

I have been having recording issues with my att uverse since it was installed 8/2011. I have lost my recordings 6 times.

I've called 4 times one had me re-boot main receiver and lost recordings again said it was bad. Transferred me my call was lost. - Since then I have made numerous calls/chats phone automated and nothing all I want is a new receiver and all I get is the run around. this is the most frustrating customer service I've ever dealt with and I still don't have the problem fixed. Last automated call told me to reboot receiver again. I didn't do it because I would loose my recordings again. I don't know where to go with this.