

Beware of the AT&T Viva Mexico Plan SCAM

Starting at the second sentence in the first paragraph of page 13 "Communications Made Simple for Cruisers"

"If traveling outside the US, make sure your cell service will cover you at a reasonable cost. e.g. AT&T and Verizon have plans for Mexico that are similar to US plans providing many base minutes at a reasonable cost instead of paying \$1.00 per minute."

While it appeared to be the perfect plan for cruisers, after over two years on the AT&T Viva Mexico Plan, AT&T cut off the service indicating that I had violated the contract I signed by using the phone in Mexico more than 40 % of the time in January and February 2011. We were treated like criminals for scamming AT&T.

What really happened!

1. I never signed a contract. The service was initiated by calling the AT&T international support desk. She was told we were living in Mexico and would be using the phone mostly in Mexico.
2. The Viva Mexico plan was only a couple of months old when we initiated it and the support person had to look everything up to initiate.
3. No indication if limited service in Mexico was presented by the support person.
4. We used the phone in Mexico for two years with 90% of the use in Mexico.
5. Many other cruisers sailing/friends in Mexico also adopted the viva Mexico plan.
6. While we were only using the phone in Mexico, our use was very low in 2011 and by May 1st we had collected over 2,000 roll over minutes on a 450 minute per month plan.

When all of this was explained to AT&T representatives, they indicated it was not relevant and that I could NEVER utilize the Viva Mexico plan again.

So, who is Viva Mexico plan really for? Since it is a monthly plan it appears that it is applicable primarily to Mexicans working in the US or to the few US workers occasionally travel to Mexico. The plan is charged monthly for the Mexico coverage, so it is not a 2 week vacation option. It is not applicable for Cruisers or even people going on a short vacation in Mexico as they will easily exceed the 40% Mexican usage limitation.

While the Verizon Mexico plan is similar they indicate in the information on the Website that the Verizon plan only allows for less than 50% of the plan's use in Mexico.

AT&T indicated that you can find the 40% information if you search and find the complete contract on the web and looks specifically at section 10.1..... or something like that. I was unable to find the contract.