

TO

ATT.NET & <http://FCC.GOV>

SUBJECT: This ticket ([#5744387](#)) has been updated.

It is Stated that it took 1hr and 30 minutes to address my concerns. Please ask the audio recording copy of the call between ATT representative (rep). I have audio copy of my call with ATT rep, if required I can submit it to you. Please ask ATT to supply FCC with audio recording copy of my call it took place around 6:30AM on 09/20/2022 PST.

1. I didn't agree with ATT's proposed resolution, that's why I am suggesting please get my phone call recording.
2. ATT was proposing a paltry credit of about \$71.00 during the call and later they changed it to about \$216.25. I do not agree with ATT rep about lower amount or higher amount that they have stated in their response to FCC.
3. I was talking to ATT rep and told him that other carriers for similar services disputes do not waste 1.5 hrs to settle or resolve customers concerns.
4. ATT rep told me that ATT charges its customers, the current plan amount plus next months anticipated amount based upon up on customers past monthly bills! I protested that it must be stopped a two months billing practices!
5. ATT has not taken into account because of VOIP that phone calls have become very cheap, for example 1cent per minute. I said twice that why ATT is charging old rates that were valid 40yrs ago?
6. Moreover, I proposed, ATT must inform the rates of calling or services usage if outside the plan etc. then let the customer choose to select, whatever customer wants or chooses. Then skin the customer to bone dry levels or LOOT in broad day light!
7. It was very difficult to cancel the services, I called several times and took me two days to go from one operator to next and these operators were laughing (mocking) at me over the phone. It was very, very, very, very... insulting!
8. **I want the ATT to pay me \$105,000.00 today (09/26/2022), or it will be much different and higher figure later on. I will make this amount equal to "zero". If ATT says in an e-mail or hardcopy that "ATT WILL KEEP LOOTING INNOCENT PEOPLE and NOBODY EVEN GOD can't STOP or change ATT's billing Practices or Behaviors of rude customer services and loot type billing".**