

[2] T-Mobile Executive Response - Celestia Quixs -5/18/26

From Ramirez, Robert <Robert.Ramirez81@T-Mobile.com>

May 18

To ceesiphi@proton.me



Hello Celestia,

I hope this email finds you well. Please know that I have made attempts to contact you which have proven unsuccessful. As I have not received a response from you, I will be responding to the FCC directly in order to meet their deadline. However, should you still require assistance with this matter, please know that you may reach out to me directly. My contact information can be found below. I am available on Monday, Tuesday, Thursday, and Friday, from 7:30 am to 6:00 pm Pacific Time.

Best regards,

Robert Ramirez

Sr. Specialist, Executive Response

T-Mobile

Direct (425) 689 -3480 | Email: robert.ramirez81@T-Mobile.com

[T-Mobile.com](https://www.t-mobile.com) | Follow T-Mobile on [LinkedIn](#), [TikTok](#) and [Instagram](#)

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From: Ramirez, Robert
Sent: Friday, May 15, 2026 7:31 PM
To: 'ceesiphi@proton.me' <ceesiphi@proton.me>
Subject: T-Mobile Executive Response - Celestia Quixs -5/15/26

Hello Celestia,

My name is Robert, and I'm part of our Executive Response Team. I'm sorry to hear that you may be experiencing concerns with your coverage, I understand how important it is to have clarity and peace of mind.

I'd truly appreciate the opportunity to review your situation. When you have a moment, please reply with the best phone number and a convenient time to reach you during my office hours, and I'll be happy to give you a call.

I'm available Monday, Tuesday, Thursday, and Friday from 7:30 AM to 6:00 PM Pacific Time. I look forward to connecting with you soon.

Very truly yours,

Robert Ramirez

Sr. Specialist, Executive Response

T-Mobile

Direct (425) 689 -3480 | Email: robert.ramirez81@T-Mobile.com

From ceesiphi@proton.me

May 19

To Ramirez, Robert

Dear Robert

Dear Robert,

As per our phone call today, here is the concise timeline and questions that need answering:

1. Concise Chronological Summary

Timeline of T-Mobile Service Failure & Retaliation – Case for Robert Ramirez

- **April 27–28, 2026:** Severe tower outage at 8440 Las Vegas Blvd S (ZIP 89123). Speeds dropped to 0.2–0.6 Mbps on BOTH my T-Mobile Hotspot AND separate 5G Home Internet gateway. Posted publicly and opened ticket **25264464** via Accessibility Care email. Received only auto-reply with broken chat link.
- **April 28 evening:** Called 611. Rep performed hard reset — failed.
- **April 30:** Called 611 again. Spoke with IT CSR. She mocked my technical diagnosis, questioned if I “Googled the tower,” and said I repeated my terminal illness “15 times” (it was 3). Stated “I will do whatever I want” when I demanded a supervisor. I immediately reported her misconduct to another rep. Same evening my roommate called 611 about his gateway. Rep stayed on phone for live speed tests. Engineers finally fixed the tower on **May 2**.
- **May 7:** Received voicemail setup notification. All saved voicemails and settings were wiped. CSR falsely claimed it was from the April 30 “network reset” (timing proves this false). I immediately sent formal executive complaint to ExecutiveResponse@T-Mobile.com detailing retaliation and demanding investigation + data recovery.
- **May 15 & 18:** Robert Ramirez attempted calls, pushed forced voicemails to unset-up box, then sent generic emails mentioning only “coverage concerns” and FCC deadline — with zero reference to my May 7 complaint.

I am homebound with terminal End-Stage Chronic Pulmonary Aspergillosis. Reliable internet and intact voicemail (medical evidence) are medically necessary.

List of Questions:

1. What exactly was done to my account on May 7 that caused the voicemail wipe, and who authorized it?
2. Will T-Mobile attempt backend data recovery for the deleted voicemails?
3. Has the April 30 IT CSR been placed on review for her conduct and statements?
4. Why did Executive Response appear to have no record of my May 7 detailed complaint?
5. What specific compensation and credits are being offered for the multi-week outage + retaliatory account tampering?
6. What written guarantee can you provide that no further unauthorized changes will be made to my account provisioning or voicemail?
7. Who is the direct manager or director overseeing this investigation, and what is their contact information?

Thank you for taking the time to hear me out. I look forward to your follow-up phone call and written response via email.

Celestia Quixs

Sent with [Proton Mail](#) secure email.



On Monday, May 18th, 2026 at 11:37 AM, Ramirez, Robert <Robert.Ramirez81@T-Mobile.com> wrote:

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