IN REGARDS TO SPRINT ACCOUNT 856679972

Account opened on June 29, 2016

Account Closed 8/28/2017

This account was opened after Verizon let us out of a wireless contract due to very poor service coverage in our area. We opened this account at the Sprint store that was located in the Susquehanna Valley Mall near to our home.

The 3 young men in the store assured us excellent coverage in our area even though the map showed that it was “iffy”. They highly recommended using Wi-Fi to enhance our service. They then enrolled us on highest data plan they offered and “gave” us a Free tablet and a Free pocket wi-fi. A few months later my husband visited the store to ask why our bill was so high. They couldn’t answer even though they even logged directly into our account to see why. The bill would fluctuate from $200 to $500 or more with no explanation.

After poring over the bill, the extreme plan was noticed and dropped to the least amount of data yet the bill didn’t seem to drop much.

August 28th, 2017, we switched to AT&T with perfect coverage in our area. On September 13th, it was noticed that one of the phone numbers was shown with both Sprint and AT&T. Sprint says that it has a “future” porting date. That is wrong. It was ported the week before when the phones were received. That particular number, 570-244-8718, was activated on AT&T service September 3rd. Yet, 10 days later, Sprint is still billing us for that number even though it is on an AT&T phone and account.

There was also a tablet, an iPad Air, and the pocket wi-fi that remain on the Sprint account. Monthly payments for those three items, total $24.50 a month. The only problem with that is that the pocket wi-fi is totally unusable since we left Sprint. They will not take it back.

The tablets can be used on wi-fi only, yet they REQUIRE a data plan on them that we DO NOT WANT OR NEED. That’s illegal to charge for something that someone does not want or need. If it’s not, it definitely should be.

In the past year, we were told by customer service to “go to our local store”. It was closed with no warning and the nearest location to go to is an hour away. That doesn’t fit into our schedule.

IN SUMMARY, what we want is for Sprint to allow us to pay the remaining payments on the tablet and iPad Air; for Sprint to take back the useless pocket wi-fi; credit for the charges for the phone line that was ported out to AT&T on September 3rd (the other 3 numbers ported as expected, this one they left hang to port at a future date); and to NOT be required to have any data plan on the tablets.

This could or should also be made into a class action lawsuit since this illegal action is affecting many many others as well.

Sincerely,

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