

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**



**FILED**  
04/15/26  
04:59 PM  
**C2604018**

Brandon A. Stoltz,  
  
Complainant,  
  
vs.  
  
Cellco Partnership d/b/a Verizon Wireless  
(U3001C),  
  
Defendant.

**(ECP)**

Expedited Complaint  
(Rule 4.6)

COMPLAINANT	DEFENDANT
<p>Brandon A. Stoltz 42901 Pearlwood Drive Lancaster CA 93536 T: 661-571-5441 E-mail: <a href="mailto:Brandonsxchevy@yahoo.com">Brandonsxchevy@yahoo.com</a></p>	<p>Cellco Partnership d/b/a Verizon Wireless (U3001C) Attn: Melissa Slawson, Counsel 5055 North Point Parkway Alpharetta, GA 30022 T: 805-634-8302 E-mail 1: <a href="mailto:cellco3001@verizon.com">cellco3001@verizon.com</a> E-mail 2: <a href="mailto:VZWAgencyComplaint@verizonwireless.com">VZWAgencyComplaint@verizonwireless.com</a></p>

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**(A)**

Brandon A. Stoltz

COMPLAINANT(S)

vs.

**(B)**

Verizon Wireless

DEFENDANT(S)

(Include Utility "U-Number", if known)

(for Commission use only)

**(C)**

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?

YES                       NO

Has staff responded to your complaint?

YES                       NO

Did you appeal to the Consumer Affairs Manager?

YES                       NO

Do you have money on deposit with the Commission?

YES                       NO

Amount \$ N/A

Is your service now disconnected?

YES                       NO

COMPLAINT

**(D)**

The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number
Brandon A. Stoltz	42901 Pearlwood Dr., Lancaster, CA, 93536	661-571-5441

respectfully shows that:

**(E)**

Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number
Verizon Wireless	One Verizon Way, Basking Ridge NJ, 07920	N/A

**(F)**

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

Since 29 July 2025, I have experienced recurring voice service failures including incoming calls failing to ring, calls routing directly to voicemail without logging, and intermittent outbound call failures despite no outages reported. Verizon provided an LTE Network Extender, which did not resolve the issue. Verizon charged me for the extender and associated taxes without authorization. The device was returned on 27 March 2026. I contacted Verizon Executive Relations on 19 March 2026 and 26 March 2026 with no response. Evidence also shows Verizon relied on incorrect zip code data (93023 instead of 93536). On 1 April 2026 at approximately 12:45 PM, multiple outbound calls failed, indicating a network routing issue. These failures demonstrate a persistent service defect not related to coverage

**(G) Scoping Memo Information (Rule 4.2(a))**

(1) The proposed category for the Complaint is (check one):

adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)

ratesetting (check this box if your complaint challenges the reasonableness of a rates)

(2) Are hearings needed, (are there facts in dispute)?  YES  NO

(3)  Regular Complaint  Expedited Complaint

(4) The issues to be considered are (Example: The utility should refund the overbilled amount of \$78.00):

Category: Adjudicatory  
 Hearings Needed: Yes  
 Type: Regular Complaint  
 Issues:  
 • Failure to provide reliable voice service  
 • Improper billing for LTE extender  
 • Deficient investigation and incorrect data usage

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.  
 Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09):	5/15/26
Hearing (Example: 7/1/09)	6/4/26

Explain here if you propose a schedule different from the above guidelines.

**(H)**

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

1. Reversal of all LTE Network Extender charges and taxes
2. Billing credits for unreliable service periods
3. Full technical investigation into call routing failures
4. Confirmation of corrective actions ensuring reliable service

**(I)**

**OPTIONAL:** I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

**(J)**

Dated Lancaster, California, this fourteenth day of April, 2026  
 (City) (date) (month) (year)

  
 \_\_\_\_\_  
 Signature of each complainant

**(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)**

**(K)**

**REPRESENTATIVE'S INFORMATION:**

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative:	
Address:	
Telephone Number:	
E-mail:	
Signature	

VERIFICATION  
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(L)

Executed on 04/14/2026 , at Lancaster , California  
(date) (City)

  
(Complainant Signature)

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VERIFICATION  
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

(M)

Executed on \_\_\_\_\_ , at \_\_\_\_\_ , California  
(date) (City)

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Signature of Officer

Title

(N) **NUMBER OF COPIES NEEDED FOR FILING:**

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one defendant, then you must submit a total of eight (8) copies (Rule 4.2(b)).

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

(O) Mail paper copies to: California Public Utilities Commission  
Attn: Docket Office

505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

PRIVACYNOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission (“CPUC”) intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

Please Note: Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a public record and may be posted on the CPUC’s website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available on-line for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

  
Signature

04/14/2026  
Date

Brandon A. Stoltz  
Print your name

# **REQUEST TO CONSIDER NEW EVIDENCE AND INFORMAL APPEAL**

## **CPUC Informal Complaint No: 714270**

Dear Consumer Affairs Branch,

I respectfully submit both a Request to Consider New Evidence and an Informal Appeal regarding the closure of my complaint against Verizon Wireless.

### **I. NEW EVIDENCE**

1. LTE Network Extender Did Not Resolve the Issue. The extender provided by Verizon did not resolve the ongoing call failures.
2. Unauthorized Billing. Verizon charged me for the extender and taxes without consent. The device was returned on 27 March 2026.
3. Lack of Response. I contacted Verizon Executive Relations on 19 March 2026 and 26 March 2026 with no response.

### **II. ERRORS IN FACT AND INTERPRETATION**

The issue was incorrectly treated as a coverage problem. Evidence shows call routing failures rather than signal issues.

### **III. ADDITIONAL CONCERN**

A Verizon agent used incorrect zip code 93023 instead of 93536, undermining their investigation.

### **IV. REQUESTED ACTION**

Reopen the complaint, investigate the issue, reverse extender charges, and apply appropriate credits.

Sincerely,  
Brandon A. Stoltz

# Exhibit 1



Chat with us

## Bill changes breakdown

**Account-wide charges & credits** -\$29.11

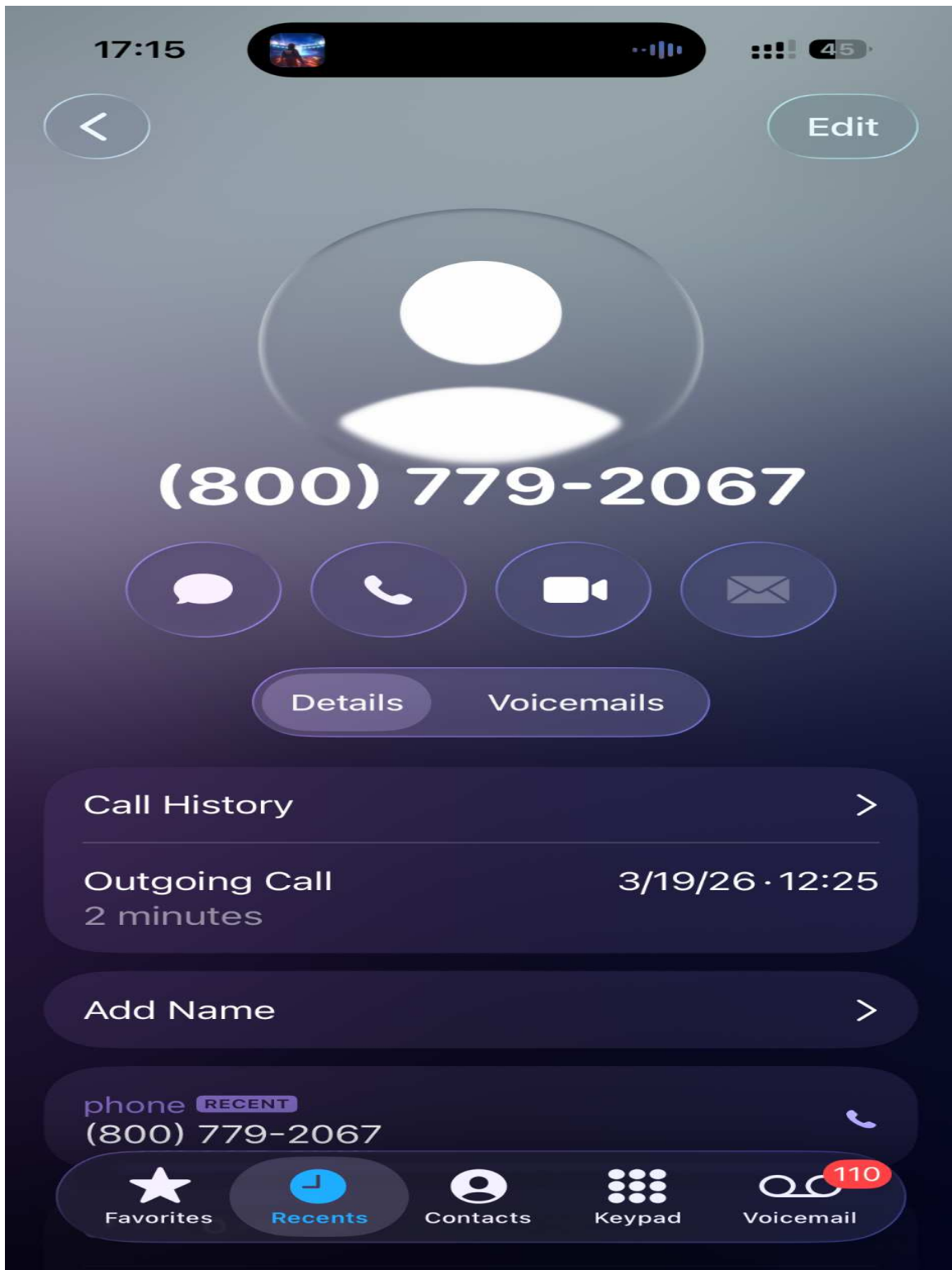
### One-time

LTE Ntwrk Ext Blk		
Mar	Apr	Change
\$0	-\$0.99	-\$0.99

Taxes		
Mar	Apr	Change
\$0	-\$28.12	-\$28.12




Exhibit 2



# Exhibit 3



4 of 11 3



**Account:** 473640649-00001  
**Invoice:** 5341193905  
**Billing period:** Feb 6 - Mar 5, 2026

### Charges by line details

<b>Account-wide charges &amp; credits</b>	<b>\$0.00</b>
<hr/>	
<b>Brandon Stoltz</b>	<b>\$115.42</b>
Apple iPhone 15 661-571-5441	
<hr/>	
<b>One-time charges &amp; credits</b>	<b>\$29.11</b>
Recent purchases billed to account (Feb 21) (OTCC)	\$0.00
<b>Recent purchases billed to account (Feb 21)</b>	
LTE Network Extender	\$0.99
Taxes	\$28.12
<hr/>	
<b>Plan</b>	<b>\$80.00</b>
Unlimited Plus	\$90.00
Mar 6 - Apr 5	
Auto Pay and paper-free billing discount	-\$10.00
Mar 6 - Apr 5	
<hr/>	
<b>Surcharges</b>	<b>\$4.90</b>
Fed Universal Service Charge	\$0.91
Regulatory Charge	\$0.21
Admin & Telco Recovery Charge	\$3.78
<hr/>	
<b>Taxes &amp; gov fees</b>	<b>\$1.41</b>
CA State 911 Surcharge	\$0.41
CA State 988 Surcharge	\$0.05
CA State PUC Fee	\$0.05
CA Universal Service PPP Fee	\$0.90
<hr/>	
<b>Brandon Stoltz</b>	<b>\$47.25</b>
Apple iPhone 15-2 805-680-0991	
<hr/>	
<b>Plan</b>	<b>\$10.00</b>
Second number	\$15.00
Mar 6 - Apr 5	


**Plan**

Plans are billed a month in advance.  
Includes the \$10.00/month discount on your UNLIMITED PLUS plan for being enrolled in Auto Pay and paper-free billing.

**Plan**

Plans are billed a month in advance.

4



**Account:** 473640649-00001  
**Invoice:** 5341193905  
**Billing period:** Feb 6 - Mar 5, 2026

### Charges by line details (continued)

Second number discount Mar 6 - Apr 5	-\$5.00
<hr/>	
<b>Devices</b>	<b>\$31.38</b>
iPhone 15-2	\$31.38



Exhibit 4



3

**4 of 11**

**Verizon**

**Charges by line details**

<b>Account-wide charges &amp; credits</b>	<b>\$0.00</b>	<b>Account:</b> 473640649-00001 <b>Invoice:</b> 5341193905 <b>Billing period:</b> Feb 6 - Mar 5, 2026
<b>Brandon Stoltz</b> <b>\$115.42</b> Apple iPhone 15 661-571-5441		
<b>One-time charges &amp; credits</b>	<b>\$29.11</b>	<b>Plan</b> Plans are billed a month in advance. Includes the \$10.00/month discount on your UNLIMITED PLUS plan for being enrolled in Auto Pay and paper-free billing.
Recent purchases billed to account (Feb 21) (OTCC)	\$0.00	
<b>Recent purchases billed to account (Feb 21)</b>		
LTE Network Extender	\$0.99	
Taxes	\$28.12	
<b>Plan</b>	<b>\$80.00</b>	
Unlimited Plus Mar 6 - Apr 5	\$90.00	
Auto Pay and paper-free billing discount Mar 6 - Apr 5	-\$10.00	
<b>Surcharges</b>	<b>\$4.90</b>	
Fed Universal Service Charge	\$0.91	
Regulatory Charge	\$0.21	
Admin & Telco Recovery Charge	\$3.78	
<b>Taxes &amp; gov fees</b>	<b>\$1.41</b>	
CA State 911 Surcharge	\$0.41	
CA State 988 Surcharge	\$0.05	
CA State PUC Fee	\$0.05	
CA Universal Service PPP Fee	\$0.90	
<b>Brandon Stoltz</b>	<b>\$47.25</b>	
Apple iPhone 15-2 805-680-0991		
<b>Plan</b>	<b>\$10.00</b>	<b>Plan</b> Plans are billed a month in advance.
Second number Mar 6 - Apr 5	\$15.00	

4

**Verizon**

**Charges by line details (continued)**

Second number discount Mar 6 - Apr 5	-\$5.00	<b>Account:</b> 473640649-00001 <b>Invoice:</b> 5341193905 <b>Billing period:</b> Feb 6 - Mar 5, 2026
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