

I filed a complaint with the FCC in September regarding unlawful advertising and deceptive practices based on the part of AT&T regarding their U-verse service. After speaking to a person in their appeals and resolutions department, based on your credit, they'll charge you a \$449 "non-refundable" credit fee on which eventually you will have to pay local and state taxes on. This just doesn't take place when you make the deposit which is also deceiving as they initially credit this to your account.

Speaking of which, I was told that this "non-refundable" credit fee was a deposit that will be credited to me over a 12 month period. I was shocked that I had to pay an additional \$200 when I received my first bill for their Uverse TV service so consumers be warned and don't subscribe to AT&T when they this "deposit" for their service as these monies won't be credited to you.

If anyone can legally get me out of this contractual situation due to their poor customer service lying to me, this would be appreciated and the FCC should look more closely at AT&T business practices.