

VerizonMath

Timeline

- **Original Full Length Recording**
- **12-07-2006 - Initial Post**
- **12-08-2006 - First Email From Verizon - 50% Refund**
- **12-08-2006 - My Response to Verizon**
- **12-10-2006 - Response from Verizon - Full Refund - No Explicit Admission of Fault**
- **12-10-2006 - Second Known Instance of the Problem**
- **12-11-2006 - Verizon Admits Fault - But have not taken care of other cases**
- **12-11-2006 - Open Letter to Verizon Management**
- **12-13-2006 - Will Verizon Live up to its Worry Free Guarantee**
- **12-14-2006 - Verizon is still Quoting .002 cents**

Thursday, December 7, 2006

Verizon doesn't know Dollars from Cents

[Click here for Audio](#) (27 minutes - PutFile is reporting the time wrong)

Here's the background:

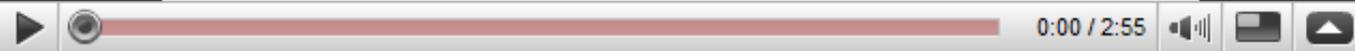
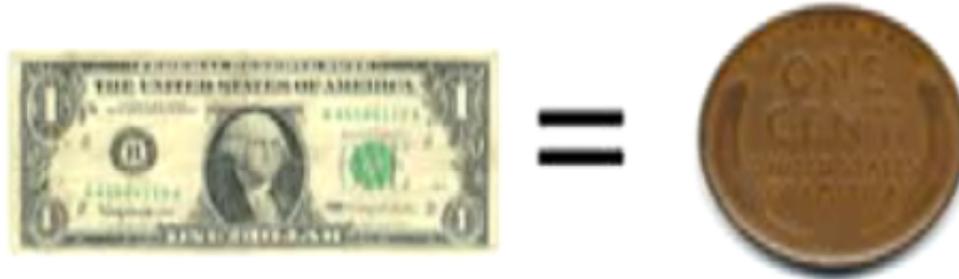
I have a Verizon unlimited data plan in the U.S. and recently crossed the border to Canada. Prior to crossing the border I called customer service to find out what rates I'd be paying for voice and data. The data rate I was quoted was ".002 cents per kilobyte."

".002 cents per kilobyte."



0.002dollar = 0.002cent

\$0.002 = 0.002¢



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Telephone call

