

Info: Welcome to T-Mobile, home of the largest 5G network in America! 🙌 I'm T-Mobile's Virtual Assistant.

How can I help you today?

17:48, Nov 24

You: Hi

17:48, Nov 24

T-Mobile: Great, I'll connect you with one of our live Sales Experts – they'll be right with you!

17:48, Nov 24

You: Ok

17:48, Nov 24

Jaimielee: Welcome to Tmobile. My name is Jaimielee and I will be assisting you today. Who do I have the pleasure of speaking with?

17:49, Nov 24

You: Hi This is Chiranjeevi

17:49, Nov 24

Jaimielee: Nice to meet you! How can I help you today?

17:50, Nov 24

You: [PNG]

17:51, Nov 24

You: [PNG]

17:51, Nov 24

You: I want to understand more about this

17:52, Nov 24

You: Need your help to understand better

17:52, Nov 24

You: there?

17:53, Nov 24

Jaimielee: Yes how many lines do you want? 3?

17:53, Nov 24

You: yes

17:54, Nov 24

Jaimielee: To see if I can get you a discount on the plan, are you part of the military or a first responder ?

17:54, Nov 24

You: no

17:54, Nov 24

You: You able to see the images I sent?

17:56, Nov 24

Jaimielee: No problem! The Magenta plan includes you unlimited talk, text, and high-speed data with all the taxes and fees included in the monthly charge. Also unlimited hotspot, a basic netflix account, scam block & great travel benefits. For only \$120 with autopay, because we have the 3rd line on us. I saw the images. You want the new iphone 12.

17:56, Nov 24

Jaimielee: Today we have 2 different promotions

17:57, Nov 24

You: ok pls explain

17:58, Nov 24

Jaimielee: We have the trade in promotion: If you trade an eligible iphone we can give you up to \$950 (depending on the model is the amount you will receive via bill credits).

17:58, Nov 24

Jaimielee: Also the buy one get the 2nd with \$730 off. This one does not require a trade in.

17:59, Nov 24

Jaimielee: The first step is doing a credit check. Is it ok if I send you the security form so that you can fill in the information?

18:00, Nov 24

You: From the above images after I selected my phones for trade in along with plan I got \$140/m and one time payment of \$79.99

18:01, Nov 24

You: \$140 - includes plan and mobile monthly payment for 3 devices?

18:03, Nov 24

Jaimielee: What are the phones that are you going to trade?

18:03, Nov 24

You: please check the images I sent once

18:03, Nov 24

You: 2 iphone xs max and 1 iphone 7 plus

18:04, Nov 24

Jaimielee: The monthly payment of the phone & today payment will be determinate by your credit. The \$140 is the service plan alone. And the \$79.99 is an estimate of the downpayment today.

18:05, Nov 24

You: ok so there will be another bill for mobiles ?

18:06, Nov 24

Jaimielee: For the iphone 7 plus we can give you up to: \$530 off divided in 24 or 30 months depending on your credit. And for the XS MAX you can get up to \$950 off.

18:07, Nov 24

Jaimielee: Your promotional credits will be paid out for the full term of the financing program with no means to speed up their payout. Additionally, if you cancel service prior to the full 24 or 30 months, any remaining promotional credits may stop.

18:07, Nov 24

You: but for 3 lines you said service plan is \$120 but here it is showing \$140

18:07, Nov 24

Jaimielee: The regular price is \$140 but today we have the 3rd line on us.

18:08, Nov 24

Jaimielee: So it's \$120 with autopay.

18:08, Nov 24

You: with the trade in may I know the estimate for the 3 devices please

18:09, Nov 24

You: apart from plan

18:11, Nov 24

Jaimielee: If you qualified for the \$0 downpayment and trade your phones in good conditions and paid off is going to be \$120 for the service plan, \$10 for the iphone 12 and \$5 for each iphone 12 pro max.

18:11, Nov 24

Jaimielee: This prices may change after the credit check.

18:12, Nov 24

You: Is it a soft or hard credit check

18:13, Nov 24

Jaimielee: It's a hard inquiry. But not like a credit card, car or home.