


Escalation: Executive Relations Gaslighting, Fraud Flags Breaking 2FA, and Unresolved Billing – Account 774385048-00001 Fw: FORMAL NOTICE:...

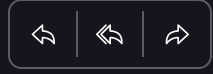
From  ceesiphi@proton.me

☆  Sunday

To Hans.vestberg@**verizon**wireless.com, j.oconnell519@gmail.com

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Escalation: Executive Relations Gaslighting, Fraud Flags Breaking 2FA, and Unresolved Billing – Account 774385048-00001

Mr. Vestberg,

I am escalating this directly to you because Malika in Executive Relations is either profoundly incompetent or deliberately gaslighting me. She unilaterally closed my case and sent a factually false response, despite having the complete timeline from my detailed emails and a direct phone call with her lasting over thirty minutes.

I do not want to hear from Malika again. I require your direct intervention.

Here are the facts she is ignoring or misrepresenting:

1. THE SHORTCODE / 2FA MECHANISM (Why your "we don't block shortcodes" defense is false)

Malika claims there are "no fraud blocks" and relies on the defense that Verizon does not block shortcodes. This is a deliberate technical evasion. You are not intercepting the SMS in transit. Here is exactly how your system breaks my 2FA:

Your automated fraud system flags my SIM profile for "excessive use" (which is simply me using the 200GB of data I pay for to upload music).

This flag tanks my Number Reputation score in carrier analytics databases (like Hiya/First Orion) and drops my STIR/SHAKEN attestation to the lowest trust level. When I attempt to log into WordPress or PayPal, their messaging aggregators query these databases, see the negative reputation/attestation Verizon assigned to my number, and their own security policies block the shortcode at the source.

Verizon is not blocking the shortcode in transit. Verizon is poisoning my number's reputation, which causes external platforms to block the shortcode at the source. Clearing a temporary "hold" on your end does not remove the fraud status marker that these external platforms are querying. That is why my 2FA keeps failing.

2. THE BILLING CONTRADICTION

My Verizon service (voice, text, hotspot) was never suspended. The only disruption was the 2FA failure caused by this fraud flag. Because no suspension ever occurred, Malika's claim that my balance was zeroed "when your account was suspended" is factually false. How was the balance zeroed if there was no suspension? Will the \$121.47 from Invoice 5362328854 be re-assessed on my next bill, or is it permanently gone? I need a direct answer.

3. THE WHITELIST IS CODE, NOT A BUTTON

Malika claimed there is "no button or feature" to whitelist my SIM profile. A whitelist is not a Tier 1 dashboard button or a menu feature. It is backend code or a configuration flag that Security Provisioning must enter into the system to tell your fraud tools to stop flagging this specific account for

legitimate data usage.

I am terminally ill with a September 2026 prognosis. This administrative gaslighting and the resulting disruption to my financial and digital access is causing severe, life-threatening stress.

I require the following in writing, and I expect the response to come from someone with actual authority, not Malika:

Confirmation that Security Provisioning has entered the backend code/configuration to remove the fraud status marker from my number, with the specific ticket number provided.

A factual explanation of how my balance was zeroed when no suspension occurred, and binding written confirmation that the \$121.47 from Invoice 5362328854 will not be re-assessed on my next bill.

If Executive Relations continues to provide false technical explanations and refuse the required backend provisioning, I will escalate this as an ADA failure and deceptive business practice to the FCC and the DOJ.

Celestia Quixs

Account: 774385048-00001

Invoice: 5362328854

Case: CASE3410297

ceesiphi@proton.me

Sent with [Proton Mail](#) secure email.



----- Forwarded Message -----

From: Ceesi <ceesiphi@proton.me>

Date: On Thursday, June 11th, 2026 at 10:50 PM

Subject: FORMAL NOTICE: Demand for ADA Reasonable Accommodation / Account CASE3410297 Re: Verizon Executive Relations (CASE 3410297)

To: Verizon Wireless Executive Relations <cersWEExecutiveRelations@VerizonWireless.com>, Verizon Wireless Executive Relations <cersSOExecutiveRelations@VerizonWireless.com>, vz.fraud.executive.escalations@verizon.com <vz.fraud.executive.escalations@verizon.com>

CC: Hans.vestberg@verizonwireless.com <Hans.vestberg@verizonwireless.com>, vz.fraud.executive.escalations@verizon.com <vz.fraud.executive.escalations@verizon.com>, legal.department@verizon.com <legal.department@verizon.com>

FORMAL NOTICE: Demand for ADA Reasonable Accommodation / Account CASE3410297

Malika,

I am documenting that your assessment of this account is factually bankrupt and actively misleading.

1. **Technical Evasion:** When I demanded my SIM profile be "whitelisted," you responded by

stating it was "not blacklisted." These are fundamentally different technical states. By providing a "not blacklisted" status, you ignored the specific infrastructure requirement needed to stop your automated systems from flagging my authorized, high-volume data usage.

2. **Documented Contradiction:** You claimed the previous hold was due to "zero usage," yet when I contacted the phone number provided in the automated threat email, the Fraud Department explicitly confirmed the hold was for "excessive use" and that the "low usage" email was a system glitch.
3. **Persistent Failure:** The second hold placed on this account was triggered by the exact same "excessive use" pattern as the first, despite your written assurances that the line was clear.
4. **Systemic Coercion & Health Hazard:** You have failed to define how long this "new account" probation will last. I require a definitive answer: How many days until this account is no longer considered "new," and how many more times am I expected to manually call your Fraud Department to lift holds caused by your automated system before my service becomes stable?

ADA Reasonable Accommodation Request: I am terminally ill with a September 2026 prognosis, suffering from Cor Pulmonale, Atelectasis, Pulmonary Fibrosis, Bronchiectasis, and End-Stage Chronic Pulmonary Aspergillosis. Stress is life-threatening to me; it causes the inflammation that triggers violent, uncontrollable coughing fits, which directly risk heart failure, pulmonary embolism, or **pulmonary hemorrhage**.

Under the Americans with Disabilities Act (ADA), I am formally requesting a **Reasonable Accommodation**: The immediate cessation of these automated fraud-hold cycles through the application of a permanent whitelist token or an equivalent "authorized" status to my SIM profile. Your company's continued refusal to provide the stable service I am paying for is causing severe, life-threatening stress and constitutes an active, ongoing failure to accommodate my disability.

I am finished with the administrative review process.

By close of business today, I require:

- **Engineering Assignment:** The direct case number or ticket reference showing this has been escalated to a **Level 3 Network Engineer**.
- **Provisioning Action:** Written confirmation from a Security Provisioning Technician that the permanent whitelist token for my SIM profile has been applied to stop the automated fraud alerts.

If you are unable to facilitate this technical escalation as a reasonable accommodation for my disability, admit in writing that you are refusing to do so, and I will submit that refusal to the FCC and the Department of Justice's Civil Rights Division as evidence of a violation of the ADA and deceptive business practices.

Celestia Quixs

Sent with [Proton Mail](#) secure email.

On Thursday, June 11th, 2026 at 1:28 PM, Verizon Wireless Executive Relations <cersWEExecutiveRelations@VerizonWireless.com> wrote:

Dear Ms. Quixs,

Thank you for your patience while we resolved this matter. I am writing to inform you that our rebate department confirmed yesterday that your \$100 gift card has been processed. It is expected to be issued within the next 24 to 48 hours. Please notify me once it has been received.

Also, I want to reassure you that your service is completely clear, and there are absolutely no fraud blocks, holds, or restrictions on your account. You can continue doing your large data uploads without any worry of a sudden interruption.

To help put your mind at ease, here is exactly how our system works regarding the concerns you had:

- **Automatic Holds (The "No Activity" Rule):** The system hold you experienced previously only happens if a brand-new account is completely sitting idle with zero usage. Because you are actively using your line for your large uploads, the system sees that the account is active. This continuous activity actually protects your line and stops any automatic shutdowns from triggering. High data use will not cause your service to turn off.
- **Whitelisting:** We looked into adding a special permanent pass (or "whitelist") to your SIM card, but our security systems simply don't have a button or feature for that.

Please note that your line is completely safe to use, and you are all set to continue your work. Thank you again for allowing us to assist you with your account. To review your account details you can easily check the My Verizon app by following these steps:

1. Open the **My Verizon app**.
2. Tap on **Bill Overview**.
3. Scroll down and select **Next Bill Estimate**.

Please review your line details there, and feel free to let me know if you have any additional questions or concerns outside of what you brought to our attention!

Warm regards,

Malika

Verizon Executive Relations



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

From: ceesiphi@proton.me

Sent: 06/09/2026 21:28 EDT

To: Vestberg, Hans Erik

Cc: CERS SO Executive Relations; VZW CERS HQ Executive Relations;
nationalconsumerassistance@verizonwireline.com

Subject: Re: URGENT: Executive Escalation Required - Terminally Ill Customer / Account Abuse by Executive Relations Fw: Subject: URGENT - Closing Brand-New Account (Active Since 5/28/2026) - Fraud Hold Placed Again After Being Lifted and SIM Profile Whitelisted...

Dear Mr. Vestberg,

I was too frazzled today to explain this clearly enough to Malika over the phone when she called. Your staff needs training. I am terminally ill. I do not have the bandwidth to do your unpaid QA and train your staff; and, most importantly, I am NOT on your payroll!

The Exact Technical Flow

When I try to log into a business portal, this is exactly what happens:

- The Request: I click "Send 2FA Code" on WordPress or PayPal.
- The Ping (Look up): Before sending anything, the platform pings a cellular network registry or fraud database to check the status of my phone number.
- The Red Flag: The database replies back to the platform: "This phone number has an active fraud alert."
- The Immediate Halt: Because of that fraud flag, the platform immediately stops. They refuse to initiate, trigger, or send the shortcode message at all.
- The Result: No text message ever enters the cellular network, which is why Verizon never sees it.

The Concrete Proof

I have documented, undeniable proof that the fraud flag-and only the fraud flag-controls this loop:

Scenario A (Flag Active): Fraud flag is ON Platform pings the number Sees the flag Fails to send code.

Scenario B (Flag Lifted): Fraud Dept lifts the flag Platform pings the number Sees a clean status Succeeds and I get the code instantly.

Why Malika is Wrong

Malika keeps saying, "We don't block shortcodes, it's a platform issue."

She is technically right that Verizon isn't filtering the text message, but she is completely missing the root cause. The platform cannot send the shortcode because Verizon's automated system has published a fraud alert against my phone number to the external databases that these platforms check.

The Critical Solution

Because the execution stops at the platform level the moment they see Verizon's fraud flag, a permanent whitelist token on my Verizon SIM card profile is the only fix. A whitelist prevents Verizon's system from automatically slapping a fraud alert on my number, keeping my number's status clean so platforms never short

automatically stopping a fraud alert on my number, keeping my number's status clear so platforms never abort the 2FA transmission.

The Reason This is Still Necessary

Despite the second fraud alert being lifted, your automated abuse detection system will flag my account again; because:

1. It is still a brand new account.
2. I will still be using the 200GB data plan the same way--to upload my legacy work to my official channels, as a verified music artist and published author, who is terminally ill with a September prognosis.

I am trying to prevent the automated system from flagging my account a third time. My heavy data usage is authorized and necessary for my legacy work. This needs to be escalated to a **Tier 3 Network Engineer** to apply a permanent **whitelist token** to my SIM profile right now, while the account is clear, so the system stops automatically triggering these fraud alerts.

The next contact I expect to receive is confirmation from the engineer that it is done, nothing else.

Sincerely,

Celestia Quixs

Sent with [Proton Mail](#) secure email.

On Monday, June 8th, 2026 at 8:10 PM, Ceesi <ceesiphi@proton.me> wrote:

Dear Mr. Vestberg,

I am a terminally ill customer with a strict September prognosis, currently homebound with severe neurological and physical health limitations. I have zero bandwidth for corporate bureaucracy. I opened a Verizon account on May 28, 2026. Within 10 days, your automated security systems broke basic functionality by placing two separate, false "fraud holds" on my paid 200 GB Ultimate Unlimited data plan due to my high-volume legacy uploads. Despite explicit assurances under CASE 3409816 that my SIM profile was whitelisted, your system flagged me again. This is a gross breach of contract.

I have terminated my service. Your Executive Relations team (Malika and Carrie via cersWEExecutiveRelations@verizonwireless.com) is actively ignoring my emails and stalling my exit.

I demand your office intervene and ensure the following actions are completed TODAY:

1. Email a prepaid return shipping label for the hardware device to my email address on file.
2. Completely zero out the account balance and waive all fees.
3. Issue a full refund for all activation fees and pro-rated service charges.
4. Send written email confirmation that this account is permanently closed with zero balances, zero restocking fees, and zero early termination penalties.

If your office does not execute these four items immediately, I will initiate immediate merchant chargebacks through my financial institution for services not rendered.

Resolve this today.

Celestia Quixs

725-274-5765

ceesiphi@proton.me

Sent with [Proton Mail](#) secure email

Sent with [Proton Mail](#) secure email.

----- Forwarded Message -----

From: Ceesi <ceesiphi@proton.me>

Date: On Sunday, June 7th, 2026 at 9:20 PM

Subject: Subject: URGENT - Closing Brand-New Account (Active Since 5/28/2026) - Fraud Hold Placed Again After Being Lifted and SIM Profile Whitelisted - CASE3409816 Re: Verizon Executive Relations (CASE 3410297)

To: Verizon Wireless Executive Relations <cersWEExecutiveRelations@VerizonWireless.com>

Dear Malika,

This account has only been active since **May 28, 2026**- less than two weeks.

The fraud hold was **placed**, then **lifted**, my SIM card profile was supposedly **whitelisted** after CASE 3409816 - and now the fraud hold has been **placed again**. This is completely unacceptable.

I am **closing the account immediately**.

I demand the following be completed TODAY:

1. Email me a **prepaid return shipping label** for the device.
2. **Zero out the account balance** completely.
3. **Full refund** of all activation fees, any pro-rated service charges, and every other fee associated with this new account.
4. Written confirmation that the account is closed with **zero early termination fees, zero restocking fees, or any other penalties** due to Verizon's repeated fraud system failures on a brand-new line.

I will not continue service with a provider that cannot maintain basic functionality on a 10-day-old account after explicit assurances that the issue was fixed.

As a terminally ill customer, these repeated disruptions have caused enough damage.
Resolve this **today**- send the return label and closure/refund confirmation immediately.

Thank you,

Celestia Quixs
725-274-5765
ceesiphi@proton.me (<mailto:ceesiphi@proton.me>)

Sent with [Proton Mail](#) secure email.

On Saturday, June 6th, 2026 at 8:11 AM, Verizon Wireless Executive Relations <cersWEExecutiveRelations@VerizonWireless.com> wrote:

Dear Celestia Quixs,

My name is Malika, and I work in the Executive Office of Verizon. I received your message and wish to address your concern.

I would first like to apologize for any inconvenience that you may have experienced. I truly appreciate the opportunity to resolve your concerns. Please be assured that your case is our highest priority. I will provide an update by June 13, 2026 at the latest. **We kindly request that you refrain from**

contacting customer service for updates, as you are working with an individual at an Executive Level, and they will not be able to provide that information. You will also receive daily email updates on your case status, indicating whether it is pending review or under investigation.

I wanted to reach out and provide an honest update regarding your rebate. We are currently facing some processing delays, and I want to apologize for the wait-we know your time is valuable, and we appreciate your patience more than you know.

Thank you again for choosing our platform. Have a fantastic weekend, and I will be in touch with you soon!

My direct number is 800-779-2067 Ext. 2220111 and I'm typically available Tuesday through Saturday between the hours of 8:00 AM - 5:00 PM Eastern. **Please be advised that unscheduled direct calls will be routed to voicemail, as I am managing multiple cases concurrently. You are welcome to leave a detailed message, or communicate via email if a phone consultation has not been previously arranged.** Thank you so much.

Regards,

Malika

Verizon Executive Relations

The Verizon logo, consisting of the word "verizon" in a bold, red, sans-serif font.

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

From: ceesiphi@proton.me

Sent: 06/06/2026 02:55 EDT

To: CERS SO Executive Relations

Cc:

Subject: URGENT: Broken Rebate System Since Submission - Tracking #1101664046 -

Re: CASE3409816 Fw: Your Verizon Submission Information

Carrie,

I just worked with you to resolve the fraudulent hold on my account (CASE3409816). Now I'm dealing with another Verizon system failure.

On May 29, 2026, I submitted a rebate for the \$100 Verizon Gift Card promotion and received tracking number 1101664046. Your confirmation email stated validation would occur around July 1, 2026, and provided a link to "Check My Status" at rebate.yourdigitalrebatecenter.com/track.

That tracking site has been completely unreachable since the day you sent the confirmation email-over a week ago.

I have documented evidence showing:

- Connection refused errors across Chrome, Edge, and Firefox
- Multiple attempts in both standard and incognito modes
- The site has been down the entire time you've had my submission

Verizon gave me a tracking number for a system that has never worked. This is unacceptable.

For perspective: Walmart processes and delivers virtual prepaid Visa cards via email within 6 hours of purchase. Their systems work.

Verizon cannot maintain a functional rebate tracking site for over a week. This is not a technical limitation-it's a failure of priority and competence.


I demand:


1. Written confirmation that my rebate submission (tracking #1101664046) is properly recorded in your system
2. Assurance that Verizon's broken tracking system will NOT be used as grounds to deny my rebate
3. A working method to verify my rebate status going forward
4. Confirmation of the actual validation timeline


As a terminally ill customer who just fought through a wrongful fraud hold, I should not have to battle another broken Verizon system. Your rebate vendor's technical failures are not my problem to solve.

Fix this now.

Celestia Quix
725-274-5765

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Sent with [Proton Mail](#) secure email.