

Has everything in one place. Pay your Bill, shop deals or manage your account in seconds. T life is available anytime. [...1.9s] My records show you may be having trouble making calls or connecting to the network. Is that the reason for your call today? No, [...2.4s] my mistake. Tell me how can I help you today? Returning Samantha's questionnaire, call back, [...1.5s] I'll get you right over to someone who can help. [...1.9s] Please enter or say your 6 to 15 digit account pin or say I don't have it. [...9.1s] Okay, got it. We care about your experience, so we may record this call. [...6.1s] Thank you for calling t mobile where you say this is Maria. Let's start off by getting your full name. Please select your keys. Thank you. [...7.1s] Alright, getting into your account and how can I help you today? Returning Samantha's call, [...2.0s] Samantha's call, let's take a look here. Some like you're sticking to an agent or something. No, she called me and left a voicemail that she wanted to survey me on the last customer service call I had on [...0.7s] 27th or 28th. [...3.3s] Uh, let me see here. [...1.1s] Okay, I can send them a message. Okay, hang on that we're looking to go to speak to them, [...0.6s] right. Well, she didn't leave a, yeah, because we she, she said that she called her back, but she didn't leave a phone number. Okay, not a problem, let me go to Messenger real quick that we're looking to go ahead and speak to him, hang on for me, okay, I know it's super important, yeah, let me find it real quick, yeah, only cause they don't have number, so it's just gonna be like, you know, our 1, 800. So hang on, yeah, I got the 1, 800 number if you need it. [...1.2s] Yeah, no, not that, but they have a direct number, so hang on, we could only message them, so hang on, yeah, [...1.5s] I already filled out the, [...0.6s] the online or the texted, um, [...1.0s] survey, so I don't know why I'm getting a call about it. Okay yeah, that's, that's important, let, let me see here, let me reach out to them. Okay, all right, [...0.6s] one of them, [...31.5s] and they called it today. Huh okay yeah um okay, let's see at about 10:30, 10:23 a. M., [...0.8s] yeah, I see that. Uh huh, and then you're good call back numbers the 7:02 [...0.6s] nine [...0.6s] six 9 1775. Okay, [...0.5s] put that in. Okay yeah yeah okay, [...1.7s] I'm being a real pain in your guys's ass, and this is probably about containment. [...1.4s] Oh, yeah, I wouldn't know. It just says that there was a call at the beat up call out. Yeah, super important. I did go ahead and, um, reach out on your behalf. Okay, okay, do you guys have an ETA yet about, um, when, uh, the tower in my area is gonna be, [...0.6s] um, [...0.6s] receiving maintenance [...1.8s] tower, like, for you have home internet service with us or just for your service in general, like, I have I have, I'm using my hotspot, but I'm also using my roommate's, um, t mobile home internet router. And both of them are are, they're speed testing at 1995 dialup speed, and that's not just as a congestion, cause I'd speed tested at 1:00am on a Monday, and it still was the same. Um, and I've been back and forth, back and forth with the reps t mobile reps on X.Com, because you guys never responded to my email ticket. You guys did auto responder and assign the ticket number but never responded. So I posted it on X.Com and went back and forth with the reps [...0.6s] for like two days. And I'm saying that they're waiting for my DM, but I put the entire problem publicly, and all the troubleshooting I did [...0.7s] on my end, and the troubleshooting I did with the 6. 1.1 diagnostic link, and with the rep I talked to, um, a couple of days ago, where she reset, did a hard reset on her end. It's not a device issue, it's not a congestion issue, it's a back haul fiber. Um um, [...0.8s] it's a back all fiber issue, [...0.7s] and, and with the tower and and the the, the people on, on X.Com, they just, they wanna corral me into a DM and re explain everything. I'm terminally ill, I, I don't have the patience for this. I don't have the band with the word, [...0.6s] and I, I'm just. The reason it's upsetting me is because I've got four months left in my prognosis. I'm trying to upload my back catalogue, my music back catalogue after I pulled it off a global streaming, um, after dispute with District Kid in June of 2020, six 25. And I've got, I've trying to, trying to get my, my legacy work out there on my title already account, and my YouTube official art account. And these, these upload speeds are just throttling that. Oh gosh, [...0.5s] okay, that's super important. Okay, I get it. Let me take a look here for you. Okay, I do that calculator, so let me see what I can pull. Yeah, [...0.9s] and, and the, the person I talked to a couple days ago, I think it was, I think it was on the 28th. Um, she, the one that did the hard reset for me after we got off

the line. Um, that did not fix it at all. Um, the, the diagnostic link actually worked for 5 minutes, but this hard research she did didn't do anything at all. Um, and she has said that you guys are tracking and trending the issue. And to me, that translate to, uh yeah, low priority until enough people complain about it. But, um, I told her that, uh, you guys aren't gonna be aware, made aware of any complaints if, um, we're trying to report it on Down Detector, which I know is like, Yelp or technology. And when you get enough complaints, they contact you and say, hey, we're getting a lot of complaints in this area. Well, they're Geo flagging complaints from my zip code. I, I posted a, uh, my comment, they flagged it as spam, so I thought, oh, maybe it's cause the hashtags. I took the hashtags out, they flagged it as spam again. And so then I made another comment. I said why are you flagging my precise detailed comment, and that posted just fine, [...1.5s] so it doesn't like the detailed description of the problem. [...2.2s] Okay, super important for sure, and, um, where do you have service that, I mean um, meet your actors? I'm at 8, 4, 4, 0, Las Vegas Boulevard South, [...1.3s] and, um, that's at budget tweets, and the tower's not too far for me. [...1.7s] I didn't look up the tower ID, [...0.8s] um, but, yeah, I'm sure you can figure out which one it is by that address. [...1.3s] Yeah, no, well, the reason why I asked is what technical support will take a look. Yeah, they have tools and resources. I don't, but let me just check out some things here. Okay, I appreciate, yeah, one of one of the revs one of the revs on X. Com said that, that [...0.6s] he did ping the tower, and that, that's not showing any congestion. And I said, dude, [...0.6s] ping in the tower just, just tells you that you get in a radio signal on your dashboard that does nothing to do with the upload and download speed [...1.9s] on at in the endpoint. I'm a I'm a tech literate person, [...0.7s] and, and I'm really getting tired of businesses condescending to me. [...5.2s] I know it's important, so hang on for me. Okay, right now we got us. Do you have time to speak to technical support? I know it's important just to see what's going on with service and everything. Do we have time right now? I guess, but they're just gonna run me through all the troubleshooting I've already done. And that's gonna annoy me. Like, I have no patience. I've got I've got um, pulmonary, [...0.6s] a chronic pulmonary aspergillosis, and it's crossing the micro toxins are crossing the blood brain barrier, causing central nervous system damage. And so I've got a real hair trigger irritability issue right now. I just, I don't like, it's not it's not cause I'm mentally ill or anything. It's cause I've got this toxic damage happening from this mold in my lungs. It's [...0.7s] now in my sinus migrated to my sinuses, and now the toxins are crossing the blood brain barrier. And it's actually a thing, it does affect your mood, it affects your, your patience, it affects, you know it, it it's really, [...0.7s] really difficult for me, because I've always been a calm person, and now I'm just flying off the handle at the lightest provocation, you know uh huh I understand. I get it. I'm pretty sure that [...0.7s] tends to happen there. Yeah, I mean if you would like that, we can, kind of a little bit more status as to towers. How is everything going there? Right, they would have more information on that, right. I did reach out your behalf to the supervisor that gave you a call that way they can give you a ring back. Okay, thanks. Okay, and, and I don't know I don't know what else I could tell tech support that I haven't already given in my [...0.9s] email [...0.7s] and my um, [...0.6s] and my post on X com. Like, I mean I went through the whole nine yards of what I've done. Um, I'm actually, um, [...0.9s] let's see, [...0.6s] this is everything I did. Um, [...0.7s] so I, I put it in, in airplane mode for, for a while, and that didn't help. I reset the network setting. I, that didn't help I reset the APM setting. That didn't help. I cycled my phone off and the, um, the home router, I cycled them off for 10 full minutes. That didn't help. I called 6 1. 1 and got the diagnostic link, and that only temporarily helped for like 5 minutes. And then, um, I called and spoke to the representative on the 28th, and she did a hard reset, and that didn't help. And I have posted the speed test from Monday at 1:00am [...0.6s] for both devices, [...1.1s] and then the speed test for Tuesday in the afternoon, [...0.5s] and it was the same the same speed rating. Like it can't it's not congestion if it's happening at 1:00am on a Monday. I don't care that it's Las Vegas. I, I, I really I really don't care that it's Las Vegas. It should not be 1995 dial speed [...1.1s] at 1:50 in the morning. And when I say, when I say one um when I say 1995 dial up speed, I'm saying less than a mega bit per second [...0.9s] for both upload and download. [...2.2s] Yeah, we definitely have to see what's going on with that. Okay,

super important, [...0.9s] did you have time that we can get you to technical support right now? Sure, [...0.9s] okay, hang on for me, okay, give me a second. [...15.6s] Hi, thank you for calling t mobile, my name is Ty and I'll be assisting you. Can I get your first and last name? Bless your keys? [...5.3s] Okay, got you right here, and how are you doing today? I'm hanging in there, [...0.9s] how about you? Right? We all, I'm hanging with you, [...1.5s] so what's got you calling in? Um, you guys still got, um, 1995 dialect speeds going on for this like the fifth day in a row, [...1.2s] and I've already, um, I've already got a ticket for this ticket number for this. I've already went back and forth for two days with your reps on X com, because you guys never responded to the ticket after you did an auto responder with the ticket number. Um, I've done all the troubles getting on my end. Um, I have, um, I've done. I, okay this is on my hotspot on my phone, and also the, um, home internet router of my roommates got. Um, [...0.5s] and, uh, so I have done, I've done airplane mode on and on and off. That didn't help I reset the network settings. That didn't help I reset the APM settings. That didn't help. I powered both of them off for full 10 minutes. That didn't help. I called 6. 1. 1 and got the diagnostic link, and that only temporarily improved the speeds for like 5 minutes. And then I called and spoke with someone on the 28, and she did a hard reset, and that did not help. And when I say dial up speeds, I mean less than 1 mega bit, mega bit per second or upload and download. And then speed test on both devices at 1:00am on Monday morning, [...0.9s] and I think it was, um, [...0.9s] couple of days ago. I did it in the afternoon, same, same speed test results and I've sent them in the email, I've sent them, I posted them on X com, and your representatives keep going back and forth with me for two days straight, 10 Odds and give us more details. What more details do you need than all of this I've already posted? I got the location of the tower, I've got all the troubles you and I've done, [...0.9s] you know, I mean what more do you need? It's not a device issue. It's not a congestion issue. [...2.9s] And the rep I talked to on the 20, he said we're aware of the problem, we're tracking and trending it. Well, to me as a tech person, dragging and trending mean low priority until enough people complain. But the thing is I've complained on Down Detector and they're marking my, my comments as spam. So if they're geoflagging the complaints in my zip code, you're never gonna get the review from ground Detector, saying a. We're getting a lot of reports in this area, [...0.6s] so, you know, I've done everything I can on my end. [...3.2s] Okay, let me go ahead and take a look around. I understand how frustrating this can be. It's not just frustrating. I'm terminally ill, I got four months left in my prognosis. I am trying to upload my back, my music back catalogue because I took it all off streaming platforms in even a 2025 when I had to dispute with Distro Kid. Now I'm trying to self republish before I die. And these upload speeds are killing me because it's dropping packets and YouTube's not, like, it took two hours to upload a 30 second clip. [...7.9s] Hey, [...1.0s] all right, [...2.1s] all right I'm taking a look at the tarot saying congestion, so just give me a few minutes, let me do some more looking around. Okay, well, it is, [...0.5s] it is noon on Thursday, so, yeah, there's gonna be congestion. But at 1:00am on a Monday, there wouldn't be congestion. [...5.1s] Okay, all right, so just give me a few minutes. Let me look around, let me type, tap into my offline team and see what's happening. If they, I'm pretty sure I'm pretty sure it's a back off fiber degradation issue. [...4.1s] Okay, let me go ahead and talk to my offline team. Okay, all right, [...8.5s] deep in my heart deep in my heart deep in my heart deep in my heart deep in my heart deep in my heart out of my mind, [...11.9s] I think I'm leaving home with you. I think I'm leaving [...0.8s] heart [...0.6s] beating, heart beating heart beating heart beating heart beating heart beating heart I'll be there, I'll be there I'll be there I'll be there I'll be there, heart beating heart beating heart beating heart. [...3.2s] This is love. [...6.8s] Listen, boy, I don't want to see you let a good thing slip away. You know, I don't like watching anybody make the same mistakes I've made. It's a real nice girl, and she's always there for you. [...1.3s] But a nice girl wouldn't tell you what you could do. [...1.3s] Oh, listen, boy, I'm sure that you think you got it all under control. You don't want somebody telling you. The way to say is someone, you're a big boy now, and you'll never let her go. [...1.2s] That's just the kind of thing you ought to know. [...1.7s] Tell her about it. Tell her everything you feel, give her everything, a reason to accept that you're for real. Tell her about it. Tell her all your crazy dreams. Let her know you need her.

Let her know how much you mean. [...10.7s] Listen, boy, it's not automatic. It's not some guarantee. If you enjoy yourself, you got to, you provide communication constantly. When you love someone, you're always insecure, [...1.1s] and that's only one good way to reassure. [...1.3s] Tell her about it. And I know how much I care [...0.7s] when she can't be with you, tell her you wish you were there. Tell her about it, everything before you leave, [...0.8s] pay her some attention, give us something to believe [...0.8s] now and then you get to worrying just because you have been spoken for so long. [...2.1s] Though you may not have done anything. Well, she's a happy consolation when she's done.

[...1.1s] Listen, boy, is good information from a man who's made mistakes. If the world is two that he gets from, you could see the difference that he'd make. Think so she put her trust in you, [...1.2s] but a girl like that won't tell you what you should do. [...1.6s] Tell her about it, tell her everything you feel, give her every reason to accept that you're for real. Tell her about it, tell her all your greatest dreams, let her know you need her, let I know how much you need, tell her about it, [...0.8s] tell her how you feel right now, tell [...0.5s] her about it. Girl, don't want to waste, [...9.0s] it's too late to go. [...8.5s] I'm just doing some looking around. I'm talking to my team, we're all taking a look at your account right now. Okay, [...1.8s] all right, [...1.9s] is where none of us live. [...3.0s] Face somebody make when you give them a gift. [...2.4s] Every once in a while, when I wake up early without trying to catch the sunrise, the feeling you feel when you're looking at something. You miss [...3.1s] the way you do it, [...0.7s] and then that the data on your phone, you do have it turned on, and everything right. Yes, [...1.2s] okay, [...0.8s] I'm not using my phone, no, I'm using the hotspot with my PC. [...3.3s] So you're using, you're using a hotspot so the data on your phone just does not work. No, it works, like, at a crawl, it's, like less than 1 mega bit per second upload and download speeds, [...3.0s] and it's the same. So it is also the same with the home internet router. So the, the, my phone here is here in my bedroom, and I keep going back and forth seeing if I can get a better connection between my hotspot or my roommate's, um, home internet router. And it's the same speeds for both devices. [...3.8s] I, I can't give you his information for his account cause he's at work right now. But, um, [...2.4s] yeah, yeah, and then the phone that you have, that's that Samsung Galaxy 5, 8:54, right? Yes, [...18.6s] and he's having a similar problem on his, um, [...1.0s] 8:23. No, is it 23? Okay, yeah, I'm not too sure about that one. I only have one number here on this account, so I have no idea why those the home internet or that other phone. [...2.3s] Let me go ahead and take a look. So I'm gonna need you, you, you have to take off that hotspot and get on the regular data. [...2.1s] I don't work on my phone. [...2.7s] I'm not, so [...2.9s] can't not turn the hotspot off. [...3.0s] And then now you're just on regular data, right? [...1.5s] Yes, and but I don't use my phone to do my work, [...0.8s] so I don't know what I don't know what you expect me to do with my phone data. So you're, so you're telling me that your phone is the one going slow. No, I'm telling you that the hotspot and the home internet connection are both slow. [...2.5s] Okay, [...2.1s] I don't use my phone for internet, I use the hotspot on my PC or the home internet router to connect to the internet on my PC. [...2.2s] Okay, [...0.8s] all right, let me pull up this plan to look at your hotspot, because the hotspot, it is unlimited, but it is, it is at a 2G speed, and it's really slow. Uh, not, no, no, not less than 1 mega bit per second. Come on, [...2.6s] this, this is, I've lived here at this address since 2023. I've had this phone for about as long, and I have never experienced less than 1 megabit per second upload and download speeds. This is 1995 dialup speeds is ridiculous. I, I have, I have I have experienced, I have, [...0.6s] I have I've experienced having my my connection slowed down, [...0.7s] and that's tolerable. This is not [...1.3s] all right for sure, give me a few more minutes. Okay, [...5.4s] my love, love don't come easy. But I keep on waiting, and keep on waiting for that hot boy talk to me last night, for something better on to hold me tight. I keep waiting, I keep on waiting but it ain't easy but it ain't easy when Mama said, you can't hear me now. No, you can't have to wait. It's a good time, no matter how long it takes to change the rhythm. No,

you can't stop the, [...19.4s] used to think that life was sweet, [...1.7s] used to think we were so complete, [...0.7s] can't believe he'd throw it away, [...3.5s] used to feel we had it made, [...1.8s] just to feel we could sail away. Can you imagine [...1.1s] how I feel today? [...2.5s] Well, it seems a long time

ago, [...1.2s] you were the lonely one. [...1.7s] Now it comes to letting go, [...0.9s] you are the only one. [...1.2s] Do you know what you've done? [...3.0s] Funny [...1.0s] how we don't talk anymore. [...2.2s] So funny, [...1.1s] why we don't talk anymore? [...1.4s] But I ain't gonna be and I ain't gonna be we don't fall, [...6.7s] we don't fall. [...11.0s] Well it really doesn't matter to me. [...2.1s] If you're leaving, we're meant to be [...1.0s] down to you now [...0.7s] you wanna be free. [...2.6s] Well, I hope you [...0.8s] alright. Hello, yes, [...1.0s] I'm gonna go ahead and reconcile your account. And then i'mma reset that old account as well. You can go ahead and restart that phone for me. Okay, hold on a second. So, um, that, that's what the representative did on the 28th. And it had no effect. And, um, right after you got, uh.