

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

Welcome! You are now chatting with 'Lynn Potts'

Chad: Hi Lynn Potts :)

Lynn Potts: hello Chad, I can certainly look into the account.

Chad: Thank you

Lynn Potts: checking your FAN discount to see if the company can waive that fee for you. Did you know about our AT&T next program there is no upgrade fee involved?

Chad: Yes but I normally keep my devices for longer than a year and I am not interested in paying full price for a phone over the course of two years. I am happy with the 2 year plan.

Lynn Potts: The upgrade fee is not waived through your agreement with Apollo. We do not waive standard fees so let me take a look at what I can offer you today :)

Chad: I would appreciate it Lynn. I upgraded both lines on my account and it costs over \$70 in fees. I would appreciate it if you can save me some money :)

Lynn Potts: I found 1 upgrade fee did you upgrade both on the same day?

Chad: Yes. Both phones were activated on the 20th

Lynn Potts: Okay I will check notes to see if one of those fees have already been waived.

Chad: No sure why it would be because I never asked until now.

Lynn Potts: Found 1 on this bill 1 is pending for next bill, let me fix that up and get you a new balance.

Chad: Awesome thank you@

Chad: !

Lynn Potts: This current billed upgrade is 1/2 price, next month you will get \$30.00 off the cost of the fee as a loyal customer your payment history is good and adjustments in the past are low. We thank you for your business and appreciate your continued agreement with AT&T. One moment to update and reflect your balance.

Chad: The current billed upgrade is about \$16?

Chad: and next bill will reflect the waived upgrade fee?

Lynn Potts: Total Credit: \$51.97 total part on this bill and the rest on next cycle. I will refresh and give new current balance.

Lynn Potts: Current is now \$172.21 due 10/09/2013 you will see the greater adjustment on next bill.

Chad: Wow thanks so much, you are awesome!! I knew sticking with AT&T was a good choice :)

Chad: Hmm I am showing \$191.70 due on 10/9. When will the balance update on my end?

Lynn Potts: You may have to hit refresh or log out and back in again do you have the my att app on the phone you can check balance there also.

Chad: I checked on the app and it's updated. Thanks again! So just I understand....The upgrade fee this bill was 1/2 discounted and the full upgrade fee for the other phone will be waived on the next bill?

Lynn Potts: Correct.

Chad: AWESOME!

Chad: Thank you!

Chad: I hope you have a great Sunday!

Lynn Potts: Thanks you as well. Thank you for letting me assist you today. We appreciate your business. Take care.