

I am a t-mobile customer, I recently called them about a \$400.00 phone bill I received. I asked for help to review my bill, after the rep helped me with that she stated to me that the charges are valid. I then explained to her that I could not afford to pay this, and that it would be best to cut off the phone so that charges would not continue to accrue. She then asked me to hold for a specialist, the specialist then began to offer me all these promotions for being a loyal customer and talking about then appreciating me. The specialist told me that in order for me to take advantage of the promos that she was going to transfer me for conformation, she placed me on hold and an automated system came on the line and asked me to put in my phone number for conformation and thank you for accepting the terms for a 2yr extension. I was in shock, as soon as the rep came back on the line, I told her that I did not want a 2yr extension and that she NEVER mentioned it to me, that the offer she claimed to give me was for being a loyal customer, and not for wanting a new contract. She then became very sarcastic and rude and started saying that what did I expect, that I was calling for all this help and credits and that I had to agree to a 2yr contract for them to give me any type of help. I expressed to her that I was bothered by her attitude and that I wanted to speak to a supervisor to file a complaint, because, I had not called and requested all these offers, that she was the one who offered them and then tried to trick me into another contract. I feel like this is something that should not be tolerated, it is disgustingZ!Z!!!