

Complaint about "straight talk" phone service ! I purchased a straight talk phone and airtime minutes, supposed to be automatically renewed every 30 days, was promised a certain amount of minutes per month and coverage in my area. But ...every month they need to re program the phone and it takes several days (during which the phone is not working) and they will deduct the days and unsuccessful trail calls from your plan and not reimburse you for it. Each month I got promised by one of the very many representatives that they randomly connect you to, that they will fix and refund, but they never did !!! They also promised every time to fix the issue (re program my phone) instantly and never did !!! Had me always wait 12 + hrs to make another call and another call...and another call to another incompetent representative ! They also refused to connect me to superiors/managers and refused to give me their Employee Nrs., so that I had no way of knowing with whom I was talking to at the many various times in different offshore locations. I've wasted full 6-7 hrs. on the phone every month after they need to re program the phone. Just want to let other people know about the problem and warn them not to buy straight talk phones or services, as on total cancellation they don't refund your money !!! You are totally out of luck !!!