

From: noreply@sprint.com
Subject: Your Sprint Chat Transcript
Date: September 13, 2016 at 4:00 AM
To: [REDACTED]

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Thank you for speaking with us today

A complete transcript of your Web Chat is below. Should you have further questions, feel free to contact us again over the web.

Your Web Chat transcript

Chat ID: 743190522531115854
DATE/TIME: 2016-09-13 02:33:59

Your chat transcript:

Alex Miller : I apologize for the error with your order code. May I please assist you in finding the status of your order?

You : Yes, please [REDACTED]

Alex Miller : Hello and thank you for contacting Sprint!

Alex Miller : Navigating away from Sprint.com may cause you to lose connection with the chat.

Alex Miller : I would be happy to check on the status of your order.

Alex Miller : I was able to locate your order. Before we continue, I will need to authenticate your account. The following questions are designed to prevent unauthorized access to your account.

Alex Miller : May I have your account PIN please?

Alex Miller : Your account PIN would be 6-10 digits (numbers) and would have been selected when starting your Sprint service.

You : Thank you. I have another one to check as well. Both are showing the message "We're sorry, the number you entered did not match our records."

You : PIN XXXXXXX

Alex Miller : Thank you. One moment please while I review your information.

Alex Miller : Both of them are fine in the system.

Alex Miller : [REDACTED] will be shipped by 9/30

You : Are they both showing the same ship date?

Alex Miller : [REDACTED] will be shipped by 9/30

Alex Miller : Yes that is correct.

You : Ok, thank you. Any idea when the order status website will start showing the correct information?

Alex Miller : Most likely in a few days time in order for the website to be updated with the huge numbers of order we currently have.

Alex Miller : Is there anything else I can assist you with today?

You : That's what I was thinking. I'll keep checking for updates periodically. Thank you for your assistance. You've been the most helpful of anyone I've recently dealt with at Sprint while trying to upgrade these two lines. It's been a nightmare dealing with two different people over the phone, neither of which knew anything about what they were talking about.

Alex Miller : I'm sorry that happened.

You : Thank you, though it's not your fault. I was very tempted to switch to Verizon or AT&T over the frustrations this year.

Alex Miller : I understand how frustrated you must be.

Alex Miller : I can assure you it was a one time inconvenience.

You : I hope so. The people working the phones for order processing need better training, or access to accurate account information. The last one I spoke to told me the two lines on 24 month financing couldn't be upgraded unless I paid off the phones in full, which was completely wrong. Neither knew of the waived \$30 upgrade charge for phone-in orders, which the website clearly states.

Alex Miller : Yes the 30 dollar fee will be waived because it applies to all online orders.

Alex Miller : And yes there was no need for a full payment of the lines.

You : Correct. I tried to explain that to her, as those two lines are on the Family Plan with unlimited data, which enables 12 month upgrades. She kept arguing with me, stating I didn't know what I was talking about.

Alex Miller : I am sorry about this.

You : Thank you. Again, not your fault. If there's any way you can pass along this conversation to someone who may be able to better train those working phones, it would be greatly appreciated.

Alex Miller : But in the end I saw the order was placed correctly.

Alex Miller : Sure thing.

Alex Miller : Absolutely!

Alex Miller : Thank you for choosing [Sprint](#).

You : The order was only placed correctly because I upgraded them online, but I had to do each one separately, as the website kept showing errors depending on which version of the iPhone 7 Plus was added to the cart.

Alex Miller : I see, it was a very stressful time for the website since there were millions of pre orders placed at the same time.

You : I believe that. Thank you again for your assistance. I hope the phone sales staff is better trained for next year, or Sprint could face losing customers.

Alex Miller : IO will escalate the situation to be looked into.

You : Thank you. You've been great. Have a great morning!

Alex Miller : My name is Alex Miller and it has been a pleasure assisting you. Have a great day.

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