

## Verizon Wireless Notice of Customer Dispute

**Verizon Wireless (VZW) is committed to customer satisfaction.** If you have a dispute regarding your wireless service, and cannot resolve it directly with our customer service representatives by calling **(800) 922-0204**, you can choose to request arbitration. You must first notify Verizon of the dispute in writing at least 30 days in advance of initiating an arbitration. You can do this by printing and completing and submitting this form to us. Please be sure to complete this form in its entirety and keep a copy for your records. Completed forms should be sent by email to [NoticeofDispute@Verizonwireless.com](mailto:NoticeofDispute@Verizonwireless.com), by fax to 301-966-5086, or you can mail to:

**Verizon Wireless HQ Dispute Resolution Manager  
One Verizon Way, 54S092C, Basking Ridge, NJ 07920-1097**

A VZW representative will respond to you in writing within 30 days of receiving this form.

We would like to try to resolve your dispute. Should you not be able to resolve your dispute, we provide further details on how to initiate arbitration on our website: <http://www.vzw.com/support/arbitration-faq>, Better Business Bureau (BBB) website: [www.bbb.org](http://www.bbb.org), or the American Arbitration Association (AAA) website: [www.adr.org](http://www.adr.org).

Account Owner Name: \_\_\_\_\_

Account Billing Address: \_\_\_\_\_

Account No: \_\_\_\_\_

Mobile phone number: \_\_\_\_\_

Alternate contact phone number: \_\_\_\_\_

I am/am not (circle one) represented by an attorney. If represented, my attorney's contact information is below:

Name of attorney: \_\_\_\_\_ Attorney phone number: \_\_\_\_\_

Briefly describe the nature of your dispute and attach any supporting documents:

Briefly describe the relief you seek (e.g., credits, refunds, service improvement, termination of account without payment of ETF). Be sure to give specific amounts as to any credits or refunds sought:

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**CERTIFICATION OF CUSTOMER OR REPRESENTATIVE**

I hereby certify that I am the account owner of the above account(s) or a duly representative of the account holder.

Signature of Account Owner or Authorized Representative:

\_\_\_\_\_

Date: \_\_\_\_\_