

Chat with us

You are on a secure session with a Sprint Specialist.  System 2:15:25 PM

Session ID: [REDACTED] Connected to sprint-ap1.cnxchat.com

 System 2:15:25 PM

Session ID: [REDACTED]

 Candy Beauchamp 2:15:25 PM

Initial Question/Comment: problem with CSR and Customer Retention, unsatisfied customer

 System 2:15:40 PM

If you are chatting today for Technical Support, please call (888) 211-4727.

 System 2:15:55 PM

If you are a corporate business customer and need assistance with your account, please call (888) 788-4727.

 System 2:16:10 PM

Thank you for waiting. At Sprint, we take your account security seriously; please be prepared to provide your account PIN or security answer. If you haven't created them yet, please visit Sprint.com/pin.

 System 2:16:25 PM

Thanks for your patience. We look forward to chatting with you.

 System 2:16:35 PM

While you wait, did you know you can check usage or review your account balance online? It's fast, easy and available 24 hours a day, 7 days a week.

 System 2:16:51 PM

Simply visit Sprint.com and sign into your account for a usage summary. Please continue to wait; the next available specialist will be with you shortly.

 System 2:17:07 PM

Thank you for waiting. We will be with you as soon as possible. Did you know that you can pay your bill online at Sprint.com?

 System 2:17:17 PM

Visit Sprint.com/paybill and sign into your account. Online bill pay is fast, easy and available 24 hours a day. We appreciate your patience.

 System 2:17:17 PM

Frank D has joined this session!

 System 2:17:17 PM

Connected with Frank D

 System 2:17:17 PM

Thank you for contacting Sprint. My name is Frank D. In order to better assist you; may I please have your first and last name?

 Candy Beauchamp 2:17:22 PM

Acct # [REDACTED]
Tom & Candace Beauchamp

 Candy Beauchamp 2:17:30 PM

My name is Candace Beauchamp.

 Frank D 2:17:48 PM

How may I assist you today ?

 Candy Beauchamp 2:17:50 PM

I have already explained this to four different representatives, so I wrote it all out and I figure at this point, I'll just point you to my blog entry about this problem:
<http://beauchampfamily.com/2009/11/what-happened-to-sprint-customer-service-seeking-opinions/>

The bottom line is that I want this termination fee credited off of my account. That's all. I don't want

another credit or another line or anything. Just do what you said you would do and it's all good. (That seems to be the question your CSRs ask and then proceed to tell me basically "too bad" - which is really sad).

I'm a 14 year customer of Sprint. What would YOU do if you were me? It's not fair to ask me to pay that fee when I didn't do anything wrong. I followed the instructions given to me by your Customer Retention department. I was loyal to you. Where's the reciprocal loyalty to me, the customer?

 Frank D 2:19:14 PM

I am happy to assist you with locating that information.

 Frank D 2:19:14 PM

For account security and verification, may I please have the 6-10 digit PIN number on your account?

 Candy Beauchamp 2:19:24 PM

[REDACTED]

 Frank D 2:20:10 PM

One moment please.

 Frank D 2:21:06 PM

I show here that you cancelled line 0852 and was charged an early termination fee of \$190.00 is this the issue you are chatting with me today about ?

 Candy Beauchamp 2:21:19 PM

Sort of

 Candy Beauchamp 2:21:47 PM

I canceled the phone, the 2 year old phone. Apparently that translates to phone numbers, which I had switched. The link I provided to you explains that NO ONE said not to change the stupid phone number, otherwise I wouldn't have.

 Candy Beauchamp 2:21:53 PM

This is ridiculous, honestly.

 Frank D 2:22:57 PM

One moment please.

 Frank D 2:25:15 PM

Thank you for your patience, I will have that information shortly.

 Frank D 2:28:47 PM

I appreciate your continued patience. I am still researching this issue for you.

 Frank D 2:32:12 PM

Thank you,. I have familiarized myself with the situation via your blog post.

 Frank D 2:32:17 PM

One moment please.

 Frank D 2:34:12 PM

Thank you. I show here that your contract for line 0852 was from 06/21/2009 to 06/20/2011 and you cancelled this line on 11/08/2009 which triggered this prorated early termination fee per your contract of \$190.00

 Candy Beauchamp 2:34:24 PM

bangs head on keyboard

 Candy Beauchamp 2:34:53 PM

I canceled the Centro. It was 2 years old. It was not under contract. I realize I switched the phone numbers. YOUR CSRs did not tell me not to do that.

 Candy Beauchamp 2:34:59 PM

I feel like a parrot.

 Frank D 2:37:37 PM

Please note that your last contract for line [REDACTED] 0852 was 06/21/2009 to 06/20/2011 May I ask if this is correct per your records ?

-  Candy Beauchamp 2:38:28 PM
No. That contract was for the 2nd pre phone, the [REDACTED] 2255 phone. The [REDACTED] 0852 as for the Centro phone, which was 2 years old.
-  Frank D 2:40:03 PM
May I ask per your records when the last contract for line 0852 was initiated as I do show here that you cancelled in the middle of your contract
-  Candy Beauchamp 2:40:19 PM
OMG
-  Candy Beauchamp 2:41:31 PM
See, here's the problem.... I switched the phone numbers on the phones. The phone I disconnected was the 2 year old one. I guess you guys go by phone number not phone serial #? Whatever, it's not my fault your people didn't tell me. Look, if you aren't able to help me, just say so. Especially if I'm wasting my time and yours.
-  Frank D 2:44:24 PM
I apologize for the confusion as Your contract dates and devices though usually related are not directly affective of each other, in other words, although your device on line [REDACTED] 0852 may have been a relatively older phone, I show here that the contract on that line was 06/21/2009 to 06/20/2011 and you cancelled in the midst of your contract thus triggering an early termination fee. May I ask how I am able to resolve this issue for you today ?
-  Candy Beauchamp 2:44:38 PM
Easy.
-  Candy Beauchamp 2:44:46 PM
Reverse the termination fee as I still have two lines.
-  Frank D 2:45:59 PM
I apologize as I am unable to credit this early termination fee as I show here that this is a valid charge as a result of the cancellation of your line requested by you before your contract had reached maturity
-  Candy Beauchamp 2:47:32 PM
Does it really matter THAT much to you guys which "phone number" I canceled that you are willing to lose a customer of 14 years over it? Had YOUR people told me not to switch the phone numbers, it would have been fine, but they failed to do that. Either way, I would have canceled a line. You aren't losing anything here except possibly a customer. And why do you reps ask what you can do to resolve this and say "oh, sorry, we can't do that?"
-  Frank D 2:50:05 PM
I understand how you feel and I am sorry for the inconvenience, I would ask that you contact our account services team at 1800-639-6111 for the possibility of other options in resolving this issue for you as I am unauthorized to credit this charge to you
-  Candy Beauchamp 2:50:54 PM
I've already called them. Do you have a corporate office email address or perhaps a fax number that I can send this to as even your customer retention department is willing to lose a 14 year customer over a credit that, had your CSRs handled correctly in the first place, wouldn't have happened anyway. It's insane.
-  Frank D 2:52:25 PM
One moment please.
-  Frank D 2:54:36 PM
Frank D pushes page, <http://search.sprint.com/inquiraapp/contact.jsp>
-  Frank D 2:54:56 PM
Please use this link to submit an e-mail correspondence
-  Candy Beauchamp 2:55:10 PM
I've already sent that in, that is just going to go another CSR who obviously isn't understanding the issue. No fax number? Odd.

-  Frank D 2:55:56 PM
One moment please.
-  Frank D 2:56:46 PM
Thank you. Please utilize these available contact methods
-  Frank D 2:56:46 PM
Frank D pushes page, <http://sprint.com/contactus/>
-  Candy Beauchamp 2:57:06 PM
No fax #? Hmm... very odd, okay... thanks - will a copy of this chat be emailed to me?
-  Frank D 2:58:16 PM
Thank you. You are able to print out a copy of this chat or reference it with its id which is [REDACTED]