

On October 24, 2019, my wife, Yaira Pacheco, and I, Jose L. Pacheco, visited the T-Mobile store at 1501 E. Osceola Pkwy, Kissimmee, FL 34744 to open a new account. Vania the representative and the Shift Assistant Manager worked together on our account.

When they pulled my information with my social security number they noticed an account already existed in Puerto Rico and that same account was in late standing. Upon knowledge of this I soon realized that was an old account I had under my name with my ex-wife, whom I had given account authorization so that she may be able to transfer in her name which she did not do. As you can see and understand what a terrible predicament this brought to my new marriage.

At once I asked the representative for my ex-wives phone number I contacted her immediately to ask about all the late payments and the reason why she had not transferred the account to her name. The ex-wife informed me that she would pay the account by Friday of the the same week and that before end of month she would transfer the account over to her name. The representative spoke to my ex-wife asking if she could make a payment, to which she refused. After the call I learned that my ex-wife had added new lines under my account, memory card, and a new phone. At the end of month my ex-wife did not again keep her promise and so I called T-Mobile in Puerto Rico to explain the situation, obtain the cancellation balance on the account, and not have to continue to deal with this because I had another account in FL, USA. On November 1, 2018, I re-visited the TMobile Store on Osceola Pkwy, and apart from explaining again to the shift representative I asked the representative to contact TMobile in Puerto Rico to request the final balance, pay the balance, and cancel the entire account to include everything. The representative explains that there was a recent purchase during the summer time which again was the "memory card", the phone, and explained the prorated charges. I want to emphasize that there were 2 additional items that belonged to different numbers under the same account, it should be understandable that if I request a cancellation and payoff on my account that it means the "Entire Account". I paid a total of \$341.19 to cancel "the account" with everything included.

On January 22, 2019 I received a letter on behalf of TMobile dated January 17, 2019 and account #944501584 with a balance of \$329.78 notifying me and threatening me that if I did not make a payment that it would be reported to the credit bureau. After reading this letter I proceeded to contact T-Mobile and once information was confirmed I was transferred to customer service in Puerto Rico. Now imagine the predicament in my relationship of an account that should have been resolved and dissolved last year yet comes back again!

At approximately 2045 hr I was transferred to PR and once I explained my situation the representative hung up on me. I called back and this time I spoke to Miss Angelica . Angelica understood what I explained to her, inclusive she confirmed the system stated that on November 1, 2018 I called for the balance on the account, to cancel the account, and that payment information was exchanged. She also added that the payments were broken down in this manner, \$236.24, \$34.98, and \$69.97 but that I had to call the next day because that department was already closed for the night and for me to call between the hours of 0900 and 1900 the Account and Finance Department.

On January 23, 2019 at approximately 0921hr, I was able to communicate with T-Mobile once more and requested to be transferred to PR. I was transferred to the Hispanic Division with representative Stevens Mouse, once again investigates the situation, transfers me to Mrs. Carmen with an employee #311809. Once more I explain the situation and she indicates that they need to conduct an investigation and would later communicate with me. The call ended at approximately 1012 hr. At nearly 3 hours and 51 minutes of hard investigation, at approximately 1203 hr Mrs. Carmen returned my call and indicated that a Supervisor listened to the November call where I solicited cancellation on the account but that I didn't solicit a cancellation of all the numbers on the account and for that reason those accounts were in limbo since November. Now if the Supervisor listened to the entire call where I explained it was causing problems in my relationship and ultimately I wanted to pay and cancel the account since this account in PR was causing problems where I reside in FL, USA.

What I can understand of nearly a 4 hour investigation is that it has been accepted as a joke and a disrespect to the consumer and that the intentions of the company is to strangle and infringe the consumer. It is my understanding that humans err, but T-Mobile employees do not like to accept their mistakes and in the end it is the client who is forced to pay for unjust charges and worse report them to the Credit Bureau, which in my case I am in the process of buying a new home and could potentially affect the sale and to my knowledge the majority of the consumers would prefer to pay than contract a lawyer and therefore you abuse from their disabilities.

I only have one more location left to send this letter

T-Mobile Executive Customer Relation

PO BOX 191957

San Juan, PR 00919-1957

Where possibly they will offer a mediocre situation.

My name is Jose L. Pacheco and I am still an actual T-Mobile client with contact number 321-900-2406.

Email: JLPacheco2008@gmail.com

Mail Address: 4122 High Plains Lane

Kissimmee, FL 34744