

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

Welcome! You are now chatting with 'Christina Robinson'

Christina Robinson: Hi Justin. It's a pleasure to chat with you this Wednesday Afternoon. I see you have a question regarding the upgrade fee. I will be happy to help you today.

Justin: Thank you.

Justin: My issue is that I waited to upgrade my phone until my eligibility date so as to avoid any upgrade fees.

Christina Robinson: I apologize for any confusion regarding the upgrade fee. This charge is applied to all of our Customers that purchase a new phone with the full or partial discount.

Christina Robinson: Is there anything else that I can assist you with today?

Justin: I have been an AT&T customer for years now. I would like for this fee to be removed.

Christina Robinson: I apologize for the frustration and I hope this information helps you see what a great deal you received. When you purchased your new phone, we offered a considerable discount. Your iPhone 5 phone actually has a full retail cost of \$649.99 and you only paid \$199.99 plus tax during your upgrade. Even with the \$36.00 upgrade fee, you saved over \$400.00 off the retail price

Christina Robinson: The upgrade fees are charged to our customers and are not waived. The upgrade fees helps cover the administrative cost which allows us to offer competitive pricing on our products and services to our customers.

Christina Robinson: Is there anything else regarding your service that I could assist you with today, Justin?

Justin: An activation fee for my continued loyalty with AT&T seems unnecessary. From my estimates based on just the last 2 years alone, AT&T should be getting over \$2,000 via the renewed contract. Waiving a mere \$36 fee seems a small request.

Christina Robinson: Let me reach out to my Supervisor for you regarding this issue.

Christina Robinson: It will just be a moment.

Justin: Thank You

Christina Robinson: Actually, the upgrade fee allows us to offer the full discount that you received for the iPhone 5. The full cost of the phone is \$649.99 where you offered it to you at the savings of \$199.99 due to your loyalty to us.

Justin: Any new customer who signs a 2yr contract receives the discounted price. That is not then, in my case, savings due to loyalty by any means.

Christina Robinson: What I can do for you, since we do value and appreciate your loyalty to us, is offer to adjust half this charge.

Christina Robinson: Would this be okay?

Justin: If you're able to that, you should be able to remove the entire fee. I feel that would fulfill me in remaining a satisfied AT&T customer.

Christina Robinson: One moment please while I reach out to my Supervisor for you

Christina Robinson: I'm sorry, I can only apply a credit to cover half the charge.

Christina Robinson: Will this be okay, Justin?

Justin: That's extremely unfortunate.

Justin: I am not a satisfied customer at this point

Justin: It seems that now \$18 is an issue that would jeopardize a multi year satisfied relationship

Christina Robinson: As a one time courtesy only, I am able to waive this fee for you.

Christina Robinson: The credit has been applied for you now. The total amount of the credit is \$40.31. The new balance on your account is \$103.84. You are able to confirm the new balance by logging completely out of your online account and back in again

Christina Robinson: Is there anything else that I can assist you with today?

Justin: That will do it. I appreciate your effort. Thank you.

Christina Robinson: I hope you have a great day, Justin. Take care & Thank You for choosing AT&T.

Christina Robinson: You're welcome