FEDERAL TRADE COMMISSION
ReportFraud.ftc.gov

FTC Report Number
[redacted]571

Consumer Report To The FTC

The FTC cannot resolve individual complaints, but we can provide information about next steps to take. We share your report with local, state, federal, and foreign law enforcement partners. Your report might be used to investigate cases in a legal proceeding. Please read our Privacy Policy to learn how we protect your personal information, and when we share it outside the FTC.

About you

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Country: USA

What happened

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. 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. 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. 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.

How it started

Date fraud began:	Amount I was asked for:	Amount I Paid:
09/21/2025		$1,538.94
Payment Used:		**How I was contacted:**
Credit Card		Phone Call

Details about the company, business, or individual

Company/Person		
Name: Verizon Wireless and its authorized retailer Cellular Sales		
Address Line 1:	Address Line 2:	City:
State:	Zip Code:	Country:
Email Address:		
Phone:		
Website:		
Name of Person You Dealt With: Franklin Jackson		

Your Next Steps

If a business won’t give you a refund for a credit or debit card charge that's inaccurate or unauthorized, and won’t stop making automatic charges to your account:

- **File a dispute** (also called a “chargeback”) with your credit or debit card company.
  - **Online:** Log onto your credit or debit card company's website and go through the dispute process.
  - **By phone:** Call the phone number on the back of your card and tell them why you're filing a dispute.
- **Follow up with a letter to your credit or debit card company.** To protect any rights you may have, follow up in writing by sending a letter to the address listed for billing disputes or errors. Use our sample letter.
- **Save your records.** Keep any letters, notes, or emails related to the scam - they could help prove you're entitled to a refund if the credit or debit card company has any questions.
- Find out your rights at ftc.gov/credit.
- To stop automatic charges for a subscription or service, you should also:
  - **Contact the company that's charging you.** Tell them to cancel your subscription. Keep a copy of your cancellation request or your notes about who you talked to and when you cancelled.
  - **Cancel your subscription.** Do this even if you also dispute the charges with your credit or debit card company. Otherwise, the company might point to fine print disclosures on its website or contract and say you still owe money.
  - Watch your bank statements for new charges that you might need to dispute.

General Advice:

- You can find advice and learn more about bad business practices and scams at consumer.ftc.gov.
- If you’re concerned that someone might misuse your information, like your Social Security, credit card, or bank account number, go to IdentityTheft.gov for specific steps you can take.
- Learn more about impersonation scams at ftc.gov/impersonators. If someone says they are with the FTC, know that the FTC will never demand money, make threats, tell you to transfer money, or promise you a prize.
- You also can file a report with your state attorney general.

If you have a phone billing or internet service issue:

- Contact your phone carrier or internet service provider to see if they can fix the problem.
- File a complaint with the FCC. The FCC will serve your complaint on your provider, and your provider has 30 days to send you a response.

What Happens Next

Thank you for reporting!

- We can't resolve your individual report, but we use reports to investigate and bring cases against fraud, scams, and bad business practices.
- Your report goes into the FTC's Consumer Sentinel database, which is available to federal, state, and local law enforcement across the country.
- We use reports to spot trends, educate the public, and share data about what is happening in your community. You can learn what other people in your state or metro area are reporting by visiting ftc.gov/exploredata.
- When the FTC brings cases, we try to get money back for people. At ftc.gov/refunds you can see recent FTC cases that resulted in refunds.

Want to learn more?

- Watch this video to learn about the importance of reporting.
- Sign up for FTC Consumer Alerts at ftc.gov/ConsumerAlerts to stay connected to the FTC and learn about new scams.