

The lifeline program has a good intention; however, there are some people who have applied to the program, and receive broken cell phones or don't receive them at all. It seems like reachout wireless assumes that whenever they send a phone, it would automatically be delivered. Sometimes that is not the case or after one of the customer service representatives perform a series of troubleshooting finding the battery broken, requests another battery to be delivered, and the battery never arrives. Customer service employees take their time asking questions about information that they have. I would like to know how do you do to hire those people that are working for reachout wireless.