

Verizon reverses on \$2 fee for one-time payments

December 30 2011, By PETER SVENSSON , AP Technology Writer

(AP) -- After a customer backlash, Verizon Wireless on Friday dropped a plan to start charging \$2 for every payment subscribers make over the phone or online with their credit or debit cards.

In a statement on its website Friday, the company said "customer feedback" prompted the decision to drop the "convenience fee" it wanted to introduce on Jan. 15.

Verizon wanted to steer people to electronic check payments, which are cheaper, and automatic [credit card payments](#), which are more reliable.

A petition on Change.org against the fees had gathered more than 57,000 names by Friday afternoon, a day after Verizon, the country's largest cellphone company, announced the fees.

[Payment processors](#) for power companies usually charge "convenience fees" of up to \$5 for every payment made by phone or online, but cellphone companies haven't taken the step yet. The furor against Verizon hints that they may have to wait further.

Verizon Wireless serves 91 million phones and other devices on accounts that pay the company directly, and more who pay indirectly through other companies. It's a joint venture of [Verizon Communications](#) Inc. of New York and Vodafone Group PLC of Britain.

More information: Verizon's statement:

<http://news.verizonwireless.com/news/2011/12/pr2011-12-30.html>

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