

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** Public Records Act Request 2020-08192  
**Date:** Monday, September 14, 2020 2:31:58 PM  
**Attachments:** [2020-09-10 Wang PRA request.pdf](#)

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Re: Public Records Request 2020-08192

Dear Hao Zhe Wang,

I write in response to your Public Records Act request date September 10, 2020, a copy of which is attached for your convenience.

The Vermont Attorney General's Consumer Protection Unit has no responsive records regarding "investigations" of complaints against Verizon between January 1, 2015-September 10, 2020.

The Vermont Attorney General's Consumer Assistance Program was able to locate consumer complaints filed in writing against Verizon between January 1, 2015-September 10, 2020. If you would like to request copies of these documents, please see below.

For all documents concerning complaints against Verizon filed with the Vermont Attorney General's Consumer Assistance Program (CAP), we estimate that searching for (80 minutes already performed), reviewing, and redacting the files (41 consumer complaints amounting to 83 files) will come to approximately 495 minutes. Note that there is no charge for the first 30 minutes. At 465 minutes, billed at the lowest possible rate under the Secretary of State's fee schedule (\$.33 a minute), the cost of your Public Records Act request is an estimated \$153.45.

To identify complaints that fulfill your request, CAP searched for complaints against Verizon that meet the following criteria:

- "Verizon" identified as the "Complaint Against" entity
- Complaints filed between January 1, 2015-September 10, 2020
- Complaints including the following terms in the matter summary: debt, scam, fraud, scheme, deceptive, deceiv-, unfair, collect-, and credit.
- Complaints including the following "Practice Codes" (categories to describe nature of complaint): Disputes underlying debt practice, Deceptive pricing, and any practice code including the word "credit".

Then, a cost estimate was compiled reflecting the estimated amount of time it will take to review and redact the files associated with these complaints (83 files in all).

If the above search criteria is not sufficient or if you have further questions, please contact CAP.

We ask that you confirm your willingness to pay the estimated cost before we proceed further with processing your request. Upon receipt of your check, the records will be made available for you.

Checks may be sent to:

Attn: Charity Clark  
State of Vermont  
Office of the Attorney General  
109 State Street  
Montpelier, VT 05609-1001

Thank you for contacting the Vermont Attorney General's Office.

Sincerely,



Complaint Specialist

Consumer Assistance Program  
Office of the Attorney General

Mailing Address:

109 State Street

Montpelier, VT 05609-1001

Phone: 800-649-2424

Email: [ago.cap@vermont.gov](mailto:ago.cap@vermont.gov)