1. I purchased an iPhone 8 and returned it to an ATT store in October, 2018. Even though, I returned the iPhone and it does show in the ATT system that they have the iPhone I returned, ATT charged me $676 for the iPhone anyway. ATT deducted $676 for the iPhone 8, which I returned to them, from my checking account in December, 2018 during Christmas time when I needed money to do Christmas shopping. I have called ATT many many times. One staff person told me they would refund me the $676 and credit my checking account.

2. But ATT has NEVER refunded me my money which they wrongfully took from my account. Now ATT is holding my $676 in their account and have given me a credit for $676 and using it to pay my monthly bill which I did not authorize them to do so. I have called ATT many times since October, but the ATT staff has told me they cannot change it in their system. I do not believe ATT cannot give a refund for $676.

3. ATT should refund the $676 with 20% interest, which they wrongfully took from my account. ATT should NOT use my money for future monthly payments. I can pay my own bills. I have been a good customer with ATT for so many years, I cannot count the number of years. I have always paid my bill on time.

4. ATT should give me at least 1 year free service for all the anxiety and frustration I experienced these past holiday seasons: Thanksgiving, Christmas, and the New Year. $676 may not be a lot of money to ATT, but for me this has been a nightmare. I am continuing to spend many hours trying to get the money ATT wrongfully took from me.