



Record Details

Consumer Sentinel Network Complaints

Record # 2 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	22611707	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>On Friday, Dec. 23, 2008 we were contacted by CBeyond telecommunication company to switch our local phone service. We showed the sales representative John Cannella we were under a 36 mo. AT&T Centrex contract with our present carrier and we needed to be sure that early termination penalties would be taken care of by the new carrier, CBeyond. John stated over and over again the penalty would be \$870 which we agreed to due to new carrier incentives covering most of the \$870. He assured me that he and this new company would verify the penalty before the switch over. The penalty ended up being \$7810.85 and now it is about to go to collection and ruin our perfect 28 yr. company credit rating. I have a certified letter to CBeyond's president, Jim Geiger, and numerous emails to the management trying to resolve this issue. One email states from management that both the sales representative and the company usually check before switching someone over and what the exact penalties would really be so no surprises. This however was not done. All they offered is letting me switch back to the old carrier, AT&T, without any CBeyond penalties. In fact their penalties are higher than the \$7810.85 so they are losing much more than \$7810.85. I purchased their service due to it fitting our business better and would like to stay with CBeyond. AT&T, after many emails back and forth and a visit from a sales representative will not let us come back to the plan that we had since it is no longer available and the \$7810.85 penalties cannot be waived even if we come back to a current plan they offer. We have tried for face to face meetings with both AT&T and CBeyond but have not been successful in these attempts. Note we have all the documentation as to how we tried to resolve this with both companies. We were misled from the start, lied to by the CBeyond Sr. Sales Executive above. The email stating both the sales representative and CBeyond should have checked with AT&T confirms their lack of due diligence, and unscrupulous sales methods. Also companies have information on all their competitors plans, as we do in our business. We are filing a complaint for being misled and taken advantage of and need help in resolving this issue so please contact us. We tried everything to be professional about this but now the next step needs to be taken. Please keep in mind that we have all the email documentation of our efforts. Thanks</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	5/4/2009
Updated By:	DCRASE	Updated Date:	5/13/2009
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Telephone: Carrier Switching
Amount Requested:	\$7,810.00	Amount Paid:	\$0.00
Payment Method:	Unknown	Agency Contact:	Internet
Complaint Date:	5/13/2009	Transaction Date:	5/4/2009
Initial Contact:	Phone Call: Landline	Initial Response:	Internet/E-mail
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	Deception/Misrepresentation
Topic:		Fraud Complaint?:	Y
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			

Record # 23 of 100 / Consumer Sentinel Network Complaints	
Reference Number:	21624609
Language:	English
Source:	Consumer
Comments:	My wife and I had cell phones under her business "Southern Medical Products, Inc." in December 2008, we closed the business and asked Cbeyond if we could keep the cell phones or port the numbers (b)(6) and (b)(7). We were advised that we could not keep the phone service since Cbeyond did not provide other than business service, but that we could port the numbers. On December 27, 2008, we got new phones from Verizon. Verizon contacted Cbeyond to confirm that the number could be ported. As of February 10, however, Cbeyond continues to hold up the porting, blaming it alternatively on Verizon, their parent Sprint, and incompetence. As a result, they have deliberately kept us in limbo for more than 30 days, simply because they did not like us canceling the service we were forced to cancel when the business closed. Smaller companies with personal vendetta like Cbeyond should not be allowed to operate.
Entered By:	FTCCIS-FTCUSER
Updated By:	
Complaint Source:	PUBLIC USERS - CIS
Amount Requested:	
Payment Method:	
Complaint Date:	2/10/2009
Initial Contact:	
Statute/Rule:	
Topic:	
Dispute with Credit Bureau?:	N
Originator Reference Number:	
Contact Type:	Complaint
DNC?:	N
Entry Date:	2/10/2009
Updated Date:	
Product Service Code:	Telecom Equip (Cell Phones, Pagers, etc)
Amount Paid:	
Agency Contact:	Internet
Transaction Date:	
Initial Response:	
Law Violation:	
Fraud Complaint?:	
Dispute with Credit Bureau over 45 days?:	N
Consumer	
Complaining Company/Org.:	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	Atlanta
State/Prov:	
ZIP:	(b)(6)
Country:	UNITED STATES
Home Number:	
Work Number:	(b)(6)
Fax Number:	
Ext:	
Email:	
Age Range:	50 - 59
Subject	
Subject:	Cbeyond
Address:	
City:	
State/Prov:	
ZIP:	
Country:	United States
Email:	www.mobile.care@cbeyond.net
URL:	www.cbeyond.net
Area Code:	866
Phone Number:	4245100
Ext:	
Representative Name:	
Title:	

Record # 28 of 100 / Consumer Sentinel Network Complaints			
Reference Number:	21399183	Originator Reference Number:	
Language:	English	Contact Type:	Complaint
Source:	Consumer	DNC?	N
Comments:	<p>CBeyond sales representative approached me with a single service that would integrate 7 communication services into a single vendor. I signed a contract for service. The first 3 months there were over 50 reported service failures including phones down leading to lost revenue and fax to email service that was down for 2 weeks. I had to provide back up systems during this time by rehiring many of the services I had previously terminated. Following such a horrible experience and loss of revenue I terminated the contract and now CBeyond says I owe them for the full contract. I have been contacted by their collections attorney who tells me their contract is iron clad and even though there are the documented service failures I still have to pay the full contract for early termination.</p>		
Entered By:	FTCCIS-FTCUSER	Entry Date:	1/15/2009
Updated By:		Updated Date:	
Complaint Source:	PUBLIC USERS - CIS	Product Service Code:	Creditor Debt Collection
Amount Requested:	\$40,000.00	Amount Paid:	\$12,000.00
Payment Method:	Bank Account Debit	Agency Contact:	Internet
Complaint Date:	1/15/2009	Transaction Date:	
Initial Contact:	Phone Call: Landline	Initial Response:	
Statute/Rule:	FTC Act Sec 5 (BCP)	Law Violation:	
Topic:		Fraud Complaint?:	
Dispute with Credit Bureau?:	N	Dispute with Credit Bureau over 45 days?:	N
Consumer			
Complaining Company/Org.:			
First Name:	(b)(6)	Last Name:	(b)(6)
Address 1:		Address 2:	
City:	Pueblo West	State/Prov:	Colorado
ZIP:	(b)(6)	Country:	UNITED STATES
Home Number:		Work Number:	
Fax Number:		Ext:	
Email:		Age Range:	50 - 59
Subject			
Subject:	CBeyond Communications		
Address:	320 Interstate North Pkwy. SE, Ste		
City:	Atlanta	State/Prov:	Georgia
ZIP:	30339	Country:	United States
Email:		URL:	
Area Code:	678	Phone Number:	4242400
Ext:			
Representative Name:		Title:	

Record # 46 of 100 / Consumer Sentinel Network Complaints	
Reference Number:	20985170
Language:	English
Source:	
Comments:	The consumer states that she is calling in behalf of her company to file a complaint against the company against the company C Beyond on line.net This company offered her company all kind of promises and lower rates and the service was nothing that they promised her business. The consumer states that she received a bill from a collection agency. The consumer states did not provide the company address or phone number.
Entered By:	PSNYDER
Updated By:	
Complaint Source:	TOLL FREE NUMBER AND CONSUMER SENTINEL
Amount Requested:	
Payment Method:	
Complaint Date:	11/25/2008
Initial Contact:	Phone
Statute/Rule:	
Topic:	
Dispute with Credit Bureau?:	Y
Originator Reference Number:	
Contact Type:	Complaint
DNC?:	N
Entry Date:	11/25/2008
Updated Date:	
Product Service Code:	Other (Note in Comments)
Amount Paid:	
Agency Phone Contact:	
Transaction Date:	
Initial Response:	Phone: 800/888 number
Law Violation:	
Fraud Complaint?:	
Dispute with Credit Bureau over 45 days?:	Y
Consumer	
Complaining Company/Org.:	
First Name:	(b)(6)
Last Name:	(b)(6)
Address 1:	
Address 2:	
City:	REDWOOD CITY
State/Prov:	California
ZIP:	(b)(6)
Country:	UNITED STATES
Home Number:	
Work Number:	
Fax Number:	
Ext:	
Email:	
Age Range:	
Subject	
Subject:	Cbeyond
Address:	
City:	
State/Prov:	
ZIP:	
Country:	
Email:	
URL:	
Area Code:	
Phone Number:	
Ext:	
Representative Name:	
Title:	