

I have been an ATT&T wireless customer for many years. Until about Sept 2011, I had a monthly plan. When I found I was not using the cell phone often enough to warrant the cost of the monthly plan, which I always paid for on time, I asked AT&T whether they had a pay as you go plan I could change to. They agreed that they could change my service to their GO Phone plan. They explained this plan as working like a debit card or Metro-Card--I deposit the money and charges per minute (10c for call and 20c per text.) are made. I had the responsibility for keeping enough money in my account to pay for each call or text. They gave me no credit for the over 2,000 minutes I had accumulated (and paid for). I agreed to forfeit those minutes, since I initiated the change. I need your help now. Please call me.