

Thing in one place. Pay your Bill, shop deals, manage your account in seconds. T list is available anytime. [...1.9s] My record show you may be having trouble making calls or connecting to the network. Is that the reason for your call today?No, [...2.0s] my mistake. Tell me how can I help you today. [...1.4s] Why were my voicemail settings wiped? [...3.4s] Please enter or say your 6 to 15 digit account pin, or say I don't have it. [...8.9s] Okay, got it. Care about your experience, so we may record this call. [...3.0s]We care about your experience, so we may record this call. Looks like there's a wait. Someone will assist you in about 15 minutes, or to keep your place in line and get a call back on this number, press 1.Otherwise stay on the line and someone from our care team will be with you shortly [...9.2s] in the end, [...4.3s] in the end day [...14.1s] coming around again, [...0.7s] changes in the end. It doesn't always need a name.You don't have to see it to know it's there. You can feel it you can feel it you can feel it, you can feel it in the air, [...1.8s] you can feel it.Oh, you, [...3.2s] are you a Diyer. Many of the tools customer care uses are available on t Mobile. Com and the t life app. You can also check out the t Mobile Support Community at t Mobile. Com Forward Community. [...46.6s] You have the power to control everything about your t mobile service with a t life app.Make payments and set up payment arrangements, upgrade your device and services, and find great promotions, just to mention a few. Check out the t life app today. You have to wait a while, but the lady don't mind no no, no the lady don't mind. It's just another head. It's clear time.I, kinda like that time, [...0.8s] little folks, folks on the mirror, people drifting through a day [...1.3s] goes by and never say once to, and then she goes again.Well, it's no trouble at all no no, no trouble at all. [...1.1s] Well, [...0.7s] what you don't know, [...4.6s] I know I know I know I know I know I know, I know all I see. It's like make believe I'm a young age so you can hear what I'm saying. I'm not lost, but I don't know where I am. [...1.1s] I got a question.Alright, alright, it is what we like. Oh, no no, no, but I'm thinking [...14.5s] there's no, it's not what she's after, but everybody knows [...0.9s] each time look in the mirror.Well, she let the feeling show, [...0.6s] but the lady don't mind no no, no the lady don't mind, [...0.9s] it just turns around and disappears, and I, kinda like that sound. Uh, oh, uh oh, here we go again. I don't know, don't know what to say.Hey man, hey man, if you don't feel a thing, then I could tell you baby. Hey, then I gotta take the time. I know you think you know, come on, come on, you'll take anything, you know, you know, it's true.Yeah yeah uh huh uh huh, [...1.2s] uh huh uh huh uh huh, hey, just checking back in, there's still a wait, press 1 to receive a call back or stay on the line, and someone from our care team will be with you shortly. [...8.9s] Uh, oh uh oh uh oh uh oh uh oh uh oh uh oh uh oh uh oh uh, oh, [...6.2s] we downloaded the t life app.The t life app gives you access to the tools customer care uses for things like setting up a payment arrangement, ordering a new device and accessories, and much more, all within a few clicks.Download the t life app today [...1.6s] going hot night when we're going. Where you think you're going, baby, hey, I just met you [...0.7s] crazy, [...0.8s] but here's my number, so call me maybe it's hard to look right [...0.8s] at you baby, but here's my number, [...0.6s] so call me maybe.Hey, I just make, and this is crazy, but here's my number, so call me maybe, and I'll be other boy try to save me, but here's my number, so call me maybe [...5.4s] your t mobile community has got your back on a variety of topics.Check out the tips, tricks and hacks to supercharge your t mobile devices and services from. I didn't know I would feel it, but it's in my way. Your stare was holding ripped jeans. Skin was showing.Hot night wind was blowing, where you think you're going, babe. Hey, I just met you, and this is crazy, but here's my number, so call me maybe.It's hard to look right [...0.7s] at you, baby, but here's my number, so call me maybe. Hey, I just met you. [...4.8s] Your t mobile community has got your back on a variety of topics. Check out the tips, tricks, and hacks to supercharge your t mobile devices and services from.So bad so bad so so bad so, so bad before you came into my life. So bad so bad so, so bad. [...7.3s] It's hard to look right, [...9.7s] your t mobile community has got your back on a variety of topics. Check out the tips, tricks, and hacks to supercharge your t mobile devices and services from. So call me maybe before you came into my life.So bad so bad so, so bad before you came into my life,

so bad, [...2.1s] so call me maybe. [...17.0s] Your t mobile community has got your back on a variety of topics. Check out the tips, tricks and hacks to supercharge your t mobile devices and services from Felt Easy [...6.8s] hanging around. Are we all just waiting on some days? See, I miss you most days, the lights go away, calling you up, keeping on [...0.6s] the longest people long, the longest people. How will your mouth? [...6.4s] Your t mobile community has got your back on a variety of topics. Check out the tips, tricks and hacks to supercharge your t mobile devices and services from [...2.2s] when everyone needs something to believe in. And all I can see is you, [...0.8s] and all I can see is you. [...7.4s] There's a few dollar drive, and I know it by heart, but it's never too far if you love me. I'm a traveling man, and I'm before you start and answer yes or no questions. Your t mobile community has got your back on a variety of topics. Check out the tips, tricks and hacks to supercharge your t mobile Devices and services t mobile from [...3.2s] with you, and everyone needs something to believe in. Every thought I could be with you, [...1.7s] stop voicemail, [...7.2s] and you can't break the rules like we did back in school, and we live and we wish in the well, and everybody needs someone to t Mobile Community has got your back on a variety of topics. Check out the tips, tricks and hacks to supercharge your t mobile devices and services from felt. [...8.5s] Uh, [...2.5s] thank you for calling CE Mobile Reus faves, this is Marwin, how can I help you today? Why were my voice mail settings wiped? [...2.7s] Oh, [...0.5s] I see, and I apologize in regards to your concern, [...0.6s] and we appreciate your time today. Do not worry, t mobile is here to help you out in regards to your concern. Um, just to make sure we're on the same. Did you mention that your voicemail got wiped out? Is that correct? [...2.7s] I, I got a phone call today [...0.6s] from you guys, alright, text today from you guys and a voicemail, and then I click, and when I click on the voicemail, [...1.2s] it says please set up your voicemail box. I already had a set up voicemail box, so why is it white? [...3.7s] Oh, okay, no worries for that. When we'll be able to see what seems to be the problem and what actually happened, why your voice mail got Wi Fi. Okay, [...0.6s] no rigs will be gonna help you out with that. [...5.4s] Okay, [...0.5s] here, so, um, can you please provide me your first name and last name for me to pull up your account here on Miami? Celestia Keys. [...2.6s] Okay, I'm sure your first name would be [...1.0s] Celestia. [...1.7s] Okay, thank you so much for sharing that one, Celestia. [...1.1s] Okay, [...1.0s] so I actually did figured that this is the first time we called as about the country, and I truly appreciate your patience. Rest assured of the ownership of this today, and do everything I can to fully resolve it, so you won't need, need to reach out again. First, I'd like to thank you for being with t mobile for like seven years and seven months. Really value your loyalty before we move forward. May I now, uh, you overall experience with our service? Um, I'm having a really crappy experience with your service over the last year. Okay, [...0.7s] if you can, if you can look at my account and see there's been multiple complaints, and you guys are treating me like I'm the Karen when it's actually your service that is crap. Now just answer the question, why was my voicemail wiped? [...3.3s] Okay um, I'm really sorry, and I totally understand you of Felicia with experience that you have. I had important voicemails, I had important voicemails, I was saving, [...2.3s] I had my, [...1.4s] I had my voicemail announcement [...0.6s] already recorded. [...2.4s] Okay okay, okay, give me a moment here for me to pull up my resources here, and for me to be able to help you out in regards what you're concerning here. Okay, no worry, rest assured that will be able to assist you with this technical [...0.6s] difficulties that you're experiencing. Okay, [...1.9s] go ahead, [...2.4s] John, [...1.2s] John, [...0.8s] I'm gonna need to use your phone number on all my accounts to get the 2FA, [...1.0s] cause I'm shutting this shit down. Okay, I'm going with, okay, hello, Celestia. Yes, hello, Celestia. Okay, give me a moment here. Please stay on the line while I reach out. Um, one of my leads here to me to check what seems to be the problem. Becky, we'll go ahead and, uh, come in to provide you the solution. Go ahead. [...1.7s] So I'm going to go into all my account [...1.0s] and put in your phone number, [...1.2s] and I'll need you to give me the duet code [...3.2s] when they cough up, so that I can get a new number through Consumer Cellular and leave this shit and my family's bullshit behind. I had it. I just woke up to this. [...1.0s] I just wanted to ask you, Celestia. Hello yes, [...0.8s] hello, Celestia, yeah, I just wanted to clarify you when this issue started to appear. [...1.3s]

Uh, just a

few minutes ago, when I checked the voicemail. Okay, when I check when I, when I check voicemail, look, let me, let me tell you, [...0.8s] um, [...0.9s] on the history of this phone number, [...0.8s] see where is it? Voicemail information history. Today at 6:42 p m, [...1.0s] on Thursday at 11:45 a. M, it was fine. On Wednesday at 1:26 p m, it was fine. On Thursday, March 31st, um, 6:04 p m, it was fine. Thursday, March 26, 2:44 p m, it was fine. Go on and on and on, it's been fine. It has been fine since Tuesday, September 3rd, 2024. [...13.2s] Okay, hello, also Lesha, I actually did check here as to what would be the best expert that we can do, but in regards to this concern that you have, this actually out of our school, [...0.7s] and I see that [...0.7s] we actually need to partner this up with our technical department. They have the most advanced tools and most experienced. I don't stop, stop, stop. I don't want to know how to fix it because I'm not gonna fix it. I wanna know why [...0.7s] because I'm leaving you guys. I wanna know why you screwed with me yet again. Why did my, why the answer question was why [...0.9s] did my voicemail [...0.7s] get wiped? [...3.4s] I don't know. Okay, so, um, actually I did see here that they might be auto deletion or attention limit voicemail has a message found that I'm limit old messages, are older deleted, shut up, a limit are here. Stop, I did not say that my voicemails that I've been saving got white. I said my voicemail settings, the entire voicemail account [...0.5s] was white. The prompt when I click on voicemail asked me to set up [...0.5s] my voicemail. [...1.6s] I'm not talking about old messages got deleted, I'm talking about you wiped my entire voicemail account all settings. [...2.0s] Okay, you do not, you don't need to worry. Here's the last chat because our technical department will be able to assist you, and I don't need assistance, and I don't need it fixed because I'm leaving t mobile. You'll be, I want to know why, I want to know why this happened, why did this happen. [...1.3s] Um, yeah, in regard to this one solution, you'll be able to also, uh, explain to you what seems to be the reason why this happened. Because they actually have all the tools, but they'll be able to [...0.6s] sure about transfer, transfer me, transfer me because it doesn't fit your script, [...0.7s] incompetent. Okay to even do it with your brain. You get, it's a not on your script, so, yeah, transfer me, [...7.8s] what is the party? [...1.8s] Okay, um, Felicia, I wanted you please stay on the line, and you'll be routed to our technical department. Okay, please don't, don't hang out. Okay, because we wanted you to also know what seems to be the problem. Okay, and this is actually the best thing that we can do for you, thank you so much, sir Jason. [...1.8s] And we can be able to also retrieve your voice message. [...2.1s] Okay, so let's just retrieve what [...0.8s] you wiped it. [...1.8s] You'll be a, they'll be able to actually process retrieving your voicemail, and you just need to transfer me with them. You just, [...0.9s] can, you just shut up and try. [...1.0s] Jesus, [...3.3s] we care about your experience, so we may record this call. [...7.1s] Hi, thank you for patiently leaving on the line. This is K from t mobile where you save. How may I help you today from t mobile? What [...1.6s] from t mobile where you safe? This is not t mobile technical support, [...0.9s] oh yeah, this is t mobile technical support. It's just that, that is our tagline. [...1.4s] Oh, okay, well, it would be helpful if your tagline said what department I'm talking to. [...1.4s] Oh, you already know that from a technical sport. Thank you. I want my question is why did my voicemail [...0.7s] get wiped. And I'm not saying, I am not saying why did my saved messages [...0.5s] get deleted. I'm saying why did my voicemail account settings [...0.7s] get completely wiped. And now you're prompting me to set up my voicemail box [...1.9s] that was already set up it was already set up and has been fine with September 2024. [...3.3s] Okay, got that one. So thank you for bringing this up to our attention and nothing to worry since you got me here. I'll be more than glad to take care of this for you. And may I have your first and last name please? Celestia keys. [...2.0s] Nice to meet you, Mrs Alestra. And thank you for verifying your account using our automated system. So I'll be just needing to review your account carrying hour and to count it. Just give me at least a minute. Okay, okay, [...1.0s] thank you. [...11.9s] You can go put the chili boxes in my room if you want. [...1.3s] And I wanna tell you right now helping me [...0.6s] is not tinging on when it's convenient for you. Helping me is when it is, your help [...0.6s] impact me. Delete, and, you know, I'm having sleep deprivation issues. Do not knock on my door and ask me if I'm awake. [...1.9s] If I know I've got chewy

boxes, I will come out and get them. And if I need your help calling them into the room, I will ask, [...1.0s] but your help is impacting me in a negative way, and I need it to stop. [...2.3s]Hello, [...1.5s] yes, [...1.0s] hi, Miss Alessia. Thank you for patiently leaving on the line. So I was able now to review your account information here right now we're at, and before you proceed, miss, uh, so let's try. I'll be also needing to ask you a series of questions, and I need your help for me to narrow down the issue while your voicemail got deleted. Okay, [...1.2s] my voicemail did not get deleted. My voicemail account settings got wiped. [...2.0s]Yeah, I got that, so just like what you mentioned to me the greetings as delicious, and you need to set up again, right? No, I do not need to set up again. I'm leaving t mobile. I want an answer to the question why did you wipe my voicemail settings. [...1.6s]So regarding to that, actually miss Celestia, as if I'm reviewing your account information here. It seems like on the may, the first week of the may, you called as regarding to your mobile hot smart that is not working. Am I right? That has nothing to do with voicemail, [...1.6s] because regarding to that actually Miss Alash, I totally understand that it has nothing to do with your voicemail. It's just that when we were trying to troubleshoot your hotspot, we do have an option here to get a three refresher service here right now. We're in [...0.8s] and just to confirm since you called us regarding to that. Um, did the represent that they've told you that, [...1.9s] that you have or anything that you have when it comes to the voicemail, it will be permanently deleted? No, and I did not ask for my account to be reset. The only thing that should have been had a hard reset was the network settings, [...0.5s] not my account setting. [...1.4s]Yes, actually, that is the part of our troubleshooting that once we research our network, so please, we will also refresh your service here in our head. [...2.2s]Okay, yeah, you, you lost my service because of that, then you lost my service because of that. Cause no one told me you were gonna wipe my voicemail settings. And, um, network provisioning has nothing to do with account settings, nothing, absolutely nothing to do when account setting. That was, oh, that was overkill, overkill. You do not need to reset the account [...0.7s] to reset the network provisioning. [...2.3s]I understand that, Mrs Asha, but I just wanted to confirm here not to clarify everything. You know, [...0.9s] did our representative heads you up about that? Or did they mention that we were going through research or networks of things? [...1.6s] She said that she was gonna do a hard reset on the network setting. Yes, she did not tell me she was resetting my account, just the network setting for the hotspot. [...1.6s]Yeah, I got that and doing a hard reset, Mr Lester, just like what I mentioned. Uh, that it seems that is for, uh, the part of our troubleshooting that will be also deleted your voicemail, [...0.5s] that the voicemail has nothing to do with internet connection. Twat, [...0.8s] I'm done. I'm fucking done goodbyedone goodbye