

RE: Directv account #24337818. Owed credit balance for 3 months. Received statements monthly showing credit. Never received. Called and promised resending and should receive by April 3. Not received. Called again. Told "address in records incorrect...holding refund." I replied I have no problem receiving your statements monthly showing credit balance. When I had called twice with my land line phone, and auto answer acknowledged my phone number, and I responded was not calling about new service I was disconnected each time. I am also receiving weekly harrassing phone calls from Directv since disconnecting service with them. When I answer there is no response. I believe it is an automatic call in their system. I believe Directv had no intention of sending my refund, or handling my calls if I was truthful saying I was not calling about new service. I called again from cell phone - which they have no record of - On that call I was not disconnected and was told again I would receive credit refund. This is outrageous behavior on behalf of Directv. They should not be allowed to be dishonest in honoring credit refunds for former customers.