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My name is Christopher Chan. I am an owner of a small company. My carrier is/was AT&T. Last month a salesman called my office under the pretense that he was representing a new branch of AT&T. He said AT&T was compartmentalizing the operation and assigning small businesses, like myself, to a new branch so that they could get better services. On top of that, he suggested that if I cut a couple of features that I very seldom used, like three-way calling, call-waiting, etc., he might be able to save me more than \$40 a month. I agreed to the switch, because I thought it was all part of the same AT&T family, and who did not like to save money.

Boy, was I duped. The company he represented was called Touchbase Communications, not a part of the AT&T family. Not even close. Due to early cancellation of my account, AT&T charged me a sizeable termination charge. In addition to that, my computers did not function for a couple of days because the internet service was cut off. The saddest part was that the Touchbase bill was even higher than the AT&T bill.

I have since canceled their services and authorized AT&T to take back my account, all in a matter of three weeks. I want to file an informal complaint against Touchbase Communications. They are in Newark, New Jersey (billing address : PO Box 1949, Newark, NJ 07101-1949, phone number 800-476-7844) I am not sure if it was just one Touchbase salesman, or all of them are instructed to use the same salesmanship to trick consumers to switch phone companies/accounts. The least you can should do is to send them a warning and let them know FCC is watching.