

On Monday, March 10th - I called in to AT&T after getting no help from the agent online. I got passed from accounting to customer service a couple times and finally got someone to help me. I explained how I had gotten my new bill last week and it didn't show my payment that I had mailed over 3 weeks ago. I will admit that I am not always on time with making my payment, but I am a single mother and I have had some medical problems...so I've been a little preoccupied. Anyway, he said they hadn't received my payment, so I asked if I could make that payment and current charges on my debit card. I did this and then went to the bank to put a stop-payment on the check they never received because I couldn't afford for it to go thru after just paying it. He was very nice and gave me a reference number and said that everything was fine.

Well, everything was not fine. On Thursday I hadn't heard from my son yet, because he calls me everyday when he gets home from school so I know he got home ok. I called and it said my line has been disconnected. I called in and talked to someone in credit management and they told me that there was already a disconnect order for my account and when I made the payment on Monday it was too late...and since I made it with a customer service rep that he wouldn't have been able to see that. I asked to talk to that persons supervisor and the supervisor was very rude and short with me so I asked for her manager and got Patrice Seabrook - she was also rude and very short with me. I asked her what I needed to do to get my phone turned back on and she said I needed to pay the \$31.50 to get my account paid in full. I explained that I just paid my account in full on Monday and she tried telling me that I owe \$31.50 for 3 days and I don't even have a phone. I went ahead and had her take it off my debit card and she passed me to customer service to get my account set back up. I got customer service and they told me they couldn't even give me the same number and I wouldn't have a phone til at least Monday. So, tomorrow I'm hoping to have a phone and I'll be spending my lunch making calls to change my phone number everywhere and ordering new checks since the new ones I just got have the wrong # on them.

I work for FedEx Custom Critical, and we pride ourselves on customer service. And, are calls are recorded and monitored - so if you would like a copy of the conversation I had, I would be more than happy to send them to you. If I spoke to my customers the way I was spoken to - I wouldn't have a job.

This whole thing has been very upsetting to me. Since I didn't have phone service I couldn't even go online to take my quiz for school Thursday night. Yes, I'm enrolled at the University of Akron - a single 32 year old mother of a 16 year old with a good job and furthering my education...not someone that is used to being treated like a lower class piece of crap - when I probably make more than all 3 of the people I talked to on Thursday.