

Hello AT&T Support,

I have had several conversations with different departments at AT&T about all the Gift Cards we were promised when a door to door sales rep was wanting us to transfer from Spectrum, to AT&T. Sure, we like AT&T, as they are a reputable company as well. However, when we first got our Internet when we moved to Evansville, AT&T did not have the Gig Speed.

Jake Ellis, the AT&T sales rep that came to our door, made several different promises about Gift Cards we would receive, for transferring to AT&T. Jake made it so awesome, that you would simply feel like a complete Idiot if you did not take the deal, which I finally did.

Jake said the Gift Cards for the 2 Phones, the phone payoff, and the Internet would be received by mail, 45 days AFTER Activation. Cool, no problem. He told me that on his last message that he actually replied back to me. Now, he knows that I have got him in lies, and he will not longer reply to me.

So sad, as we had him, and his friend Thomas over for supper with us one night, as we thought they were upright, honest men with integrity. WRONG! Sorry to say, that is not the case, and it is a shame that AT&T lets people like that work for them, misrepresenting the company.

We were finally told, and instructed to send in the information that we have for the phone we paid off, that the sales rep said AT&T would be sending us a Gift Card for, and we had no ideas we were supposed to do this, as Jake said all Gift Cards would arrive by mail 45 days after activation.

Here is the requested information that we have, and we hope it will be approved, as we are about to start a few other things because of the FRAUD that has taken place in our home, because of Jake Ellis.

Have a Blessed Day,

Bernard & Agnes Mattingly