

▶We are routing you to a chat representative. Thank you for contacting Verizon. Your average wait time is 4 seconds.

▶You are now chatting with 'Blake'

you: Blake, I was just chatting with Halley ... any way to get back to her?

Blake: Hello. Thank you for visiting our Verizon chat service. How can I help you set up your new service and save with a Verizon bundle?

Blake: No, but I will be happy to help you today.

you: I am looking at the Double Freedom package.

you: Need a modem

Blake: You can select a modem during the order process for your Double Freedom Bundle, and I will assist you through the order process.

Blake: Have you started your online order?

you: yes

you: It shows up with total monthly price of 49.99 plus one-time fee of 39.99

Blake: Great, I am here to help. Yes, that is the modem charge.

you: Is the 5.00 off applied on receipt of the bill?

Blake: This discount will be shown on your first monthly bill.

you: When can I expect installation?

Blake: Your High Speed Internet service will be added to your line, and the service will be ready to use approximately 5 to 7 business days from the date you place your order online. The self-installation kit arrives via UPS approximately 3 to 5 business days from the date you place your order online.

you: Great ... thanks.

you: Can you tell me the speed of the internet service

Blake: You're welcome. How is your order going so far?

Blake: Yes, the Starter Plan comes with 1 Mbps speed.

you: rats ... I see it 1Mbps

you: Will submit order now

Blake: Great, be sure to continue until you get your Order Confirmation Number.

you: I am confused about the one time charges now coming up at 129.98

Blake: What charges are you concerned with?

you: It was 39.99 for modem, now additional 89.99 for premium tech support one time use ... thought that was free.

Blake: Yes, this an error in the system right now, please contact customer service after you place your order and it will be removed after you give them your Order Confirmation Number.

you: OK ... Halley had said there would be no additional charges if we later decide to upgrade ... does that also apply if we decide to move up to Freedom Essentials?

Blake: There will be the difference from the Essentials from the Value cost added to your bill.

you: Currently that is \$10.00 ... is that what would be added?

Blake: Yes, that is correct.

you: OK thanks ... on our way

Blake: I am here to help if you have any questions placing your order.

Blake: I have not heard from you for a few moments. Would you like to continue this chat session?

Blake: Have you reached the summary and received your Order Confirmation Number/

you: I think I am ok ... the only piece I am pondering is the question about internet speed availability

Blake: I can assure you your Internet availability is the best possible.

you: I said "no" when asked if I wanted the order to go through at a lower speed, but would want someone to tell me what the speed would be so I could make an informed decision

Blake: Verizon offers a dedicated line, unlike cable where you would have to share your connection so you can be sure you have internet available at the highest speed possible.

you: The question would only be if we had very poor connection, I would want to know ahead of time.

Blake: Your internet speed with the Power plan is 1.5 Mbps.

you: So that is what I would expect?

Blake: This is not a poor connection. And if you are concerned you will have a 30 money back guarantee to test the service speed for yourself.

you: All right ... I am going to press the submit

Blake: Thank you for using our live chat service. Your opinions and suggestions are valuable to us and we would

appreciate it if you would complete a brief survey, it should only take a minute or two. The survey will appear when you click "X" to close the chat window.

you: I have an order confirmation PA00023231687 with order number: 94255122

Blake: Great, thank you for chatting.

▶Your chat session has been terminated by the Verizon chat representative.