

**Edna Kirby**

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**From:** MONTEITH, BRENDA L [bm3274@att.com]  
**Sent:** Tuesday, July 31, 2012 10:14 AM  
**To:** 'Edna Kirby'  
**Subject:** RE: AT&T Billing Dispute Account # 829322069 RDS Tracking # 072512BSW54002CK

Good Morning Edna,

This is credit from 6/10/12 which would have been the 30-day due date for the order placed 5/10/12 through 7/7/2012. The final bill will give credit from 7/7/2012 through 7/17/2012 (actual disconnect date).

Thanks,  
Brenda Monteith  
Account Manager 2  
AT&T - Texas  
Government/Education Accounts  
(956) 984-4617

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**From:** Edna Kirby [mailto:edna.kirby@co.hidalgo.tx.us]  
**Sent:** Tuesday, July 31, 2012 9:20 AM  
**To:** MONTEITH, BRENDA L  
**Subject:** FW: AT&T Billing Dispute Account # 829322069 RDS Tracking # 072512BSW54002CK  
**Importance:** High

Hi Brenda,

So is this the final? Or only for date **06/09/12** ?

I did receive the bill for **07/09/12**.

Regards,  
Edna Kirby  
edna.kirby@co.hidalgo.tx.us  
Administrative Assistant II  
100 E Cano 4th Floor  
Edinburg, Texas 78539  
p. 956.292.7010 Ext. 6017  
f. 956.318.2152  
Hidalgo County, Texas

-----Original Message-----

**From:** rm-dtscust1@ems.att.com [mailto:rm-dtscust1@ems.att.com]  
**Sent:** Monday, July 30, 2012 6:10 AM  
**To:** edna.kirby@co.hidalgo.tx.us  
**Subject:** AT&T Billing Dispute Account # 829322069 RDS Tracking # 072512BSW54002CK

July 30, 2012

Edna Kirby  
County Of Hidalgo  
100 N Closner Blvd  
Edinburg, TX 78539

**RE: Account Number: 829322069**

Tracking Number: 2778158 - DTS  
Tracking Number: 072512BSW54002CK - RDS

Dear Edna Kirby:

This is to inform you that your dispute for the invoice dated 06/09/2012 has been resolved. We have processed a credit in the amount of \$2,340.00.

You will see the credit reflected on your invoice within one or two bill cycles. If the remainder of the invoice has not been paid, please remit payment at this time. A late payment charge will be assessed on any past due amount determined to be accurate at the time of dispute resolution.

If you have any questions, please reference the tracking number 2778158-DTS and contact me at the telephone number provided below.

At AT&T we are always working to make you very satisfied with your experience and continually check the quality of service provided by our team members. You may receive a request to participate in a brief on-line survey regarding the billing support that I provided to you. I would greatly appreciate your responding to our survey to express how you felt about this billing experience with AT&T.

If for some reason you are not "very satisfied" with my handling of your request, please contact me before you return the survey. I would welcome the opportunity to respond to your questions or concerns. Please note that survey responses will not be used for sales purposes.

Thank you for choosing AT&T. We value the opportunity to serve you.

MARLANA BRICKLES  
AT&T Business Solutions - Customer Care  
855-754-0139-18514

Attachments:

cc:

THIS IS AN AUTOMATED EMAIL. PLEASE DO NOT REPLY TO THIS MESSAGE.  
ALL REPLIES TO THIS MESSAGE WILL BE AUTOMATICALLY DELETED.