

The News Register

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Just Ask: *This is a new segment for the News Register where we will attempt to answer your questions.*

Q. I have U-verse service from AT&T at my home in Ohio. My problem is that we spend Jan – May in Florida. We would like to put the service on “vacation” for five months and keep the boxes associated with the service, to be reconnected when we return. The service rep at AT&T says I can put my home phone on “vacation” but not my U-verse service. This doesn’t make any sense.

A. It is puzzling. It would seem if you could put one AT&T service on “vacation”, you could do it with another. However, at this time, the U-verse product design does not support a “vacation” option. AASBCR® has brought this to the attention of AT&T because as retirees we would like to support our company and purchase AT&T products and services, such as U-verse.

An AT&T spokesperson said that “vacation” functionality does not exist in the U-verse billing system but as a result of an AASBCR® request, they have documented the request and submitted it for future system enhancements.

Like any successful company, AT&T designs their products to make money by meeting a market need, which means they recognize the retiree population as worthy of consideration when it comes to product design. AASBCR® continues to work for you by representing your needs and making sure your ideas and suggestions are never forgotten or considered unimportant.

If you have a question you would like us to answer in the News Register, please send an email to info@asbcr.org