

Virgin Mobile: Welcome to chat. Let's connect you with a live agent. To start, could you tell us your name?

You: Hi can you connect me to

Logan: Hello, thanks for visiting VirginMobile.ca . How may I provide you with excellent service today?

You: EZ71679/fRANCIS

Logan: One moment please

Logan has left the chat

You are being transferred, please hold...

Agent Francis enters chat

Francis: Hello, thanks for visiting VirginMobile.ca . How may I provide you with excellent service today?

You: SORRY about before

You: Unfortunately chat was disconnected

Francis: No worries!

You: Address was changed

You: we updated address

You: can i use same address

You: now

Francis: Give me a moment

Francis: Yes It's there

Francis: I just need to validate before adding a new line. This is for the

security of your account. I will send a Text to your Virgin mobile number and you just have to share it in this chat. Please let me know your preferred number to which I should be sending a text

You: 5142135674

You: is the number

Francis: The SMS has been sent. Kindly confirm the passcode you are getting?

You: yeah its 72048

Francis: This is correct. Thank you!

Francis: And now please keep your driver's license and credit card handy.

You: okey

Francis: The SMS has been sent. Kindly confirm the passcode you are getting?

Francis: Sorry for the wrong typo***

You: ohh okey

You: NP

Francis: Thank you

Francis: What color do you prefer? we have Black and Silver.

You: Silver would be better

Francis: Before starting the order, let me take you through the "Terms and

Conditions". This is a legal requirement and I thank you for your patience and understanding. I'm going to confirm the order which I am about to place.

Please note that this transcript, along with the information I will provide below can be printed for your reference The Samsung Galaxy S21 Ultra 5G 128GB is \$2050.00, in sweet Pay you will be paying the upfront of \$850.00, monthly installment for the device is \$33.34+

tax Plan cost \$45+Taxes, Now lets proceed to the plan. The Minimum Monthly charge for this plan is

\$78.34mo + taxes The Minimum Monthly Charge includes the following

- Unlimited anytime Canada-wide minutes
- Unlimited world-wide text from Canada
- Unlimited picture messaging to Canada and US
- Call Display, Voice mail and 3-way calling
- 5 GB data And \$100 as upfront discount And \$5 off for 24 months.

\$143 bill credit it will credit in your account in 2nd or 3rd month And I can also provide you 1000 International Long distance minutes as a Free special promotion to certain countries like, Australia, Bangladesh, China, Germany, HongKong, India, Italy, Mexico, Taiwan, UK. If you exceed the usage allowed in your rate plan or change plans, additional charges may apply. Please visit

virginmobile.ca/en/members-lounge for your charges when your Device arrives. You may also have selected additional features or add-ons, explained in greater detail below.

Those charges will be added to your Minimum Monthly Charge and set out in your "Total Monthly Charge" section of your Critical Information Summary, which will be sent to you when your device is shipped to you. There will be a 911 fee for this service. It will be \$0.46+tax The commitment period you have selected is 24 months, beginning on your start date (the date the device is shipped to you – usually within 7-10 business days). Your service will continue month-to-month after your end date. You will find your start date, end date and commitment period set

out in your Critical Information Summary that is shipped with your device. The Activation fee of \$45 you will pay on your first month bill and Activation fee of \$45 credited in 2nd or 3rd month If you have any further questions about your Virgin Mobility Service or your Agreement, we'd be happy to help. Contact us anytime online at virginmobile.ca/en/members-lounge. Our mailing address is: 720 King Street West, Suite 905, Toronto, ON M5V 2T3. Do you agree to the Terms of Service?

You: okk i understand all

You: 5\$ for 24 months

You: so plan would be 40

Francis: Yes

You: so can we pay now & how long will it take for you to ship mobile

You: can i use my mobile number

Francis: You mean 5142135674 this one?

You: no 2nd line

You: 4383891113

You: i mean new number for new mobile(2nd line)

Francis: Yes As of now we have completed an order with a dummy number. As soon as you get the device , please call our phone support team.They will help you get the number ported.

You: you mean i can use same number right(4383891113)

You: is this number eligible for port

Francis: Yes It is eligible

You: fine

You: thats good

Francis: Do you agree to the Terms of Service?

You: yes i am

Francis: Great. Thank You! Let me quickly start the process of creating an order for you.

You: yaa sure i am waiting

Francis: Please conform your mail, mabhinavbunny@gmail.com?

You: yes

Francis: I hope you go the link.

Francis: Passcode 5352

Francis: Please enter your driver's license details now.

You: ya i am

You: entering

You: so one last time

You: 750 upfront & 40+33.34 for device 188 credit back at 2nd or 3rd

cycle right

Francis: \$40+ tax and \$33.34 + tax
Yes you are right

You: ya i enterd details

Francis: Thank you

You: ^

Francis: Is your billing and shipping
address were same right?

You: u mean

You: 1-3355 boul lasalle

Francis: Yes

You: is this one or any another

You: yaa same

Francis: ABHINAV is your middle
name right?

You: nothing like that

You: Durga Abhinav

You: Mudduchetty(Last name)

Francis: Great!

You: do i have to pay now or upfront
amount or in bill

Francis: You will paying now itself.

You: Ya can we proceed now

You: can we use my friend card

Francis: I am sorry no, I have already informed him, regarding this.

You: Ya ok fine

You: should i share details now

Francis: I will send the form again.

Francis: Before that, Would you like to get Smartcare protection plan for the device at \$18 per month to protect the device from any manufacturing defect, theft, accidental damage and liquid spillage. In case of any such events, you have an option to get a brand new replacement phone

You: nah i am good

Francis: It will be very effective to retain your brand new device ! And you are free to opt it out anytime like next month also you can remove it

You: if i take home internet will i get any off any plan or device

Francis: No we don't have that kind of offers

You: okk i dont need any protection plan if u send me form

You: so i can close the deal

Francis: I hope you got the for now.

Francis: Passcode 8518

Francis: Please enter your credit card

detail in that form.

You: done

Francis: Perfect!

You: 750 right

Francis: I would like to inform that our activation process asks for a regular Canadian credit card. The Credit Card should be in your name. Can I get the following details from your Credit Card? Credit Card Type Expiry Date on the Credit Card Credit card holder name, And CVV number?

Francis: Yes \$750+ tax

You: yaa we have given same one

You: D MUDDUCHETTY

You: VISA

You: 02/23

You: 999

Francis: D MUDDUCHETTY just to conform, this is how your name comes in credit card right?

You: YES

Francis: Thank you Durga

Francis: Shall I charge \$ 862.31? tax included

You: Taxes seems so high

Francis: Yes, Even you can also check with Tax calculator.

You: okk go ahead

Francis: Now that we have completed the order, you will need to contact our Validation team at 1-800-509-9904 now and give the account number : 534273721. This is for the security of your account. It is very important that you make the call now. This order will not be processed unless the verification is complete. Don't worry. We will make sure you get a call from our back end in some time. By any chance, if you miss the call, please get back to chat immediately. We will help you further. Validation is a simple process and it takes less than a minute to complete.

Francis: Please call them now.

You: with any number

Francis: Yes.

You: i am on call

You: with her are we done

You: when will be i am receiving my mobile & sim

Francis: It takes normally 5-7 business days

Francis: Due to Covid-19 related circumstances, our shipping partners have informed us of delays that may affect your delivery. In appreciation of your patience and understanding

You: okk sure

You: what about sim

You: do i have to call again activate sim

Francis: As of now we have completed an order with a dummy number. As soon as you get the device , please call at this number : 1 888 921-4710.They will help you get the number ported.

You: yaa okk she put me on hold its been like 5 min

You: if i got any issues with credit back amount 188 or monthly whom should i contcat

Francis: It will be credited in 2nd or 3rd month for sure.

You: monthly with taxes 84.3 right

Francis: \$84.33 tax included.

You: fine

You: are we done now

Francis: Did you completed validation call?

You: still verfimyng my details

Francis: Alright,let me know once you done with them.

You: yaa done

Francis: Please ask them to update the notes.

You: they said they are down

You: done hang up my call

You: are you there

Francis: Yes I am here

Francis: Checking the notes.

You: okk sure

Francis: Congratulations! Your order is done!The order number is 118938880

Francis: Ordering and Shipment takes 7-10 business days to complete. You will receive an email confirmation of your order once the shipment starts. That email provides full details of your shipment including the tracking number to track the device through Canada Post.

You: okk sure thanks a lot

Francis: For any assistance (or) information related to this order and shipment, please get back to me through the same chat support. As this order is completed through chat, we will have complete information about this order and its shipment status. You can just come back to chat and ask for my ID EZ71679.

Francis: As of now we have completed an order with a dummy number. As soon as you get the device , please call at this number : 1 888 921-4710.They will help you get the number ported.

Francis: I hope I have answered all your questions. Do you have any

questions in your mind? I will be glad to answer those.

You: Nah i am good saving chat

You: if i have any questions any realted i will contact you back thanks

You: thanks a lot for the help & time

Francis: Thank you for placing an order with me. I am sure you will enjoy our services. I'd also like to make sure that you're completely satisfied with the support I offered.

You: Thanks a lot

You: have a nce day

Francis: It was wonderful chatting with you. Thank you once again for choosing Virgin Mobile. You have a great day!

You: thank you