

I am a senior citizen and served in the Military. I am on a fixed income and collecting a social security fixed income. I was declared to have a permanent disability. My complaint is against Safe Link which gives me 64 min of free air service a month. I had accumulated over 240 min of credit minutes. Then I lost or had the phone stolen from me. I contacted the company by phone and I was told that if I purchased a new phone that my hours that I accumulated would be credited. My concern at the time was to be assured that my hours would be credited. I was assured of this twice each one a different representative of safe link. So I ordered a phone (Tracphone order no 4234008 my PO 3267363-Shipping date 2010 21.19. 08-09) The amt was for 21.19 When I activated the phone they said I lost min and only gave me 10 min. I got ripped off for the price of the phone but I lost my accumulated minutes. This is not Right. It is a consumer rip off. Ronald Albaitis person filing the complaint my accumulated