

Instructions

1. Only use this form for complaints related to customer proprietary network information (CPNI). Other uses of this form will not be processed.
2. Download and complete the CPNI Complaint Form
3. Email the completed CPNI Complaint Form form to vz.fraud.executive.escalations@verizon.com
4. Once the CPNI Complaint Form form has been processed, one of our representatives will contact you

Please answer the questions indicated below:

1. Is your complaint about security, unauthorized account access or a notification regarding your password?
☐ Yes
☐ No
2. Did you receive a notice from Verizon asking you to create a new password?
☐ Yes
☐ No

***Attention: Only continue to fill out this form if you answered "Yes" to questions 1 & 2.**

3. Were you able to create a new password?
☐ Yes
☐ No
4. Have you spoken to a Verizon representative regarding this issue?
☐ Yes
☐ No
5. Account Owner First and Last Name:
▪ First: _____
▪ Last: _____
6. Telephone Number or email that received the notification
▪ Telephone Number: _____
▪ Email: _____
7. Account Billing Zip Code
▪ Zip Code: _____
8. Please explain the basis for your complaint.

9. Do you require a return call?
☐ Yes
☐ No
10. Return call number (must be a mobile number from the account in question)
▪ Telephone Number: _____