

Thank you for your patience! Your AT&T Representative will be with you shortly.

Welcome! You are now chatting with 'Salicia Gordon'

Salicia Gordon: Hello Daniel!

Daniel: hi

Daniel: i'm interested in upgrading my 9 [REDACTED] account to the iphone 5 and would like to talk about waiving the upgrade fee.

Salicia Gordon: I will be more than happy to help you with upgrading the line [REDACTED]. The \$36.00 upgrade fee is a standard fee applied to the bill when processing an upgrade. This fee is not allowed to be waived.

Daniel: are you sure, i've had it waived in the past?

Daniel: it's not good business to have me pay a \$36 fee when i'm agreeing to pay \$4000 in service over the next two years.

Daniel: are sure you couldn't add a \$36 credit to our bill once we upgrade?

Salicia Gordon: I am not allowed to waive the upgrade fee. I will be more than happy to get you over to a manager to get a resolution for you

Daniel: thank you.

Salicia Gordon: You're welcome

One moment while I transfer the chat to 'Michael Bolen'.

Welcome! You are now chatting with 'Michael Bolen'

Daniel: good morning Michael

Daniel: i am considering upgrading my 9 [REDACTED] account to an iphone 5

Michael Bolen: Good Morning Daniel!

Michael Bolen: Ok sounds like a plan!

Michael Bolen: I hear that you are looking to get your upgrade fee waived?

Daniel: yes

Michael Bolen: Have you heard about our new AT&T next program?

Michael Bolen: We just started it 4 days ago!

Daniel: yes...it is a joke. i would pay full price for a phone, \$650, and continue to pay \$162 a month for service all to avoid paying a \$36 fee. that doesn't make sense. Pay \$450 more to avoid paying \$36? What also doesn't make sense is to have me pay \$36 so that AT&T can have a guaranteed contract of \$4000 to be paid over the next 2 years. Which is why i am asking for the fee to be waived

Michael Bolen: Only reason I ask is with the program you do not have a contract, you do not have an upgrade fee and you can upgrade every year with it!

Michael Bolen: But I can see what I can do about getting your upgrade fee waived for you if you would like.

Daniel: i would greatly appreciate that. thank you.

Michael Bolen: No problem. :)

Michael Bolen: Ok what I can do for you is I can go ahead and give you a credit for you, which means you will still get it but you will get the credit for it now but not later, how does that sound?

Daniel: so you would be willing to give me a \$36 credit on my account now and when i get paid at the end of the week i can choose to upgrade and AT&T will charge the \$36 fee to cancel out the credit from today?

Michael Bolen: Pretty much, when I issue the credit it will immediately effect your current bill and you will see it within 24-48 hours, however when you get your first bill in after you upgrade your bill will be 36.00 more, but this bill will be 36.00 less.

Michael Bolen: So really you don't pay for it at all.

Daniel: that works for me!! thank you for understanding what i needed!

Michael Bolen: No worries!

Michael Bolen: I just finished issuing the credit for you and it totals 67.15 off of your bill!!

Daniel: wow!! thank you!!

Michael Bolen: Not a problem.

Daniel: you have been very helpful

Michael Bolen: I am glad :) what else can I help you with today?

Daniel: no that's it, thank you!!