

More proof that AT&T rips off consumers -- should be sufficient evidence when combined with all other evidence submitted in denying their T Mobil merger. Investigate AT&T's efforts to dupe unknowledgeable consumers of VOIP for whom services like Skype would be more affordable and friendly as part of merger review and sanction AT&T for this as well as denying T Mobil merger.

AT&T releases VOIP app for expensive international calls: <http://www.geek.com/articles/mobile/att-releases-voip-app-for-expensive-international-calls-2011119/>

AT&T has released a new app called Call International, which allows users to place VoIP calls over the network. While this can certainly be less expensive than standard international calling rates, it's basically a ripoff that preys on the average customer's lack of knowledge about VoIP.

Though AT&T doesn't explicitly describe this as a VoIP (Voice over Internet Protocol) app, that's exactly what it is. After installing the app, you create an account and provide your credit card info. Then you can sign in, and dial a number or select an existing contact's number. AT&T will then route your call over the network to an "AT&T gateway" using a routing number. The gateway will then connect you to the person you were trying to call.

The problem, though, is that AT&T Call International costs much more than other VoIP service, with no added benefits. They presumably avoid describing it as VoIP so as not to alert customers to the fact that they're overpaying for something they could do just as well on Skype, Sipgate, etc. For example, a call from the US to a UK mobile costs 2.3¢ per minute on Skype, but that same call will be 27¢ per minute on AT&T Call International.

Calling from abroad back to the US doesn't change anything either. Say you're visiting London and hop on a coffee shop's WiFi network to call your parents in New York. Skype will charge you the same 2.3¢ per minute, but here AT&T will ring you up for 10¢ a minute.

So what we have here is a service that exists primarily to dupe customers who aren't particularly knowledgeable about VoIP into paying more to AT&T instead of less to Skype or another competitor. Android, iOS, and Blackberry users can download the app now, but we'd advise you to stay far away from this one.

Sincerely,

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