

To Robert Stefani

General Info	
Chat start time	Jan 31, 2017 8:24:06 AM EST
Chat end time	Jan 31, 2017 8:53:04 AM EST
Duration (actual chatting time)	00:28:58
Operator	Sagar
Chat Transcript	
<p>Info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor.</p> <p>Info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor.</p> <p>Info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor.</p> <p>Info: Sorry for the delay, we are currently experiencing high volumes. Please hold for the next available advisor.</p> <p>Info: You're now chatting with Sagar.</p> <p>Sagar: Hello, you're chatting with Sagar, how may I help you today?</p> <p>Robert Stefani: Hello Sagar, I was until recently a vodaphone PAYG customer. To make my phone work where I live, I had to buy a Sure Signal. I now need to get it deregistered so that I can sell it as I no longer need it. Unfortunately because my account is closed I can't get in to my account to do this. I have tried phoning and can't even get through to a CS person. I chatted to someone on here yesterday and was given the wrong advice. I would appreciate some help with this.</p> <p>Robert Stefani: hello, are you there sagar?</p> <p>Sagar: Yes, I'm here.</p> <p>Robert Stefani: Hope I've outlined my problem clearly enough.</p> <p>Sagar: No need to worry at all.</p> <p>Sagar: I will help you with that.</p> <p>Robert Stefani: That's great. Thanks.</p> <p>Sagar: Have you tried logging in to your online account?</p> <p>Robert Stefani: yes. I have. It won't allow me to get to the manage Sure signal section</p> <p>Robert Stefani: I'm logged in now in fact</p> <p>Sagar: Okay, please be logged in.</p> <p>Robert Stefani: Yes. I am</p> <p>Sagar: Please help me with the 2nd and 3rd digit of the security PIN.</p> <p>Robert Stefani: do you mean my memorable word?</p> <p>Robert Stefani: If so that will be [REDACTED]</p> <p>Sagar: Sure, please help me with the first 2 and the last 2 letters of the memorable word.</p> <p>Robert Stefani: the first 2 are [REDACTED] and the last 2 are [REDACTED]</p> <p>Sagar: That matches our records! Thank you for verifying your details.</p> <p>Robert Stefani: No problem</p> <p>Sagar: Please click on breakdown of your usages.</p> <p>Robert Stefani: I'm trying to find that. where will it be?</p> <p>Sagar: Are logged in successfully ?</p> <p>Robert Stefani: yes</p> <p>Sagar: The first after log in you will be able to see your number and "view your usage" tab.</p> <p>Robert Stefani: ok I am being asked to log in again</p> <p>Sagar: Sure, please log in.</p> <p>Sagar: I will stay online.</p> <p>Robert Stefani: Under the tab 'what you've used' it says=there's nothing we can show you</p> <p>Robert Stefani: There's nothing we can show you We're not able to show you any information here. Go back to Account summary</p> <p>Sagar: Thanks for waiting.</p> <p>Sagar: It is de registered.</p> <p>Sagar: you can sell it if you want.</p> <p>Robert Stefani: Ah. Thank you Sagar. That is very helpful</p> <p>Sagar:</p>	