

Protocol for resolving AT&T U-Verse related problems

Keys Gate residents utilize AT&T's U-verse program for their television and internet services. Keys Gate has a "bulk market" contract that the Keys Gate Community Association (KGCA), with the support of neighborhood Delegates, negotiated with AT&T several years ago. This contract saves money for 90% of all Keys Gate residents. However, there still appears to be some confusion or misunderstanding on the correct, and most expeditious, procedure for resolving any AT&T U-verse related problem(s).

When a resident of Keys Gate has a problem associated with AT&T's U-Verse program, that resident must first contact an AT&T representative at the following AT&T dedicated customer service number: 1-866-299-6824.

In an effort to enable customers to more easily reach the correct or appropriate AT&T representative, "menu options" have been established when calling this dedicated customer service number. Therefore, after calling that number, our fellow residents may select one of the following "options":

- Option 1 – Orders
- Option 2 - Billing
- Option 3 – Payments
- Option 4 – Technical Support

After selecting the appropriate option, you will be "connected" to the appropriate AT&T representative. Residents must then provide that AT&T representative with the following information:

- 1) Full name on the AT&T account;
- 2) Address associated with the account;
- 3) Telephone number associated with the account;
- 4) AT&T account number (whenever possible).
- 5) Brief description of the AT&T U-verse related problem(s)

Residents should then provide the information described above, and explain the AT&T U-verse related problem in detail. In the vast majority of cases, the problem will be resolved by utilizing the appropriate number. The hours of operation for the dedicated customer service number for Options 1, 2, and 3, are 8:00 AM to 8:00 PM, Monday through Friday; 8:00 AM to 6:00 PM on Saturday, and "closed" on Sunday. However, Option 4, i.e., technical support, is "open" 24 hours a day, seven days a week.

If the problem is not resolved, residents must provide their Delegate with the same required information listed above, preferably in an email. The Delegate will then contact the appropriate Association representative to have the problem resolved.

Please note, residents must not contact Miami Management, Inc. (MMI) Keys Gate staff regarding any problems with AT&T. It is not the job of the MMI to resolve any problems related to AT&T. All of the MMI Keys Gate staff members have been instructed to always refer any resident to their Delegate. More importantly, contacting a MMI Keys Gate staff member regarding any AT&T U-verse related problem actually delays the resolution of that problem.

In summary, when residents of Keys Gate have an AT&T U-Verse related problem or question, they must call 1-866-299-6824 before contacting their Delegate. If, after contacting an AT&T representative at that number, residents have not had their U-verse related problem(s) resolved, they then must provide their Delegate with all of the above listed required information. Again, in most cases, a phone call to the appropriate AT&T representative will address the concerns, and resolve the AT&T U-verse related problem of Keys Gate residents, immediately.