

May 5, 2024

Hans Vestburg
CEO, Verizon Communications
1095 Avenue of the Americas
New York, New York

Dear Mr. Vestburg,

My name is Chris Musser, and I'm a home owner in Spring Valley in Northern California, a rural valley twenty minutes by car from the nearest city, Clearlake.

In 2016 we had a Verizon cell tower installed; before that we only had satellite and AT&T copper to serve our telecommunications needs.

Several months ago, I began the process of porting my AT&T wireline home telephone number, 707-998-9315, from their network to your "Wireless Home Phone" WHPLVP2 cell device, as your service only costs \$30 a month, and theirs is now over \$100. Additionally, AT&T has applied to the CPUC to exit wireline service in Spring Valley, and I can see the writing on the wall.

I'm a 74-year-old writer and film maker, and have purchased a Verizon network compatible cell phone. However, I rarely leave my house, usually only to go to doctor's appointments, as I order most everything I need online and have it delivered, so I don't NEED a cell phone, except for the fact that most businesses and services now require one to communicate with them.

I have recently spent not hours, not days, not weeks, but MONTHS trying to get my number ported, and I am the proud owner of Verizon trouble ticket #14989614. Transferring my home telephone number to your network is essential to me, as 707-998-9315 is the number that was associated with all my business accounts, has been on my business cards for almost twenty years, and is the only number my friends and relatives have.

I am writing to ask you to intercede in the solution to this process, as I don't have the time to keep working for you for free, because I am the only person responsible for the maintenance of three buildings on 1/2 acre of property, deep into the rehabilitation of a sagging 800-square-foot wooden deck, and preparing for fire season: <http://www.pressdemocrat.com/news/8471093-181/spring-valley-residents-weary-of?gallery=8472642&artslide=7>

I'm not technology averse or inept. either, Hans, as I spent FOURTY YEARS in data and telecommunications, working for some of the biggest companies in America, including Levi Strauss, North American Mortgage, and General Electric: <http://mussercommunications.com/mcassets/cjmcompres.pdf>, and I'm a certified engineer.

If this process is so hard for me to figure out, I hate to think what you are doing to the average LOL.

BTW Hans, my yearly income is less than \$18 thousand dollars from social security retirement, while you made almost \$25 million last year, and own over \$20 million in Verizon stock.

And I'm willing to bet your home phone works just great.

Sincerely,

Christopher J. Musser
Musser Communications
<http://muscomm.com>
707-998-9315 (not currently working)

P.S. You recently sent me a replacement device which doesn't work either. As soon as I get the time, I'll mail the old one back to you.

P.S. If you have the balls, you will see that this is fixed quickly, and grant me many months of free service as a token reward for the many stressful hours I have already spent trying to fix this.

cc: Federal Communications Commission, CA State Senator Senator Mike McGuire, CA State Representative Mike Thompson, Better Business Bureau