. What number would you like them to contact you on?

>

>

> -----Original Message-----

> From: Justin Lewis [mailto:juslew352@gmail.com]

> Sent: Thursday, June 01, 2017 3:35 PM

> To: Fettes, Victor C <Victor.Fettes@VerizonWireless.com>

> Cc: Guggenheim, Meghan <Meghan.Guggenheim@VerizonWireless.com>; Mason, Joy T <Joy.Mason@VerizonWireless.com>

> Subject: [E] Account Help.

>

> Victor,

>

>

> Even if we are only able to utilize 50 lines, this is way better than having nothing at all.

>

> Account termination results with a failure to comply, I would hope you understood that i did try and comply multiple times, with multiple

> emails and after I didn't hear anything back, I gave up. It is

> nothing more than the last couple of weeks that I actually tried to utilize the lines, I even started changing some of the lines to the new unlimited plan on my other account.

>

> I am here now calling for help.

>

> I am ready to go line by line if I have to and make the account

> exceptional to Verizon and its associates. However, I am currently

> at a deadlock as I cannot utilize the account to try to call support

> to make changes. All phone calls get sent over to consumer services,

> so it is difficult for me to show what I say.

>

> After account is to current pricing I will not make any changes to plans that do not comply with current pricing. We not only want but encourage yourself and others to monitor the account in the strictest possible way. We understand that any slight deviation from the above will come without warning and the account can be terminated at any time for any reason.

>

> My only plea is lets get this done.

>  
> Please assign me a rep or I give you full permission to get this changed to your satisfaction. We are leaving tomorrow and would respectfully like to get this handled before we leave on vacation, if anything, for the peace of mind.  
>  
> Thank you,  
>  
> Justin Lewis  
> PPU  
> 352-274-5718

## Justin Lewis

---

**From:** BGCO Executive Escalations <cersBGCOExecutiveEscalations@VerizonWireless.com>  
**Sent:** Friday, June 2, 2017 12:31 PM  
**To:** JUSLEW352@GMAIL.COM  
**Subject:** Verizon Plan Options (CASE 2080444)  
**Attachments:** Page Plus & Razor Repair Spreadsheet.xlsx

Good Afternoon Mr. Lewis,

Please see the attached spreadsheet with all of your lines. The Verizon Unlimited Plan supports up to 50 lines (either 5 sub levels or 5 separate accounts with no more than 10 lines each). We have provided the option to spread 50 lines across one account on the plan.

As you may know, on the new Verizon Plan Unlimited you get our fast LTE speeds. To ensure a quality experience for all customers, after 22 GB of data usage on a line during any billing cycle we may prioritize usage behind other customers during network congestion. This means your data connection could slow down.

\*Mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line.

Please respond to this email advising how you would like to distribute the 50 lines across the five account levels (10 lines per account level x 5), and which business plan you would like for the remaining lines.

The current pricing for business accounts is listed on our website at <https://www.verizonwireless.com/biz/plans/voice-data-plans/>

Thank You,

Lee S.  
Executive Relations  
770-797-1592

David G.  
Executive Relations  
770-797-1453



## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Friday, June 2, 2017 2:08 PM  
**To:** BGCO Executive Escalations  
**Cc:** Victor C Fettes  
**Subject:** Re: Verizon Plan Options (CASE 2080444)

Thank you so much for your reply.

I currently do not have access to a computer. It is very difficult for me to figure out where to start. Our cruise is from 6-3 to 6-11, and we are currently in route to Miami. Please see snapshot in attachment.

Is it possible to have this fixed for when I come back? On the 12th? If we have to do this now, please start with the lines not in use and we can move them later.

Please understand I am grateful that Verizon is working with me on this, I will do whatever I have to do. It's just the timing, but I am happy it happened now while we are still on land and not at sea on satellite internet.

Thank you kindly for your consideration.

Justin Lewis  
PPU



My Cruise Manager | My Cruise Details

# MY CRUISE DETAILS

[Return to My Cruise Mar](#)

## 8 days Southern Caribbean from Miami, FL

**Booking #:** 5RW3L1  
**My Ship:** Carnival Vista  
**# of Guests:** 4  
**Stateroom:** 7281  
**Bedding:** 2 Twin Beds [Edit](#)  
**Dining Time:** Early Dining 6:00 PM (Waitlisted)  
[Edit](#)  
**Check-In Time:** 12:00 PM - 12:30 PM  
**Sail Date:** Jun 03, 2017

**To-Do List:**  
[Plan Activities](#)  
*Shore Excursions, Spa, Airport Transfers*  
[View Cruise Documents](#)  
*Boarding Pass, Luggage Tags*

Next To-Do Item: [PLAN ACTIVITIES](#)

MY ITINERARY

MY ACTIVITIES

MY GUESTS (4)

MY BILLING

Explore the exotic ports you'll be visiting, and join us on a local adventure.

Date	Port	Arrive	Depart	
6/3/2017	Miami, FL	----	4:00 PM	<a href="#">Explore this Port</a>
6/4/2017	Fun Day At Sea	----	----	
6/5/2017	Grand Turk	7:00 AM	2:00 PM	<a href="#">Explore this Port</a>
6/6/2017	La Romana, Dominican Republic	9:30 AM	4:30 PM	<a href="#">Explore this Port</a>
6/7/2017	Aruba	1:30 PM	10:30 PM	<a href="#">Explore this Port</a>
6/8/2017	Curacao	8:00 AM	4:00 PM	<a href="#">Explore this Port</a>
6/9/2017	Fun Day At Sea	----	----	
6/10/2017	Fun Day At Sea	----	----	

Sent from my iPhone

On Jun 2, 2017, at 12:31 PM, BGCO Executive Escalations <[cersBGCOExecutiveEscalations@VerizonWireless.com](mailto:cersBGCOExecutiveEscalations@VerizonWireless.com)> wrote:

Good Afternoon Mr. Lewis,

Please see the attached spreadsheet with all of your lines. The Verizon Unlimited Plan supports up to 50 lines (either 5 sub levels or 5 separate accounts with no more than 10 lines each). We have provided the option to spread 50 lines across one account on the plan.

As you may know, on the new Verizon Plan Unlimited you get our fast LTE speeds. To ensure a quality experience for all customers, after 22 GB of data usage on a line during any billing cycle we may prioritize usage behind other customers during network congestion. This means your data connection could slow down.

\*Mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line.

Please respond to this email advising how you would like to distribute the 50 lines across the five account levels (10 lines per account level x 5), and which business plan you would like for the remaining lines.

The current pricing for business accounts is listed on our website at <https://www.verizonwireless.com/biz/plans/voice-data-plans/>

Thank You,

Lee S.  
Executive Relations  
770-797-1592

David G.  
Executive Relations  
770-797-1453

<Page Plus & Razor Repair Spreadsheet.xlsx>

## Justin Lewis

---

**From:** BGCO Executive Escalations <cersBGCOExecutiveEscalations@VerizonWireless.com>  
**Sent:** Friday, June 2, 2017 2:08 PM  
**To:** JUSLEW352@GMAIL.COM  
**Subject:** Revised Spreadsheet-Verizon Plan Options (CASE 2080444)  
**Attachments:** Page Plus & Razor Repair Spreadsheet2.xlsx

Hello Mr. Lewis,

Please see the revised attached spreadsheet.

Thank You,

Lee S.

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Monday, June 12, 2017 11:17 AM  
**To:** Fettes, Victor C  
**Subject:** Thank you

Victor,

I wanted to express my gratitude and say thank you for letting me get through this vacation with my kids.

I just wanted to let you know that we are working on the list and will be in contact with Lee to start the conversion process today.

Thank you,

Justin Lewis  
PPU

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Monday, June 12, 2017 11:21 AM  
**To:** Justin Lewis  
**Subject:** Automatic reply: [E] Thank you

I will be out of the office the week of June 12th through 16th. I will have limited access to email during this time. If you need immediate assistance, please contact Kendra Cade.

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Monday, June 12, 2017 1:40 PM  
**To:** Jeremiah Hoffman  
**Subject:** Fwd: Revised Spreadsheet-Verizon Plan Options (CASE 2080444)  
**Attachments:** Page Plus & Razor Repair Spreadsheet2.xlsx

----- Forwarded message -----

From: BGCO Executive Escalations  
<cersBGCOExecutiveEscalations@verizonwireless.com>  
Date: Fri, Jun 2, 2017 at 2:08 PM  
Subject: Revised Spreadsheet-Verizon Plan Options (CASE 2080444)  
To: JUSLEW352@gmail.com

Hello Mr. Lewis,

Please see the revised attached spreadsheet.

Thank You,

Lee S.

\*!zs3595837\*!ze

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Monday, June 12, 2017 3:27 PM  
**To:** BGCO Executive Escalations  
**Subject:** Re: Revised Spreadsheet-Verizon Plan Options (CASE 2080444)  
**Attachments:** Page Plus & Razor Repair Spreadsheet2.xlsx.xlsx

Lee,

I have updated the sheet to which numbers I want for the new unlimited plan.

Please give me a call so I can figure out my options. Soon as Page is done I will start Razor.

Thank you,

Justin Lewis  
PPU  
352-274-5718

On Fri, Jun 2, 2017 at 2:08 PM, BGCO Executive Escalations <cersBGCOExecutiveEscalations@verizonwireless.com> wrote:

> Hello Mr. Lewis,

>

>

>

> Please see the revised attached spreadsheet.

>

>

>

> Thank You,

>

>

>

> Lee S.

>

>

>

>

>

>

> \*!zs3595837\*!ze



## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Thursday, June 15, 2017 2:23 PM  
**To:** Nicole Sorrentino  
**Subject:** Fwd: Verizon Plan Options (CASE 2080444)  
**Attachments:** Page Plus & Razor Repair Spreadsheet.xlsx

----- Forwarded message -----

From: BGCO Executive Escalations  
<cersBGCOExecutiveEscalations@verizonwireless.com>  
Date: Fri, Jun 2, 2017 at 12:31 PM  
Subject: Verizon Plan Options (CASE 2080444)  
To: JUSLEW352@gmail.com

Good Afternoon Mr. Lewis,

Please see the attached spreadsheet with all of your lines. The Verizon Unlimited Plan supports up to 50 lines (either 5 sub levels or 5 separate accounts with no more than 10 lines each). We have provided the option to spread 50 lines across one account on the plan.

As you may know, on the new Verizon Plan Unlimited you get our fast LTE speeds. To ensure a quality experience for all customers, after 22 GB of data usage on a line during any billing cycle we may prioritize usage behind other customers during network congestion. This means your data connection could slow down.

\*Mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line.

Please respond to this email advising how you would like to distribute the 50 lines across the five account levels (10 lines per account level x 5), and which business plan you would like for the remaining lines.

The current pricing for business accounts is listed on our website at <https://www.verizonwireless.com/biz/plans/voice-data-plans/>

Thank You,

Lee S.  
Executive Relations  
770-797-1592

David G.  
Executive Relations  
770-797-1453

\*!zs3595538\*!ze

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Friday, June 16, 2017 12:41 PM  
**To:** BGCO Executive Escalations  
**Subject:** Re: Verizon Plan Options (CASE 2080444)  
**Attachments:** Page Plus & Razor Repair Spreadsheet2.xlsx; Page Plus & Razor Repair Spreadsheet2 - Page Plus Sub-Levels 1-10.pdf

David,

I have emailed you a spreadsheet with 3 different document types.

Hopefully my instructions can help you with the changes.

1) Suspend without billing all lines marked "Suspend without billing".

2) Create 5 new (or use existing) tiers on 5 sub account levels.

Looks like most the sub levels already exist.

3) If you have a line that is on an old unlimited plan, and is to be switched to a new unlimited plan, simply use the existing ICCID on old number and switch to a new unlimited data number.

Example:

(352) 566-4263 (old ICCID) 89148000001111111111 change IMEI and ICCID to whatever, I do not have any new SIM cards, so you may need to send me a new sim card with each change.

to

(352) 566-4014 Old ICCID 89148000001111111111 (just use current IMEI that is on line for ease or switch if you like)

Thank you again and please call with any questions.

-Justin Lewis

PPU

On Fri, Jun 2, 2017 at 12:31 PM, BGCO Executive Escalations <cersBGCOExecutiveEscalations@verizonwireless.com> wrote:

> Good Afternoon Mr. Lewis,

>

>

>

> Please see the attached spreadsheet with all of your lines. The

> Verizon Unlimited Plan supports up to 50 lines (either 5 sub levels or

> 5 separate accounts with no more than 10 lines each). We have

> provided the option to spread 50 lines across one account on the plan.

>  
>  
>  
> As you may know, on the new Verizon Plan Unlimited you get our fast  
> LTE speeds. To ensure a quality experience for all customers, after  
> 22 GB of data usage on a line during any billing cycle we may  
> prioritize usage behind other customers during network congestion.  
> This means your data connection could slow down.  
>  
>  
>  
> \*Mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line.  
>  
>  
>  
> Please respond to this email advising how you would like to distribute  
> the  
> 50 lines across the five account levels (10 lines per account level x  
> 5), and which business plan you would like for the remaining lines.  
>  
>  
>  
> The current pricing for business accounts is listed on our website at  
> <https://www.verizonwireless.com/biz/plans/voice-data-plans/>  
>  
>  
>  
> Thank You,  
>  
>  
>  
> Lee S.  
> Executive Relations  
> 770-797-1592  
>  
>  
>  
> David G.  
> Executive Relations  
> 770-797-1453  
>  
>  
> \*!zs3595538\*!ze

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Friday, June 16, 2017 12:46 PM  
**To:** BGCO Executive Escalations  
**Subject:** Change sheet with Verizon Wireless  
**Attachments:** Page Plus & Razor Repair Spreadsheet2 - Page Plus Sub-Levels 1-10.pdf

David G,

Please see attached and let me know if you have any questions.

Thank you,

Justin Lewis  
PPU

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Friday, June 16, 2017 1:31 PM  
**To:** BGCO Executive Escalations  
**Subject:** New Excel sheet  
**Attachments:** justin.xlsx

Lee,

I called around and one of my stores has excel and converted it for me, hope this helps.

Thank you,

Justin Lewis  
PPU

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Thursday, June 29, 2017 11:37 AM  
**To:** BGCO Executive Escalations  
**Subject:** Re: Verizon Plan Options (CASE 2080444)  
**Attachments:** Book2.xlsx

Please see attached.

Thank you,

Justin Lewis  
PPU

On Fri, Jun 2, 2017 at 12:31 PM, BGCO Executive Escalations <cersBGCOExecutiveEscalations@verizonwireless.com> wrote:

> Good Afternoon Mr. Lewis,  
>  
>  
>  
> Please see the attached spreadsheet with all of your lines. The  
> Verizon Unlimited Plan supports up to 50 lines (either 5 sub levels or  
> 5 separate accounts with no more than 10 lines each). We have  
> provided the option to spread 50 lines across one account on the plan.  
>  
>  
>  
> As you may know, on the new Verizon Plan Unlimited you get our fast  
> LTE speeds. To ensure a quality experience for all customers, after  
> 22 GB of data usage on a line during any billing cycle we may  
> prioritize usage behind other customers during network congestion.  
> This means your data connection could slow down.  
>  
>  
>  
> \*Mobile hotspot/tethering reduced to 3G speeds after 10 GB/month per line.  
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> Please respond to this email advising how you would like to distribute  
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>

>  
>  
> Thank You,  
>  
>  
>  
> Lee S.  
> Executive Relations  
> 770-797-1592  
>  
>  
>  
> David G.  
> Executive Relations  
> 770-797-1453  
>  
>  
> \*!zs3595538\*!ze



## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Tuesday, July 11, 2017 4:22 PM  
**To:** Justin Lewis  
**Subject:** Verizon Accounts

Justin,

I have tried to reach you several times over the last week. It is urgent that we speak about your Verizon accounts. Please call me at 678 339 5900.

Thanks,  
Victor Fettes

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Monday, September 18, 2017 4:58 PM  
**To:** Justin Lewis  
**Subject:** Your Verizon accounts - Razor Repair and Page Plus

Justin,

I meet with our business operations team and the devices that you have on your account are causing the conflicts that will not allow us to change the pricing plans. You need to change the devices on your account so we can update your pricing. On Friday this week (September 22<sup>nd</sup>), we will suspend all of your lines that do not have current pricing and they will remain suspended until you have changed the device on the line to a device that is compatible with your current pricing and it has been moved to new pricing. If you have any questions, you can call me at 678 339-5900.

Thanks,  
Victor Fettes

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Monday, September 18, 2017 5:10 PM  
**To:** Fettes, Victor C  
**Subject:** Re: Your Verizon accounts - Razor Repair and Page Plus

Victor,

How do you expect me to change out all those devices by Friday?

Can I have access to my account so I can do it myself? I have complied and more to your requirements and paid for 2 accounts that I cannot even use. Give me access and I will have it done Thursday.

Thank you,

Justin Lewis  
PPU

Sent from my iPhone

On Sep 18, 2017, at 10:58 PM, Fettes, Victor C <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)> wrote:

Justin,

I meet with our business operations team and the devices that you have on your account are causing the conflicts that will not allow us to change the pricing plans. You need to change the devices on your account so we can update your pricing. On Friday this week (September 22<sup>nd</sup>), we will suspend all of your lines that do not have current pricing and they will remain suspended until you have changed the device on the line to a device that is compatible with your current pricing and it has been moved to new pricing. If you have any questions, you can call me at 678 339-5900.

Thanks,  
Victor Fettes

## Justin Lewis

---

**From:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Sent:** Tuesday, September 19, 2017 9:12 AM  
**To:** Justin Lewis  
**Subject:** RE: [E] Re: Your Verizon accounts - Razor Repair and Page Plus

This was supposed to be completed over 6 months ago and it is still not complete. It appears you have about 50 devices on each account with usage, I would start with those and work forward from there. I need you to work with David on our care team to make the changes.

Thanks,  
Victor

---

**From:** Justin Lewis [mailto:juslew352@gmail.com]  
**Sent:** Monday, September 18, 2017 5:10 PM  
**To:** Fettes, Victor C <Victor.Fettes@VerizonWireless.com>  
**Subject:** [E] Re: Your Verizon accounts - Razor Repair and Page Plus

Victor,

How do you expect me to change out all those devices by Friday?

Can I have access to my account so I can do it myself? I have complied and more to your requirements and paid for 2 accounts that I cannot even use. Give me access and I will have it done Thursday.

Thank you,

Justin Lewis  
PPU

Sent from my iPhone

On Sep 18, 2017, at 10:58 PM, Fettes, Victor C <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)> wrote:

Justin,

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Thanks,  
Victor Fettes

## Justin Lewis

---

**From:** Justin Lewis <juslew352@gmail.com>  
**Sent:** Tuesday, September 19, 2017 10:16 AM  
**To:** Fettes, Victor C  
**Subject:** Re: [E] Re: Your Verizon accounts - Razor Repair and Page Plus

Victor,

My list has been sent. Looooong time ago.

If I can do this with access to my account, why can't your reps?

I am maybe utilizing 20-30 lines per account. I am unsure what exactly you want me to do. I am currently working at one of my stores and my time is limited. A middle man puts a huge hinder on actually getting anything done. Please have him do it per list and hotspots are approved devices on the new unlimited plan.

Thank you,

Justin Lewis  
PPU

Sent from my iPhone

On Sep 19, 2017, at 3:11 PM, Fettes, Victor C <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)> wrote:

This was supposed to be completed over 6 months ago and it is still not complete. It appears you have about 50 devices on each account with usage, I would start with those and work forward from there. I need you to work with David on our care team to make the changes.

Thanks,  
Victor

---

**From:** Justin Lewis [<mailto:juslew352@gmail.com>]  
**Sent:** Monday, September 18, 2017 5:10 PM  
**To:** Fettes, Victor C <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)>  
**Subject:** [E] Re: Your Verizon accounts - Razor Repair and Page Plus

Victor,

How do you expect me to change out all those devices by Friday?

Can I have access to my account so I can do it myself? I have complied and more to your requirements and paid for 2 accounts that I cannot even use. Give me access and I will have it done Thursday.

Thank you,

Justin Lewis

PPU

Sent from my iPhone

On Sep 18, 2017, at 10:58 PM, Fettes, Victor C <[Victor.Fettes@VerizonWireless.com](mailto:Victor.Fettes@VerizonWireless.com)> wrote:

Justin,

I meet with our business operations team and the devices that you have on your account are causing the conflicts that will not allow us to change the pricing plans. You need to change the devices on your account so we can update your pricing. On Friday this week (September 22<sup>nd</sup>), we will suspend all of your lines that do not have current pricing and they will remain suspended until you have changed the device on the line to a device that is compatible with your current pricing and it has been moved to new pricing. If you have any questions, you can call me at 678 339-5900.

Thanks,  
Victor Fettes