
Re: Verizon Case 3406323 (CASE 3406323)

Court Headquarters ERT <CERSHQERTCT@verizonwireless.com>
To: "hi" <hi@diinele.email>

Wed, Jun 17, 2026 at 11:29 AM

Mr. Dinaali,

Thank you for your document and the questions/requests included therein. Many of the items in the document appear to be asked in anticipation of your arguments at trial. If so, please note that I will be representing Verizon in its defense at that trial. If the court allows, you may ask me your questions at that time. For now, I will answer only those questions that will enhance your understanding of the documents I have sent you. Since you do not yet have them all (the FedEx delivery remains pending), I will withhold all comments for the time being.

Please let me know once you have received the invoices and have taken the opportunity to review them so that I can answer any questions you may have about them as well.

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

From: hi@diinele.email
Sent: 06/17/2026 12:46 CDT
To: VZW CERS HQ ERT COURT
Cc:
Subject: Re: Verizon Case 3406323 (CASE 3406323)
Mr. Morrow,

Please view the attached file and respond ASAP. Thank you

Diinele Dinaali

On Jun 17 2026, at 6:44 am, Court Headquarters ERT <CERSHQERTCT@verizonwireless.com> wrote:

Mr. Dinaali,

I will answer every question and fill every request from you that I deem to be commensurate to your rights as both former customer and plaintiff. All I ask in return is that you be specific in your requests, and to keep your language choices professional. I have only addressed you with respect. I ask you to offer me the same courtesy. Please do not use degenerative language or threats.

My function is not to 'provide you EVERYTHING in our possession' so that you can 'pursue criminal charges' against Verizon. What I'm doing is providing with the documents you are entitled to receive as a Verizon account owner. We decline to provide anything outside of that. I have reviewed all the emails you sent after I left for the night. I have, to the best of my ability, isolated the specifics matters pertaining to your requests. Please see the following responses:

"... I need to know where in my contract does it say, or does it not say that the phone I purchased from you was covered by insurance."

Verizon offers device insurance coverage as an **option**, not a standard. You would have had to request it because there are additional charges of up to \$25.00 per covered device that would appear on your monthly invoices. Because we have no record of a request for any insurance coverage from you, none is listed where you would normally find them - which would be on the Customer Receipts I emailed to yesterday or on the invoices I sent you via FedEx. In fact, on Pages 2 and 5 of the May 18, 2025 receipt, it shows insurance coverage was 'Declined' for the iPhone 16 Pro Max.

By the way, I just checked FedEx's tracking tool. They have scheduled your envelope to arrive today by 1:10 pm.

"...I need to know where in the contract does it say that I would get reimbursed for the phone I lost with my previous provider before I switched to you."

If I understand you correctly, you're claiming that Verizon agents told you that you would receive an \$800.00 credit to help recover expenses following the loss of a device you owned before you became a Verizon customer. If that was your

understanding, then I can only state that Verizon has no promotion or benefit that would allow such a claim.

I do have a question for you: Did you trade in a device when you purchased the iPhone 16 Pro Max? You were getting a promotional discount for the device before it was disconnected. I wonder if they're related.

"...I also need to know where does it cover that I had a combined internet and phone service..."

Verizon's wireless and wireline services do not combine their billing. Customers with both services receive separate invoices from separate accounts. The only mention of any Verizon wireline (or "Home") service you may have (or had) can be found as a promotional discount on the wireless invoices you are scheduled to receive today. It is listed as a "Mobile + Home discount" of up to \$15.00 off the invoices each month.

"...All service agreements relating to the phone and internet accounts..."

I have access only to the wireless services - which would include the lines supporting the iPhone 16 Pro Max and the Home Internet gateway device. I emailed you the receipts and their corresponding terms and conditions for those lines yesterday. If you also have (or had) Verizon service for a landline phone or FiOS, please contact their Customer Care teams for assistance.

"...All phone insurance enrollment records..." and "...All records identifying the insurer and policy number..."

As previously stated, none exist. We have no record of an opt-in for device insurance coverage from you.

"...All electronic signatures or acknowledgments..."

I'm providing with a copy of the installment financing agreement for the iPhone 16 Pro Max. It is signed. With its delivery, you should now have all signature-bearing documents bearing documents for the wireless service.

Your demands for "call recordings", "communications", account notes", and/or "customer file" are all respectfully declined. As previously stated, my participation in these email exchanges is to ensure that you have the documents you are entitled to receive (and should have already possessed) as a Verizon account owner.

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

From: hi@diinele.email

Sent: 06/16/2026 18:22 CDT

To: VZW CERS HQ ERT COURT

Cc:

Subject: Verizon Case 3406323

Mr. Morrow,

This is to confirm that, despite multiple requests, you have failed to provide all requested information and documents relating to the breach of contract matter and the claims made by Verizon and its representatives.

Your continued failure to produce the requested records leaves significant questions unanswered regarding the factual basis for Verizon's position and the representations made to me concerning my account and related services.

Absent a complete response, I will be forced to conclude that Verizon is either unwilling or unable to produce records relevant to these matters. I reserve all rights to raise this issue in connection with forthcoming civil proceedings and any complaints or referrals submitted to appropriate regulatory or law enforcement authorities.

Please consider this a final request for the production of all responsive records, communications, contracts, account documents, and other materials relating to this matter.

Regards,

Diinele Dinaali

!zs19786902!ze

!zs19788717!ze