

4-11-11

File - Discard
Oct. 11-0066

727-1225

Attn: James Huttenhower / Fax to: 312-727-1444

From: Peggy Wilkins

Pages: 3 w/coversheet

OFFICIAL FILE

I.C.C. DOCKET NO. 11-0066

Wilkins Exhibit No. 1

Witness _____

Date MS Reporter 6/16/11

To whom it may concern:

Date: 4-8-11

I called att regarding the amount of my billing statement. At that time I discovered that our 2nd phone-line had been placed on a 12 month arrangement plan, that my husband and I were unaware of. I was told that the matter will get resolved. I was told that adjustments will be made also, the 2nd phone-line will be removed and a new arrangement will be set. At that time I was asked not to pay any amount until adjustment and the new arrangement was provided. On or about 11-4-10 Bonnie from att called, Bonnie stated that she did not know what's going on. I attempted to explain but, Bonnie ignored me and repeatedly asked for a payment, Meanwhile I asked to speak with someone else, Ms. Michelle from att and I begin to seek a resolution going back and forward. Finally Ms. Michelle asked what do you want? I replied that she could remove two months of payments also, the 12-month arrangement and provide a new arrangement. Ms. Michelle stated that she could do that she asked me to hold on, return back to the phone and ~~try~~ to change the terms of that agreement. I asked did she know this is wrong? I was ignored. I then said to Ms. Michelle that I will call (ICC) she stated that (ICC) can't tell us what to do. Mr. John at (ICC) is aware of this information. Mr. John also informed me that →

the executive office has not response
to himself as well.

Sincerely,

Peppy Welkins

at&t

- A review of our records confirms that your account has a remaining balance of \$510.10, which includes unpaid balances from previous bills. The last payment received on the account was posted on August 14, 2010 in the amount of \$140.38. This payment was applied to the July 2010 bill.
- To date, we have not received payment for the August, September, or October 2010 bills. If you need to make payment arrangements on the current balance, please contact the AT&T Accounts Receivable Department at 1-866-223-2720

Based on the information provided, it is AT&T's final decision that no additional adjustments will be issued for the jack installation charges. The remaining balance is comprised of unpaid charges from the August, September and October 2010 bills. It is AT&T's position that these charges are valid, and no further adjustments are warranted.

As this matter has been reviewed on several occasions, it is AT&T's final decision that these issues have been resolved. While we understand this is not the response you are seeking, we trust this letter clarifies our position, as our decision is final. AT&T will not revisit this matter again. Your account has been noted with this information, and our findings will be forwarded to the ICC.

While I regret the circumstances that prompted Ms. Wilkins' complaint, I do appreciate the opportunity to address your concerns. Should you have additional questions or concerns regarding this matter, please contact me at 1-888-958-3030, extension 5911, and leave a detailed message with your day time call back number and the best time to reach you.

All other issues should be directed to AT&T's Customer Sales and Service Center at 1-800-288-2020, Monday through Friday, 8:00 a.m. to 7:00 p.m., and Saturdays, 8:00 a.m. to 5:00 p.m.

Regards,



Bonnie Lee
AT&T Executive Appeals & Affiliates

Cc: ICC