

I bought a phone/high speed internet/cable tv "u-verse" package from ATT. I'm paying for 18mbps and getting 7-8. After several rounds with tech support (who wouldn't begin to talk with me about my phone/fax issues) they determined that 7-8mbps is the best I can get. They offered to charge me for the 10mbps package but would only promise about 5-6 mbps of actual performance. It cost me over \$400 to get everything installed. My introductory billing for the next several months comes in around \$150 per month. Then it goes to \$180-190 per month. If they can't deliver what they promise, either EVERYTHING should be refunded or pricing should fall into line with the limited services I'm actually receiving. Please stand up for the consumer here. Thank you.