



gold wolves <kylekbell@gmail.com>

(no subject)**gold wolves** <kylekbell@gmail.com>
To: Kyle Bell <kylekbell@gmail.com>

Tue, Oct 6, 2020 at 10:58 AM

On Tue, Sep 1, 2020 at 11:17 AM gold wolves <kylekbell@gmail.com> wrote:

Great news! The standard \$35 prepaid activation fee is waived with your order today! How can I help you?

I want to switch my whole family over to verizon. But I want whatever deals you have

Read

You at 10:27, Sep 1:

You are being connected with an agent for further assistance.

Info at 10:27, Sep 1:

Hello !

Cierra at 10:28, Sep 1:

Hello. Do you have any promotions?

Read

You at 10:28, Sep 1:

I would be more than happy to help you out today with starting services with the nation's best carrier!

Cierra at 10:30, Sep 1:

How many lines are you considering bringing over to Verizon?

Cierra at 10:30, Sep 1:

4

Read

You at 10:30, Sep 1:

2 adults 2 kids

Read

You at 10:30, Sep 1:

I have 2 watches as well

Read

You at 10:30, Sep 1:

Awesome !! are we looking to bring our devices over or get new ones ?

Cierra at 10:31, Sep 1:

Bring them over

Read

You at 10:31, Sep ..

Great !! are you also porting your numbers over?

Cierra at 10:32, Sep 1:

Yes. Watches I dont need to port numbers
Read

You at 10:32, Sep 1:

No problem !

Cierra at 10:36, Sep 1:

you will get \$350 giftcard per line !

Cierra at 10:36, Sep 1:

Shall we get started :)?

Cierra at 10:37, Sep 1:

Sounds good!!
Read

You at 10:37, Sep 1:

Do you know a monthly cost
Read

You at 10:37, Sep 1:

Did you want unlimited or shared data ? you will just pay for plan :)

Cierra at 10:38, Sep 1:

Unlimited
Read

You at 10:38, Sep 1:

I will need a phone for my youngest child. I have the other 3 phones
Read

You at 10:38, Sep 1:

we have start unlimited for 4 lines \$35 per line

Cierra at 10:39, Sep 1:

with autopay

Cierra at 10:39, Sep 1:

What do you need from me to get started? I have 3 imei numbers. No watch
info
Read

You at 10:39, Sep 1:

We will start with that credit check , what i will do is add the devices today and we can add the watches later

Cierra at 10:41, Sep 1:

ok
Read

You at 10:42, Sep 1:



<https://inspicio.verizonwireless.com/mobile/indexChat.html?p=CHAT-f1477778-ad2e-4c;MICQhjRIOuU1DhrGVOynfg&q=Y&u=y&i=S#/billingcredit>

Cierra at 10:42, Sep 1:

click above :)

Cierra at 10:42, Sep 1:

Got it !

Cierra at 10:45, Sep 1:

ok
Read

You at 10:45, Sep 1:

What number are we porting for line 1?

Cierra at 10:45, Sep 1:

4103496761
Read

You at 10:45, Sep 1:

Line 2?

Cierra at 10:46, Sep 1:

4439920300
Read

You at 10:47, Sep 1:

Line 3?

Cierra at 10:48, Sep 1:

9047290796
Read

You at 10:48, Sep 1:

And 4?:)

Cierra at 10:49, Sep 1:

9044155308 and this one I will need a new phone. Iphone if possible. Cheap.
Shes only 10
Read

You at 10:50, Sep 1:

iphone se ?:)

Cierra at 10:51, Sep 1:

How much is that?
Read

You at 10:51, Sep 1:

Get this device free! New line on Unlimited required.

Cierra at 10:52, Sep 1:

perfer
Read

You at 10:53, Sep 1:

iMei number for line 1 ?

Cierra at 10:53, Sep 1:

353891107502358
Read

You at 10:53, Sep 1:

send with dashes or spaces , the system blurs out the number for security reasons

Cierra at 10:54, Sep 1:

35 389110 737866 8
Read

You at 10:55, Sep 1:

Perfect !

Cierra at 10:55, Sep 1:

Line 2 ?

Cierra at 10:56, Sep 1:

35 389610 760045 8
Read

You at 10:56, Sep 1:

And 3?:)

Cierra at 10:56, Sep 1:

35 310510 311949 1
Read

You at 10:56, Sep 1:

Awesome !!!

Cierra at 10:58, Sep 1:

iphone se for that last line ,what color would you like ?:))

Cierra at 10:58, Sep 1:

Rose?
Read

You at 10:59, Sep 1:

Comes in red , black or white ?

Cierra at 11:00, Sep 1:

white
Read

You at 11:00, Sep 1:

perfect !

Cierra at 11:03, Sep 1:



Before we work on finishing your order, what phone number and email address would you like your order notifications sent to?

Cierra at 11:05, Sep 1:

are you there ?

Cierra at 11:07, Sep 1:

410 349 6761
Read

You at 11:08, Sep 1:

kylekbell@gmail.com
Read

You at 11:08, Sep 1:

Shipping address?

Cierra at 11:09, Sep 1:

90 Leclerc Court St augustine 32095
Read

You at 11:09, Sep 1:

Total due today
\$0.00

Cierra at 11:09, Sep 1:

Total due today
\$26.00

Cierra at 11:10, Sep 1:

sorry about that !

Cierra at 11:10, Sep 1:

ok
Read

You at 11:10, Sep 1:

\$196.66
Est. New Monthly

Cierra at 11:10, Sep 1:

ok
Read

You at 11:11, Sep 1:

if you enroll in autopay you will save \$10 per line on that monthly :)

Cierra at 11:11, Sep 1:

Now that we have reviewed the applicable disclosures with your order, are there any questions or concerns before we start the payment process?

Cierra at 11:11, Sep 1:

no questions
Read

You at 11:12, Sep 1:

Let me grab you that payment link so we can go ahead and get the new phone and sims cards ready to be shipped !

Cierra at 11:12, Sep 1:

<https://inspicio.verizonwireless.com/mobile/indexChat.html?p=CHAT-f1477778-ad2e-4c;Hzt7ReVtHFp9HqgA--7MWQ&o=vtkubujKnrcLI3TnFV3qbQ&q=Y&u=y&i=S#/cardinalPayment>

Cierra at 11:12, Sep 1:

click above :)

Cierra at 11:13, Sep 1:

Now, you'll need to sign the Terms & Conditions. It will come up on your screen if you've left the window open or I can also send you a link to complete it.

Cierra at 11:14, Sep 1:

Once you have reviewed the Terms & Conditions, please use your mouse to sign so that we can complete your order.

Cierra at 11:14, Sep 1:

Thank you for placing your order with me today! 😊 You'll be getting an email confirmation soon, and your order number is _151123_ .

Cierra at 11:15, Sep 1:

Thank you
Read

You at 11:15, Sep 1:

Order number: 151123
Location code: Q374001

Cierra at 11:15, Sep 1:

is there anything further i can assist you with today ? :)

Cierra at 11:16, Sep 1:

nope. I'm good
Read

You at 11:16, Sep 1:

It has been my pleasure assisting you today! Have an amazing day! Thanks for being the best part of Verizon! :)

Cierra at 11:16, Sep 1:

Thank you for chatting with Verizon! Please click the [X] or 'End Chat' in the upper right hand corner of this window to fill out a quick survey about your experience with me today.

Cierra at 11:16, Sep 1:

Conversation closed by you at 11:16, Sep 1:



Thank you for connecting with us. Please take a moment to complete the following brief five question survey.

Considering your session with the last representative, please rate based on their performance below:

VZW Survey Bot at 11:16, Sep 1:

Question 1 of 5: How would you rate your overall experience with your last sales representative?

1-Unacceptable to 10-Outstanding

VZW Survey Bot at 11:16, Sep 1:

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|---|---|---|---|----|
| 1 | 2 | 3 | 4 | 5 |
| 6 | 7 | 8 | 9 | 10 |

