

18:07, Mar 9

You: Hi I want to enquire about adding the new free magenta max line

18:07, Mar 9

T-Mobile: Hi there! T-Mobile's Virtual Assistant here! 🙋

18:07, Mar 9

T-Mobile: Let's work on your request.

18:07, Mar 9

T-Mobile: << Sent Rich Content >>

18:07, Mar 9

You: Yes, I am a customer!

18:07, Mar 9

T-Mobile: << Sent Rich Content >>

18:08, Mar 9

T-Mobile: << Sent Rich Content >>

18:08, Mar 9

You: Transfer to a live Expert

18:08, Mar 9

T-Mobile: << Sent Rich Content >>

18:08, Mar 9

You: Transfer to a live Expert

18:08, Mar 9

T-Mobile: Transferirlo a uno de nuestros expertos en vivo que estará con usted lo antes posible Debido a el volumen de mensajes, el tiempo de espera es más alto de lo normal. Puede continuar esperando o puede utilizar nuestras opciones de autoservicio en MyT-Mobile.com o la aplicación T-Mobile. T-Mobile puede almacenar este mensaje. Más información en t-mo.co/Privacy.

18:08, Mar 9

You: Hi I want to enquire about adding the new free magenta max line

18:12, Mar 9

You: hi?

18:13, Mar 9

Sam: Hi Vannia, this is Sam from T-Mobile, I'm here to help. Let's partner together to get this resolved.

18:13, Mar 9

You: Hi Sam

18:16, Mar 9

Sam: The account has 7 lines on Magenta Max Plan charging \$290 w/ AutoPay / \$325 Regular when you add a line then for 8 lines it will be: \$320 w/ AutoPay / \$360 Regular

18:17, Mar 9

You: I only have have 5 phone lines for 136

18:18, Mar 9

Sam: My bad 2 are home internet lines.

18:18, Mar 9

You: correct :)

18:18, Mar 9

Sam: Thank you, today was rough for me.

18:19, Mar 9

You: Sorry to hear that sam :(

18:19, Mar 9

You: Hopefully you get out soon

18:19, Mar 9

You: I am looking for the free voice line on max please

18:20, Mar 9

Sam: Thank you for the support. I am checking the details for you. Please allow me some moment :)

18:22, Mar 9

Sam: Existing Magenta MAX, 2 or more paid voice lines and no existing free lines can activate a new voice line and get the line FREE via monthly bill credits when they BYOD or purchase at FRP.

18:23, Mar 9

Sam: Do you want to add the line for you?

18:23, Mar 9

You: yes please

18:25, Mar 9

Sam: Thank you for confirmation.

18:26, Mar 9

Sam: So you want a physical sim for the new line or you want update on a device

18:27, Mar 9

You: physical please

18:27, Mar 9

Sam: thank you for confirmation.

18:32, Mar 9

Sam: Please help me with the email id?

18:32, Mar 9

You: vmejialucana@hotmail.com

18:32, Mar 9

Sam: I have sent a one time pin please help me with that.

18:35, Mar 9

You: nothing yet

18:37, Mar 9

Sam: Please check once more on line ending #3869

18:38, Mar 9

You: it was a pin or email

18:39, Mar 9

Sam: It's a pin sent on #3869

18:40, Mar 9

You: can you send to the one with 1454 or 3066 that 3869 was offline

18:41, Mar 9

Sam: Yes sure allow me some moments.

18:41, Mar 9

Sam: Sent the code to #1454

18:42, Mar 9

You: 058636

18:42, Mar 9

Sam: Thank you :)

18:43, Mar 9

Sam: Please help me with the card details.

18:43, Mar 9

T-Mobile: << Sent Rich Content >>

18:44, Mar 9

T-Mobile: Form Submitted

18:46, Mar 9

Sam: Thank you for the details.

18:46, Mar 9

Sam: Thanks, Your order has been received and is currently being processed.

18:48, Mar 9

Sam: Apart from this is there anything I can do to make your experience better with T-Mobile today?

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You: That would be it is there a confirmation number for this line?

18:51, Mar 9

Sam: No there would be confirmation you will receive in email regarding that.

18:51, Mar 9

You: Perfect! :)

18:51, Mar 9

Sam: Also when the SIM arrives contact us back to activate the sim

18:52, Mar 9

Sam: Now we are all set for today Vannia ,.

18:52, Mar 9

You: Perfect Thank you so much, hope you have a great rest of your day :)