

[...0.7s]Yes. Hi, this is Robert with t Mobile's executive offices, Celestia. Yeah, [...0.7s] yes, I was following up with you as we know we were corresponding that I would follow up with you regarding your concerns is a good time to speak.Sure, [...0.7s] right, perfect. Okay um, before again I have to give you that reminder that the call may be running monitor recorded for quality purposes only. Is that okay with you? Yep, it sure is okay at the beginning of call, I guess I heard this time the recording that the call may be recorded on your ass.Yep, [...0.7s] okay, so just have to follow up, you know, for t mobile policy, I wanna let you know that t mobile doesn't give consent for the calls be recorded as they're not used of a record of what occurred.So what kindly ask you to stop recording. No, if you, if you refuse to be recorded the call in. [...2.1s] Okay, like I said, we're not giving consent to be recorded about, like I said, I just have to kindly ask you to do that.If you decline to do so, I'll still be more than happy to go ahead and help you out with this. But I did have to disclose that to you. That's fine under Nevada, one Hardy consent I'm legally allowed to record. The only consent that is necessary legally is mine.No. And like I said, we're not going into details about that law, just basically advise you about people of policy. Like I said that the calls would not be used as a record of what occurred. Okay yeah, and it's only ethically, [...0.4s] um you know, pertinent that I inform you as well. [...1.4s] No, I really appreciate that.Okay. But like I said, definitely wanted to follow up with your concerns. I know you had a lot of questions, you know, kind of going off the bat through the list of questions you had as one like, hey, you know what? I appreciate you forward me that concern you had, saying, hey, you know what I wrote to the executive office, why did you guys not respond?What happened in regards to that? So I did take a look and it seems that, you know what, when you sent the email, you sent it to a box that doesn't seem like it's monitors. It looks like it was executive response at t mobile.Com. Yeah, [...0.7s] it's not an official email address that's monitored or box that's used. I don't usually have their corporate office here, you know, each individual has their own email address and we correspond accordingly. So that wasn't the email address that was monitored. So that's why we never received your concern whatsoever.Okay, well, I did not even receive an auto responder to tell me that that mailbox is not monitored. [...1.5s] No, and like I said, it's not an active box whatsoever. So [...0.4s] you would not automatically receive it email saying, hey, this is not a box that we monitor whatsoever.Like I said, it's not an active box, but I know you still had concerns, especially like I said, like, well, I did not I did not, I did not even get a bounce [...0.7s] notice from my provider that the box did not exist. [...3.0s]Definitely regret that. I'll send the feedback to the appropriate channels, but that's one of the reasons, like I said, he's not a monitor [...0.4s] box whatsoever. I'm so that's why nobody responded whatsoever.Okay, [...0.4s] but you have my email address, a concern, of course, you could contact me directly regarding this matter now. Of course, I did, kind of, read, you know, the information as saying, hey, on May 1st, you had a poor experience speaking with a representative.You know because as we spoke about last time, you know every interaction, you know they should be courteous and professional, and definitely regret and apologizing.Know if any representative did not meet that standard. Um, but it looks like, you know looking at the note, it was actually on the 30th of April.Yeah, cause I was able to get right. I just I noticed that, um, after, after I spoke with you, I, I would went back to my call logs, and, yeah, it was April 30th. I, like I said, I definitely want to do my due diligence.I was trying to look up every of the information I haven't, like, as I stated earlier, the calls are Randling monitor recorder for quality purposes only.So I wasn't able to locate a call to see exactly what the interaction was. I was able to locate, you know, the follow up call and, kind of, look at the memos, and say, you know, you spoke to a representative they advise.You know, of course, that's not, you know, what's expected of t mobile. It's not our culture, and they sent basically the feedback to their manager to provide it to the other manager.Okay, right, so [...0.4s] in this case, you know, um definitely I understand you also want some follow up, cause I, I also notice, hey, I wanna know who's investigating into what's going on.What I will do is I will also, like, make an additional request for a corporate

investigations team to review this, so that way I know that, you know, what it's properly investigated and the provide the appropriate feedback. Corporate investigations team, of course, it's not a customer facing team, so normally they don't, you know, contact customers. So [...0.5s] sometimes they ask me to call on their behalf. So just let you know, you know, nobody else will be reaching out behalf of this would be, be, but also knowing these situations when it comes to, you know, any employee interaction, whatever action we take. I know we take the appropriate action, but of course, we can't go into detail because of our, you know, employee confidential laws. What action we took? I know you wanted to follow up enclosure on that, so I could just assure you that, hey, we'll take appropriate action, whatever emails will send almonds, send additional emails, but progressively, I won't be able to give you the exact details of what occurred or what action we took regarding that employee. Okay, yeah, that's that's standard operating procedure for every [...0.6s] business and entity. Okay, but of course, I wanna make sure all your concerns address. I know that was part of the questions, and then of course, also there was a follow up, you know, with voicemails. So number one, what caused it to be deleted? Because I was looking into this to see what happened and reset, cause I did see that on the 30th of April, seems an issue. There was a reset, [...0.4s] and then a second one on the 30th as well. So it doesn't seem like, [...0.4s] like I said. It seems strange that you didn't notice anything until the 6th, cause that was the last time the reset would occur. Could it potentially happen that in between those days, the 30th and the 6th, that you didn't check your voicemails? [...1.9s] Um, [...0.8s] I did, I did not get the notification [...0.9s] that I had a voicemail [...0.7s] until the sixth, [...1.5s] and that, and that notification was to set up my voicemail. [...5.0s] So it's just a notification, um, saying, hey, set up your voicemail box, is that correct? Yeah, it was a voicemail telling me to set up my voicemail. [...1.9s] Alright, well, just wanna make sure, cause there's a difference between a notification, notification would just pop up on your screen, kind of, like a message, and a voicemail, of course, you would actually have to access your voicemail box. So we had a voicemail, it was a voicemail. It was a little, you know, the little icon that says voicemail. It tells you it's voicemail. I clicked on it, went over to voicemail, and it tell me, tell me to set up my voicemail [...0.8s] box. And I'm like, um, it's already set up well, apparently not. And the voicemails that you sent me, I never opened my voicemail after that day on April 6th, I have not opened my voicemail, so the voicemails you left me were also sent by a text transcription. [...1.3s] Okay, so what I'm hearing more, it's like, the visual voicemail app, it seems like that's where you're getting the notifications from, [...0.6s] not, not just, not just no, [...0.5s] the the, the notification about setting up my voicemail. That was not a text, [...0.6s] that was actually a voicemail. And I clicked on the voicemail icon to me to the voicemail system and it asked, it prompted me to set up my voicemail. After that, I got two voicemails from you, and I did not open voicemail. They were also transcribed into [...0.4s] text and sent to me by a deck. [...1.9s] The first time I heard your voicemail [...0.8s] was yesterday when I opened up your email and downloaded [...0.4s] the as [...0.5s] the, [...0.5s] the the audio files. That's the first time I've heard, like, actually heard through my ears your voicemail. I have not accessed my voicemail since [...0.5s] I accessed the voicemail on the 6th, and it prompted me to set up my voicemail, and I've just left voicemail alone stand. So when you left me voicemail, I didn't even bother to listen to it, because the, I also got the transcript [...0.4s] of the voicemail in a text, so I could read what your voicemail said. The only, the very first time I ever heard [...0.4s] the actual audio of your voicemail was yesterday when you attach them to your email. [...2.4s] Okay, no, no, thank you very much for letting me know on that. I know what the voicemails, um, they would do for receiving cryptid files, think it was a sick file. So I didn't have an opportunity review them whatsoever. We just send them to you right away. So I didn't know the contents of that, but it seems like [...0.4s] that was all they were able to recover. But I was trying to figure out what happened in regards to that because, yeah, I apologize. I know in the system, you know, when there's you know, changes to the rate plan, there's a note in there, but there's nothing specific saying, hey, there was a reset. I did kind of look through the notes to see, you know, when you're talking to a representative, I know there was a reconciliation [...0.5s] reset the account on the 30th. It was done twice. No, that was, that wasn't

no that was not a that was not a hard reset on the account. That was a date, a network reset, not an account reprovisioning. It was just a network reset data network reset, that was it. It was not [...0.8s] an account reprovisioning. No, so what I do see, I wanna let you know I'm going off the account memos. Okay, that just says, you know, a recon reconciliation reset of the customer's account. Now, of course, it doesn't show in our system, like, for example, the specific action when it's taken by the system. So regret fee, I can't tell you. Hey, this is exactly what they did, [...0.4s] potentially might have been of, you know, the second call, cause they did it again when you called back again, potentially might have reset it that time. Cause I was looking through the memos of May 7th when you reported the issue. And the secondary tier tech support was advising, you know, what it looks like they did reset it at that time. It should advise you of the changes, so I apologize. It looks like no potentially could have no, no, if they had, if they had reset the account provisioning [...0.5s] when they did the hard network reset, [...0.6s] I would have gotten the voicemail notice [...0.6s] that same day, not a week later. [...2.4s] It's automated, [...0.5s] it is automated it's automated if they had done a reprovisioning of the account, that prompt, that voicemail prompting me to set up my voicemail would have been sent on that day, not on the sixth. [...1.3s] Yeah, and for Griffey, that's not something I would be able to substantiate, cause I know also the system when it's reading, you know, the phone that you're using, it does take and take up to 72 hours to update. Okay, it doesn't mean two hours. I'm sorry, 72 hours is not seven days. No, it's not. [...2.1s] But I, I, I don't, I don't appreciate I do not appreciate you trying to gaslight me. I'm a tech person. Okay, just stop it. [...2.7s] Well, to clear up, like I said, there's no way in the system to tell exactly what occurred in regards to that. But we're just kind of going off the memos that well, intentions could have been a reason. If you are correct [...0.5s] in that [...0.8s] the, um, account was reprovisioned on the same day. A hard network reset was done, and the notification to, to set up [...0.5s] the voicemail [...0.4s] was sent seven days later. Then you got a really serious back instinct issue, dude. [...1.8s] No, no, I don't send the feedback to the appropriate challenge because like I said, that's not something that I'm aware of that you'll get an immediate notification, of course, you know, when you do set up, you know, a new line or anything like that, you might get a reminder, you know, to set up your voicemail elevator time. But yeah, my voicemail had been set up [...0.4s] since April of 2023. [...2.8s] No, and like I said, even looking at the account, [...0.6s] I'm sorry, I'm just sharing the details, you know, that I could find on there. But just to clarify, like I said, there's no way substantiate exactly, you know, when they reset it and what they made that change. Regretfully, I can't see that in the system. Okay, [...0.4s] deducing from the memos that I see, and, you know, tech support speaking on the 7, it potentially could have been caused by a reset done by the system on the 30th of April or, and that would mean, and that would indicate a severe [...0.8s] back and think issue if you didn't send the notice [...0.4s] for seven days [...1.3s] to, [...0.8s] to reset up the voicemail. But that is less likely than someone having manually gone in [...0.5s] and reprovision my account [...0.4s] in retaliation. [...3.3s] Definitely like I said, and like I said, I can't see exactly what it was done, but that's what we're estimating around, you know, what the seventh you know, that's what the tech actually wrote down on there. Um, so that's potentially one of things that could happen because we don't see the other things that happen, like for example, the cancellation of the line, a moving of the line, anything like that. So that's the only thing, you know, we come up with, okay, but definitely wanted to follow up, and I know when there is such a provision. If, you know, if they are deleted, regret me. The voicemails cannot be recovered. Okay, so [...0.4s] definitely we wanna see what we could do, you know, moving forward in regards to that. Um, because like I said, I apologize, there's nothing more I could do. I already sent up the request to recover the voicemails, and it seems they were able to recover what they can now. Well, what they discovered, what they recovered was, were voicemails that were left after [...0.6s] the, the account reprovisioning occurred. So they weren't, those weren't wiped because [...0.7s] the voicemail had already been wiped. So those were, those were [...0.5s] voicemails that were left after [...0.7s] the account was reprovisioned. [...3.5s] Yeah, and once the chain is, the change is done, um, like I said, recovery, they can't be recovered. So I apologize, they're deleted from the database. There's

no other option I have on there. I know they're usually only available for, only available for like 24 to 48 hours, and then it's gone. Yeah, [...0.6s] yes, I mean, just, kind of moving forward, you know, if there is an important [...0.5s] voicemail that you do have, especially with the visual voicemail app, it does give you the, I don't use, I don't use the visual voicemail app that's the thing I turned that off back in April 2023. I didn't, I don't use that and when you guys reprovision the account that was reactivated as default setting. [...2.2s] But what I'm advising you is that, you know what especially I understand, you know, there might be a port voicemail that comes out, and you might save it for later. You know, there is that option as well of saving. It has a backup and you could save it directly phone, and that is available the visual voicemail app. Like I said, I just want you to know for your convenience in case, you know, that's something that you may need in the future. Okay, [...0.7s] I won't be using t mobile in the future [...0.7s] as soon as I get my Verizon account set up, which will be [...0.4s] probably. They said [...0.4s] the phone will be delivered on the 28th. I'm leaving t mobile, you are losing [...0.4s] someone who's been with you since 2011, [...0.7s] someone who's bought multiple devices from you, someone with really excellent credit with you [...0.5s] over this issue. I have had it, [...0.4s] I have absolutely had it with you guys. And the, the main reason, the main reason I'm leaving is the condescension [...0.9s] and gaslighting. I bet I just, no, I cannot tolerate that. [...2.0s] No, no. And like I said, I regret the poor experience, but I definitely want you to know your feedback has not fallen on deaf ears. You know, I hate to lose you as a customer, but I definitely respect [...0.5s] your, you know, decision, definitely wanna make sure we're on the right foot as well. So even though I regret you leaving you to help you out with this, what I'm gonna do is I'm gonna clear up your balance. Your service is basically gonna be paid up until June 19th. You don't have to make any payment, so that way you have time, you know, to make changes. The only thing this does not cover is, for example, if you make any additional usage charger that are not covering a rape plant, or perhaps an example you make, you know, a long distance call, anything like that. Then of course, you still get a Bill with that. But I will take care of your charges because I definitely [...0.4s] truly regret the experience you had. Definitely not the norm, [...0.5s] but definitely also want you to know your feedback hasn't fallen on deaf years. And even though, [...0.5s] you know, might not follow up on that directly with you, I do wanna assure you that I will go ahead and start following up with the appropriate channels to make sure, you know that you understand what happened with the situation. Thank you. Um, yeah, I, I know this is probably not the norm, but nothing, nothing about my entire life is normal, not a thing. So this is, like, it, just this, this whole experience just part for the course [...0.4s] for my life. I mean, you would not believe how ridiculous my life is. Um, [...0.5s] but, [...0.7s] yeah, I just, I, I, I'm, I'm sad to leave but um, [...0.6s] I t mobile just gone down the tubes. I, I don't know why [...0.4s] you guys, your customer service has gone down the tube. I don't know why your, your infrastructure is going down the tube. I don't, really don't. Um, [...0.5s] but, you know, you guys have different priorities now than you've had in the past, and they don't, they don't align with my priorities anymore no, definitely regret that was not the experience used to, cause, yes, definitely, it's not magenta experience you've had over the years. But no, I wanna let you know, like I said that your feedback hasn't fallen on deaf years, especially I said I know that, you know, we won JD Pierre Power again [...0.6s] for best in customer care, however, that goes out the window with the experience you had. And like I said, even though that's a one off, definitely is not something that, you know, we want to occur. So that's why we'll send those additional feedback on there. Just rest assure that your account is zero balance. And if you do change your mind, or you have additional questions, you have eye contact details, feel free to reach out to me directly. Okay, alright, thank you. And, um, [...0.5s] and the only reason I've kept his phone on phone, the phone. I haven't closed my account is, you know, so that we can, you know, [...0.8s] um, wrap up our, our communication you know, together. And also because I'm gonna need this number active to do the, the 2FA when I change my phone number on all my business accounts. Um, [...0.7s] cause I got a new phone number too. Cause it's not just a t mobile issue with my phone, it's also [...0.7s] family, uh, harassment. They've been using Google Voice over rights to either bypass damn shield, [...0.4s] um, and harass me.

And [...1.5s] I just can't deal with it anymore. I'm terminally ill. I just, I don't have the band with [...0.5s] the deal with their interstate harassment, and law enforcement and legal services [...0.4s] don't want to even [...0.6s] touch it because it is [...0.5s] across state lines. And that's just too much work for them, I guess. So [...0.7s] I just rather just not deal with it at all. So I was going to get a new number with t mobile, but after this whole back all issue and the, and the account reprovisioning issue and, and then the customer service rep, like, being really [...0.7s] awful, um, [...0.7s] I just, I just can't stay with you guys no, no, I, I regret that, that happened. And Jesse, thank you very much for clarifying to that you won't be porting the number. I know they kind of went over the steps, but if that is the case, you know, what I can do is just to make sure that, you know, you don't even have to worry about following up. Um, you know, like I said, I hate to lose your customer, but I also wanna make sure, you know, I'm respectful to, you know your needs. And [...0.4s] if that's the decision you wanna take, make this as easy as possible for you. So did you want me to go on proactively schedule the cancellation for the 19th? That way you don't even have to call back to customer care to cancel the line. Um, [...0.6s] sure, that would be great. The [...0.7s] fewer things I have to do, the better. Cause my prognosis is September. And I am [...0.5s] trying to put all my focus [...0.5s] on, um, [...0.4s] self republishing my bad catalogue of my music [...0.6s] to leave a legacy. And every, every piece of friction that takes my attention away from that is [...0.5s] super frustrating. [...1.5s] Alright, well, definitely wanna [...0.5s] make it easier for you in one less step. So I will take care of it. So I'm proactively scheduling the cancellation for the end of the cycle, which is the 19th. Um, however, if you change your mind or need to do something, so you can reach out to me. And if I'm not available, I know you have my office hours. Make sure you call customer care, especially you still need that number in case of emergency, but that gives you some time, especially like you said, if there's a lot of accounts that have that two factor authentication. Because I also know that, [...0.5s] you know, it wasn't meant to be used as security feature riggy, but a lot of companies are doing that. So of course, if you don't access a certain account, if you don't change and update that phone number, you might not be able to get it later on. And after 30 days of cancellation, the number might get recycled. We may not be able to recover it. So I don't want you to go to that inconvenience. So I guess if something happens, change your mind, please feel free to reach out to us before the 19th. Okay, yeah, I will, uh, as soon as I get the, um, the Verizon phone activated, is supposed to arrive on the 28th. I'm gonna immediately give it to updating my phone number with all my accounts that, [...0.6s] um, to verify that I'm pretty. A lot of the businesses I use will want me to verify with the [...0.5s] current [...0.7s] phone number before they let me change [...0.9s] to the new phone number for two F a. And I don't, I don't, um, I use my phone number or my email address. I don't use any authentication app or [...0.4s] anything like that. So, um, yeah, I rely on my phone number or my email address or the two f a. [...2.3s] Okay, [...0.4s] but you are all set, so I already seen the changes. I mean, if you have access online you'll see the account is zero balance, and I schedule the cancellation. Did you have additional questions or concerns for me? Um, [...1.7s] no, I, um, [...0.5s] not really, just [...0.9s] just general, you just general questions like, why. I mean, I, I don't know if you know, [...0.7s] but why, why does [...1.0s] this changing direction with t mobile? I mean, you guys were so [...0.8s] customer centric [...0.7s] and now it seems like you're just all about marketing. [...3.9s] I know excellent question, and I'll be very transparent with you. I'm not sure of the change, and that's why I'll send the follow up the appropriate channels. Because seems like I said, I know it was some specific issues, you know, you have with the coverage we talked about that, you know, it's not specific to you coverage. You know, there's a lot of factors that maybe, like, [...0.6s] impact coverage in general and can impact the naughty customer anytime. So it wasn't specific to you. Now of course, you know the incident that happened in regards to, uh, you know, the representative. Definitely I said there was an opportunity better speak to that. Um, like I said, cause I'm not sure what occurred, but definitely I said once, you know, the feedback has been sent because it's not acceptable whatsoever. And then of course, that was just a snowball effect from there. Okay, yeah, you know, different customer care representatives we're trying to help you out, and we're resetting the

system for the memos that causes inconvenience for the voicemail. So it was just a voicemail effect, so it's not something intentional that say, hey, we're gonna do that to your customers. Like I said, and I apologize for the poor experience, but definitely it's not the norm. Yeah, um, what I mean by, um everything from being customer center to marketing, [...0.5s] the biggest, the biggest glaring thing is t life where you've moved all functional [...0.4s] apps like Scam Shield into the t life interface, and it's barely functional now. And because that t life is mostly about marketing, you know, I don't care about t Mobile Tuesdays. I don't care about the latest greatest phone [...0.5s] and any, whatever deal you have on that, I don't care about concerts, you know, I, I, I just want a functional tool. [...1.5s] No, no. Thank you for that feedback. And yeah, I mean, my understanding when they quit and centralize everything is just to be basically one app to take care of everything. So instead of going to Scam Shield, instead of going, you know, t Mobile Tuesdays, instead of going to the t life app, just to go ahead and look at your billing, go ahead and go and look at different app for deals. It was just one centralized space, so [...0.4s] one stop shop to make it more convenient for our customers. Of course, we're not done. That's always something that's involving. So [...0.4s] things are always changing, you know, with the AI assistance coming up as well. Like I said, there's more to look forward. So I regret, you know, those changes were not a positive, you know, experience for you. I know other customers love it. Like I said, everybody is different, but definitely appreciate your feedback and always continuous changing. I'm sure that the average customer loves it, [...0.6s] but, um, those of us who like to think for ourselves and if we need a tool, we'll use a specific tool. It wasn't a good experience for us, um, and it's not that we're resisted to change, like I, I am, I, I, I [...0.4s] was I was in college when when, um the whole internet thing started, you know, I was in, I was I was in computer classes I Learned from the ground, you know, I helped build this, [...0.6s] and it is just [...1.1s] it, it, I, I've kept up with check since I got my third my original certification. And it's not that I resisted to change cause I'm changing right along with it. But it's just, [...1.1s] I don't know, [...0.9s] I, I feel like, I feel like it's taking away autonomy I I feel like [...1.1s] the, the, not just t mobile, not just every, every business, everyone even, you know, the government is, like, treating people like, they can't think for themselves like that. They know better, and, you know, and it's just, I, [...0.7s] it's just really, [...1.2s] it's really kind of insulting. [...2.0s] No, no I appreciate your feedback on there. Like I said, [...0.4s] yeah, I hear that sometimes even, you know, with phones and operating systems and I know at the end of the day it's all to make it, you know, for an easier experience because sometimes as well, um, you know, maybe too many options as well makes it difficult. Like I said, when they look at things like this, it's for the overall experience for the majority of the customers. So I definitely regretted to design [...0.5s] future needs. But like I said, that's one thing I do like about t mobile is that it's always evolving. It's changing. There's been a lot of changes for good. Uh, but, yeah, definitely I know we're not done even with the network, with the things that are coming up as well. So definitely regret the experience, but I definitely appreciate the thing. That's the other thing, not just t mobile but every business [...0.5s] but the, [...0.5s] you know, the developers, they, they would seem to roll shit stuff out, [...0.5s] um, without any bug testing. Uh. They don't even offer anymore, like they used, used to, um, you know, letting [...0.4s] their, you know customers opt in debate at this thing. Now it's just every customers a beta test or you're just opted in, there's no opt out. And then when we call the report any bugs or glitches, you treat us like we don't know what we're talking about, which maybe most people don't. But some of us are tech savvy, some of us are [...0.4s] experienced, some of us have certifications, [...0.7s] but you treat us like we don't know what we're talking about. And that was part of the conversation with that text. I got [...1.0s] rude with me because she said, you know, I was telling her that this is a back wall issue. She said, [...0.5s] did you go to the tower and check it out or are you googling

this? And I said, [...0.4s] do I need to send you my third [...0.5s] for you to treat me with basic human decency? [...1.1s] Like, [...0.9s] like I don't have to go to the tower or Google to know how this works, [...2.0s] but, you know, just the Assumption is the customer is stupid [...1.5s] and I don't appreciate that. [...1.6s] No, no, definitely thank you very much for letting me know that and taking me through your

journey. Definitely that's not, you know, the experience we want you to have, because now we wanna hear our customers and see how we can improve the experience. Cause we know there's always opportunities and your feedback is gold and that's how you make the appropriate changes. I actually did receive an invitation [...0.4s] from t mobile there you guys had, um, user, um, forum, that was my invitation only and I did participate in that [...0.6s] for several months, [...0.5s] but then [...0.8s] there was some trolling going on and I contacted the admin of the forum and [...0.5s] reported it, and they did nothing and it kept happening and I said I, I don't have time for this, so I just quit. [...3.2s] No, definitely like I said, it's not the norm, but I really appreciate, you know, you're taking the additional time and let me know about that. You know, even though you won't be here, you know, t mobile, I mean, if you change your mind feel free to reach out to me. But like I said, rest assured, we got eyes on this as well, kind of, noting everything down and definitely will send that feedback to the appropriate channels as well. Okay, well, you know, when you're treating your customers as unpaid Q a, [...0.4s] um, [...1.1s] you might wanna, like, treat them with a little respect when they do call in and report a bug or a glitch. [...1.8s] No, no, definitely, okay, like I said, that's not the norm and that's our culture. So definitely I want you to know that, you know, we take that information very seriously. Okay, [...0.6s] thank you so much. Thank you for taking the time [...0.4s] to listen to me and, and thank you for [...0.9s] setting the account up for closure on June 19th. I appreciate that, [...0.4s] and [...0.6s] I appreciate you taking, you know, I mean, having the patience to listen to this distressed old lady. You can complain. I really do appreciate your time, and I hope you have a beautiful rest of your day. No, I appreciate your time and for having the patience, you know, while I look into this. You know, and [...0.5s] definitely, like I said, I regret the poor experience. But if something changes, doesn't work out, rest assured, like, you have my contact details and we're here with open arms as well. Okay, all right, thank you so much. You're very welcome. Okay, bye, bye, bye. [...4.5s] That's fucking bad. [...0.3s] [...0.3s]