

We were victims of the "cramming" scam. My husband paid the bill without noticing that an additional amount had been charged to us. When I called the number on the bill(third party) the company stated that someone signed up for "it" on the internet. They wouldn't even tell me what the service was. I told them that we would never sign up for phone service on the internet. They were just a billing company. I called ATT and they said that if we were not reimbursed they would reverse the charges. If we had not noticed this charge we would have kept paying for a service we had never received. Our phone bill is long and incomprehensible. I don't have time to read a "brief" when paying a bill. This type of practice must be stopped! It is outrageous. Due to our awareness we had the matter resolved.