

THE LATEST ON THE AT&T SERVICES (VACATION HOLD)

As you know it is not always easy to sort out things with AT&T and this year is no different, due to the Covid-19 which does create some first-time issues.

First let's look at AT&T's written policy concerning the temporary suspension of services (vacation hold):

"What to know about Vacation Hold:

If you have AT&T Internet, AT&T Phone, or U-verse TV

Have a combination of internet, phone, or U-verse TV service? You'll have to put each one on hold. You can place all other AT&T services on Vacation Hold as needed. For example, if you have DIRECTV, AT&T Internet, and AT&T Phone, you can keep DIRECTV active, but you'll have to suspend AT&T Phone and Internet together.

You can put your service on Vacation Hold twice within a 12-month period. The minimum time you can suspend service is 2 months and the maximum is 9 months.

You'll have to meet these requirements to place your service on hold:

- *Account in good standing*
- *Active service for at least 30 days*
- *Start date between 10 and 30 days from the day you request the hold*
- *Restoration of service between 60 and 270 days from the start date"*

To date, some snowbirds have already taken the lead, like Alayn Plante and Pierre Rouleau, and some of the information included in this note comes from them, thanks for their input.

You have different options.

It is possible to request to change your return-to-service date by extending it until the 270th day of your service interruption start date. You have to call and make the request. Such a request is consistent with the above rule.

In theory, after this period, your account will become active and you can try to put it back on hold after a 30-day period of service. As you are still in the 12-month period of your first application, you are entitled to a second request for a suspension of service for a period of 2 to 9 months.

There is also a second possibility, you call and ask for a change of return to service date due to the pandemic. You can't cross the land border and go to your condo, and you don't know when the situation will return to normal. The company may agree to put your file on hold for a longer period than 270 days.

In the event that the extension beyond 9 months is refused, the account would become active at the normal rate. According to ATT's policy, it would then be possible to reapply for a service interruption after 30 days of active status.

Depending on the customer service personnel you speak with, there is may be other possibilities to minimize your cost, so be persistent in your demands and be patient. The attendant has some liberties to interpret the AT&T process from my own experience and they appear to be positive in answering requests for extension of the vacation hold period.

AT&T's phone number is 1-800-288-2020.

Thank you, we hope this helps. It's worth a try.

Normand Cadieux, Vice President

October 15, 2020