

I recently got a bill from T-Mobile that would definitely qualify as bill shock. My normal \$80 or so bill was now \$656! I've been trying to buy a home for the past 6 months and I've been nearing close for the past 1.5 months. Well my minutes have skyrocketed. I didn't receive any notification via text, cell, or email. I just was blindsided by this new bill. When I looked back online at my previous bills, I noted that they were creeping up slowly over the last 6 months. The bills were in the \$100-\$180. This higher one obviously caught my attention but the others while higher than normal didn't. I thought maybe I missed a payment and just paid it without thinking twice to keep my account in good standing. I've been a t-mobile customer for almost 10 years now. Tmobile customer care was somewhat sympathetic but told me that an adjustment could only be made to my current billing cycle. For \$5/mo I could get unlimited minutes. I asked what my \$656 bill would have been, and they told me about \$80. Incredible! The customer representative said that I've been too good of a customer and my lack of complaining probably hurt me otherwise they would have noticed. Now, in addition to the stress of buying a new home, I have the stress of paying a shocking bill!