

You recently received your monthly Cell Phone Bill from Verizon Wireless (Account #13892347). Immediately you notice the bill is about 20% higher than usual. In looking through the bill, you notice the following charges: March 10th - Data Usage \$9.48. March 13 - Data Usage 12.90. March 20 - Data Usage 18.43. You have an unlimited data plan on your phone.

You recently received your Monthly Electric Bill from Duke Energy (Account #987945). Your average electric bill for this time of year is \$128. However, your bill is showing a total amount due of \$318. This amount seems high, especially considering the past month was not a cold month.

You are a devoted purchaser of Eggo Waffles, buying 2-ten packs of waffles each week from Wal-Mart. After getting home from grocery shopping this week, you opened one of your waffle boxes and notice that the box only had 7 waffles in it. Curious, you open the second box and find that it only has 8 waffles in it. The serial code on both boxes is 32987532. You call your local Wal-Mart and they inform you they can not accept a return on the product, since it is food. They suggest you contact the manufacturer.

You recently received your monthly Cable Bill from Time Warner Cable (Account #8914651). Normally your bill consists of charges for Basic Cable and Internet, with a total of 89.99. However, this month HBO and Cinemax appear to have been added to your bill. You did not order these stations, and do not want them, but because they are on your bill, it is now \$14.99 higher.

Your family loves Green Giant canned green beans. Every week, you buy four cans from your local Wal-Mart and fix them throughout the week. And every week, you and your family find them delicious. Unfortunately, the beans you purchased this week were very stringy...almost to the point of being inedible. Still, you opened and used all four cans. Disappointed, you contacted Wal-Mart and were told there was nothing they can do. They suggested you contact the manufacturer directly. The serial code on all four cans is GB-7932313.

On April 17, 2010, you visited the Best Buy in Florence, KY to buy a Samsung 46" flat-screen television (model #UTF4665). You were told by a salesman named Brandon that the model you wanted was out of stock. He then encouraged you to buy a Sony 42" flat-screen that cost \$300 more than the model you wanted (which cost 1,499.99). When you politely declined, Brandon the salesman became belligerent, calling you names and saying things like "you don't know nothing about televisions, you're an idiot if you don't like this tv." Soon thereafter you became angry and left the store.