

Mintmobile,

When I initially called customer service to get a replacement sim card for my mom, as she lost her phone, it was over 30 mins on the phone as the lady didn't understand what I wanted. She still didn't get it right because she didn't send out a replacement sim card, she sent out a card for a new service. My mom needs to have a phone as she is older and needs to be able to get a hold of me in case of an emergency.

Then as you'll read below, I had to explain everything three times, and still I had to figure it out myself. Service wasn't like this before when it was owned by the founders. I understand saving money that is passed on to the customer, but bad service isn't worth it.

Transcript of chat below:

FoxBot here. I can answer hundreds of the most common questions. To get started, type in a few keywords or one subject at a time. You can also choose one of the topics below.

Mia Dravis 12:40 PM

I ordered a replacement sim card for 909-xxx-xxxx and when I activated it on this site last night, both my phones no longer are connected to a network. Also I got a message that the sim card is for new service, not for a replacement for current service. I can't use my phones now.

FoxBot 12:40 PM

I'm going to pull a customer care human into this, one moment...

You have been transferred to: Aryan S..

Mia Dravis 12:40 PM

okay

Aryan S. 12:40 PM

Hello Mia thank you for reaching out Mint mobile, my name is Aryan one of the expert, can you give me a minute to review your previous conversation so you don't have to repeat yourself, okay?

Mia Dravis 12:40 PM

Sure

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Aryan S. 12:42 PM

Great, I am very glad that you chose mint mobile as your service provider and to help you with your concern, you are talking to an expert. Once again, my name is Aryan. I can help you with that.

If you don't mind me asking, who process the replacement sim card for you ?

Mia Dravis 12:44 PM

I just called and ordered it as my mom, 909-xxx-xxxx, lost her phone, I found a compatible replacement phone and customer service sent this sim card out to me.

Aryan S. 12:46 PM

As per checking here, it shows that 909-xxx-xxxx the sim attached to that number is not a replacement sim, and it's network needs to be troubleshooted.

Mia Dravis 12:47 PM

Okay, please fix this. I can't even use my phone, 909-xxx-xxxx either. I use it for work and need it for medical emergencies for my mom.

Aryan S. 12:48 PM

Can you try to take out the sim card on its tray and insert it back properly, if this does not work, it needs to have a sim replacement because as per checking here on my end its sim network registry is on purge status which means the sim was not inserted properly or the sim has factory defect and in need of replacement process.

Mia Dravis 12:48 PM

Just to clarify, I called customer service, and the lady was very hard to understand, and I explained to her in detail that first I needed to order a replacement sim for 909-xxx-xxxx and asked if the phone I was looking for was compatible or not.

So that would also affect my service for phone 909-xxx-xxxx?

Aryan S. 12:49 PM

Oh I see it seems like the agent you contacted with does not totally understand your concern. but no worries since you got me on the line, I can help you with this.

Let me further check for the status of this phone number 909-xxx-xxxx

Mia Dravis 12:51 PM

The replacement sim was for 909-xxx-xxxx, but now I can't even get service on my phone, 909-xxx-xxxx.

Aryan S. 12:51 PM

and for this phone number 909-xxx-xxxx, kindly pull out the sim card on the sim tray then insert it properly again on the sim tray then insert it back to the device then click airplane mode turn on and off then check if the network is working properly then let me know.

Okay let me further check the status of this 909-xxx-xxxx. phone number.

Mia Dravis 12:54 PM

I pulled the sim card out. It was put in properly so I can only put it in again the same way.

Aryan S. 12:55 PM

oh for this number 909-xxx-xxxx there is a need of sending a refresh signal for this one so that it will be redirect to a much better network connection.

Mia Dravis 12:55 PM

It says my phone , 909-xxx-xxxx, is not registered on a network still.

Mia Dravis 12:56 PM

This started right after I attempted to activate the sim card for the other phone 909-xxx-xxxx.

Aryan S. 12:57 PM

909-xxx-xxxx how about the sim card of this phone number have your already properly inserted it again to the device ?

Mia Dravis 12:57 PM

Yes

Aryan S. 12:58 PM

Then , how was network for this 909-xxx-xxxx phone number now, does the issue still persist ? 909-xxx-xxxx does the simcard for this phone number inserted properly to the device ?

Mia Dravis 01:00 PM

909-xxx-xxxx works, but mine, 909-xxx-xxxx still says not registered on a network.

Aryan S. 01:01 PM

Okay so were good with this phone number 909-xxx-xxxx now and the only phone number left for us to fix is this 909-xxx-xxxx phone number , correct ?

Mia Dravis 01:02 PM

The replacement sim for phone 909-xxx-xxxx has now switched phone numbers from my phone to the replacement phone and sim for my mom, so her phone is now getting my messages!

No not good at all

Are you still there?

Aryan S. 01:05 PM

Yes still here, so here's what we are going to do now, can you try to switch sim card to your mom and let's troubleshoot this phone number 909-xxx-xxxx

just want to clarify the replacement was activated on your phone right and not on your moms phone number and now it has been switch correct ?

Mia Dravis 01:07 PM

I called customer service, and the lady was very hard to understand, and I explained to her in detail that first I needed to order a reppacement sim for 909-xxx-xxxx and asked if the phone i was looking for was compatible or not.

9099-244-8584 is my moms phone as she lost her phone and I called customer service to get a replacement sim card and find a compatible phone for her, and her phone number is 909-xxx-xxxx.

This is a mess!

Okay deactivate the replacement sim card and send me another replacement sim card for phone number 909-xxx-xxxx.

Aryan S. 01:10 PM

okay , I know this worries you a lot and I understand how important this is to you , you are acknowledge and yes I am doing my very best to deeply understand and fix your concern now.

Mia Dravis 01:10 PM

I will throw that card away

Aryan S. 01:11 PM

so I will be sending you a replacement sim with this phone number 909-xxx-xxxx.

Mia Dravis 01:11 PM

So no my phone, 909-xxx-xxxx, just needs to have service.
so now, not no

Aryan S. 01:13 PM

and it for this phone 909-xxx-xxxx number , let's troubleshoot it to have it's service back , but I'll be needing your cooperation and patience as we will be doing lot's of troubleshooting steps to further validate your network registry, please stay on the line as we troubleshoot it.
But for now we will be doing it one by one.

So we will process first the replacement sim for this 909-xxx-xxxx phone number first before we proceed to troubleshooting with this 909-xxx-xxxx phone number , okay ?

And just to let you know that for the physical sim card replacement sim , this will take 3-5 business days to arrive on your doorstep .

Mia Dravis 01:15 PM

ok

Aryan S. 01:16 PM

10730 Apartment No.360 Rancho Cucamonga California 91730 is this the correct mailing address that we will be using to send the sim replacement , correct ?

Mia Dravis 01:17 PM

No

Its 10730 Church St #360 Rancho Cucamonga, CA 91730

Aryan S. 01:18 PM

OKay thank you for verifying , let me process it now, please stay for a while .

I have process the replacement sim and Replacement SIM has been successfully ordered.
Order ID: 37786031, please wait for 3-5 business days for the replacement sim to arrive on your door step .

So let's proceed to troubleshooting with this 909-xxx-xxxx phone number .

If you don't mind me asking since when did the issue occur ?

Mia Dravis 01:24 PM

This started right after I attempted to activate the sim card for the other phone 909-xxx-xxxx.
All of this is when I put in the replacement sim card in phone 909-xxx-xxxx (my moms number and ner new phone) and I went online to activate it on the mint site. I got a message that thie ard was for new service not a replacement card and then al could not use my phone 909-xxx-xxxxn or her phone 909-xxx-xxxx s it said not connecjted to a network. Ive explained this three times.

Aryan S. 01:27 PM

Oh I see but let me further validate your device to check if your device is compatible with the network , okay ?

Can I have the IMEI number of your device please ?

Mia Dravis 01:28 PM

It shoild be comaptable as I have been usingh it as a mint customer for a few years now
It is my phone that I ahve been using with nnumber 909-xxx-xxxx
It has been all this time so now when I put in a sim card for the other phone number,
909-xxx-xxxx, on another phone, my phone a galaxy S10 is no longer compatible?

Aryan S. 01:33 PM

As per showing yes, the device is not compatible with the network that is I'll be needing your device IMEI to further validate your device.

I know this is quite confusing and there's a lot of question you have in your mind right now that is why I am ding my very best on my end to check and validate your device compatibility with mint network service because as per checking in your account from our tools it shows that your device is not compatible with the network that is why you are experiencing no service right now. If could further validate your device IMEI ,then we can find a better remedy for this one .

Mia Dravis 01:38 PM

I put the "replacement sim card" that was shipped and "activated" last night for phone 909-xxx-xxxx into my phone which has 909-xxx-xxxx for the phone number.
Now I am getting my messages and am able to call out on my phone, 909-xxx-xxxx.

Aryan S. 01:39 PM

yes and understand that one that is why we are in need of revalidating your device since you have misuse the replacement sim card that isn't supposed to be in your phone number 909-xxx-xxxx..

Oh so now the sim replacement for 909-xxx-xxxx has been activated on your 909-xxx-xxxx, I suggest that you will now use the sim replacement for this 909-xxx-xxxx as a replacement for this 909-xxx-xxxx since you activate the replacement sim on your phone number.
Oh that's great to know you are having your service back with the sim replacement .

Mia Dravis 01:45 PM

Is there a email address for the corporate offices for MintMobile or a number I can call, that isn't "customer service" but is management.
?

Aryan S. 01:46 PM

well for that you will contact first our customer care hotline (800) 683-7392 and please ask for a supervisor call if you want to talk to the management .

Mia Dravis 01:48 PM

I didn't misuse the sim card, I placed it in the phone it was to be in, which was for number 909-xxx-xxxx.

Now Dec 16th conversation on the chat below:

Ricketts A. 01:26 PM

Hi Mia! This is Ricketts from Mint Mobile Customer Care. Thanks for reaching out! How can I help you today?

Mia Dravis 01:26 PM

This is the second time this has occurred! This is the second replacement sim card!
Just got a replacment sim card FOR PHONE NUMBER 909-xxx-xxxx that I ACTIVATED
ONLINE AND AGAIN IT KNOCKED MY PHONENUMBER 909-xxx-xxxx OUT OF NETWORK

Ricketts A. 01:27 PM

I understand you're inquiring on your phone number that has no network. Is that correct?

Mia Dravis 01:27 PM

Please read what I wrote so I don't have to write it again,
Read

Mia Dravis 01:33 PM

Again two days ago I got a repalcement sin card for ohne number 90924448584, when I ACTIVATED IT on the website, it deactivated my phone 909-xxx-xxxx out of network., The only solution was to take the repacement sim card out of the phone 909-xxx-xxxx and put it in the phone 909-xxx-xxxx. That took over an hour on the chat and working of fixing the issue myself. NOW again the same thing happened with the 2nd replacement sim card for 909-xxx-xxxx, whein I put that card in the phone 909-xxx-xxxx, and activated it online, it has taken my phone 909-xxx-xxxx out of network. I was on the customer service line to try to activate the phone

909-xxx-xxxx hoping to not have to try to activate it online again, as it's the phone number I have on my account with Mintmobile for my mom who has dementia and needs a phone for emergency, but the lady told me I had to tell her three phone numbers that my mom has called out previously using 909-xxx-xxxx, even though she is under me on my Mint mobile. More crap. I can't take this anymore, to activate a replacement sim card is eating up hours of my time!

2nd time they gave me a replacement sim card for 909-xxx-xxxx, instead of for the phone number that I explained over and over I NEEDED it for, which is phone number 909-xxx-xxxx for the replacement phone that I had to get for phone number 909-xxx-xxxx, as the other phone was lost.

Ricketts A. 01:39 PM

I do apologize for that Mia. Just to confirm, the activation of your replacement sim card is failing?

Mia Dravis 01:39 PM

No I didnt say that at all

Ricketts A. 01:39 PM

I sorry Mia. I am still analyzing your statement .

Mia Dravis 01:41 PM

So what has happend is that I activated the replacement sim card that I got for 909-xxx-xxxx, and instead of activating the phone that I have for that number, it knocked my other phone, phone number 909-xxx-xxxx, out, so that the message that comes up is that my phone, 909-xxx-xxxx, doesn't work anymore.

Ricketts A. 01:43 PM

Just to confirm, have you activated your replacement sim to your other number?

Mia Dravis 01:43 PM

This is the 2nd time this has happened. As I stated previously, a few days ago the replacement sim card for phone numer 909-xxx-xxxx, came and I activated it online for the replacement phone I had to purchase as the other phone is lost, only for it to deactivate my other phone, which is number 909-xxx-xxxx. See i have a mint mobile account and I have myself, Mia Dravis 909-xxx-xxxx, and my mom, Joyce Pietromonaco, 909-xxx-xxxx, on it.

Read

Ricketts A. 01:56 PM

Alright. May I know how did you order the sim replacement? Just to repeat the process, once you have the replacement, you can contact us so that we can activate it on the right number. Are we still connected?

Mia Dravis 01:57 PM

I did call, but I was told that I had to give the lady 3 phone numbers that my mom called on her lost phone to activate the replacement card..

Ricketts A. 01:57 PM

Just to confirm, your mom lost the phone together with this phone number 909-xxx-xxxx. Is that right?

Mia Dravis 01:57 PM

Again, I did state that I called last week and ordered a replacement card for 909-xxx-xxxx, and Why are you making me state again what I've already stated three times?

Ricketts A. 01:58 PM

I'm just confirming so that we will know what action can we do to make the issue be resolved.

Mia Dravis 01:59 PM

Just give me a replacement sim card for number 909-xxx-xxxx, Like I have asked once on the phone with customer service last week, and two days ago on an hour long chat on mintmobile.

Ricketts A. 02:00 PM

What I can suggest is to order another replacement sim and once you have it please contact us so that we can activate it on the right phone number. I assure you that once you have it we can easily activate it on the phone number that you want.

Are we still connected?

Mia Dravis 02:03 PM

Yes and I am calling customer service to speak with a supervisor as I've spend too much of my time and missed an appointment explaining myself repeatedly

Ricketts A. 02:04 PM

May I ask, how did you order that sim replacement before? Is it on the Mint app?

Alright. Since this is the second time that you will order replacement sim, it has a charge of

\$9.95.

Mia Dravis 02:06 PM

I called customer service last week and told them that I needed a replacement sim card for 909-xxx-xxxx, and that 2 days ago, when I tried to activate the sim card that was sent and that just disabled my phone 909-xxx-xxxx, I told the lady on chat repeatedly that I needed a sim card replacement for phone 909-xxx-xxxx and that my mom lost her phone and has dementia and needs the phone for emergencies.

You rated our customer service as bad.

Mia Dravis 02:06 PM

No I am not paying for this as I did nothing wrong!!!!@Q@

