

Print Transcript



7682XXXXXXXXXXXXXXXX09

Transcript header

May 21 2024

Agent:

Thank you for choosing AT&T. How can we assist you today?

5:01 PM

Me:

I keep getting calls from people claiming to be from AT&T trying to sell me bundled services and to renew my Business Local Calling contract. They call from numbers that show "Out of Area" on my caller ID they are pushy and use high pressure sales tactics, and claim that the line is being recorded, obviously as an intimidation technique.

Are these people calling on behalf of AT&T or are they simply scammers of some sort?

One of the numbers they called from was:

407-512-1335

I believe this caller claimed to be a supervisor or department head for AT&T.

5:06 PM

Tara:

Hello! My name is Tara. I hope you're doing well! I have expertise in AT&T business wired/fiber Internet & Landline services. I can handle sales, billing, and my AT&T account login requests.

5:06 PM

Tara:

I apologize for the inconvenience this might have caused to you.

5:07 PM

Tara:

Thank you for sharing your concern with me.

5:07 PM

Me:

So does AT&T use sales people that do not have official AT&T office phones that would likely say AT&T on the caller ID?

5:09 PM

Me:

Should I just hang up on someone claiming to be from AT&T if AT&T does not appear in the caller ID?

5:10 PM

Tara:

Please allow me to explain.

5:10 PM

Me:

OK, please do.

5:11 PM

Tara:

Just to confirm, do you have AT&T Business landline services?

5:11 PM

Me:

Yes, my main number is: XXX-XXX-XXXX

5:12 PM

Tara:

Thank you for sharing the account number with me.

5:12 PM

Tara:

I'd be glad to check on the number for you; however, being from online chat support team, I will not be able to confirm the same over the chat. However, I will be glad to check regarding the contract on your account from my end and help you with the same if you wish.

5:14 PM

Tara:

In this case, you can also reach out to our dedicated phone support team for any further concern regarding your account.

5:15 PM

Me:

My main question is: Will AT&T ever call me with official business regarding my service and accounts from a number that comes up "out of area" or something else other than AT&T?

5:16 PM

Me:

Yes, please check my account and make sure I am on the term agreement that will give me the lowest cost, NOT the month-to-month rate.

5:17 PM

Tara:

Thank you for sharing. The chances of AT&T reaching out with such caller ID are very low; however, we will not be able to confirm the same over the chat. Please do not worry. In this case, our dedicated phone support team might be able to help you with your concern.

5:18 PM

Me:

I am just tired of wasting my time on this. Please just keep me on the lowest term rate, I will NEVER select a month-to-month service rate. Please indicate this in my account information so I don't need to go through this waste of my time every single year.

5:19 PM

Tara:

In order to help you with your request regarding the account, I will require to authenticate the account over the chat. That can be done by logging in to your account. Will you be able to login to your account at this moment?

5:20 PM

Me:

Well that certainly inspires confidence of AT&T's integrity of business practices... You can't even confirm or deny that you are going to have pushy sales people calling me from numbers that come up "out of area" on caller ID, then if I do not respond to them or hang up on them, AT&T may charge me a higher rate.

This seems like a scam to me.

5:21 PM

Me:

I hate AT&T, I only deal with you people because I don't have a choice for POTS landline service that I use for my business.

5:22 PM

Me:

Why can't you have only OFFICIAL AT&T reps call me from AT&T office phones that display AT&T on my caller ID?

5:23 PM

Me:

Why? Are you using cut-rate shady sales contractors?

5:23 PM

Me:

Instead of AT&T employees?

5:23 PM

Me:

Just curious...

5:24 PM

Tara:

I completely understand your point here. If I was at your place, I would have felt the same. However, I would like to share that, being from online chat support team, we deal with sales, billing, and my AT&T account login requests and have certain limitations over the resources in order to check regarding your concern related to the calls. I hope you understand my limitations over the chat.

Please do not worry, once you reach out to our dedicated phone support team, they will be glad to assist you with your concern and help you resolve the same.

5:24 PM

Me:

Or is this another way to push people off of landline service that you obviously want to dismantle because it is not as profitable as wireless?

5:24 PM

Me:

Sure, that was a stock answer. Bottom line is that it will waste probably an hour of my time to speak to the right person, who probably can't confirm or deny anything I want to know anyway.

5:25 PM

Me:

I guess I am just at the mercy of AT&T, without any oversight from the FCC.

5:26 PM

Tara:

I sincerely apologize for the inconvenience this has caused to you. This is definitely not the experience we want you to have with us.

5:26 PM

Me:

Sure but AT&T is big enough that they can do pretty much whatever they want, and they want to eliminate Universal Landline service.

5:27 PM

Me:

I don't expect the FCC to do anything because the Federal Government only represents the largest political donors and multinational corporations primarily controlled by BlackRock asset management company. Tell the NSA to put that in my "Permanent Record", as they keep records of ALL our communications with the full cooperation of AT&T and all major carriers.

5:29 PM

Me:

Please send me a transcript of this chat for my personal entertainment.

I really don't expect you or anyone at AT&T to solve this issue or give me any clear answer about the integrity of the people calling me on behalf of AT&T regarding my accounts and services.

5:31 PM

Me:

"We the People" no longer have any political power or representation in this government, so corporations like AT&T are completely free to scam and fleece their customers.

5:32 PM

Me:

Like I said, I have no other choices for landline phone service.

5:32 PM

Tara:

Thank you for your patience.

5:33 PM

Tara:

I am really sorry that the experience that you had with them is not a pleasant one. However, I would like to share that we have different channels through which the customer's are contacted to place the order or to make changes to account.

It is quite possible that this team might be contacting you to renew the term agreement on your landline account or provide AT&T Business Interent service (if applicable in your locality).

5:36 PM

Tara:

However, if you want to continue using the Traditional phone line, you can containue to do so.

5:37 PM

Tara:

continue*

5:39 PM

Me:

No, they were calling me to sell me bundled services including wireless, which I told them several times that I was not interested in, and that I only wanted landline services.

Then the "department head" I spoke to didn't even know that I had more than one AT&T landline, so between the lack of caller ID and not even having the most basic info about my account I hung up on him. Now I need to be worried that I am going to be put on the "month-to-month" plan and get charged a higher rate.

Then on top of all that, I am chatting with a AT&T rep through an official AT&T website, and you can't even confirm if an official AT&T rep contacted me, after I provided you with the phone number they called me from.

5:40 PM

Me:

Sounds like there is no accountability in your whole organization to me.

5:43 PM

Tara:

I completely understand your point here. However, in order to share any information regarding your account over the chat, I will require to follow the protocol and authenticate your account over the chat. That can be done by logging in to your account at this moment.

5:44 PM

Tara:

Will you be able to login to your account at this moment?

5:44 PM

Me:

I tried, and it said that I had already submitted my request.

5:45 PM

Me:

From here:

<https://smallbusiness.att.com/blcrenewal/>

5:45 PM

Me:

I got a notice in the mail today that had this listed on it.

5:46 PM

Me:

The notice was about renewing my term.

5:47 PM

Tara:

I see! I can see that, you have requested a request to renew your account on the online portal. Please do now worry. In order to help you with the account information, I will ask you a few questions associated with your account over the chat and authenticate the same. Once the account is authenticated, I will share the details regarding your monthly services and charges.

5:47 PM

Tara:

Will that work for you?

5:47 PM

Me:

Sure, lets proceed

5:48 PM

Me:

I have my most recent AT&T bill in front of me
5:48 PM

Tara:

Thank you for your cooperation! Please help me with the below details associated with your account:

- 1) Past due on account.
- 2) Last payment amount
- 3) Last payment mode
- 4) Last payment confirmation number

5:48 PM

Tara:

Also, could you also please help me with the complete 13-digit account number?

5:50 PM

Me:

last payment amount \$XXXXX
paid by XXXX

I can not locate the lasty payment confirmation number.
5:50 PM

Tara:

You will be able to find the account number on the top right corner of your bill.

5:51 PM

Me:

XXX-XXX-XXXX-XXX
5:51 PM

Tara:

Thank you for sharing the information with me. Please allow me to check regarding the same on my end.

5:51 PM

Tara:

Thank you for your patience! Your account has been successfully authenticate over the chat.

5:53 PM

Me:

Thank you
5:53 PM

Tara:

I would like to inform you that, your account has AT&T Business Local Calling Plan A with two line at \$180/month per line before taxes. The account has been recently renewed under 12 month contract term and the account will be expired on April, 2025. Please be assured, you will be given the notification regarding the same two months prior the expiration of the term on your bill.

5:55 PM

Me:

Can we just make this account auto enroll in the yearly plan from now on?
5:56 PM

Me:

So I can avoid wasting my time like I am doing now.
5:56 PM

Tara:

I am extremely sorry I took a lot of your precious time and for the inconvenience. But I want you to know that I tried my best! This is not the type of experience I want you to have. I hope you will understand.

Regarding the auto enrollment request for the contract, I am sorry to inform you, we do not offer the same at this moment. Please be assured, you will be given the notification regarding the same prior two months of expiration of the contract over your bill.

5:59 PM

Me:

OK. So are we done here?
5:59 PM

Me:

(for this year)
5:59 PM

Tara:

Please be assured, your account is under contract till April, 2025 and you are getting the best promotional prices AT&T Business Local Calling Plan A.

6:00 PM

Tara:

Apart from this, do you want to review anything else? I'd be happy to assist you.

6:01 PM

Me:

No, I am done. I have no further questions, or requirements.
6:01 PM

Tara:

It was my pleasure chatting with you and I am happy to help you today. I hope to serve you again in future. Have a wonderful day. Take care! Stay Safe!

Thank you for chatting with the AT&T Business Wire line and Internet sales and support team. We value your feedback. Please click the Close button (x) at top right to answer a few questions about your experience with us today.

6:01 PM

Transcript footer message