

Please wait for a site operator to respond.

You are now chatting with 'Philip Davis'

you: Hi Philip

Philip Davis: Thank you for contacting AT&T. I'll be happy to help you with your questions.

Philip Davis: Thank you, Mr. Dunn. Can you please verify the last 4 digits of your Social Security number?

you: Sorry, I know you're dealing with a bunch of neurotic Apple people today

you:

Philip Davis: I will be right with you.

Philip Davis: Thank you, Mr. Dunn. Iphone orders placed after October 7th have an estimated shipping date of 21-28 days after the order is placed.

you: No sweat, I know it's crazy

you: Right...I placed the order on the 7th.

Philip Davis: According to the records, the order was submitted on October 10th, Mr. Dunn.

you: For 1014

you: Or 1014

Philip Davis: Both show an order date of October 10, Mr. Dunn.

you: I see. Do you have the phone number of the department I need to speak with?

Philip Davis: What would you like to speak about, Mr. Dunn, so I can direct you to the correct number?

you: Well I did order on the 7th. I have the confirmation emails. So I need to speak with the unit that would be responsible for rectifying this.

you: I spent 7 hours (no joke) on the phone with AT&T on Monday and thought this had been resolved.

Philip Davis: Where did you place the order, Mr. Dunn?

you: Web - Premier

Philip Davis: Thank you for waiting. I'll be with you in just a moment.

you: Ok

Philip Davis: Thank you, Mr. Dunn. You can reach them by dialing 611 on your phone.

you: OK. Thank you.

Philip Davis: It has been a pleasure assisting you today. Thank you for being a valued AT&T customer. You can always manage and make changes to your account by visiting www.att.com/myatt. Is there anything else I can help you with?

you: No, thanks.

