

To: FRRS Board of Directors
From: Paul Finnegan, Signal Department
Re: Signal Department Report – AT&T Annual Contract
Date: February 2, 2023

On 1/28/23, Steve Habeck sent me this email:

Paul,
Since you took the time to wade through all the AT&T stuff last year (for which I am very grateful), I am forwarding this notice we got in the mail that you may want to look into. The notice was on a 11x14 sheet, so I folded it so it would fit in my scanner, so there are two pages. Again, thanks.

PT/VP

The attachment said in part:

Account 530.832.4131

January 16, 2023

Dear Valued Business Customer,

Perhaps it's slipped your mind. But unless you contact us by the-date(s) listed here, your current contract term on the AT&T service(s) below will expire. And your rates could go up.

Note: Your term agreement for AT&T Business Local Calling, your local voice plan on account 530.832.4131, will expire on February 18, 2023.

If you choose to let your contract expire, you will lose the fixed monthly rate for your local voice service(s) and your service(s) will be subject to the then current month-to-month rate(s), which are significantly higher.

Keeping a guaranteed monthly rate with a new term contract is as easy as giving us a call. You can begin a new term for your plan under guaranteed rates for the length of the new contract. Or, you may also be eligible to save with another one of our calling plans.

RECOMMENDED STEP: Call 866.989.5657 or email and we can start reviewing which option is right for your business.

On Monday 1/30/23, I tried to contact AT&T at the number indicated three times. Each time it was answered by a robot, got the account number and what I wanted and then “transferring to a representative to help you.” All three times there was just silence on the line and a long wait. The first two I just gave up. The third time after 18 minutes, there was a click and I was disconnected.

On the fourth time, I tried a different number (800) 321-2000, which is the general AT&T customer service number. The same robot answered, but this time I requested a call back rather than waiting on hold. Three minutes later AT&T called back. I spoke with Michelle. She looked up the account and then tried to get us to bundle internet and cellular and a whole bunch of other AT&T services. (This is just what I expected.)

After all the sales pitch, what I ended up approving was basic unlimited local service for one voice line. (Essentially, what we have now.) In addition, as expected, the “All for Less” plan that we were on (which gave us a monthly \$40.00 discount) is no longer available.

The old service was \$80.00 plus tax - \$40.00 = \$40.00 plus tax per month.

The new service is \$95.00 plus tax per month for a 12-month contract. If we went just month-to-month, rather than a 12-month contract, it would have been \$190.00 plus tax per month. The contract will become effective 2/18/23 and be in force for one year.

Our change tracking number is C48750213.