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## The Fixer: That's not amore - air miles missing

(<http://www.pioneerlocal.com/evanston/business/1631348,pioneer-press-fixer-062509.article>)

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**BY STEPHANIE ZIMMERMANN** The Fixer

**Dear Fixer:** Alitalia will not credit me for the miles I earned as a participant in their MilleMiglia program.

I flew in October. The agent spelled my name "Carabin" instead of "Karabin."

I caught the misspelling the very day I received my e-ticket. I called, and the agent said it had been corrected. However, when I arrived at the airport my name still was spelled incorrectly. Even so, I got on the flight and returned home OK.

After that, I kept checking the Alitalia Web site for my miles. I finally called and was told I needed to fax a copy of my boarding pass, which I did on March 12.

Today I called to see if the fax had been received, and I was told I can't get any credit because it had been more than four months since I traveled!

They tell me what to do to get the credit, and then they say it's not valid.

Also, I have a separate question. I fly to Italy a lot. The distance from Chicago to Milan is 4,528 miles. When I get miles, they only give me 2,264. They say it's because I bought a coach ticket.

**Deborah Karabin, Evanston**

**Dear Deborah:** Anyone know the Italian word for "runaround"? How about "black hole"? The comforting part of this story is knowing that Americans are not the only ones with these little customer service glitches.

We took your problem to Valentina Mangone, a media relations person in Rome, who straightened this out. They've credited you for the missing miles.

As for the miles earned from Chicago to Milan, Alitalia awards differing amounts based on the class of service. For coach travel, they award half the actual distance traveled, so that's why the miles were less than you expected.

**Dear Fixer:** I received a reward offer from AT&T through the mail. I have been trying to get it, and no one seems to want to help.

I spoke with AT&T on March 4 and was told the system was down. I was told I was due \$100, but at the time they did not know when it would go out.

I contacted AT&T again and was told it would go out April 14. I have been sending e-mails since, but have not gotten a response.

**Mary Kawall**

**Dear Mary:** The reward offer was through AT&T's U-Verse service, but it turns out we can't blame the phone company for this mix-up. When AT&T spokeswoman Meghan Roskopf checked this out, it turns out you actually were eligible for a total of \$200 in rewards -- a \$100 Visa gift card and a \$100 rebate check.

The Visa card had already been sent, and although you activated it, you never used it. The check for \$100 also had been sent, and was cashed (though maybe it slipped your mind).

Roskopf said the customer service rep was confused when you called, because the company's records showed the check was already cashed.

As for the unused Visa gift card, AT&T has contacted you with instructions on ordering a new one. (They will cancel the old card.) This time, make sure you use it!

Finger-licking good ending

Last month we ran a letter from Lloyd Weston of Riverwoods, who was one of thousands of consumers nationwide who ran into trouble trying to use his coupons for free grilled chicken at KFC.

The Fixer's hubby and the two Junior Fixers also were disappointed when they showed up at a KFC in Chicago, only to be turned away. They weren't really mad about missing a freebie. Rather they were annoyed by a marketing campaign that couldn't deliver.

Well, we have a happy ending. Curious about how well KFC's offer of a "rain check" would work, The Fixer sent in the unused coupons as directed and this week was happily surprised to receive replacement coupons, each for two pieces of chicken, two sides, a biscuit and a drink, along with an apologetic letter from KFC President Roger Eaton.

One of those coupons will go to Lloyd, who must be getting hungry by now. We'll let you know if we experience any more glitches.

Utility problems?

If you've got a gripe with an electric, gas or phone company -- or if you just want some good advice on how to get your bills down -- we encourage you to check out the Citizens Utility Board.

CUB has tons of great info at its Web site, [www.citizensutilityboard.org](http://www.citizensutilityboard.org) , or you can call! (312) 263-4282 or (800) 669-5556.

*Getting the runaround about a consumer problem? Tell it to The Fixer at [www.pioneerlocal.com](http://www.pioneerlocal.com). Or, mail a brief description of your problem, along with your name, address and telephone number, to: The Fixer, 3701 W. Lake Ave., Glenview IL 60026.*

-- Thanks to contributor Mike Nolan

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