

Twitter

Hi Tmobile; very unhappy, my tethering has been down over a week and was promised fixed today latest. It is still broken. I called support Friday and they issued trouble ticket #16137656

May 23

Sent

Just for fun I tried following the "setup personal hotspot" link and got these screens
1/2

Screen 2/2

May 23

Sent

Thank you so much for reaching back out about this, Christopher! Data basically runs my life, so I know it's important that you're able to use yours the way you need and I want to get to the bottom of this ASAP! The ticket was returned by our engineers letting us know that the area we filed the ticket for is experiencing heavy traffic, so there are times of the day where it will be slow; however, when I dig deeper into it, it looks like this isn't your issue - what you're experiencing when you try to connect a device to your phone's hotspot is message telling you to call for assistance, is that right?

Byron Edwards May 23

On friday your rep confirmed my account WAS set up for hotspot so there's a glitch somewhere

May 23

Sent

Your message came up as I sent mine :) To confirm, this is the 1549 line you're trying to use the hotspot on, right?

Byron Edwards May 23

yes

May 23

Sent

Thanks for confirming, Christopher. The message you're getting shouldn't be related to network congestion, so we need to dig deeper into this. What kind of phone are you using and when was the last time you were able to enable hotspot on your device?

Byron Edwards May 23

iPhone4. Prolly last used last Mon-Wed, can't remember the day. I have used this phone as a HS over a year

The phone CSR said the acct was all set up; he thought it was some kind of error on the nwk wide, so I'm surprised it hasn't been cleared up yet

May 23

Sent

I appreciate you getting me that info :) I'm going through everything on this side now before getting the ticket back to our engineers and I wanted to ensure that we've done everything we can to get it going as it we may have missed a few steps. I've confirmed that the line itself is provisioned for smartphone mobile hotspot as it just shares the 6gb your line has for high speed data. Have you tested it away from the location you're in now and still got the error message? This is to help me ensure it's not just a tower not giving the line access.

Byron Edwards May 23

Yes, I tested it at home, not I'm a mile away; I think I tested it downtown (10 mi) too

I have also reset network settings several times, first when on the phone w CSR Friday
May 23

Sent

Thanks for letting me know as that rules out a specific tower causing the problem and helps me avoid doing the same steps you've one with someone else :) I'm reopening the ticket with our engineers to have them correctly look at this, but I do need a bit more info. Are you using a 3rd party app to tether or are you just doing it from the phone's settings? If from the settings, does it let you enable it and then auto open that message in Safari or does it not even enable at all?

Byron EdwardsMay 23

From iPhones Settings app. Here's what I see under the cellular drop down. Normally there's an on/off switch 4 HS

so the clickthru is the screen immed above, then the 1/2 and 2/2 screens I shared a bit fruther up

May 23

Sent

Much appreciated! The last thing they're asking for is the iOS version and Carrier version your iPhone 4 is on - this is to help ensure that a network change or update wasn't implemented that only affects certain builds. You can find that info in the Settings, then under General, and About. Thank you again for working with me to get all this information for the ticket, Christopher, as it's important to me that we get this resolved!

Byron EdwardsMay 23

o/s 7.1.2 | tmobile 16.1

plz keep in mind this has worked great for a year

May 23

Sent

I completely understand, Christopher - from what I glean with our last conversation, this problem started recently. Thanks for getting me that info, too, as engineering requires that to ensure nothing was made incompatible with updates we may have done on the network :) I ended up filing a new ticket for this as the previous one went to local engineers for you as if this was a tower issue, which it's not. The new ticket # is 22605022 and it's going to the correct team to look into it that can find a resolution. It can take another 72 hours, but I want to ensure that this gets resolved, so I'll follow up with you here the moment I hear back on the ticket, which would be Friday evening at the latest.

Byron EdwardsMay 23

Thank you for the status, but I am very unhappy with this; aNOther 72 hrs? Shouldn't Engg have sussed this out already? Jeez

Sounds like it fell thru the cracks

May 23

Sent

Can you escalate it go cut that 72 hr window?

May 23

Sent

I'm certainly doing everything possible to get this resolved for you ASAP, Christopher, but I don't want to set false expectations and 72 hours is the expected turn-around time for our tickets, but if it comes back sooner than that, then I'll follow up before then. It's important to me that you get a resolution, which is why I'll be following up with you directly and I've ensured the ticket is going to the correct team this time, so I know I'll get an answer back we can work with.

Byron EdwardsMay 23

Well if that's the best u can do, i'll tough it out, or bring my sleeping bag to starbucks

i will watch twitter for updates. thank you

May 23

Sent

I've got to move now so bfn

May 23

Sent

Of course! I've asked that team to speed things up if at all possible and I really do appreciate your patience while this gets worked on. I'll follow up with you here by Friday at the very latest, but sooner if I hear back from them before then. Please let us know if you need anything at all in the meantime as we're here 24/7!

Byron EdwardsMay 23

Just checked again; now the mob hotspot link completely gone. I'm dwntwn [#Chicago](#) here's the screen ("cellular")

May 24

Sent

You can scroll up to see how it was yestday; "Set up Personal Hotspot" is now gone. I hope that's good

In its place is normally a toggle switch on/off for pers hs

May 24

Sent

Thank you so much for the update, Christopher! I checked the ticket for you and found that our engineers are still reviewing everything and working on a resolution - they're

currently working with Apple to ensure that nothing changed that would have effected the iPhone 4's compatibility with our network. I'm keeping an eye on it and I'll follow up with you here the moment I have more info, which I expect to be by Friday at the very latest :)

Byron EdwardsMay 24

I imagine they'll find the update broke it--because I've used it flawlessly for a year. I'll check later tonight.. gotta break for meetings now

May 24

Sent

I'll follow up the moment I have more info for you :)

Byron EdwardsMay 24

Interesting. Back home now and the setup pers hs link back. Maybe diff towers treat my iphone4 diffly

May 24

Sent

Aloha Christopher! Thanks so much for taking the time to reach out to us at T-Force! I know that you have been through a lot with your account. Give me a moment to get caught up with everything and I will be right back!

Nick SuzukiMay 24

I appreciate your patience while I got caught up. You mentioned that you did not have the mobile hotspot option previously, I did not see an address where you were unable to use that feature. Can you provide that to me? Also, is the current billing address on the account the address that you are at where you can use the hotspot?

Nick SuzukiMay 24

When inlaid I was dwntwn that was 60606

My home address is 60626

I can't USE the hotspot anywhere

May 25

Sent

As the screenshots show I was talking abt the screen options I get under network/
general/"cellular"

May 25

Sent

I am dwntwn now 60611 and get the "set up p.hs" link. I followed the web link and it
failed, the same as sev days ago see screenshots above

May 25

Sent

This is getting very old. You have let me down and made your internal problems my
problem. I can't work in my home ofc and lose work time

For two weeks now. Unacceptable. Completely

May 25

Sent

Hello there, Chris! Thank you so much for much for all of your effort to stay engaged
with us so we can get this hotspot issue resolved. I know this is important to you and
we're making it important to us. I do see that my wonderful colleague Byron filed a
ticket for you and here it is in case you still need it for you records: 22605022 and he
will be following up with you tomorrow to check the status of this for you and making
sure this is resolved. Thanks again for touching base with us and please let us know if
you have any other question for us in the meantime. The importance of this isn't lost on
us and we care about making sure this is completely resolved!

Paul PerkinsMay 25

Good afternoon, Chris! I'm following up with you regarding the hotspot issue on your iPhone 4 and wanted to let you know that our engineers are still working on everything. Their last note is that they confirmed that Apple isn't supporting the iOS your iPhone 4 is on, so they were unable to check anything with them - what they're doing now is trying to track down a test device with the same iOS as yours so they reproduce the problem to better track down the culprit. I know you've already been waiting a long time for resolution and I really am sorry that it's taking longer than expected, but we've got the best engineers in the business and we're all committed to figuring this out. I'll follow up with you again by Monday at the very latest - thank you so much for your patience!

Byron EdwardsMay 26

Thank you for the update. I would be willing to take my phone into a t-mobile store this weekend if that would speed things up. I can no longer work from home, and this is a huge problem for me.

May 26

Sent

I understand completely, Chris, and I am so sorry that we haven't been able to get this fixed for you, yet. The store wouldn't be able to do anything further as it's engineering that's trying to resolve this and they're currently working to see if this is an issue with the outdated OS and the way it interacts with the network updates we've been doing. I know you need this resolved, especially since you need it for work, and they're working as quickly as possible to figure this out. Do you have another device that you could test your sim card in to see if the hotspot feature will work in it?

Byron EdwardsMay 26

No other device; besides, I think Apple changed SIM cards after the iPhone4, so I'd need another one of those, wouldn't I?

Could I do that at a store?

I think my wife has the same model of iPhone, and she uses tethering; I don't think she's having issues

May 26

Sent

Great questions! The iPhone 4 uses a micro sim, which is still used in quite a few phones today, but the new iPhones did switch to a nano sim, which is a bit smaller. If you're able to test with your wife's phone, that would be perfect! What I'd recommend doing first is to leave her sim card in it and see if the hotspot does work and to also check which iOS and carrier versions she has on her iPhone 4. If it does, then insert your sim and try the same test. If it works, then we actually need to be focusing on your phone as the culprit. If it doesn't work with your sim, then we know it's an issue that can only be resolved on the back-end with our engineers, but I can update the ticket with this info which should eliminate their need to track down a test phone with the same iOS version on it.

Byron Edwards May 26

This isn't feasible; we live separately and it's hard for me to get down to see her. I could do it at a store. I know my phone is not the problem; Until 2 weeks ago, it was working perfectly; there's been no change in the phone

I will ask her if her mobile hotspot is working normally, though

May 26

Sent

I understand if that's not a doable test, Chris, but it can definitely help to know if she can use hers. If you're able to head to a store, they should be able to test your sim card in one of their test phones to see if the hotspot has the same issue or not and I'll make sure to leave a note with what's going on so it'll be a quick visit. If you're not sure where you're closest store is, check out our locator here: <https://www.t-mobile.com/store-locator.html> ... I really appreciate the time and effort you're putting into getting this resolved with us!

Byron Edwards May 26

Okay, I have asked her, and I'll go by a store tomorrow.

May 27

Sent

Perfect! Thank you again for all of the hard work you are investing into this, Christopher! Rest assured that one way or another, we will get down to the bottom of things!

Mike Perez May 27

Please don't hesitate to reach back out if need be! We're here for YOU 24/7 and always more than happy to continue to help. :)

Mike Perez May 27

Just learned, my wife's doesn't work either

May 27

Sent

Thank you so much for staying engaged with us here Christopher, I really appreciate all of your time! My name is Alexis and I'll be taking over from here .I want to make sure I know exactly what's going on with your situation, so please allow me just a moment to get caught up on the details. You've been a part of my [#MagentaFamily](#) for over 2

years, and I always take care of my family! <3 Rest assured you're in great hands with me! Please bear with me for just a moment and I'll be right back!

Alexis Govea May 27

There are several screen shots I've contributed in this thread, just scroll up
May 27

Sent

Thank you so much for bearing with me while I got up to speed on the details here, Christopher. I can see you've invested a lot of time and effort into working on a resolution, and I truly appreciate it! I know I expect my services to work when I need them to, and I absolutely want to make that happen for you! Thank you so much for testing for us, it is truly a concern that this is happening on both lines. Does this only occur at home? Rest assured you're in great hands with me, and I will do everything in my power to get this resolved.

Alexis Govea May 27

No, I haven't been able to use the personal h.s for 2-3 weeks

According to one of your colleagues, they first assigned to a local person ,so that wasted 4-5 days

now it's in national

they are apparently testing to see whether some new tower software is compatible with iphone4

I will go into a store tomorrow to have them test my SIM card
May 27

Sent

Oh my! I completely understand why you would be frustrated with this, I too would feel that same way. I want to make sure that I am understanding this correctly, are you saying this is not working internationally as well? The reason I ask, is because in most cases the hotspot does not work while traveling internationally. Obviously, it is still a MAJOR issue that it is not working at home when you need it most, and I want nothing more than to ensure this gets resolved. Thank you for taking the time to work on this with us, I know you have better things to do with your time, and I appreciate your effort. Please let us know what happens after testing this with the store, and I will get to work for you!

Alexis Govea May 27

no haven't been abroad in a while

May 27

Sent

Oh alright, it may have seem that we were getting the information mixed up. Were you able to find a store near by? I can help look for one. *PoxMaphixat

May 27

Good afternoon, Chris! I'm following up with again regarding the ticket our engineers have been working on for the hotspot issue on the iPhone 4 and I don't have any new information. I truly am sorry for the length of time it's taking us to figure out what's going on and I appreciate your patience; I'll continue checking on the ticket and I'll follow up with you the moment I have more information. I don't currently have a timeframe, but I'll follow up by Wednesday at the very latest.

Byron Edwards May 29

Did you see that I went to the Rogerspark store Sunday and had my SIM changed?

They tested the SIM in another device

This morn I got a call from Eng'g and he promised to get a colleague and call back at 14:00CT, but he's over an hour late

This is getting very, very old at this point

May 30

Sent

Thanks for reaching back out, Chris! You have every right to be frustrated and I know how much you rely on the hotspot service to work, which is why it's important that our engineers are able to figure this out. I see the ticket was updated by our engineers saying they would call you at 2pm CT and I truly am sorry that hasn't happened, yet - I don't have a way to contact that department for you live, but I have updated the ticket that you reached out due to the missed callback. Regarding the sim card change, I see the note from the store and they confirmed that the sim card worked with hotspot in another phone, which indicates the problem is specifically with the iPhone 4 and how it's interacting with the network and that your account set up and provisioning is fine. Another thing I could suggest you try is to do a full backup and restore of your iPhone through iTunes to ensure it's updated the most current version supported for it. Since engineering stated they will call you, it may be worth giving them a bit more time so that this process doesn't interfere with any tests they may need to do.

Byron EdwardsMay 30

Ok, thanks for suggesting; I have the latest version of iOS

May 30

Sent

Thanks for checking that, Chris! Has engineering contacted you, yet?

Byron EdwardsMay 30

Nope

Sent

Thanks for letting me know, Chris. I'm trying to see if there's any way for me to contact this group on your behalf to see what's going on. I know you need use of the hotspot services and it's important to me that we get a resolution ASAP! I'll reply back the moment I have more info, thanks for your patience.

Byron EdwardsMay 30

Thanks for your help; it's been abt 3 weeks!

May 30

Sent

That's far too long, Chris, and I truly am sorry that we haven't been able to resolve it, but our engineers are working hard to figure this out. I was able to find a member of the group assigned to the ticket and I was advised that you should have been provided a timeframe for the call, not an exact time, so this is big miss on our end. He said their group is currently on a call discussing the problem and that you'll receive a callback soon, by 6 PM CST at the very latest. You've been incredibly patient working on this with us and I truly do appreciate it - you're in good hands :)

Byron EdwardsMay 30

Bummer he tried me but the phone only rang twice, and it slipped by; can i call them?

May 30

Sent

I have a business function, so I have to leave at 17:40; tomorrow is open from 10-16:30CT

Can you give them access to this feed? Or can they text me?

May 30

Sent

Sorry for the delay, Chris! I would suggest trying to call the number back if it shows. They can't access conversations here as we're a pretty specialized department and not all of T-Mobile has a profile that can access to our Twitter page. Did you want to try calling the number they called from? If not, I can see if they can try again for schedule it for a different time.

Byron EdwardsMay 30

Thx for suggesting; I tried it and it turned out to be spam (no caller ID, but I assumed it was Eng)

May 30

Sent

Ah, ok, I see. Thanks for trying that, Chris. I know you have a limited amount of time right now, but I'm positive you'll be hearing from them soon

Byron EdwardsMay 30

Okay, my window will close in a few minutes; if we don't talk today can you get a message to them to text me or voicemail me a time span for tomorrow. I have commuting and meetings here and there, and I want to leave time open for the call. TIA

May 30

Sent

I will definitely send a message letting them know, Chris, as I know you need to get this resolved ASAP. Previously, you said tomorrow is open from 10am - 4:30pm CT, right?

Byron EdwardsMay 30

yes, but i have things going on so it'd help to have a window when they might call

thank you for your help

May 30

Sent

I hear you, Chris, and I truly wish I had a way to do just that. I've sent them a message letting them know that you're not available anymore this evening and the timeframe you provided for tomorrow that would work better.

Byron EdwardsMay 30

okay; earlier today the caller ID said TMOBILE. that helps; I have a public number since 1998) and get a lot of spam; I rarely pick up called from people who aren't in my contacts

bnf

Sent

Hey there Chris, thank you so much for reaching out to us, I know you have been trying to get this call taken care of, just to clarify were you saying bye for now (bnf)? I just want to make sure I'm not making any inaccurate assumptions.

Lee LovelaceMay 30

bnf = Bye For Now

May 31

Sent

Ah, excellent, thank you Chris!

Lee LovelaceMay 31

Checking in; Eng'g called twice and asked me to restart my phone, which I did. I've heard nothing further and there's been no change; I still see the dreaded "Set up personal hotspot" link (even tho it's already activated) :~(

May 31

Sent

Thanks for staying engaged with us on this Chris. Tethering is one of the coolest features to have with these phones and I use mine for everything so I understand how important this is! Give me a moment to do some more research here and look into this issue for you. *EmmanuelLopez

Emmanuel LopezMay 31

Okay thanks for your time with this. I do see that our engineer that contacted you has notated the ticket and they are still investigating this on our end. I really appreciate your time and patience in dealing with all of this. I'm confident that we are on the right track with this resolution and once we can find the issue on the back end it will let you activate without trying to up sell you again. Did the engineer give you any specific updates on what's happening or what needed to be done? *EmmanuelLopez

Emmanuel LopezMay 31

Hi, Chris! I see that engineering did contact you and that they're still working to resolve the problem. I truly am sorry that it's taking as long as it is, but they're actively trying to find what's causing the problem so that we can get it resolved. Thank you for your incredible patience and please let us know if anything comes up in the meantime.

Byron EdwardsMay 31

They said they talked to Apple yesterday; have heard nothing more

Sent

That's a great sign as it shows progress is being made by our engineers, Chris! Thanks again for your patience and giving us time to work with Apple and figure everything out for you.

Byron EdwardsJun 1

How will I know when it's resolved? I try the hotspot a couple times a day

Jun 1

Sent

I know you need it working ASAP, Chris, and I expect engineering to contact you once they have a resolution; however, I'll be checking on the ticket, too, so that I can keep up-to-date on the situation, too. Because I don't have a timeframe, I don't know when we'll have a resolution, but we know engineering is actively working it, so I expect it to come soon.

Byron EdwardsJun 1

Okay, I've heard soon for weeks now. I know your teams are dealing with a lot of unknowns, so I understand that, but I need to be online as the service promises. Can you authorize for me a loaner hotspot box until you get this fixed? Thanks

22h

—

Sent

I understand, Christopher, and I want to do everything I can to help. We don't have loaner hotspots like you're asking for; if we did, you bet I'd work that out! Some stores have loaner phones that may have hotspot options and we can see if we can find one that you could borrow a phone from, but they do have a \$50 deposit that's refunded to you upon returning the device and we don't have a way to waive that deposit. Is that something you'd like us to investigate with a local store?

Byron Edwards22h

Yes, please. This could go on another week or more, and it's very difficult to run a social media firm with no connectivity at home. I'd love to pick one up tomorrow

Sent

Ok I'll get right on it, what is your zip code so I can look at what is close to you.
*ShavonW

21h

You don't know that? It's 60626

T-mobile Rogers Park #7602 is closest on weekends

Sent

I'm not having any luck with finding a loaner phone. *ShavonW

20h

I am very sorry to hear that, but thanks for trying. What's the status now?

19h

Sent

I was not able to locate a store with the loaner phone. I'm sorry I know how important it is for you to have the service. *ShavonW

2jun

I mean, I haven't heard from eng'g for several days; what's going on?

2jun

Sent

1 unread message

Reviewing the account we are still working the ticket so I'm sorry I don't have any updated information available. *ShavonW

2jun

Okay what's going on?

Jun 5 Sent

Hey there! Thanks for reaching out today. How can I help out? *JessicaNeedham

Jun 5

Haven't you read this thread? I've had no tethering for almost a month, and three service tickets

Jun 5 Sent

Thanks for pointing me in the right direction. I want to make sure this is resolved for you! Are you having this issue with the 1549 line? *JessicaNeedham

Jun 5 Sent

Yes

Jun 5 Sent

Thank you for confirming for me, Christopher. I apologize for the trouble you've had with your hotspot device. This is definitely not an ideal situation, I want to make sure we're taking all the right steps to get things fixed. I am looking at the tickets we've filed right now, it looks like my team mate Byron did the best thing by filing the ticket with our engineers that better defines the issue you're experiencing. This ticket is still waiting for a resolution - it appears we've had to reach out to our design team now to test and see if we can duplicate the issue with another iPhone 4, as there doesn't seem to be any logical reason for why it's suddenly stopped working. I wish that I did have an update today, I know that the mobile hotspot service is super convenient, and it's important that all of the functions of your phone are working properly. I'm sorry that we don't have more insight into what's happening today. Please let me know what questions you have!

Jessica Brenhaug Jun 5

Hi Jessica, thanks for the update; well, it's not only convenient; I cannot work from home until it's fixed :~(

Jun 5 Sent

Oh that is definitely not good! I do hope that our engineers are able to figure out what's caused this sudden change, I'm sorry for the delay. :(We're here for you all the time if you have any other questions or concerns we can help with!

Jessica Brenhaug Jun 5

Hi Christopher! My name is Nicole and I have been working with the amazing Byron in regards to your ticket # 22605022. I checked on things today and I see that our engineering team has closed your ticket. It looks like you got a new device with an updated iOS version and now things are working as they should be with your hotspot, is that correct? Hotspot is an awesome feature and I definitely want your device to be working 110%!

Nicole Hernandez Jun 15