



Live chat

New party ('Heather') has joined the session
Welcome to chat!

Message:

All agents are currently assisting other customers, please wait for the next available agent. Is your digital account activated? If not, make sure to ask us how. We can walk you through its numerous features.

New party ('Gary') has joined the session

Gary:

Hello Valued Subscriber! Thank you so much for chatting with customer service. My name is Gary, and I am a customer service agent. I am here to help you with your newspaper subscription. I truly do appreciate the opportunity to assist you with your subscription concerns. In order for me to provide you with outstanding customer service, please provide me with ALL of the following account information: Full Delivery Address, Email Address and Phone Number After providing the requested account information, then please tell me how I can help you today?

Heather:

Hello

Heather:

I've have tried several time to cancel my subscription and I keep receiving papers. Today I received a bill for \$90.

Heather:

Even though I've asked since late September to stop delivery.

Gary:

In order for me to provide you with outstanding customer service, please provide me with ALL of the following account information: Full Delivery Address, Email Address and Phone Number

Heather:

Address is 2550 Haddenham Lane, Smyrna GA 30082, heather.creighton@gmail.com, 770-432-6639

Heather:

Also, when I signed up, I was supposed to receive a \$25 gift certificate. I never received it.

Gary:

There is not an active account associated with the information you have provided.

Gary:

I will advise the carrier to not deliver the paper here forth.

Gary:

There is also a balance of \$50.90 due on the account,

Gary:

There is also a balance of \$50.90 due on the account.

Heather:

I don't want to receive this paper anymore and I do not plan to pay the \$90. Account number 8150474

Gary:

There is not an active account associated with the information you have provided. I will advise the carrier to not deliver the paper here forth. There is also a balance of \$50.90 due on the account, There is also a balance of \$50.90 due on the account.

Heather:
for what delivery period?

Heather:
I was currently paid through september. I should not be charged since I asked for papers to stop in September.

Heather:
Also, you say it is not active BUT I got a paper TODAY!

Heather:
Why are papers still coming if I am not active?

Heather:
Hello?

Gary:
The account was cancelled on 11/16/2016 due to non payment.

Gary:
There is no record of cancellation on the account.

Heather:
I'd asked for it be cancelled in September. I've spoken to 3 different agents (you are the 4th). This is ridiculous. I should not be charged for papers because USA Today did not cancel when I requested.

Heather:
So, the account is scheduled for cancelling tomorrow? Even though the account is marked inactive? It seems like it's only being marked cancelled now because of this written correspondence

Gary:
Our records show the call on 10/17/2016 was in regards to your gift card.

Heather:
Phones calls did not work to get it cancelled.

Gary:
I'm so glad that I was able to assist you in your service concerns today, and I really appreciate you allowing me the opportunity to assist you. I would like to know at this time do you need any additional help?

Heather:
I mentioned to that person that I did not received the gift card and (after already requesting, but still receiving papers) that I wanted to cancel.

Heather:
Even cancelling, i should still have received the gift card, which I haven't.

Gary:
There is no record of a cancellation request on the account.

Heather:
You've mentioned that. However, no less than 3 were made.

Gary:
At this time you will need to call to clear the balance on the account in the amount of: \$50.90

Gary:
There is no records of cancellation on the account,

Heather:
I've tried calling, the line is busy.

Gary:
We are working to get to all calls as quickly as possible.

Gary:

Is there anything else I can help you with?

Heather:

That is why I am texting with you. Can someone call me instead? I waited forever just to chat. You all aren't making it desirable for me to stay or ever sign up again.

Heather:

This is maddening.

Heather:

Can someone contact me, instead of making me wait again. You all have my ALL information.

Heather:

Hello??

Gary:

A callback will be placed to you regarding this within 72 hours.

Gary:

Do you need any additional help?

Gary:

Due to inactivity this session will now close. If you need further assistance, please chat again or call us. Have a great day!

Party ('Gary') has left the session.

Party ('Heather') has left the session.

Chat was finished