



July 10, 2026

FILED ELECTRONICALLY

Federal Communications Commission
Consumer Inquiries and Complaints Division
Consumer and Governmental Affairs Bureau
45 L Street, NE
Washington, D.C. 20554

Re: Celestia Quixs
Your File No. 8813382
T-Mobile Account No. 964388950

To Whom It May Concern:

T-Mobile USA, Inc., ("T-Mobile") is in receipt of your correspondence dated June 26, 2026, regarding the above-referenced account.

T-Mobile regrets any continued concerns Celestia Quixs may have experienced, and we appreciate the opportunity to respond. Unfortunately, T-Mobile is unable to guarantee coverage in all areas. There are several factors and conditions that may interfere with actual service, quality, and availability. Based on a review of network performance, the probable cause of the reduced speeds was attributed to congestion.

On April 30, 2026, a trouble ticket was filed, and it was confirmed that the customer's account is properly provisioned for high-speed data services, and no issues or faults were identified with the account configuration. The review determined that the customer is currently connected to a cell site experiencing elevated network congestion. As a result, data performance at that location may be slower than expected during periods of heavy network usage. This condition is related to localized network demand and is not caused by any issue with the customer's account or service configuration.

On June 19, 2026, the account was cancelled pursuant to Celestia Quixs' request. The billing statement dated June 20, 2026, reflected a balance of \$0.18 which was later credited on June 26, 2026, reducing the closed account to a zero balance.

On June 30, 2026, our office corresponded with Celestia Quixs and received correspondence from them requesting to cease any further efforts to reach them. Should Celestia Quixs wish to discuss this matter further, they may contact our office directly at the phone number listed below. T-Mobile regrets any inconvenience to Celestia Quixs.

Based upon the foregoing, we respectfully request that this complaint against T-Mobile be closed.



P.O. Box 37380 Albuquerque, NM 87176
www.t-mobile.com

Thank you for bringing this matter to our attention. If you have any questions, please do not hesitate to contact me at the address listed below or at (425) 689-3480.

Very truly yours,

T-MOBILE USA, INC.

Robert Ramirez
Executive Response

cc: Celestia Quixs
8440 Las Vegas Blvd S Unit B155
Las Vegas NV 89123

