

**T-Mobile:** We have received your information and will connect you with a T-Mobile Chat Specialist soon.

**Reiner V:** Hi, Jonathan.

**Reiner V:** Please, feel free to tell me how may I assist you.

You: can you check on my order [REDACTED]

You: Having trouble accessing it online

**Reiner V:** I can definitely check this for you.

You: Thanks

**Reiner V:** I am accessing your acct. right now.

You: Thanks

**Reiner V:** You're most welcome, I am on your order right now. It is on backordered status. Please, feel free to ask me questions regarding your order

You: Do you know Est ship

**Reiner V:** We've had numerous customers with back orders when it came to iPhone 6 due to its high public demand, the estimated delivery date will be from 4 to 5 weeks from September 19 (iPhone 6 release) based on where the order is on the queue. To be fair, it will be delivered on a first come first serve basis. The good news is that we would definitely not charge your credit card unless this specific device ships out, so it is not to late to cancel the order if you're not willing to wait I sincerely apologize for the long delay. However, you have our commitment that we will do our best to get our iPhone 6s stock with Apple at the time we have committed.

You: I ordered on day 1 I dont want to wait 6 weeks

**Reiner V:** Me too, at the end of the day, I am a customer too.

**Reiner V:** As your fellow customer, I would like to give you a heads up on the possible Estimated time of arrival (ETA) of your phone.

You: Thanks

**Reiner V:** You're most welcome, we are committed to deliver your phone at the time we promised. Failure is not an option.

You: Also I am concerned that I was not given a overnight option only ground. Others were able to get overnight and Saturday delivery options

**Reiner V:** May I know where did you get the detail that overnight delivery is an available option?

**Reiner V:** Our iPhone 6 are available for ground shipping.

You: Online on day 1 I tried to Jump ect but it did not work it failed over so I had to wait till I got off then went to the store and after a hour and a half of them trying I got my order in but only ground was available

You: When I was online I had a option for \$24.99 Saturday Delivery and \$14.99 Overnight

**Reiner V:** Ground is the available option for shipping. I sincerely apologize you saw those options however, in case you went through with that. Your delivery will be via ground. At that time we are correcting our system.

You: Other people got overnight why can't I?

**Reiner V:** No worries, you can surely check our higher options for this with our Telesales Team.

**Reiner V:** I really would love to complete this for you at my level of support. However, chat exposes financial details. This process involves discussion of this matter. The security of your info is of utmost importance to us that's why we need to talk to you personally over the phone. Don't hesitate to contact our Telesales at 1-800-866-2453

You: When will the system update shipping dates ect? Mutiple customers have delivery and shipping dates but I do not. Also Jump customers have jumped in front of me But I was unable to jump So I had to place my order a different way to get it in now I may not receive my phone for Weeks I do not understand this.

**Reiner V:** It will update when your order starts to ship. We will surely notified you through your email or via text regarding your order status.

You: You never answered me with this information( As your fellow customer. I would like to give you a heads up on the possible Estimated time of arrival (ETA) of your phone)

**Reiner V:** The ETA is 4 -5 weeks. This also applies for JUMP customers.

**Reiner V:** This is the estimated time of delivery for all first day orders.

**Reiner V:** Actually this is the earliest ETA available.

You: SO people who placed there order on day one in 30 minutes are waiting 5 weeks?

You: 4-5 weeks

You: That seems unreasonable

**Reiner V:** I sincerely apologize for the inconvenience.

You: Verizon have already started shipping orders

You: When my order was placed it said my anticipated date was 9-19-14 it did not say my order was backordered.

**Reiner V:** It is good that Verizon have started to shipping orders. However, iPhone 6 is set to release on the 19th. I find it hard to believe. However, I believe what you say.

**Reiner V:** That's why we acknowledge your power to cancel your order anytime if you are not willing to wait.

**Reiner V:** This is why we are giving you a heads up.

**You:** It is posted all over the internet and I have seen the tracking numbers personally there items have shipped and will be held for delivery on the 19th

**Reiner V:** That's awesome. I believe you.

**You:** So the system told me that it would be available for me on the 19th now you are telling me 4-5 weeks

**You:** and I feel you are being rude.

**Reiner V:** You are most entitled to your perception if I am being rude or courteous I respect that. I would just like to assure you of your options. I am really sorry if you are feeling that way. Our iPhone 6s will start to be processed on the 19th, like I said earlier

**You:** I understand that you get these questions 1000 times a day but at the end I am still a customer and deserve to know correct answers.

**You:** You are not even speaking of the correct phone

**You:** The 6s does not exist

**You:** it is the 6 Plus

**You:** That makes me feel I am being mislead

**Reiner V:** The iPhone 6s is the the plural form of our iPhone 6. I am really sorry if you feel being mislead by that.

**Reiner V:** I know you are ordering a 6 Plus.

**Reiner V:** Yes, this is the same ETA for the 6 Plus.

**You:** Does Tmobile even have any stock yet?

**You:** Or are you guy's waiting on shipments's

**You:** Shipment's

**Reiner V:** We have secured our stocks from Apple.

**Reiner V:** We are now awaiting its arrival on our warehouse so that we can process the shipping. I am really sorry about the advisements that the phone will start to ship on the 19th online. We will surely update this for you when your order starts to ship.

**You:** I was told in store that the phone's will start shipping on 9-18-19 and be on door steps the next day.

**You:** So i Pre Order a week early and get mine after walk in's for the store that does not seem right

**Reiner V:** I believe you were told about that. I am really sorry you were advised this.

**You:** If it ships on the 19th I won't have it on launch day

**You:** What is the purpose of Pre order then?

**Reiner V:** I surely understand your point. I am a customer too. However, you have our commitment to deliver the order within 4 to 5 weeks.

**You:** Will all models be available in store on the 19th or 16GB models only

**You:** I could have went with ATT or Verizon and got mines on launch

**Reiner V:** I absolutely understand that. You are most welcome to take advantage of the best option for your order. I will do the same if I were on your position. In case you are not willing to wait that long we respect your power to cancel the order if you are not willing wait.

**You:** You are basically telling me I can leave Tmobile no problem for you huh?

**Reiner V:** We highly value your business, Jonathan.

**Reiner V:** I am just setting proper expectations, regarding your iPhone 6 Plus order.

**You:** Well I don't see how your website crashes I cant place a order tried to call in and get my shipping fixed no luck I can't get any ETA dates Which I need because I am going out of Town you let Jump customers skip me after not even allowing me to jump

**You:** I do not feel valued

**Reiner V:** I am really sorry for the inconvenience. However, as much as I want to have your order arrive on the release date I am unable to guarantee you that.

**Reiner V:** It is very easy for me to say that however, I choose to give my fellow customer a heads up regarding the ETA of their phone.

**Reiner V:** I believe you are most entitled to transparency.

**You:** 4-5 weeks on Launch day is pretty outrageous

**Reiner V:** Within 4 to 5 weeks after Launch date to be exact.

**Reiner V:** The exact ETA will be sent to you once the order ships.

**You:** So how will I know I have to wait 4 weeks if no one tells me

You: I can't just be waiting around for weeks without any kind of heads up as to your order will be leaving on this date ect

**Reiner V:** We are setting proper expectations, that the ETA is based on where the order is on the queue.

You: When the order ships it should not take but maybe a few days so If I wait till it ships and it ships in 4 weeks I was not given a heads up at all

**Reiner V:** The ETA for first day order JUMP or not may arrive within 4 to 5 weeks.

You: Are you still taking pre orders?

**Reiner V:** At the moment the exact ETA is not yet available because the shipping are yet to be completed. Yes, we are still taking preorders.

You: Is there any model not on back order for weeks?

You: When will pre orders get cut off?

**Reiner V:** Both iPhone 6 and G Plus are on back order. The Preorder will stop on the 19th.

You: Every color model and Gb variation are currently on back order?

You: That is 18 variations between the two

**Reiner V:** That's true, Jonathan.

You: Wow

**Reiner V:** This is due to the high demand of the phone.

**Reiner V:** However, I would like to assure you that we are securing our stock with Apple for all this orders.

**Reiner V:** We know how important it is for us to deliver as we promised.

You: Securing stock for the 19th is Every customer's concern

**Reiner V:** Exactly, I agree with you, I also have an order. Then again as a first day order you have our commitment to have your order delivered within 4 to 5 weeks.

You: I bet you get yours on launch

**Reiner V:** I don't have JUMP.

You: Your spot should be given up to the valuable customers

You: Along with any other Tmobile Worker

**Reiner V:** Furthermore, you made yours on the first day. I made mine on the 13th.

You: Im sure you will still get yours

**Reiner V:** Yes, I will be happy to give my spot however, I am on the back of the queue.

You: How do you know?

**Reiner V:** Because I placed my order on the 13th.

You: I would be happy if you cancelled your order for someone else to have that would show true dedication.

**Reiner V:** Preorder started on the 12th.

**Reiner V:** Oh sure, I also have the power to cancel my order if I am not willing to wait.

**Reiner V:** On the 12th, I don't have enough funds for the order. That's why I ordered on the 13th. I would like to assure you that you have our commitment to get your phone delivered within 4 to 5 weeks.

**Reiner V:** This will be based on a first come first serve basis.

**Reiner V:** Your follow up question is more than welcome, just let me know about it.

You: Man Tmobile doesn't even pay you enough what a shame.Well Thanks for Trying I appreciate it Have a nice day. Enjoy your phone when you get it

**Reiner V:** I am the breadwinner. I have to manage my finances. You have our commitment to deliver as we promised.

**Reiner V:** We highly value your business with T-Mobile, Jonathan. Have a good one!

*The agent has exited the chat. Thank you for chatting with us today.*