

Participant

privacy. T-Mobile accessibility care customer service. This is Terry. How may I help you?

You

Hi terry, good morning this is Robert Hanson calling from grizzly medicine. I am uh, trying to reach out to uh, Sarah, to touch base with her real quick. I've got a couple of questions, given that the exact thing I, I'm sorry, Samantha, given that the exact thing that I had originally requested, when I established my business as service with y'all, and was discriminated against and refused, is now offered through my account in the T-Life application. But I'm still waiting on legal to finish reviewing my case, and that's how confusing it is to me, too. if that makes any sense.

Participant

hm, okay. Well, give me just a

You

Thank

Participant

moment.

You

you.

Participant

Let me see what I can find on your issue. What is your last name,

You

Hansen,

Participant

Robert?

You

H A N S O N, my organization is grisly medicine, where, in case you don't remember, we spoke about a week or so ago, I've been dealing with Samantha. We are a EMS technologist organization working on AI research, ethical applications, for emergency services and pre-hospital emergency medicine. And when I 1st signed up my service with you guys, as a retired 1st responder and veteran and a disabled individual that is now a small business owner, I had asked due to my credit issues being a direct result of having been homeless while I was waiting on my approval from SSI, or on the Social Security administration, to approve my disability several years ago. I went through a 33

month period of homelessness. You unfortunately, while waiting on approval, do not have a way to pay rent. And if you don't pay rent, they don't let you keep living somewhere, um, and that will ultimately just obliterate any credit you ever had. I had asked the T-Mobile experience store manager originally, if they would please make a modification to y'all's credit policy, not that I was asking that they give me anything for free, but that due to my, uh, credit being a direct impact of my disability and waiting on the approval, could we waive the actual deposit and just let me, pay the device out, like anybody else, so that one, I could have the medical tools that I had already been using for a very long time, up until earlier this year, when, unfortunately, my 14 year old thought it was okay to lose my watch, and my hands are bad, and I dropped my phone constantly, and my most recent, uh, iPhone 15 Pro Max ended up broken, and I just simply did not have a way to repair it. That was a part of why I originally established my service with T-Mobile for my company. Uh, the manager at the experience store not only did not even consider that. He proceeded to publicly humiliate me while comparing what I had asked for to walking into Walmart and demanding a free television from the electronics department because I got hurt at work. And that's how he worded it, which was infuriating, to say the least, and humiliating. So, a

Participant  
Right.

You  
month later, I'm sitting on

Participant  
Right.

You  
waiting to hear something from y'all about any of this, and I'm also getting notifications to my T life app, how I qualify for this, and I qualify for that. and I qualify for this, and then I qualify for that. And sure enough, there is the exact device that I had originally been trying to get and everything else, and no, I'm still waiting to hear from legal about it all. A little frustrated.

Participant  
All right, hold on. I'm reading over your,

You  
You're

Participant  
the

You  
fine.

Participant  
notes

You  
Honestly,

Participant  
hold, hold on.

You  
kind of hoping we can finally get all of this resolved. That's, I've been waiting to resolve this the whole time, because one thing that, actually, I mentioned to Samantha last time that she and I spoke was, while I completely understand why a legal department would kind of try to drag the defeat as much as possible about all of this, I, professionally speaking, totally did that. from the personal perspective, My wife uses this as justification for some of the pretty shitty treatment that she levies on me. And while that's not necessarily anybody's fault, other than just me putting up with her, it's still sending a pretty clear message to her when the company I said had an employee discriminate against my disabilities, has outwardly done absolutely nothing to indicate that they agree with me in any shape, form, or fashion. and I'm still just sitting here. and that actually does upset me a little bit, because I still did bring y'all my business, and I'm trying really hard to see if we can find some reasonable way through all of that.

Participant  
Right. Well done.

You  
Okay. Uh oh. Just see, people, please. Yes, it's a box.

Participant  
Okay, I'm gonna have to check and see where they are on this issue. I've read your notes and and I can add some of the stuff that you've said today to those um. What's a good number for you?

You  
Uh, the one that I have with y'all, it's my only number, actually, uh, 682, 469-9088, And really, I'm, I want to be really clear. I'm not trying to be a problem or a hard ass for anybody at all. Like I said, professionally speaking, I get it. The ADA is a very complicated and nuanced thing. and I'm citing precedent that is accurate, but being applied in a very different way. My organization, my business,

my company, I created, grizzly medicine, is also a very different organization, trying to tackle a problem that nobody in our society is ready for yet, artificial intelligence, and the actual ethics of putting it in the field real time with providers running calls. So there's a lot of just how do we all navigate through any of this. while I'm trying to work out hardware and technology with y'all for just being able to develop my systems on the platforms that regular responders will be able to use. I also have to deal with all of the regulatory costs and the cloud compute associated with it. So, I get where most people would see it as, hey, they're asking for a deposit. You're a small company. Yeah, you're disabled. Yeah, you've got maybe a leg to stand on. Maybe you don't. I don't really know, but whatever. just pay the damn deposit and be done with it. And frankly, that's not a possible path for me because I can't continue development, paying cloud compute, and everything else, and fighting discrimination, and this, and that, I mean, eventually, it's like, dude, does somebody want to help pitch in here to, this problem affects everybody on the planet, and nobody's immune from having to call 911? It's a little overwhelming and frustrating at times.

Participant

Alright, give me just a moment.

You

Okay.

Participant

I'm just pulling up your account so I can verify your information. hold on.

You

Okay. I think my first bill just posted too, because I noticed I had one earlier. I get paid hopefully today or tomorrow. plan on knocking that out real quick.

Participant

This is a slow system to open up. Sorry,

You

Oh, you're fine.

Participant

it's still working

You

Honey,

Participant

on it.

You

I'm trying to develop one of the most advanced platforms there is off of a decade old iMac. Believe me, I get computers slowing down and hanging up. perfectly fine.

Participant

Thank you. What's the name on the account?

You

Uh, Robert Hansen, it's for my company, grizzly medicine.

Participant

One moment. All right. I am going to check into this further. I've seen all the notes that I don't see a, uh, complete resolution, so I will have to get back to you. Is there a good time I can call you later?

You

Anytime today, I will be awake until probably about 3 a.m. and I actually would be incredibly grateful if you were able to get back through me today because, like I said, this kind of been dragging out.

Participant

Well, wh- I don't know if I will be able to give you the resolution, but I can check into it and

You

Well, it would

Participant

uh

You

be nice to get something

Participant

get more

You

considering,

Participant

information.

You

again, like I said, after being discriminated against by a manager at a T-Mobile experience store while bringing my company's business to your company and having asked as a disabled individual, can we use the ADA here for a reasonable accommodation, I'm now getting notifications in my account through y'all's application. that I qualify for the device that I wanted to get originally, But now it's after the fact and, well, all the fun that's been had of waiting for this to get dealt with by the legal department in the course of the last month. It's like I said, slightly frustrating.

Participant

I'm sorry, what what is your disability exactly?

You

First of all, I'm not sure why you're asking that, but I have multiple, starting with, I have a dramatic brain injury.

Participant

Okay.

You

I'm neurodivergent, I am on the spectrum. I have borderline personality disorder, post-traumatic stress disorder, complex post-traumatic stress disorder, ADHD, OCD, I have 2 spinal injuries. I have arthritis in my hips, neuropathy throughout my feet, and difficulty with my hands due to nerve damage from 20 years of starting IVs multiple times a day. I'm not unintelligent. I'm just injured and trying to move on with my life, like everybody else.

Participant

You're right I'm sorry. All right. I will get back with you later today.

You

I sure do appreciate it.

Participant

okay?

You

You have a good one. Bye,

Participant

Thank you, you too.

You  
bye.

Participant  
Bye-bye.