Your IC3 Complaint

Submission ID:	[redacted]66dd139d
Date Filed:	6/26/2026 8:51:34 AM EST
Were you the one affected in this incident?	Yes

Your Contact Information

Name:	Diinele Dinaali
Business Name:	Diinele Entertainment LLC
Phone Number:	3103463635
Email Address:	hi@diinele.email

Complainant Information

Name:	Diinele Dinaali
Age:	Over 60
Address:	4200 Paradise Rd., Apt. 2028
City:	Las Vegas
County:	NV
Country:	United States of America
State:	Nevada
Zip Code/Route:	89169
Phone Number:	3103463635

Email Address: hi@diinele.email

Business Information

Is this on behalf of a business that was targeted by a Cyber incident? No

Financial Transaction(s)

Did you send or lose money in the incident? Yes

What was your total loss amount? 2,500.00

Transaction Type: Debit Card/Credit Card

Was the money sent or lost? Yes

Transaction Amount: 2,500.00

Transaction Date: 05/18/2024

Did you contact your bank, financial institution, or cryptocurrency exchange? No

Information About The Subject(s)

Business Name: Cellco Partnership dba Verizon, & Cellular Sales

Address: 1095 Avenue of the Americas

City: New York

Country: United States of America

State:	New York
Zip Code/Route:	10036
Phone Number:	2123951000
Website/Social Media Account:	verizon.com

Description of Incident

Provide a description of the incident and how you (or those you are filling this out on behalf of) were victimized. Provide information not captured elsewhere in this complaint form:

Cellco Partnership (dba Verizon Wireless) and its authorized agent, Cellular Sales of Knoxville, engaged in a coordinated bait-and-switch scheme by deceptively promising specific account promotional rates, immediate device insurance, and full switching credits, only to unilaterally alter the contractual terms and pricing at the point of sale. Following a material breach where Verizon failed to apply the agreed-upon device protection—forcing account cancellation—the companies retaliated by blocking the primary business telephone line, generating ten months of fraudulent post-termination bills, and pursuing collections on equipment that had already been verified as physically returned. Furthermore, after formal legal proceedings were initiated, company representatives fabricated and introduced manipulated corporate records—including a falsified receipt alleging an unmade cash payment—and issued bad-faith legal ultimatums to suppress consumer advocacy websites documenting their unfair and deceptive trade practices.

To address these actions, two formal legal cases have been filed, one under Case No. A-26-949658-C, and a joint enforcement complaint is being cross-filed with multiple regulatory bodies to investigate these widespread deceptive trade practices. This comprehensive administrative complaint is being submitted directly to the Federal Communications Commission (FCC) for fraudulent billing and line blocking, the Nevada Bureau of Consumer Protection (Office of the Attorney General) for consumer fraud violations, and Nevada Consumer Affairs for deceptive retail practices among other agencies.

Due to the complex nature, extensive timeline, and voluminous documentation involved in this dispute, a comprehensive digital repository containing all relevant receipts, text logs, certified mail records, and manufactured corporate documents has been established at https://verizon.vegas or contact me via email at hi@diinele.email to request full documents as filed in two court cases.

Other Information

If an email was used in this incident, please provide a copy of the entire email including full email headers.

Deceptive Inducement & Marketing Fraud: On or about May 18, 2025, the Complainant contacted a Verizon telephone agent to obtain network credentials for an interim device following the loss of an insured business device. The representative deceptively induced the Complainant into migrating services by promising a bundled account structure that would maintain existing pricing, provide immediate full device insurance, and qualify the Complainant for an active national promotion providing an $800 switcher/trade-in credit for a new iPhone 16 Pro Max without requiring physical trade-in hardware.

Bait-and-Switch Retail Execution: Upon visiting the Cellular Sales authorized retailer (3825 S Maryland Pkwy, Las Vegas, NV) on May 19, 2025, to finalize the transaction, sales agent Franklin Jackson stated the phone agent's exact terms were unauthorized, but affirmed an $800 billing credit framework would be applied to the account after 60 days. Because the Complainant's primary business line had already been ported and frozen by Verizon, the Complainant was forced to proceed. No contract was executed on this date, and the transaction was finalized under the active, nationwide "Red Hot Deal Days" marketing campaign launched by Verizon on May 15, 2025.

Material Breach & Systemic Billing Fraud: On July 5, 2025, following a residential burglary, Verizon informed the Complainant that the accounts completely lacked the promised insurance coverage. In response to this material breach, the Complainant immediately terminated all services, migrated to alternative carriers, and physically returned all internet equipment to the retail storefront. Despite successful termination and equipment return, Verizon and Cellular Sales intentionally retained the Complainant's business number within their network for two months to obstruct operations. Over the subsequent ten months, the Respondents retroactively generated ungrounded equipment fees and fabricated an ongoing default on the account.

Civil Conspiracy & Evidentiary Manipulation: Following the initiation of formal legal disputes, Verizon Legal Liaison Dion Morrow and Cellular Sales agents entered into a civil conspiracy to enforce the fraudulent debt. On June 16, 2026, Morrow produced a heavily manipulated, un-executed "telephone sales" receipt dated May 18, 2025, which falsely alleges that a cash payment of $100.50 was rendered and that the hardware was a "free device"—directly contradicting Verizon's automated zero-dollar payment confirmations and subsequent $1,210.00 hardware billings. When transparent public documentation websites (verizon.vegas, cellularsales.store) were established to report these unfair commercial practices, Morrow issued bad-faith, retaliatory legal threats demanding their deletion under a 24-hour ultimatum while refusing to provide any factual or legal basis for the disputed charges.

The Complainant requests that investigators immediately audit all original account notes, metadata, internal communications, and original billing logs to determine the extent of the Respondents' deceptive trade practices, federal truth-in-billing violations, and evidentiary fabrication.

Are there any other witnesses or persons affected by this incident?

All relevant data and evidence can be found on the website https://verizon.vegas or email me at hi@diinele.email for full documentation

If you have reported this incident to other law enforcement or government agencies, please provide the name, phone number, email, date reported, report number, etc.

(1) Nevada Attorney General : Case #109669, June 12, 2026
(2) FTC: Case #203358571, June 26, 2026
(3) FCC: Case #8817051, June 26, 2026

Is this an update to a previously filed complaint? No

Privacy & Signature:

The collection of information on this form is authorized by one or more of the following statutes: 18 U.S.C. § 1028 (false documents and identity theft); 1028A (aggravated identity theft); 18 U.S.C. § 1029 (credit card fraud); 18 U.S.C. § 1030 (computer fraud); 18 U.S.C. § 1343 (wire fraud); 18 U.S.C 2318B (counterfeit and illicit labels); 18 U.S.C. § 2319 (violation of intellectual property rights); 28 U.S.C. § 533 (FBI authorized to investigate violations of federal law for which it has primary investigative jurisdiction); and 28 U.S.C. § 534 (FBI authorized to collect and maintain identification, criminal information, crime, and other records).

The collection of this information is relevant and necessary to document and investigate complaints of Internet-related crime. Submission of the information requested is voluntary; however, your failure to supply requested information may impede or preclude the investigation of your complaint by law enforcement agencies.

The information collected is maintained in one or more of the following Privacy Act Systems of Records: the FBI Central Records System, Justice/FBI-002, notice of which was published in the Federal Register at 63 Fed. Reg. 8671 (Feb. 20, 1998); the FBI Data Warehouse System, DOJ/FBI-022, notice of which was published in the Federal Register at 77 Fed. Reg. 40631 (July 10, 2012). Descriptions of these systems may also be found at www.justice.gov/opcl/doj-systems-records#FBI. The information collected may be disclosed in accordance with the routine uses referenced in those notices or as otherwise permitted by law. For example, in accordance with those routine uses, in certain circumstances, the FBI may disclose information from your complaint to appropriate criminal, civil, or regulatory law enforcement authorities (whether federal, state, local, territorial, tribal, foreign, or international). Information also may be disclosed as a routine use to an organization or individual in both the public or private sector if deemed necessary to elicit information or cooperation from the recipient for use by the FBI in the performance of an authorized activity. "An example would be where the activities of an individual are disclosed to a member of the public in order to elicit his/her assistance in [FBI's] apprehension or detection efforts." 63 Fed. Reg. 8671, 8682 (February 20, 1998).

By typing my name below, I understand and agree that this form of electronic signature has the same legal force and effect as a manual signature. I affirm that the information I provided is true and accurate to the best of my knowledge. I understand that providing false information could make me subject to fine, imprisonment, or both. (Title 18, U.S.Code, Section 1001)

Digital Signature: Diinele Dinaali