

AT&T Complaint Form

The Department of Consumer and Worker Protection (DCWP) has entered into a settlement agreement with AT&T Mobility LLC (AT&T) for alleged violations of the New York City Consumer Protection Law. AT&T has already paid consumers more than \$15,000 in refunds as part of the settlement. If you did not receive a refund but believe you are eligible, you can complete this Form.

General Information

Name:	
Email Address:	
Phone Number:	
Mailing Address:	
Please check the statement(s) that apply and submit supporting proof such as a receipt, bill statement, or credit card statement.	<input type="checkbox"/> AT&T charged a restocking fee when I returned a phone or accessory purchased on AT&T's website between May 21, 2020 and May 2, 2023. <input type="checkbox"/> AT&T did not give me credit for returning a phone or trading-in a phone because of AT&T's incorrectly addressed shipping label between January 1, 2019 and May 2, 2023. <input type="checkbox"/> AT&T did not honor a trade-in promotion (e.g., monthly bill credits or a promotional card to be used for accessories or a bill payment) between January 1, 2019 and May 2, 2023. <input type="checkbox"/> AT&T did not give me credit for the trade-in value of my original used phone, after I returned a new phone purchased as part of a trade-in promotion, between January 1, 2019 and May 2, 2023.

Affirmation

By typing or printing my name and the date below, I affirm:

- All of the information in this form is true and to the best of my knowledge.
- I have not received any compensation or refund related to the claim on this form.
- I understand that DCWP and its employees are not my personal attorney or tax preparer.
- I understand that AT&T alone will determine the amount of any refund and that AT&T cannot provide restitution (money) for insurance, incidental costs, or damages due to “pain and suffering.”

Print Name

Date

Instructions

Submit the completed form and any supporting documents to DCWP in ONE of the following ways:

- **Mail to:** NYC Department of Consumer and Worker Protection
Attn: Legal Operations Director
42 Broadway, 9th Floor
New York, NY 10004

OR

- **Email to:** ConsumerRestitution@dcwp.nyc.gov

DCWP will submit a copy of your claim to AT&T. AT&T will issue refunds directly to eligible consumers. The deadline to submit a claim is May 17, 2024.

Questions? Call (212) 436-0333.