

I went to the AT&T retail business in Arlington Sat Oct 2 to apply for the U-verse package to include my present usage on separate billing each for AT&T cell phone use, internet use and home phone land line to all be grouped to the requested AT&T TV service known as U Verse. The very nice clerk at the AT&T retail business wrote and arranged my new account as: UVERSE 108090362 with the most available to install date Nov 3, 2010. This service would use my existing phone line 817-467-3010 that I had in my home that I built and occupied July 1974. The phone line and number was in use as long as AT&T existed. The house phone is about four feet from the two year old Sony wide flat screen with Dish service for the TV. Dish to be disconnected upon completion of UVERSE PACKAGE all to be main connection in the family den room. Also in the master bed room existed a Sony TV to be a second TV hook up located at the room corner that also had a phone outlet within three feet from the extension outlet house phone 817-467-3010. This master bed room is on a straight line east direction from the Den TV to the Master bed room TV of approximately 30 feet. The two computers are located in a third front room south direction from the master bed room TV. Both located within one foot from the same common outside wall as the master bed room. The two computers also have the same outlet extension phone line that were used next to the outside wall between the computers, one a Sony, the second a new Dell flat screen. Both computers have, separate computer stands. The layout is basically an L shaped layout in relationship that would be hook on up for UVERSE. The access to the attic is in the double car garage located 20 feet due south or 90 degree of the den TV. The cars were backed out of the garage to gain easy access to the attic going to the garage ceiling with a 24 X 24 opening with a cover that I said my wooden step ladder could be used and I would push the attic cover up and out for access to the attic. The female AT&T installer that arrived about 9:30 AM Nov 3, 2010 said she would use her ladder, (that was really big and clumsy), to enter the attic and the first thing she did was let the end of the ladder give a hard knock on the underside of the cover breaking it in two parts. This action set the tone for what happened this day. I showed her the lay out of the rooms with the existing phone in each room, the two TVs, and the two computers that were using the same phone outlet. I said if she could successfully complete the UVERSE hook up and she said yes. I remained sitting in the den attending to my business and told her if she had any question or problem to let me know as I would be available to give my assistance. 1

I went to the AT&T business in Arlington approximately Sat Oct 2 to apply for the U-verse package to include my present usage on separate billing each for AT&T cell phone use, internet use and home phone land line to all be grouped to the requested AT&T TV service all known as U Verse and assigned by the very nice clerk at the AT&T business as my new account as: UVERSE 108090362 with the most available install date Nov 3, 2010. This service would use my existing phone line 817-467-3010 that I had in my home I built and occupied July 1974 and the phone line and number was in use as long as AT&T existed. The phone was about four feet from the two year old Sony wide flat screen with Dish service for the TV to be no longer used once the completion of UVERSE PACKAGE all located in the family den room. Also in the master bed room existed a Sony TV to be used as a second TV hook up located at the outer corner that also had a phone outlet on the house phone 817-467-3010. This master bed room is on a straight east direction from the Den TV to the Master bed room TV of approximately 30 feet. The two computers are located in a third room south direction from the master bed room TV both located within one and a half feet from the same outside wall. The computers also have the same phone line that were used next to the outside wall between the computers one a Sony and the other a new Dell flat screen. Both computers have a separate computer stands. The layout is basically an L shaped layout in relationship of all would be hook up of the UVERSE hook up and the access to the attic was in the double auto garage due south about 20 feet due south or 90 degree of the den TV. The autos were backed out of the garage to gain easy access of the attic with a bout a 22X24 cover that I said my ladder could be used and I would push the attic cover up and out for access to the attic. The female AT&T that arrived about 9:30 AM Nov 3, 2010 said she would use her ladder, that was really big and clumsy, to enter the attic and the first thing she did was let the end of the ladder give a hard knock on the underside of the cover breaking it in two parts. I showed her the lay out of the rooms with the existing phone in each room, the two TVs, and the two computers that were using the same phone outlet. I said if she could successfully complete the UVERSE hook up and she said yes. I remained sitting in the den attending to my business and told her if she had any question or problem to let me know as I would be available to give my assistance.

During the next 3 and half hours she made many numerous trips from the top of the attic to the bed rooms and finally about 1:15 PM she came in the den where I was and said she needed my help to see why she could not put the black co-ax cable down the wall in the master bed . Upon going in there I saw where she had knocked a large hole in the wall near the bottom of the floor directly beneath the wall switch to turn of the lights located next to the entrance door to the bed room but it was 15 to 20 feet from the location of the TV next to the corner of the bedroom where a cable outlet should be. I asked her why she did that and she said she could not get the cable to go down from the attic to where the TV location was as up in the attic she could not determine where the TV was located. I said where she knocked a hole there was cross braces between the studs as the door frame required support per VA specs when the house was built. I said if she had been successful to get the cable to come from the attic down between the wall interior and out the, what she would do to get the cable to the TV as there was a large dresser between those two points and she said she would run the cable along the top carpet floor to the TV. I said no way and I should have been so advised before any of this wild scheme had proceeded. She than said she did not have any trouble getting the cable to come out of the hole she had knocked in the third bed room where the computers were. I went in that room and almost had a heart attack as I had a triple by-pass nine years ago. The difference in the layout of the two different rooms is the entrance door to the room with the computers is directly across the room from the door way. I said how was she planning to get from the hole she had knocked in the wall

to across the room (three walls away) and she said she would run a cable along the floor around the wall. I said do you have a light colored cable and she said not with her. I said that was unacceptable

She then said that the AT&T modem would be located between the computers. I said why as the den is where the main TV is with a nice tv cabinet and should be located there as these computers may have location change as this is really a bedroom. She said she could not use the phone line from the home phone number 817-467-3010 as it presently did not have enough interior wires for this hook up and another most recent separate phone that is only in that room had the required wires. This line was installed about 15 years ago as an different line used at that time in my office in down town Arlington. But I said that line has nothing to do with my home phone and the home phone line should be the one used and the line rerun from the outside AT&T wall gathering box for all phone lines as that is where the other phone line came from as that outside box had a new large cable coming to it underground as all utilities are underground. I said running any cable across the floor was not acceptable and beside being an unsightly black cable had really tested my patience. The time now was about 3:00 PM with the walls being destroyed and the hook up in a stand still as the phone line would not work, the internet would not work and the TV was off. I told her to get all service going especially my phone line that this must be completed not later than 5:00 PM because other prior commitments I and the wife had was necessary. I told the installer the only thing at that time to get everything going was to run from the attic outside going through the attic outside cable vent down the wall to the top of the white brick veneer of the house outside wall go along the wood end cable and down to the place to enter the wall to go through to the inside for the hook up for tv in the bedroom and the computer in the third room. The den room where had the number one TV was successful to use the dish cable that was already in place or through luck had it not been there the installer would have probably knocked a hole there. After finally putting the black cable over the wall and running it horizontally all over the outside brick wall. I told the installer it must be removed and run along the groove of the end cable wood and the top of brick and then straight down and should be light color but she said all she had on her truck was black cable. I said finish the job and that would be addressed later. Finally she got the home phone working and the TV working on AT&T network service leaving the computers to working as there was no power or internet service. I sat in the room watching what she was doing as I feared the damage to my computers to be made by the installer. After she had worked about two hours taking most of the time to her Tech support with AT&T I was convinced after such a long time and it was just past 5:00 PM and I knew I might have an outside chance to get on the phone my highly skilled College Grad Computer engineer that had been doing all my computer work plus websites etc for over four years and also hooking up and programming my new Dell that he could get my computers going. I phoned him at 5:15 PM and with luck I reached him on his cell he being at a job location about 15 minutes from my house where all this whole day of a nightmare was taking place that I briefed him on the situation and he said let me talk to her and I finally after over four minutes got her to put her cell phone down and talk to him that was waiting on my other phone line in that room that thank God she had not screwed up my computers beyond repair. She could not follow his instructions over the phone so he said I will be there in 15 minutes. He did arrive in 15 minutes and after correcting what had been entered with bad data He got both computers running correctly and showed the installer what she should have done in the first place.