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From: webmaster@shorelinewa.gov

Sent: Wednesday, September 30, 2020 10:51:12 AM

To: [agenda comments](#); [Mark Apolar](#)

Subject: [EXTERNAL] Agenda Comments

Sensitivity: Normal

A new entry to a form/survey has been submitted.

Form Name: Comment on Agenda Items
Date & Time: 09/30/2020 10:51 am
Response #: 688
Submitter ID: 39054
IP address: 2601:601:9e00:16e0:4cc7:cef:81dd:ea54
Time to complete: 30 min. , 20 sec.

Survey Details: Answers Only

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1. Gerard (Elizabeth) La Jeunesse
2. Shoreline
3. (o) Echo Lake
4. gclaj2@verizon.net
5. 10/05/2020
6. 8C-1 Ziplly Fiber
7. My Mother was a resident of The Blakely at Echo Lake with telephone & TV service with Verizon-Frontier-ZiPLY Fiber. She is not able to live alone in her apartment and is now living in Shoreline in an Adult Family Home just blocks from The Blakely. I cancelled her ZiPLY Fiber service on June 29, 2020 and was not sent the return equipment shipping box that was to arrive 10 days later due to the July 4th holiday. I called 14 days later and requested that box again and was informed that the June 29th customer rep did not process that return box properly. Rep 2 fourteen days later had this box show up 3 days later and I immediately box the equipment for shipment and delivered to the UPS store on Highway 99 in Edmonds. I checked the tracking number and it arrived San Jose to ZiPLY's processing return center on July 20, 2020 at 8:03 AM signed by Ngyeun. Credit to process and come and equipment is back at ZiPLY and all is done with ZiPLY. NO.

I had Mother's account for e-mail notification for e-Statement for the monthly billings which were set to auto pay via credit card. An email was sent on July 20th for the final statement showing a \$43.10 credit. All done, right? No. After returning from a road trip to move my Mother's things to my home outside WA state, I come home to a collections letter threat dated September 10, 2020 and I see this on September 26th. I logged into my Mother's ZiPLY account and was surprised to see an August 20th and September 20th statements which I opened up to see that we were charged \$247 for unreturned equipment, the same equipment that they received on July 20th. My Mothers account was now placed with email notifications turned off. ZiPLY had turned off these notification emails and did not send a paper version that these bills were generated. In fact, ZiPLY made zero communications about these charges for the supposed non-return of equipment until the collection agency notices arrived.
I called ZiPLY and could not talk with the department but I called tech support to find out anything I could. I was informed that that department will be open on Sunday at 8 AM. I called Sunday at 8:03 AM and spoke with a Franklin, customer rep. He stated the equipment had been showing returned on Mother's account and he also stated that their process takes up and even longer than two months. We are placed on collections because of ZiPLY's poor internal operations?? ZiPLY did nothing to notify that this is an issue and turns off electronic notifications about our Account. Poor and scam service. DO NOT Allow this company to operate. I have filed a complaint with the WA State Attorney Gen office. There is some sort of scam going on with ZiPLY and Credit Control Corp of Newport News, VA. Franklin was sympatric and validated my intent to not do business with ZiPLY and I also cancelled my DSL service with ZiPLY right then and there. It appears this is normal ZiPLY MO. Their business ethics should be reason for barring ZiPLY Franchise Rights from Shoreline. I was presented a Dispute Number of 77513810 for this credit collection scam.
8. (o) Oppose

Thank you,
City of Shoreline

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