[2] Formal Complaint: Retaliatory Data Destruction & Unauthorized Account Rese

From ceesiphi@proton.me May 7

To ExecutiveResponse@T-Mobile.com

Issue Category: Professional Misconduct / Unauthorized Account Activity / Retaliation

Subject: Retaliatory Data Destruction & Fraudulent Technical Justification

Statement of Facts:
I have been a T-Mobile customer since 2012. I am currently homebound with terminal **End-Stage Chronic Pulmonary Aspergillosis (CPA)**. On May 1, 2026, I reported a **verified tower backhaul issue** that was already "tracking and trending."

Specific Misconduct & Verbal Threat (May 1, 2026):
The technical representative I spoke with earlier that day mocked my technical diagnosis and my medical status. This representative was notified by an automated prompt that the call was being recorded. On the callback, the **recording icon on my device was grayed out**. During this unrecorded portion of the call, I demanded professional conduct. The representative stated: **"I will do whatever I want."**

I immediately responded: **"Do not call me back. Have a supervisor call me back. I do not want to talk to you again,"** and I hung up. **I then called T-Mobile Customer Care immediately following that hang-up to report her misconduct and ensure the call recording was flagged for preservation.**

Fraudulent Justification & Data Destruction (May 7, 2026):
I was promised a supervisor follow-up on **May 5, 2026**, which never occurred. On **May 7, 2026**, my voicemail settings were wiped. When I contacted T-Mobile this evening to ask why, the representative falsely claimed the wipe occurred during the 5/1 "Hard Network Reset."

This is a technical impossibility; a network reset does not affect account provisioning or voicemail storage. The fact that the "Set Up Voicemail" prompt only appeared this evening proves the account was manually re-provisioned today in a retaliatory act. This reset permanently wiped **critical medical evidence** regarding my terminal illness.

Demand for Action:

1. Review of the May 1st call recordings to verify the representative's threat.
2. Investigation into the fraudulent technical claim made by the representative on May 7th regarding "Network Resets" wiping account data.

From ceesiphi@proton.me May 19

To Ramirez, Robert

Dear Robert,

As per our phone conversation, here is the forwarded 5/7/2026 email I had sent to your Exectuive Response Team.

Celestia Quixs

Sent with Proton Mail secure email.

------- Forwarded Message -------
From: ceesiphi <ceesiphi@proton.me>
Date: On Thursday, May 7th, 2026 at 9:08 PM
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To: ExecutiveResponse@T-Mobile.com <ExecutiveResponse@T-Mobile.com>

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