Subject: Billing Problems
Posted by Kenwoody on Mon, 03 Feb 2014 15:45:00 GMT
View Forum Message <> Reply to Message

Our cable company just sent us a $90 bill for what's supposed to be $60/month cable service. When I looked at the bill closely, I noticed a $30 charge for a "failed self-install fee." Well, we were able to successfully install the cable ourselves, so now I'm on the phone, on hold, with billing. I'm going to be so upset if we can't get this straightened out!

Subject: Re: Billing Problems
Posted by LuvMartin on Mon, 03 Feb 2014 19:09:36 GMT
View Forum Message <> Reply to Message

Billing problems seem to be going around here lately! You always need to look at your bill closely to make sure that they are right. I have heard of some cable companies sneaking in ridiculous charges lately!

Subject: Re: Billing Problems
Posted by timron on Tue, 04 Feb 2014 09:00:22 GMT
View Forum Message <> Reply to Message

Kenwoody, were you able to get the charge taken care of? A friend of mine had a similar problem with AT&T, if I'm not mistaken, and had to take it all the way up to corporate to have the problem resolved.

Subject: Re: Billing Problems
Posted by Samuel on Tue, 04 Feb 2014 09:37:45 GMT
View Forum Message <> Reply to Message

They should have pretty clear records of you not having had an engineer visit, so I wouldn't worry too much. Lots of things take a fight to fix but I can't see how this one should to be honest.

Subject: Re: Billing Problems
Posted by iLoveiPod on Tue, 04 Feb 2014 09:57:45 GMT
View Forum Message <> Reply to Message

Kenwoody, can I ask who your cable company is? We have had a string of problems with ours ever since we initiated service with them. We haven't had false charges show up yet, but it's just been a constant scenario of the right hand not knowing what the left hand is doing!