

Michelle ([REDACTED])

[REDACTED]
Titusville, FL 32780

July 28, 2021

Re Account #: 403213981 (ADT Pro)

235235084 (ADT Blue)

Dear Sir or Madam:

I am writing due to the recent issues I have had with your company. In May 2021 I contacted ADT to relocate my services to a new address. During that conversation I was offered ADT Blue by the representative since my new residence was an apartment instead of a house. She stated that I wouldn't be charged for the balance on the old account at [REDACTED] since I am still an ADT customer. I specifically asked about the equipment at the old residence since there is a balance on it & asked if it would be uninstalled. She stated that I wouldn't be charged for the old equipment & that after the new system was activated that someone would contact me to schedule the uninstall of the old equipment. After I activated the new system I called about the old equipment and I was told that it would remain at the old residence and I still wouldn't be charged. On 6/1/21 ADT (WITHOUT NOTICE) debited \$813.00 from my checking acct. I called on 6/2/21 and was told it would be refunded and multiple times in the 3 weeks following with no resolve. On 6/23/21 I called and I asked the representative I spoke to that I need a call back from a supervisor and he did tell me that he saw that a supervisor is reviewing my calls to determine what I was told. On 6/24/21 one of your supervisors called and basically told that it didn't matter what I was told on that call and that it is going according to policy and that I am still responsible for the balance even though I am STILL a customer and was told otherwise. I stated that this is unfair and if they aren't going to honor what I was told on the RECORDED phone call then the decision I made was off false information and am stuck in another 3-year contract.

Even though they finally sent back my money I am still being held responsible for \$1676.83. To make matters worse I also call the Blue by ADT customer service line 7/7/2021 and asked the question about the old equipment and was told the SAME thing..."That since I am an ADT customer going from on product to another that the balance for the old equipment would be waived." I asked if there was someone that could explain that on the old account and I was told NO and that I would have o figure out my own way.

I would like for your corporate offices to review my issue and do what is right and abide by what I was told. I still hold a contract with ADT, pay timely, and would like to know I have no animosity for a company that I am in contract with for another 2 years. If this bill remains that means your company stands by your employees using false information to entrap customers, which is a predatory practice. I would like to avoid taking additional steps to making my case known. I would like to hear back from someone immediately and if this isn't resolved within 14 days of my letter, I will report this to the Federal Trade Commission & Better Business Bureau with copies of my phone records showing date and times of the multiple calls made to resolve this and a copy of the call recordings where your representative states that the equipment balance on the old account was to be waived.

Thank you,


Michelle C 


Welcome, Michelle!

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Your Account

\$1676.83

Your payment is due on August 2, 2021

Account Number: 403213981

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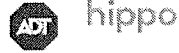
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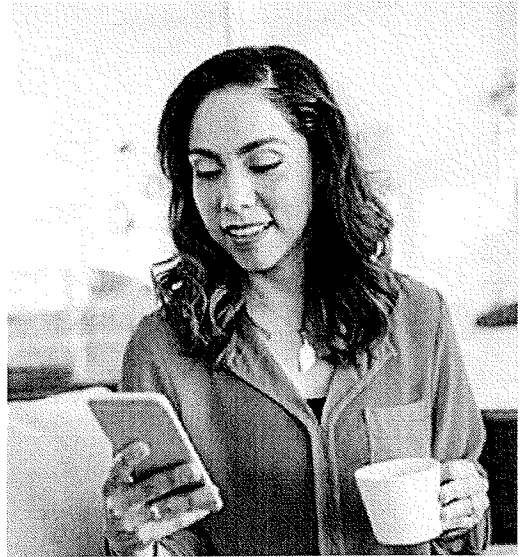
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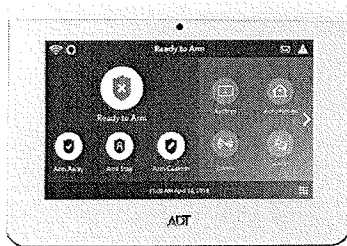
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1

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