

To the honorable person,

Since the switch to AT&T, there has not been anything but problems. When we chose to use AT&T for our land line service back in June of this year, since the switch to AT&T there has been interrupted twice not on our account. We switched service requesting to keep the same number, but instead we were given a new number. We called to correct the matter before the new service number was activated. It was not activated so, we continued to use the same service we were switching from until the appointment date to change the service to AT&T. We were sent a bill in the amount of \$47.00 and change. The company was contacted to correct the matter; instead we were cut off for that amount in the month of July. After contacting the company about the interrupting of service, the service was connected within five minutes along with apologies. The same time again in the month of August the service was interrupted for the same amount of money again. The disconnection took place August 2, 2011 and it is still off after complaining that we never used that number. The record shows that the new number given was never used and our service is still down. We were told it will be connected within an hour later within the same day, and today is the 4th the service is still off. The customer representative first told me it will be connected on the 9th of August. I asked how that can be possible when it is not neglect on our behalf. What is fair about this matter? That had nothing to do with our monthly payment of \$39.89 which was paid before the date in the month of July. However; the amount of \$62.37 has not been paid and is due August 10, and is not passed due, but the service is still down. What can you do to help us resolve this matter expeditiously? Please contact me by phone cell: 478-461-7418 or by email: simon.cullins@cox.net Thank you so much for promptly handling this for us. I look forward to hearing from you soon, and again thank you. Simon Cullins