

[3] Subject: URGENT — Closing Brand-New Account (Active Since 5/28/2026) — Fraud Hold Placed Again After Being Lifted and SIM Profi...

From  ceesiphi@proton.me

Jun 7

To Verizon Wireless Executive Relations, J OConnell



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

SENT FROM 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



-----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 Quixs

725-274-5765

image.png

image.png

image.png

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

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

From: YourWirelessRebate@YourWirelessRebateCenter.com

<YourWirelessRebate@YourWirelessRebateCenter.com>

Date: On Sunday, May 31st, 2026 at 9:59 AM

Subject: Your Verizon Submission Information

To: CEESIPHI@PROTON.ME <CEESIPHI@PROTON.ME>



Shop **Support** **N**

Submission Status

Hi CELESTIA QUIXS,

We've received your submission for the \$100 Verizon Gift Card on Us promotion. Your tracking number is 1101664046.

Based on the purchase date provided, you can expect us to validate your rebate around July 1, 2026.

Go to [Check My Status](#) for an easy way to check your status, or [Contact Us](#) if you have any questions about your submission.

Thanks for choosing Verizon Wireless.

Offer Details

Get a \$100 Verizon e-Gift Card on us. Complete the smartphone purchase from your cart and activate 4.6.26 and 7.1.26. Redeem offer in My Verizon or vzw.com/myverizon after placing your order. You must claim within 60 days of order. Card sent via email within 8 weeks after receipt and validation of claim to the email address on file. If service is canceled or device is returned, claim will be invalid. We reserve the right to change the offer. A Verizon e-Gift Card to your Verizon Wireless account if, within 6 months, service is canceled, or price is not on an eligible unlimited plan. A suspension without billing will add the time you are suspended to your 6 month term. This gift card can be used to buy merchandise & services at stores/kiosks operated by Verizon or at [vzw.com](#). It can also be used at Verizon Authorized Retailer locations. Limited to one gift card per account.



[Phones](#) [Tablets](#) [Accessories](#) [Plans](#) [Verizon Up](#)

This automatically generated message was sent in response to your offer submission. Please do not reply to this email address as it is not monitored. Please note - you have not been added to an email list.

From ceesiphi@proton.me

Jun 7

To Ramirez, Robert, J OConnell



Robert,

Please, do NOT close my T-Mobile account. The attached email thread explains why. I cannot

believe this is happening!

Kind regards,

Celestia Quixs

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.

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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:

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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:

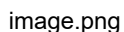
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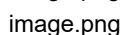
As a terminally ill customer who just fought through a wrongful fraud hold, I should not have to battle another broken Verizon system. Your rebate vendor's technical failures are not my problem to solve.

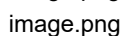
Fix this now.

Celestia Quixs

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

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

From: YourWirelessRebate@YourWirelessRebateCenter.com
<YourWirelessRebate@YourWirelessRebateCenter.com>
Date: On Sunday, May 31st, 2026 at 9:59 AM
Subject: Your Verizon Submission Information
To: CEESIPHI@PROTON.ME <CEESIPHI@PROTON.ME>



Shop Support

Submission Status

Hi CELESTIA QUIXS,

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Based on the purchase date provided, you can expect us to validate your rebate around July 1, 2026.

Go to [Check My Status](#) for an easy way to check your status, or [Contact Us](#) if you have any questions about your submission.

Thanks for choosing Verizon Wireless.

Offer Details

Get a \$100 Verizon e-Gift Card on us. Complete the smartphone purchase from your cart and activate service by 6:00 PM on June 7, 2026. Redeem offer in My Verizon or vzw.com/myverizon after placing your order. You must activate service by 6:00 PM on June 7, 2026. Card sent via email within 8 weeks after receipt and validation of claim to the address. If service is canceled or device is returned, claim will be invalid. We reserve the right to cancel the Verizon e-Gift Card to your Verizon Wireless account if, within 6 months, service is canceled, or you are not on an eligible unlimited plan. A suspension without billing will add the time you are suspended to your 6-month activation period. This gift card can be used to buy merchandise & services at stores/kiosks operated by Verizon or at participating merchants. It cannot be used at Verizon Authorized Retailer locations. Limited to one gift card per account.



Phones Tablets Accessories Plans Verizon Up

This automatically generated message was sent in response to your offer submission. Please do not

From Ramirez, Robert <Robert.Ramirez81@T-Mobile.com>

Jun 8

To ceesiphi@proton.me

Hello Celestia,

I'm very sorry for any concern or frustration you're currently going through and understand you would like to maintain service with T-Mobile. Please know that I have removed the scheduled cancellation set for June 19th. Your T-Mobile account will remain active, and billing will continue in accordance with the rate plan you are currently subscribed to. If you would ever like to make any updates to your account, you are always welcome to contact me directly during my office hours. Outside of those times, our Customer Care team is available to assist you as well.

We sincerely value you as a customer and appreciate the opportunity to continue serving you.

Warm regards,

Robert Ramirez

Sr. Specialist, Executive Response

T-Mobile

Direct (425) 689 -3480 | Email: robert.ramirez81@T-Mobile.com

[T-Mobile.com](https://www.t-mobile.com) | Follow T-Mobile on [LinkedIn](#), [TikTok](#) and [Instagram](#)

NOTICE: This communication may contain privileged or other confidential information. If you have received it in error, please advise the sender by reply email and immediately delete the message and any attachments without copying or disclosing the contents. To protect sensitive information, the message may be encrypted. If prompted, please follow the steps to safely and securely view this message. Thank you.



From: Ceesi <ceesiphi@proton.me>

Sent: Sunday, June 7, 2026 10:24 PM

To: Ramirez, Robert <Robert.Ramirez81@T-Mobile.com>

Subject: Fw: 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)

See the full message at [https://mail.proton.me/u/1/almost-all-mail/Tpom77WrNVbDWIPUkw.../m/77WrNVbDWIPUkw.../m/77WrNVbDWIPUkw...](#)

External Sender

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To: CERS SO Executive Relations

Cc:

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Celestia Quixs

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From: YourWirelessRebate@YourWirelessRebateCenter.com
<YourWirelessRebate@YourWirelessRebateCenter.com>

Date: On Sunday, May 31st, 2026 at 9:59 AM

Subject: Your Verizon Submission Information

To: CEESIPHI@PROTON.ME <CEESIPHI@PROTON.ME>

verizon

Shop Suppor

Submission Status

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Offer Details

Get a \$100 Verizon e-Gift Card on us. Complete the smartphone purchase from your cart and a 4.6.26 and 7.1.26. Redeem offer in My Verizon or vzw.com/myverizon after placing your order. Y within 60 days of order. Card sent via email within 8 weeks after receipt and validation of claim address. If service is canceled or device is returned, claim will be invalid. We reserve the right Verizon e-Gift Card to your Verizon Wireless account if, within 6 months, service is canceled, o eligible unlimited plan. A suspension without billing will add the time you are suspended to yo This gift card can be used to buy merchandise & services at stores/kiosks operated by Verizon be used at Verizon Authorized Retailer locations. Limited to one gift card per account.

