

Cellular fraud: JW Wireless Chain Store (KR Wireless) in Torrance, CA

I would like to report you about bad Cellular phone company; JW Wireless Chain Store (KR Wireless) in Torrance, CA.

I made 2 years Cellular phone contract (TEL: 310-947-9349) with JW Wireless Chain Store (KR Wireless) in Torrance, CA on 11/04/2009.

It is Verizon Cellular Phone, and Japanese Sales woman, Maki of this company gave me their business card; JW Wireless with Verizon Logo.

But, their contract application and Credit Card Authorization Form is not JW Wireless but KR Wireless ( Monthly payment \$15 only).

Address of business card is 1735 W. Carson St., #B, Torrance, CA 90501 TEL: 310-320-0140.

After several months, my cellular phone sometimes did not work.

Although I claimed Verizon 611 in Cellular phone, a person in charge of Verizon Wireless told me that Verizon had no my Account No.1166800.

As I was so upset, I called JW Wireless Chain Store (KR Wireless) in Torrance, CA.

But, the line was for FAX machine.

They already has moved other place from above address.

After I searched other JW Wireless Stores by Internet, I called and asked them about JW Wireless Chain Store (KR Wireless) in Torrance, CA.

But, they did not know about it.

After I tried to look for this company, I finally looked for new address; 1757 W Carson St., #J, Torrance, CA 90501 TEL: 310-320-0140.

I asked Japanese Sales woman Maki to claim my trouble.

As Cellular phone sometimes did not work (I did not use it more than 1 year), and I called her to cancel my 2 years contract (11/04/2009 ~) on 11/04/2011.

But, they did not cancel, and they sent me crazy bill statement \$135.16 (10/25/2011) by eMail (krwirelessbill@gmail.com).

As I was upset, I called.

But, the line was not Voice but Fax.

I drop by their new Torrance Store on 11/10/2011. Store was closed.

So, I was trying to call thier FAX line (TEL: 310-320-0140) over and over.

I finally could talk to Japanese sales woman Maki last December, and asked her that I would like to cancel, or change Telephone company from KR Wireless to Docomo USA by Number Portability.

She told me tat I could change Telephone company by Number Portability (TEL: 310-947-9349).

New Telephone company Docomo USA; 21515 Western Ave., Torrance, CA 90501 TEL: 310-782-8522 had been trying to do Number Portability from KR Wireless several times.

But, it is impossible for them to do that.

So, I called Japanese Sales woman Maki of JW Wireless Chain Store (KR Wireless) in Torrance, CA.

But, their TEL: 310-320-0140 was disconnected.

White paper on the front door said that please call 714-436-1392 if emergency call.

After I called TEL: 714-436-1392, the line was for FAX machine.

But, I tried to call over and over.

I finally could talk Japanese Sales woman Maki, and asked her what's happened and my status.

Her explanation was that she would inform her boss because she was only sales person.

Although I has been waiting for her call back, she never replied me any more.

They also had moved other address (They have gone !!)

They also sent me another bill statements \$425.88 (3/26/2012 and 4/18/2012) by eMail (krwirelessbill@gmail.com).

Thanks

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