

Mr Philipp Humm sent out a personal letter to the valued customers thanking us for standing by tmobile at this time. heres my feeling about Mr Humm.

I have absolutely no faith in the words of this man. This is the same Phillip Humm, who at this time last year was saying how T-Mobile is going to take the fight to the competition, especially AT&T, and T-Mobile will become a force to be reckoned with.. only to announce a couple of months later that T- Mobile is going to be sold to AT&T?! I firmly believe that Humm has zero integrity and will sell out T- Mobile USA at the first good opportunity. Until then, T-mobile will continue to follow a policy of fast money grabs and locking customers into contracts where they have no choice but to take the reaming that T-Mobile will surely give them? I really hope that I?m wrong and Humm takes the JDP loss to heart and fixes this broken machine, but at this point I have no reason to believe otherwise.

To be honest, I can?t figure out why Humm still has a job. I mean seriously, in the time that he?s run this company, he?s flushed it down the toilet; record-breaking churn and going from the top of customer service to the bottom? In One YEAR?!! C?mon, if you performed this miserably at your job, wouldn?t you be sh!t-canned in a heartbeat?!!