

COMPLAINT ACTIVITY REPORT Case # 90181888**BBB of Southeast Florida & the Caribbean**

Consumer Info: Waldrip, David Virginia
 2302 Waverly Parkway
 Opelika, AL 36801
 334 707-9069 334 707-9069
 waldrip.david@att.net

Business Info: TracFone Wireless, Inc.
 800 876-5753

Location Involved: (Same as above)

Consumer's Original Complaint :

I need a fedex air-bill to ship my dad phone. Aris Tater Gave me a ticket number # 1059987732 he said that there are two ways to ship the air bill. Email or physical. I chose Physical because I do not have a printer. I talked to him on 11/14/12. I talked to another representative today he said that I need to print the email. I do not have a printer.He had to talk to a supervisor about this issue. Please send me a fedex air-bill package.I purchased a phone from straight talk and purchase insurance. I called straight talk and they said that they will give me an air bill but I have not received it. I have been out of his cell phone for 6 weeks. I called the BBB.I NEED MY CELL PHONE FOR MY JOB.The BBB case #90180143 Is for reference. My service day expires 12/3/12.My phone is not working and I loss my minutes due to this.I called the FCC about this issue.

Product_Or_Service: LG //All You Need
 Account_Number: 334-707-3961

Consumer's Desired Resolution:

DesiredSettlementID: Other (Requires Explanation)Refund Minutes and Replace the phone

BBB Processing

12/06/2012	web	BBB	Case Received by BBB
12/12/2012	VG	BBB	Case Reviewed by BBB - Member
12/12/2012	Otto	EMAIL	Send Acknowledgement to Consumer - Member
12/12/2012	Otto	EMAIL	Notify Business of Dispute - Member