

My business switched Phone Carriers. My first 8 yrs in bussiness I never had a phone bill over \$120, and the past few years it has been under \$90. I switched to Preferred Long Distance and it was NOT what they said they were. My first bill was higher due to bill cycle-understandable. My next bill based on a 30 day window was over \$200. My issues of Complaint. 1) They said the call was being taped for my convience- Not 2) I have a WI-FI seperate bill in which they said the 2 bills would be combined to be 1 and the bill will be around \$120- alittle cheaper than what I am presently paying- Not. 3) When I received the first bill from Preferred Long Distance it was over \$2000-yes \$2000- called thier Customer Service and a day latter they corrected it -to a dollar total -high(\$241)-but once again on a longer cycle for the first month. 4) Received the 2nd bill-normal cycle- and it was over \$300- Once again NEVER had a bill over \$120- AND it DID NOT include my WI-FI. A day latter they called and corrected it to \$220- still over \$120/\$90. I called- on hold forever- when I did talk to Steve- he could not explain how high the bill was, I questioned how high the bill was and he said he has phone bills all the time over \$200- wow. The real diasppointment was he said go ahead and call the FCC and BBB- a direct challenge to me. I challenged back for his Supervisor to call me back, review the original tape recordeings-if there is one- and explain to me the charges- that is ALL I wanted- Still waiting for that phone call- Remember NO Preferred Long Distance- I will end up having to pay for my mistake- the excess of amount on the 2nd bill- they hold the cards because they can take it to collections which I have no ability to contest- thier word against mine- ALL because I wanted to save \$5-\$10 - than people wonder why Business owners DO-Not like Salesman!