

It was a pleasure to assist you. Your chat session has ended. Thank You.

Your chat ID number is 07211376087.

Please select Exit to close this window.

[Exit](#)

A Verizon Service Representative will be with you shortly. Thank you.

Agent Sophie has joined. (20:33:20)

Sophie : Chat ID for this session is 07211376087.

(20:33:20)

Sophie(20:33:25): Welcome to Verizon Online Sales Support! Thank you for choosing Verizon. I would be happy to assist you today.

For quality and security purposes, your session is recorded and may be monitored or reviewed. Please do not provide sensitive information such as social security, bank account or credit card numbers to the chat agent. May we view your selections and/or account information, including any services you subscribe to, which are displayed to your on verizon.com, so that we may assist you with respect to available Verizon products and services? Under federal law, it is your right and our duty to protect your account information. May I have your permission?

You(20:33:35): Yes

Sophie(20:34:25): Hello! Thank you for your permission.

You(20:34:28): I want to know what it would cost to get the minimum TV package that includes ESPN added to my present service

Sophie(20:34:33): How can I assist you today?

You(20:34:42): I don't need anything else!

You(20:34:47): These plans are dizzying

You(20:34:57): And I went to college for seven years

Sophie(20:35:02): Let me help you with that.

You(20:35:03): GOOD COLLEGES! ;-)

Sophie(20:35:43): Great! To be sure, do you have any services with Verizon currently?

You(20:35:58): Yes. Remember, I gave you permission to look at my account information

You(20:36:02): And you thanked me for it.

You(20:36:04): Which was nice.

Sophie(20:37:10): Thank you for the appreciation.

Sophie(20:37:35): Could you please confirm, what services

you have currently with Verizon?

You(20:37:49): FIOS Internet and home phone

You(20:38:07): Verizon Double Play to be specific

You(20:38:15): It says here my speed is 25/15

You(20:38:28): although I just got an email confirming that I had upgraded it to 25/50

You(20:38:34): But I expect that from Verizon

You(20:38:35): nothing personal

Sophie(20:39:00): Let me help you with that.

You(20:39:19): The order number is NJ00211075237

You(20:39:30): It says I can easily check the order by visiting What's Next

You(20:39:36): but of course that tells me nothing

You(20:39:43): But I expect that from Verizon...

Sophie(20:42:53): Allow me to send you the link to login into your account and view what prices and promotions you are getting for your account.

You(20:43:06): Why? I am logged into my account

You(20:43:35): that's why I asked you to help me

You(20:43:39): because the website is so worthless

You(20:43:41): and confusiong

You(20:43:54): and doesn't even update the information

Verizon emails me

Sophie(20:45:00): I apologize, for the inconvenience that you are facing.

You(20:45:15): And remember, Sophie? You asked me what service I was getting

You(20:45:17): I told you already

You(20:45:24): I got it by reading what is in front of me

You(20:45:35): Why would you answer my question by telling me what I already told you?

You(20:47:50): Is there going to be some point in this conversation where you give me some information, Sophie?

Sophie(20:48:10): Please give me a moment.

Sophie(20:49:00): You can go with Prime HD package which include ESPN package.

You(20:49:21): ah

You(20:49:25): And how much does that cost

Sophie(20:51:20): Please give me a moment.

Sophie(20:55:46): Verizon FiOS Prime HD Tv plan would cost you \$64.99/mo; however, you will get bundle discount for you as you already have Verizon FiOS Intenet and Phone service.

Sophie(20:56:26): Let me assist you getting exact price for

you with eligible discount your qualifies for.

You(20:56:46): Thanks, that was what I asked you to do 20 minutes ago. I know it's not your fault, you're working with the same information I am

You(20:56:58): I just thought you might have like some inside information

Sophie(20:57:03): You're welcome.

Sophie(21:00:36): It seems you still have pending order to be completed , correct?

Sophie(21:00:36): Just to confirm, are we still connected?

You(21:00:49): We were disconnected

You(21:01:03): I should not get Verizon angry!

You(21:01:23): I don't know anything about pending.

According to the email I received the order is complete.

You(21:01:42): But if it is really pending, this would not be surprising

You(21:01:46): since after all...

You(21:04:03): LOL seriously, it does say "Your FiOS Quantum Speed Upgrade request is complete!"

Sophie(21:04:13): I am sure your order must have been completed but as it is not reflecting right now I would suggest you to come online after 24 hours.

You(21:04:14): I guess my _request_ is complete...

You(21:04:19): OK thanks

You(21:04:50): Wouldn't it be smart for Verizon to tell its customers that on the website or the email

You(21:05:04): So they don't have to waste 21 minutes of their and Sophie's time to find that out?>

You(21:05:11): OK good night, thanks for your help

Sophie(21:06:16): It was my pleasure assisting you today. If you have any additional questions, please do not hesitate to contact us again. Thank you for choosing Verizon. Have a nice day.

Your session is now closed.

Welcome to Verizon Live Chat