ATT Problem:

Service on 831-457-9291 487

I lost my wallet on June 2 so I closed the credit card I use for auto-pay. When I got the new card I switched the auto-pay to the new card. at the same time I got a letter saying my bill was overdue. I went on line to pay my bill but was told “you are already enrolled in auto-pay.” I left for a four day trip on June 27 and came back on July 1 to find a letter mailed June 26 saying you were going to shut off service, and you had already done it. I needed the internet to prepare work for my boss due today but was screwed in a job threatening way. I called all of your numbers but all of your offices were closed. I paid the bill again on the phone but did not get service restored until today.

I am also applying for a refinance of my mortgage and I need assurance that you have reported nothing to the credit rating agencies.

I would like to contact a manager who has influence over your business processes.

I recommend:

* Never shut off service on a day your offices are closed!
* Clarify your bill pay messaging to inform people that auto-pay does not resolve overdue bills.
* Resubmit overdue bills when auto-pay changes are made.
* Increase the lag time between auto-pay date and shut off of service

AT&T screwed me. I would also like an apology.

Thanks

Jim Snook

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