

Verizon
Attn: Executive Relations
P.O. Box 10
Newark, NJ 07101-0010

June 17, 2026

Celestia Quixs

8440 Las Vegas Blvd S B155

Las Vegas, NV 89123

Re: Verizon Account Number: ****48-1

Dear Ms. Celestia Quixs,

Thank you for bringing your concerns to our attention. Verizon strives to provide an outstanding experience to all of our customers. We understand you may not be satisfied with our previous responses presented. The information provided below takes into account the information you provided, account details, and your experience with us. Upon revisiting your concerns, we have confirmed that we have exhausted all available options, customized to fully address this matter.

Previously, we reviewed the matter and advised 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.

A whitelist token is primarily used as an anti-money laundering tool for digital wallets and is completely unrelated to our services.

Please note that your line is completely safe to use, and you are all set to continue your work. Also the gift card was emailed on June 14, 2026.

Please note, in the absence of any new and compelling information, the information provided will not change.

This is our final position regarding the above presented matter; we will not be addressing it further. Please note, continued contact regarding this matter will be considered a disruption to the business and may result in additional actions taken on your account.

Sincerely,

Verizon Executive Office

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

