

FW: AT&T Billing Dispute Account # RDS Tracking #

11:36 AM

Lakita,

This was sent today... Is the fact that my name is "Tommy Padgett" instead of Tommy L***** going to present a problem???

It seems to me this is a corporate policy problem with AT&T. It should not take months to complete something as simple as a credit and this is why we are so frustrated with AT&T. None of the issues we are having with AT&T can be resolved in a timely manner.

Thank You,

> From: at&t
> To: customer
> Date: Wed, 8 Oct 2014 11:05:01 -0400
> Subject: AT&T Billing Dispute Account #RDS Tracking #
>
> October 8, 2014
>

>
> Tommy Padgett
>
>
> RE: Account Number:
>
> Dispute Tracking Number:
> Request Tracking Number:
>
> Dear Tommy Padgett,
>
> We received your billing claim for the account referenced in the
> above tracking number. Thank you for bringing this matter to
> our attention. We will begin immediate investigation into your
> claim and expect completion by November 7, 2014.
>
> The total amount of \$369.61 has been sent for investigation.
> Payment of the non-disputed amount is required if you have not
> already done so. If permitted by law and by terms of service
> with AT&T, a late payment charge will be assessed on any past
> due amount determined to be accurate at the time of dispute
> resolution.
>
> If you have any questions during the investigation process, please
> contact EBS at the phone number listed below
> and reference the dispute tracking number
>
> As you review your monthly bill, please promptly report any billing
> discrepancies to AT&T for timely resolution via AT&T BusinessDirect®

> at <http://www.corp.att.com/ebcc/portal/> or by calling the toll-free
> number displayed on your bill.

>

> Thank you for choosing AT&T. We value the opportunity to serve you.

>

> Sincerely,

>

> AT&T Business Solutions – Customer Care

> 888-776-7303-58658

>

> cc:

>

> THIS IS AN AUTOMATED EMAIL. PLEASE DO NOT REPLY TO THIS MESSAGE.

> ALL REPLIES TO THIS MESSAGE WILL BE AUTOMATICALLY DELETED.

RE: AT&T

[Add to contacts](#)

10/03/14

To: customer



No, you are not switching carriers. The forwarding number is moving from a Bellsouth billing platform to a AT&T billing platform (this explains the different bills). The LOA is not always required but some employees like to use it as a tool to make sure customers understands that will be a change to how the number bills and is moving from one product type to another.

Sent via the Samsung Galaxy S® 5 ACTIVE™, an AT&T 4G LTE smartphone

----- Original message -----

From: Date:10/03/2014 11:22 AM (GMT-05:00)

To: " @att.com

Cc:

Subject: RE: AT&T

Lakita,

I was contacted today by Jennifer Very happy to finally see some progress on this issue! I completed the LOA this morning. I am confused about why I have to authorize to switch carriers from one AT&T account to another? When switching accounts within a carrier I am not changing carriers just accounts, correct? This wasn't done with the account that was created to forward the number? Just trying to clarify so I understand everything that is occurring.

Thank You,

From: @att.com

To: customer

Subject: RE: AT&T

Date: Thu, 2 Oct 2014 20:09:09 +0000

I apologize but forgot to mention that you will be receiving via email a Letter of Authorization (LOA) that will list the forwarding telephone number that we are moving to the T1 circuit. Please sign this and return at your earliest convenience. This letter gives AT&T authorization to move that telephone number to the circuit.

Sales Manager

AT&T, Business Integrated Solutions

Mobilizing Your World

Business Integrated Solutions

10375 Centurion Parkway N

Room 03D-29

Jacksonville, FL 32256

From: att

Sent: Thursday, October 02, 2014 11:25 AM

To: customer

Subject: RE: AT&T

Tommy,

The Integrated T-1 circuit is on a 24 month Electronic Small Business Suite agreement. I'm not sure if you remember Dodi sending you electronic (via email) that you agreed to by providing a code contained in the email. These agreements are similar to wireless agreements in that they are electronic. Just to be sure I'm being clear, the circuit you have now is a T-1 circuit that includes voice. You are not paying more because of the voice services on it. The t-1 circuit is no different than a stand-alone T-1 except that it's been provisioned to offer voice channels that use some of the bandwidth. The price would be the same with or without the voice service, and the circuit would function the same.

Sales Manager

AT&T, Business Integrated Solutions

Mobilizing Your World

Business Integrated Solutions

10375 Centurion Parkway N

Room 03D-29

Jacksonville, FL 32256

From: customer

Sent: Thursday, October 02, 2014 9:56 AM

To: att

Subject: RE: AT&T

Lakita,

I am not aware of any contract we signed and agreed to. Can you please forward any information you have on this matter over to me please.

Thank You,

From: [@att.com](#)

To: customer

Subject: RE: AT&T

Date: Wed, 1 Oct 2014 22:18:57 +0000

Based on your current contract and product selection, the price would not change. If for some reason the voice telephone numbers were removed or ported out, the service would continue to bill the same each month and the data/internet will continue to work. At the end of the contract term, the product can be switched out for a T-1 under a new contract with new pricing. Hopefully this answers your question. If not, let me know.

Sales Manager

AT&T, Business Integrated Solutions

Mobilizing Your World

Business Integrated Solutions

10375 Centurion Parkway N

Room 03D-29

Jacksonville, FL 32256

From: customer

Sent: Wednesday, October 01, 2014 2:46 PM

To: att

Subject: RE: AT&T

Lakita,

Thank you for the quick response, but I was wondering what the cost would be if we kept ATT for the T1 service only without the voice over IP phone service.

Thank You,

From: [@att.com](#)

To: customer

Subject: RE: AT&T

Date: Wed, 1 Oct 2014 18:32:54 +0000

Tommy,

The bill for FAN will not change, this is your voice and data T1 service. The only change is that you will stop receiving a bill for the remote call forwarding telephone number.

Sales Manager

AT&T, Business Integrated Solutions

Mobilizing Your World

Business Integrated Solutions

10375 Centurion Parkway N

Room 03D-29

Jacksonville, FL 32256

From: customer

Sent: Wednesday, October 01, 2014 2:31 PM

To: att

Subject: RE: AT&T

Lakita,

How much would this service cost for just the T1 service?

Thank You,

From: [@att.com](#)

To:customer

Subject: RE: AT&T

Date: Wed, 1 Oct 2014 18:23:10 +0000

Good morning Tammy,

The credit requested below is for current charges and to cover what you paid (\$118). Once the credit is issued to the account, a check should be generated and mailed out to you. The port order is still in process but once it's finalized, this account will go away. I am still monitoring and ensuring that the port order is moving for you.

I hope this answers your questions. Let me know if you need anything else.

Sales Manager

AT&T, Business Integrated Solutions

Mobilizing Your World

Business Integrated Solutions

10375 Centurion Parkway N

Room 03D-29

Jacksonville, FL 32256

From: customer

Sent: Wednesday, October 01, 2014 11:08 AM

To: att

Subject: Fw: AT&T

Lakita,

This is really good for a credit to be issued but since we have already paid the \$118 should we be getting the credit back on our business account instead of this account that was created to port number? My understanding is as soon as number is ported this account will go away. If this is correct the credit will just be sitting out there?

Can someone from AT&T not get something right?

Thanks, Tammy

----- Forwarded Message -----

From: customer

To: customer

Sent: Wednesday, October 1, 2014 10:56 AM

Subject: FW: AT&T

see bottom of message below regarding credits... and I am now Tommy Padgett....

Thank You,

From: @rdsmail.ims.att.com

To: @att.com

CC:

Subject: AT&T

Date: Tue, 30 Sep 2014 16:08:52 -0400

Date: Tuesday, September 30, 2014

Re: enterprises

Thank You for submitting your Local Services request for n enterprises to the AT&T Customer Care Center. Your Tracking # is. You will receive status on your request within 5 business days. Please keep this information. We will refer to the Tracking Number in all future correspondence regarding this request.

Thank you for using AT&T.

Note: Please do not reply via e-mail. This address is automated and unattended, messages sent to it will not be received by AT&T.

<---- Begin Process Information For EMS USE ONLY ---->

TrackingNumber:

<---- End Process Information For EMS USE ONLY ---->

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--Forwarded Message Attachment--

Workitem Information

Tracking Number:

User Information

First Name: DODI

Last Name:

Phone Number: 904

Email Address: [D](#)

Delivery Method: Webform

Customer Information

Customer Strata: Small Business Solutions

Company Name: enterprises

First Name: tommy

Last Name: padgett

Phone Number: 904

Email Address:

Detail

Invoice Account Number:

Subaccount Number/BTN/BAN 1: 90

Total Number of Accounts Impacted: 1

Bill Date 1: 08/19/2014

Amount in Question 1: \$49.31

Bill Date 2: 09/19/2014

Amount in Question 2: \$250.80

Bill Date 3: 07/19/2014

Amount in Question 3: \$69.50

Dispute Amount: \$369.61

Request Description: customer has IP Flex, this number should

Tommy,

I just wanted to let you know that I have requested that your order to your main telephone number to the foundation account # be expedited. I will follow-up in a week with an update.

Sales Manager

AT&T, Business Integrated Solutions

Mobilizing Your World

Business Integrated Solutions

10375 Centurion Parkway N

Room 03D-29

Jacksonville, FL 32256

From: customer

Sent: Thursday, September 18, 2014 3:39 PM

To: att

Cc:

Subject: FW: help! Number disconnected

Ms. Laquita,

I have a couple of business accounts with ATT that I feel I need to start looking for a different provider for as ATT cannot provide a reliable service.

I have a cellphone account: foundation account # in which I pay ATT \$962.41 per month

I also have a T1 business Premier account: foundation account #in which I pay ATT 608.14 per month

I currently hold accounts worth \$1,570.55 per month

I am reaching out to you as a very frustrated customer in an attempt to avoid the hassle of changing providers... I am very happy with my cell phone account that I can manage through the ATT Store in Argyle which has always provided me with outstanding service; However, problems that require the help of Dodi, continue to take months to resolve, and as of today is having a negative and financial impact on my company in lost revenue.

In an attempt to improve my business, I switched from Verizon internet to ATT's T1 'Business in a Box' as of April. Please note, that my land line service and telephone number was provided as a service of ATT prior to me combining the telephone and internet into the business in a box. I am currently paying for a remote forwarding account to ATT in order to keep my telephone number while the number porting process takes place, account # This is a charge that I never agreed to nor set up, and Dodi has been promising since June to resolve it. In her email, see below for documented emails, she instructed

me that I do not have to pay for this, that she would credit my account, and that she would resolve this issue.

Today, my main business phone number, that I have had for over ten years, was disconnected. When I reached out to Dodi for help, she would not return my calls. When I had my office send her an email, she responded by telling me to call a 1-800 number that is unable to help me with anything as she is the only one ATT will allow to make changes to my business account.

I was told by the representative I reached that I had to pay \$118.81 today on account # or my telephone number would be permanently deleted. My confirmation # is that I had to pay.

This is the main telephone information that I have passed out to clients and potential customers for the last ten years. I trust ATT to provide a reliable service that is vital to my business and today ATT / Dodi failed in this vital service and has broken my trust. I no longer have any confidence in my account manager, Dodi , to provide my business with this vital service.

I need to know if it is possible to complete porting my telephone number (904-) to replace the telephone number (904-) that is incorrectly set up on my foundation account #. I then need the phone, when customers call my main telephone number of (904-), to roll over to my other lines. I also need my main office number of (904-) to show up as the number I am calling from. I also need the account that is incorrectly created, account #, deleted as I never approved this account.

Please read through the emails below to see the level of service I have been provided as well as the dates it has taken to get a response, there have been hundreds of emails so I have copied only the ones I believe most relevant... At this time, I need an immediate resolution to the problems above, and I need a reliable account manager/representative.

Thank You in advance for your attention to this matter,

From: customer

To: @att.com;

Subject: RE: help! Number disconnected

Date: Thu, 18 Sep 2014 14:19:00 -0400

Dodi,

I was forced to pay \$118.81 in order to keep the number (904-) that ATT has not been able to port in over 6 months. My confirmation # is.

I am very upset... The fact that my main office number was disconnected is entirely unacceptable. I am paying for a service that I that I should not be required to (remote call forwarding), and paying a lot of money for an incomplete T1 business in a box service. I don't understand how it takes 6 months to set up a phone service.

I have lost hours of valuable time dealing with this and I feel that I need to start looking for a different provider as ATT is not capable of resolving this issue. I have been counseled that I cannot be forced to meet a contracted obligation with a company that cannot provide the service that is contracted.

Thank You,

From: @att.com

To: customer

Subject: Re: help! Number disconnected

Date: Thu, 18 Sep 2014 17:23:56 +0000

Tammy,

I am in a meeting. Can you call 866 620-6000 and they can get it cut back on.

Thanks,

Dodi

Sent from my iPhone

On Sep 18, 2014, at 12:43 PM, "customer wrote:

Dodi,

Our main number has been disconnected. Can you help resolve this issue over do i need to ge someone to help us. Can you answer immediately.

Tammy

----- Forwarded Message -----

From: " " @att.com>

To: "customer

Sent: Thursday, August 28, 2014 11:43 AM

Subject: Re: Phone line problems

Tammy,

The porting process does take some time, I apologize. I will take care of the 904 bill.

Thanks,

Dodi

Sent from my iPhone

On Aug 27, 2014, at 4:35 PM, "customer wrote:

Dodi,

As soon as a representative called us, we immediately started getting the roll over. As he stated, this was the first order that he had seen and as soon as the dept. receives an order they respond.

When we call out it still shows the # (904), so I guess we will always have that number too.

Also, I received another bill today for the # (904), which is our office number.

Is all this going to ever end?

Tammy

From: " @att.com>

To: customer

Sent: Thursday, August 21, 2014 3:11 PM

Subject: RE: Phone line problems

Tammy,

The effective day will be by end of business today. Please let me know that you are getting multiple calls tomorrow.

Thanks,

Dodi

Account Executive

AT&T

Rethink Possible

Business Integrated Solutions

301 W Bay Street, Room 16F39

Jacksonville, FL 32202

From: customer

Sent: Thursday, August 21, 2014 11:31 AM

To: att

Subject: Re: Phone line problems

Dodi,

Please, respond back with a effective date.

Thanks, Tammy

From: " @att.com>

To: customer

Sent: Thursday, August 21, 2014 11:28 AM

Subject: Re: Phone line problems

This should be happening, let me check on this.

Dodi

AT&T Business Account Executive

"Rethink Possible"

On Aug 21, 2014, at 11:25 AM, "customer" wrote:

Dodi,

We are still having the same problem with our phone number not rolling over to other lines. Do you know when this will take place? This was over (2) weeks ago when we talk to you and I know AT&T has the capabilities to handle this request quicker than this.

Like I said before, the more I talk to people I keep being told we are just getting the run around. Everyone can not believe what we have had to deal with.

Please, let me know a date when we can actually be able to use our phone lines like we are suppose to.

Thanks, Tammy

Fw: Complete phone forwarding

Tammy Longley

2:24 PM

To: Tommy

----- Forwarded Message -----

From: " @att.com>

To: "customer

Sent: Thursday, June 26, 2014 1:14 PM

Subject: RE: Complete phone forwarding

Can you send me copies of the bills?

Dodi

Account Executive

AT&T

Rethink Possible

Business Integrated Solutions

301 W Bay Street, Room 16F39

Jacksonville, FL 32202

From: customer

Sent: Thursday, June 26, 2014 1:06 PM

To: att

Subject: Re: Complete phone forwarding

Dodi,

We received not 2 bills but 3 today. I am not paying anything til this is all straight. Is there any guarantee our phones will not be cut off?

Tammy

From: " @att.com>

To: customer

Cc:

Sent: Wednesday, June 11, 2014 3:08 PM

Subject: RE: Complete phone forwarding

Tommy,

The 904 has been disconnected and set up as an RCF and credit will be issued to the account, please hold off on paying anything until you get a final bill.

Thanks,

Dodi

Account Executive

AT&T

Rethink Possible

Business Integrated Solutions

301 W Bay Street, Room 16F39

Jacksonville, FL 32202

From: customer

Sent: Wednesday, June 11, 2014 10:32 AM

To: att

Cc:

Subject: RE: Complete phone forwarding

Dodi,

Just tried to call and left you a message, please return my call after 1:00 if you can.

Thank You,

> From: @att.com

> To: customer

> CC:

> Subject: Re: Complete phone forwarding

> Date: Tue, 10 Jun 2014 23:50:28 +0000

>

> Tommy,

>

> I was out of the office today, I will be in the office at 8:30am tomorrow. Call me then so we can take care of all these issues.

>

> Thanks,

> Dodi

>

> Sent from my iPhone

>

> > On Jun 10, 2014, at 2:12 PM, "customer wrote:

> >

> > Dodi,

> >

> > We still haven't made any progress on any of these items. We have talked several times as you requested with no resolution.

> >

> > 1. I just checked the number I need switched (904) with the (904) - this is our office number so please do not delete this. Our current bill is \$699.34 (see attached) which is what we have been bill since we started the "business in a box" T1 and IPphone and we are being threatened with disconnect notices and receiving collection calls now...

> > 2. Account consolidation... My mom has tried to call and she has talked to several people and none can help us

> > 3. I need details on the phone rollover option that we discussed in order to utilize all of our lines, you said it would be an additional charge

> >

> > Taking over for my Boss...

> > 4. Since we started using you for our business phone we have been billed incorrectly (please reference the scanned attachment of our bill).

> > We should have only been billed for two lines (one line for office phone and another for fax line). We only had two lines into our office. My Mom has tried to resolve this with you since our first bill with no results. We have tried calling ATT and have gone to the ATT store in Argyle and no one can figure out this error in order to correct it. We have made (7) payments of \$80.00 totaling \$560.00 that we were forced to pay via you collection department and disconnect notices...

> >

> > 5. When we got our first bill for the phone lines we were supposed to be credited back incorrect connect charges we where forced to pay for and you agreed to credit our account via a string of emails you and my mother were sending back and forth. (please see attachment 2) If I need to go back to the emails on that and attach them to this string of emails for validation I will but I will not be happy about it... This was supposed to be a \$323.50 credit

> >

> > 6. You also agreed to credit us back for the phone contractor I had to hire for the for the T1 setup (see attachment 3) which was \$125.00

> >

> > Summary:

> >

> > So far there are 6 outstanding items, a \$699.34 past due balance, and an additional \$1,008.50 that we have over paid to AT&T. It is time to get this resolved, please help me with these matters before they become more overwhelming than they already are.

> >

> >

> >

> > _____

> > From: @att.com

> > To: customer

> > CC: > > Subject: Re: Complete phone forwarding

> > Date: Tue, 27 May 2014 13:32:22 +0000

> >

> > Sounds good, just give me a call when you come off of vacation

> >

> > Sent from my iPhone

> >

> > On May 23, 2014, at 10:31 AM, " <customer wrote:

> >

> > Dodi,

> >

> > I need to set up a consultation with you. We got a phone call from ATT about about a balance for our old phone line account with the 904-phone line. Now that we have the t1 line and the ip phone lines we need to move phone numbers and consolidate the accounts.

> >

> > Second, I need to consolidate all of our ATT accounts to the same user name and password. I feel like it should just be one single account instead of several accounts.

> >

> > Third, I have been receiving bids from phone contractors to install a more sophisticated phone system and I need to know from you what the limitations are of our current setup.

> >

> > We have been corresponding via phone and email and there has been a lot of miss communication and miss understanding that has drug this process out over the last couple of months and it is time to get it resolved. I will be on vacation next week, but would like like to get an appointment scheduled for the first week of June 6/2 - 6/6.

> >

> > Thank You,

> >

> >

> >

> > _____

> > From: customer

> > To: @att.com>

> > CC:

> > Subject: RE: Complete phone forwarding

> > Date: Thu, 24 Apr 2014 09:14:02 -0400

> >

> > Dodi,

> >

> > Just to be clear, I wasn't trying to get a free service either, was just frustrated. I don't know if it is too late the change the phone number or not. Do you have an update on the cell phone signal booster for the office? I know we needed high speed internet, but I am not sure this T1 line can handle it. I had to take the security system off of it because it slowed it down to a near stop.

> >

> > Let me know.

> >

> > Thank You,

> >

> >

> >

> > _____

> > From: @att.com>

> > To: custopmer

> > CC:

> > Subject: Re: Complete phone forwarding

> > Date: Tue, 22 Apr 2014 12:24:29 +0000

> >

> > I apologize, let me see if I can lower your cell phone bill to compensate the \$32 charge.

> >

> > Sent from my iPhone

> >

> > On Apr 22, 2014, at 8:09 AM, "customer wrote:

> >

> > Dodi,

> >

> > Your advertised price is \$56.00 to start off, but I am sorry it is still \$32.00 a month I was not expecting. Typically phone apps have a one time charge, and it was presented to me as an phone app not an ATT service. There have been a lot of surprises thus far, \$130.00 to test the phones being one of them. The guy who was supposed to help me with the data turn up wasn't very helpful, google actually helped me complete the data portion.

> >

> > Just really frustrated at this point.

> >

> > Thank You,

> >

>

> >

> >

> > _____

> > From: @att.com>

> > To: customer

> > Subject: Re: Complete phone forwarding

> > Date: Mon, 21 Apr 2014 19:31:26 +0000

> >

> > It is \$32 a month

> >

> > Sent from my iPhone

> >

> > On Apr 21, 2014, at 2:59 PM, "customer wrote:

> >

> > Dodi,

> >

> > I just googled this, I did not realize this was an app with a very high monthly fee. I would prefer to simply have my office and fax numbers moved over.

> >

> > Thank You,

> > Tommy

> > _____

> > From: @att.com>

> > To: customer

> > Subject: RE: Complete phone forwarding

> > Date: Mon, 21 Apr 2014 12:55:25 +0000

> > Tommy,

> >

> > It is called Office @ Hand. I will add the product and once is set up, I will let you know.

> >

> > Thanks,

> >

> > D*** M***

> > Account Executive

> > AT&T

> > Rethink Possible

> > Business Integrated Solutions

> > 301 W Bay Street, Room 16F39

> > Jacksonville, FL 32202

> >

> > From: customer

> > Sent: Friday, April 18, 2014 2:33 PM

> > To: att

> > Subject: Complete phone forwarding

> >

> >

> >

> > I was going to go ahead and try to install this application on my server for the phones, can you send me the name of it? I know you said it was an app for the Iphone but I cannot remember what it was called.

> >

> > Thank You,

> > Tommy

> > <IMG_20140610_0001.pdf>

> > <IMG_20140610_0002.pdf>

> > <IMG_20140610_0003.pdf>