

For several years..AT&T has overcharged us for service. When we had Internet& DSL our rates were set. Our Caller ID was knocked out by a storm(we were told)At&t never fixed,never offer to fix but charged us for this-5 1/2 years now. Last year I dropped our phone down to bottom basic &65 per month. My bill has never been \$65..it is always over \$100. In march I recieved a bill for almost \$200..I sent in \$69.70..^5 plus late charge. I pay every month. When We came home my phone was off. I called , the At&t operator was very nice..he said yes you have been over charge...but the other companies are charging you. I asked what other companies? I guess Bell South and others. He connected me with 2 other operators with other co. and they were rude, distant and the last one-Candy in Billing Resources told me she was busy for me to look up the number on the internet or book and call back. I may not be the sharpest tool in the tool box...but this has gotten out of hand. When the phone company has become toooo big for an average person to get help and results....no one appolized, no refunds for overpayment nothing. I asked them to turn off the phone..I don't have time to spend 3 hours on the phone everymonth policing my phone bill. I am terribly disappointed in At&t and Bellsouth

Sincerely

Judy perry