
Ticket: # 7045915 - T-Mobile Price Increase Despite Price Lock Guarantee

Date: 5/22/2024 9:25 AM

City/State/Zip: Long Island City, New York 11109

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile service many years ago since they offered price lock guarantee, saying they will never raise prices as long as I remain on my plan. Today they announced they're raising the price of my plan by \$5 per line. This is deceitful practice and should be investigated, all just to boost shareholder value under the guise of inflation.

[Ticket: # 7045926 - Tmobile rate increase](#)

Date: 5/22/2024 9:29 AM

City/State/Zip: Acworth, Georgia 30101

Company Complaining About: T-Mobile

Description

I signed a contract with Tmobile for a price locked plan in February 2017. They are now raising the rate. I see this as breach of the original contract and worry they will further raise the rate in the future

Ticket: # 7045941 - T-Mobile Increasing Prices on Plan

Date: 5/22/2024 9:32 AM

City/State/Zip: Bridgewater, New Jersey 08807

Company Complaining About: T-Mobile

Description

T-mobile said they would never increase prices on my plan when I signed up for the mobile plan. Here is the press release:

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." January 5, 2017 T-Mobile press release.

Now they are arbitrarily increasing prices on my plan that I signed up against the information they put out as advertisement that was a draw for the plan I selected. These anti-consumer moves have started to increase after their merger with Sprint.

[Ticket: # 7045945 - T-mobile price increase violation](#)

Date: 5/22/2024 9:33 AM

City/State/Zip: Edison, New Jersey 08817

Company Complaining About: T-Mobile

Description

I signed a contract to switch to T-mobile in 2021 after they advertised "Price guarantee" you will never pay more than \$140 including taxes and fees. Today, they are increasing fees \$5 per line total \$20

[Ticket: # 7045973 - T-Mobile raising plan price against claim they would never raise prices](#)

Date: 5/22/2024 9:40 AM

City/State/Zip: Bronx, New York 10470

Company Complaining About: T-Mobile

Description

I just received a text message from T-Mobile, my mobile phone service provider, that they would be increasing my monthly billing rate. This is contrary to their advertising when I signed up for the service. They alleged they would never raise the prices of the plans. Now they are going against that offer and raising the plan cost.

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

This is a copy of what they advertised when I signed up to be their customer.

Here's the included language from the original Price Lock Announcement, back in 2017 (emphasis mine):

Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

This is the notice on the T-Mobile website about the price increase:

https://www.t-mobile.com/customers/plan-pricing-update-sms-vo5-b1?cmpId=MGPO_SS_C_24MBOBCOM_1MBC1Cohort7SMSC5AllEngSMST1-0

[Ticket: # 7046009 - T-Mobile price lock guarantee](#)

Date: 5/22/2024 9:54 AM

City/State/Zip: Winston Salem, North Carolina 27106

Company Complaining About: T-Mobile

Description

I switched to T-Mobile in 2020 with the promise and guarantee that my rate would never increase as long as I stayed in my plan. I got notice today my plan is increasing by \$20 per month. They are not honoring their written and trademarked "Price Lock Guarantee."

Ticket: # 7046059 - T Mobile Guaranteed Rate

Date: 5/22/2024 10:11 AM

City/State/Zip: Park Ridge, New Jersey 07656

Company Complaining About: T-Mobile

Description

Hello,

I am under the T Mobile One Plan which was marketed to me as a guaranteed rate lock plan. I just received information that my plan would increase by \$25 per month (\$5 per line x 5 lines). How can this price increase happen if the plan was guaranteed and "price locked"? This is marketing deception at the highest level and a flat out lie to consumers. Please help!

Regards,

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(b) (6)

Ticket: # 7046071 - Notification about plan price increase

Date: 5/22/2024 10:16 AM

City/State/Zip: Glassboro, New Jersey 08028

Company Complaining About: T-Mobile

Description

`New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.`

source: <https://www.t-mobile.com/news/press/un-carrier-next> (May22,2024 10:10AM Eastern)

This is the messaging that t-mobile has on their site. I am on a T-Mobile ONE rate plan. I am covered by this. Yet today I get a text that says that my monthly rates are going to increase by \$5 per line.

`T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/wrcxAFYX`

This is the text that I received this morning. (May 22,2024 9:17AM Eastern)

Ticket: # 7046110 - T-Mobile lied about their price lock guarantee

Date: 5/22/2024 10:33 AM

City/State/Zip: Springfield, Massachusetts 01119

Company Complaining About: T-Mobile

Description

When I opened my t-mobile account, they promised to NEVER raise prices unless I changed my plan. See below:

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." January 5, 2017 T-Mobile press release.

Today I got a text saying they're raising the price on my lines, a direct contradiction of this promise. Please make T-Mobile understand they can't falsely advertise to customers.

[Ticket: # 7046159 - T-Mobile raising my rate after saying I was price locked](#)

Date: 5/22/2024 10:50 AM

City/State/Zip: Lincoln Park, Michigan 48146

Company Complaining About: T-Mobile

Description

Today T-Mobile announced they would be raising my rate plan after stating my plan was price locked and id never pay anything more as long as I don't change my plan which I have not.

Ticket: # 7046190 - Forced price increase

Date: 5/22/2024 11:02 AM

City/State/Zip: Park City, Kansas 67147

Company Complaining About: T-Mobile

Description

I signed up for tmobile one plan about 7 years ago with a price lock guarantee, now they are forcibly changing the prices to 5\$ per line on my account, I have 8 lines. There is also not enough wireless provider competition for me to switch. And even if I switch, they refuse to pay the final bill.

Ticket: # 7046276 - T-Mobile price increase

Date: 5/22/2024 11:25 AM

City/State/Zip: Opelousas, Louisiana 70570

Company Complaining About: T-Mobile

Description

Tmobile promised that that I was price locked into my plan and I have been a customer. I just received a text saying my bill was being increased and this is unacceptable.

"Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Link - with the Tmobile promise <https://www.t-mobile.com/news/press/un-carrier-next>

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7046287 - Raising rates on account with Price Lock Guarantee

Date: 5/22/2024 11:27 AM

City/State/Zip: South Saint Paul, Minnesota 55075

Company Complaining About: T-Mobile

Description

My phone carrier(T-Mobile) has announced today that they will be increasing their prices on select plans. I was notified that my plan would be subject to this increase at a rate of \$5 a line. However, when I signed up for my plan I was notified that it would never be subject to said rate increases in what was advertised as a "Price Lock Guarantee".

To quote the plan: Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

[Ticket: # 7046365 - Tmobil raising prices on price locked plans](#)

Date: 5/22/2024 11:48 AM

City/State/Zip: Mantua, New Jersey 08051

Company Complaining About: T-Mobile

Description

I have been a T-Mobile customer for 15 years next month. I received the text today that my bill will be going up five dollars per line, which will be fifteen dollars a month, starting on June 5, 2024.

When I signed up for this plan, I was told my bill will never go up and that there is a price lock. How can they do this?

Ticket: # 7046369 - T-Mobile Increasing Rates on Plans They Said Would Never Change

Date: 5/22/2024 11:49 AM

City/State/Zip: Chapel Hill, North Carolina 27514

Company Complaining About: T-Mobile

Description

Today, I received a text from T-Mobile telling me that for each of my phone lines, I will see a \$5 increase per line beginning in June. I am on a T-Mobile ONE plan.

Here is the link – on T-Mobile’s site – that declares there will never be any price increases. Here’s a paragraph from that page (bold / italics my emphasis): “Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

<https://www.t-mobile.com/news/press/un-carrier-next>

Here’s an archived link in the event T-Mobile pulls theirs:

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

If companies state that they will not change prices, they should honor their word.

This will affect millions of customers.

Given their press release are you able to hold them to what they published? I have 5 lines, so this will be a \$25 per month increase for me.

[Ticket: # 7046378 - Tmobile](#)

Date: 5/22/2024 11:51 AM

City/State/Zip: Flushing, New York 11364

Company Complaining About: T-Mobile

Description

I am a Tmobile customer. I received communication from Tmobile that my phone lines will be charged more every month even though I did not change my plan. I am supposed to be price locked and my plan is to never increase. I am not sure why this is being done. I would like the FCC to follow up with Tmobile and see why they are not honoring Their promise of the rate plan never increasing. I do my part by paying my bill every month. They need to do their part by honoring what they said.

Ticket: # 7046418 - T-Mobile price increases on locked rate plans

Date: 5/22/2024 11:59 AM

City/State/Zip: Cottage Grove, Minnesota 55016

Company Complaining About: T-Mobile

Description

T-Mobile announced raising rates on ONE plan accounts, even though these ONE plan accounts should be locked-rate plans.

Here's a direct link to the Price Lock announcement to ONE plan customers: <https://www.t-mobile.com/news/press/un-carrier-next>

T-Mobile promised to never increase these rates and with billions in profits reported last year, the rate increases appear greedy.

Here's the included language from the original Price Lock Announcement, back in 2017:

"Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Ticket: # 7046431 - T-mobile

Date: 5/22/2024 12:02 PM

City/State/Zip: Northport, New York 11768

Company Complaining About: T-Mobile

Description

I have been with t-mobile for 6 years - the T-mobile One plan - "with price lock guarantee". I just received notification that they are raising the cost of each line by \$5. Beyond them unilaterally breaking my contract, I just (2 weeks ago) added 2 lines (total 8 lines) which entitled me to a free iPhone via 24 monthly bill credits - which means I have to stay with them 2 years or I have to pay for the phone in full. The only reason I did not shop other providers was because of the "price lock guarantee". I could have gone to ATT or Verizon and gotten 8 free phones.

This is what happens when the government lets companies swallow the completion (the latest being sprint). We have antitrust laws in the country that are being ignored and ultimately the consumer loses

Ticket: # 7046512 - T-Mobile Magenta Military Price Lock Breach

Date: 5/22/2024 12:21 PM

City/State/Zip: Cumming, Georgia 30041

Company Complaining About: T-Mobile

Description

I joined T-Mobile November 2022. During this time they offered a price lock guarantee that promised as long as I didn't change my plan I would not experience a price increase. I migrated from Sprint to T-Mobile and joined their Magenta Military plan. I have not added or removed lines, yet I received a price increase of \$5 per line for an anticipated \$25 price increase going from \$110 to \$135 a month. This violated my price lock guarantee.

Ticket: # 7046526 - T Mobile Price Increases

Date: 5/22/2024 12:23 PM

City/State/Zip: Fort Mill, South Carolina 29715

Company Complaining About: T-Mobile

Description

Despite a Price Lock guarantee for our Magenta 55+ plan when we signed up with T Mobile in 2019 for \$70 all fees included for 2 lines, T Mobile is raising their prices by \$5 per line. I called and they told me that was not the policy until April 2022, but that is not true. Their advertised policy in 2019 for Magenta 55+ plan (and other Magenta plans) was that the price was locked in for life!

Content of text from T-Mobile:

T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/YpxYzpwG

Ticket: # 7046587 - T-Mobile increasing rate prices despite advertising no price increases on certain plans

Date: 5/22/2024 12:35 PM

City/State/Zip: Raleigh, North Carolina 27608

Company Complaining About: T-Mobile

Description

When T-Mobile announced ONE plans, including my ONE 55+ plan, they promised that only the customer can change their rate. <https://www.t-mobile.com/news/press/un-carrier-next>.

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

They are now increasing rates by up to \$5 a line. This is a 15% increase on the rate of my plan. This is also clearly false advertising.

[Ticket: # 7046635 - T-Mobile breaking their promise](#)

Date: 5/22/2024 12:44 PM

City/State/Zip: Indianapolis, Indiana 46237

Company Complaining About: T-Mobile

Description

I was informed today that my phone bill will be going up. I was under the impression that my rate was locked in when I signed up for my phone plan. Their press release around that time even said,

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

This gave me an impression that my rate was locked in.

[Ticket: # 7046663 - T-Mobile raising rates against their policy.](#)

Date: 5/22/2024 12:50 PM

City/State/Zip: Newark, California 94560

Company Complaining About: T-Mobile

Description

T-Mobile informed me they would be raising the rate on my plan by \$5 per line, however the language in their policy when the plan was rolled out stated that they would never adjust the cost for the plan.

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Found here: <https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7046706 - T-Mobile Breaking Contract

Date: 5/22/2024 12:55 PM

City/State/Zip: Orem, Utah 84058

Company Complaining About: T-Mobile

Description

I currently use Tmobile as my phone carrier. I am on their ONE plan. The contract and marketing of the plan stipulate that there is a price lock and rates would not increase. Today they informed me they are increasing the rates and ignoring my contract with them. I called to inform them that I would not accept the price increase and this violates the terms of the contract. They refused to assist.

Link to marketing regarding this issue:

<https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7046734 - T-Mobile Rate Increase Despite Guarantee it Wouldn't

Date: 5/22/2024 12:59 PM

City/State/Zip: Los Angeles, California 90005

Company Complaining About: T-Mobile

Description

Today, T-Mobile texted me to inform me that prices were going up, despite me signing up for T-Mobile ONE in 2017 after they made this their policy:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." January 5, 2017 T-Mobile press release.

[Ticket: # 7046735 - T-Mobile Price lock a lie](#)

Date: 5/22/2024 12:59 PM

City/State/Zip: Los Fresnos, Texas 78566

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile due to their price lock, and now they are changing the plan and increasing the price.

[Ticket: # 7046740 - T-Mobile Price Increase](#)

Date: 5/22/2024 1:00 PM

City/State/Zip: Park Ridge, Illinois 60068

Company Complaining About: T-Mobile

Description

I have a T-Mobile ONE plan that should have my price locked in for the duration of my time with them, but I was just notified today that the price is going up.

[Ticket: # 7046805 - T-Mobile price increase](#)

Date: 5/22/2024 1:17 PM

City/State/Zip: Kennesaw, Georgia 30152

Company Complaining About: T-Mobile

Description

Have been with T-Mobile for over 10 years and they advertised price lock. Now they are increasing prices that I cannot afford. I feel like this is fraud

Ticket: # 7046807 - T-Mobile price increase

Date: 5/22/2024 1:17 PM

City/State/Zip: Brooklyn, New York 11201

Company Complaining About: T-Mobile

Description

I joined T-Mobile as a customer in 2017. When I joined the carrier, T-Mobile provided an "un-contract" guarantee that the price of my plan would never increase unless I authorized the changes in plan price. Earlier today, I received a text message from T-Mobile that the price of my plan would increase by \$5/line per month. I have two lines, so an increase of \$10 per month. I called T-Mobile and the representative was sympathetic, acknowledging T-Mobile's previous price guarantees, noting that she provided T-Mobile customers that same information for years and that she understands my frustration. Her stated rationale was that T-Mobile had made network improvements and that because my plan was grandfathered, I would still be paying less money than other customers on newer plans. I asked for a contract between myself and T-Mobile and she stated that T-Mobile did not have a contract to provide me with. I feel deceived by T-Mobile and feel that the company has unfairly raised prices in contravention of its years-long advertising stating that it would never do this to its customers. T-Mobile was not prepared to offer any incentive or payment to offset the price increase, simply indicating that I am still paying less than other T-Mobile customers and that Verizon and AT&T would likely be more expensive.

[Ticket: # 7046864 - T-Mobile Bill Increase](#)

Date: 5/22/2024 1:31 PM

City/State/Zip: Waterville, Maine 04901

Company Complaining About: T-Mobile

Description

T-Mobile told me in writing that it not impacted by the rate increases on some of plans, then later changed their minds and is raising my month rates by \$18 a month. I was told that my plan was price locked when I signed up. Now they aren't honoring it and raises rates despite saying that I can't afford it

Ticket: # 7046870 - T-Mobile price lock guarantee

Date: 5/22/2024 1:32 PM

City/State/Zip: Birmingham, Alabama 35224

Company Complaining About: T-Mobile

Description

I received a text from T-Mobile : "T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/urCxsbcw". I have a price lock guarantee but my rate is increasing. I have no opportunity to change plans before the next bill if I want to. I must pay the increased price.

Ticket: # 7046881 - T-Mobile Raising Prices - Affecting Price Lock for Life

Date: 5/22/2024 1:34 PM

City/State/Zip: Winlock, Washington 98596

Company Complaining About: T-Mobile

Description

T-Mobile has long touted their “Price Lock for Life” on many, if not most of their plans, including newer ones. However as of this morning 5/22/24, thousands of customers (including me) we told over text message that our plans would be increasing.

“T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, some of your connected device plans will increase by \$2 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/OuJfGBXj”

While a \$2 a line increase may seem insignificant to some, it still goes against their “Price Lock for Life” guarantee.

Ticket: # 7046883 - T-Mobile price lock guarantee

Date: 5/22/2024 1:35 PM

City/State/Zip: Birmingham, Alabama 35224

Company Complaining About: T-Mobile

Description

I received a text from T-Mobile : "T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/urCxsbcw". I have a price lock guarantee but my rate is increasing. I have no opportunity to change plans before the next bill if I want to. I must pay the increased price.

[Ticket: # 7046896 - T-Mobile Violating Advertised Pricing Guarantees](#)

Date: 5/22/2024 1:38 PM

City/State/Zip: Hazelwood, Missouri 63042

Company Complaining About: T-Mobile

Description

T-Mobile has a lot of customers on older plans that subscribed with price guarantees. A lot of them. They are raising prices on them RIGHT NOW nearly across the board. I personally signed a new watch contract THIS MONTH and they're raising that rate play \$2 before I even receive my first bill for it. That's NOT what I signed up for.

This is blatantly misleading and abusive.

[Ticket: # 7046909 - T mobile price Increase on Price Locked Plan](#)

Date: 5/22/2024 1:41 PM

City/State/Zip: Buford, Georgia 30519-7697

Company Complaining About: T-Mobile

Description

T mobile sent me a text saying that they are going to increase my price by \$5 per line even though I am on a price-lock guarantee.

[Ticket: # 7046930 - T-Mobile price increase](#)

Date: 5/22/2024 1:44 PM

City/State/Zip: Puyallup, Washington 98371

Company Complaining About: T-Mobile

Description

T-Mobile bringing people in with promise of "price lock", then notify of price increases, while their site still says plans before Jan 2024 are still honored (but they're not). Total scam.

Ticket: # 7046931 - T-Mobile price increase on plans with price lock on them

Date: 5/22/2024 1:44 PM

City/State/Zip: Apex, North Carolina 27502

Company Complaining About: T-Mobile

Description

I've had T-mobile for 3 years, when I subscribed and never changed plans since I had a price lock guarantee that my price would not increase. I contacted T-Mobile in regards to this price increase and was told "price lock before '22 does not really mean price lock, only after '22 does when we say price lock does it really mean your price won't go up". I'm confused, you advertised your price lock guarantee for year but now your saying it does not mean anything. Seem like fraud to me.

Ticket: # 7046940 - Tmobile raising rates on a plan that specifically we were told would not change (price lock)

Date: 5/22/2024 1:46 PM

City/State/Zip: Duvall, Washington 98019

Company Complaining About: T-Mobile

Description

Tmobile announced today that they will be raising my rates even though I was sold a plan that would not change.

See the commitment for the Tmobile One plan called out here. I was informed that the rates would be changed without my consent.

<https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7046985 - T-Mobile breach of verbal contact](#)

Date: 5/22/2024 1:54 PM

City/State/Zip: Jonesboro, Georgia 30238

Company Complaining About: T-Mobile

Description

T-Mobile sold customers on earlier plans of a locked in price guarantee, but are now shifting gears and attempting to go against what they sold is upon. I am attaching the verbal agreement (that I) and surely many others as well we promised upon activations.

Ticket: # 7046990 - Price Lock Guarantee

Date: 5/22/2024 1:55 PM

City/State/Zip: Buffalo, New York 14222

Company Complaining About: T-Mobile

Description

I am writing to express my anger, frustration, and sense of unfair treatment regarding the recent price increase announced by T-Mobile. This decision directly contradicts the Price Lock guarantee promised by former CEO John Legere, which assured customers that their rates and plans would never change.

As of today, T-Mobile has decided to increase costs for customers on legacy plans by \$2 to \$5, with a \$2 increase specifically for connecting devices such as watches and tablets. The classification of connecting device plans as legacy plans is illogical and makes no sense. This policy reversal feels deeply unfair and disrespects the trust we placed in the company's commitment.

The Price Lock guarantee was a significant factor in my decision to remain a loyal T-Mobile customer, and its revocation is a betrayal. We are already paying substantial amounts for your services, and now the company seems to be unjustly seeking an additional \$2. This is unacceptable.

I want to inform you that many customers, including myself, are voicing our concerns and organizing our objections on platforms like Reddit. I am attaching screenshots, a video link, and a link to the Reddit discussion board (<https://www.reddit.com/r/tmobile/>) where our collective dissatisfaction is being discussed. I urge you to review these materials and consider the impact of this decision on your customer base. To

We demand that T-Mobile honor the original Price Lock guarantee and refrain from imposing this unjust price increase. We deserve to be treated as valued customers, not as mere revenue sources.

I strongly disagree with this rate increase and will not comply with it under any circumstances. It is imperative that T-Mobile addresses this issue promptly and maintains the trust and satisfaction of its customers.

Thank you for your attention to this matter.

Ticket: # 7047029 - Tmobile Phone plan hike

Date: 5/22/2024 2:01 PM

City/State/Zip: Glendale, New York 11385

Company Complaining About: T-Mobile

Description

I am writing to file a formal complaint against T-Mobile, my mobile phone service provider, regarding an unjustified increase in my phone plan costs despite a price lock guarantee.

I have been a loyal T-Mobile/Sprint customer for 20+ years. When I initially signed up for my current plan, T-Mobile assured me with a price lock guarantee, promising that my monthly fees would not increase as long as I maintained the same account and plan. However, despite this assurance, T-Mobile recently increased the cost per line on my account, violating their commitment.

The specifics of my complaint are as follows:

Plan Details: Magenta Max

Original Monthly Fee: 150

Increased Monthly Fee: 172

Date of Increase: 6/2024

I have reached out to T-Mobile customer service multiple times to resolve this issue. Despite my efforts, I have not received a satisfactory explanation or resolution. The company's actions are not only a breach of the promised price lock guarantee but also a violation of consumer trust and fairness.

I respectfully request the FCC to investigate this matter and take appropriate action to ensure that T-Mobile honors its price lock guarantee. Additionally, I seek your assistance in ensuring that my original plan costs are reinstated and that T-Mobile provides appropriate compensation for any inconvenience caused by this unwarranted increase.

Thank you for your attention to this matter. I look forward to your prompt response and resolution.

Ticket: # 7047034 - Formal Complaint Regarding Unjustified Monthly Plan Increase

Date: 5/22/2024 2:02 PM

City/State/Zip: Binghamton, New York 13905

Company Complaining About: T-Mobile

Description

Dear T-Mobile Customer Service,

I am writing to express my significant distress and dissatisfaction with the recent notification I received regarding an increase of \$5 in my monthly plan. Last year, I already experienced a forced price increase when I was required to switch from using my credit card to using my checking account for auto-debit payments. This switch, which was supposed to avoid a \$5 increase, posed a higher risk of fraud due to the use of my routing and account numbers, especially in light of the numerous data breaches and hacking incidents T-Mobile has faced.

Now, I am facing yet another \$5 increase in my monthly plan. This continuous policy change not only deprives me of the convenience and security provided by using a credit card, particularly for managing potential fraud, but also denies me the opportunity to earn valuable rewards points. These abrupt and repeated policy changes undermine the benefits I was enjoying and significantly disrupt my financial planning.

Furthermore, this is not just an isolated incident but a breach of the "Price Lock" promise T-Mobile made to its customers. Such actions erode trust and lead me to believe that there may be more price hikes in the future, further compromising the affordability of your services.

In light of this situation, I am now actively comparing other plans and considering switching to your competitors. Your justification for the increase due to inflation is particularly disheartening, especially when many Americans, including myself, have not received raises to compensate for inflation. Additionally, many people, myself included, are currently unemployed or struggling financially. Forcing us to accept an increase when we can barely afford essential expenses such as groceries, utilities, and rent demonstrates a concerning level of corporate greed.

Moreover, the T-Mobile Tuesdays benefit has been consistently disappointing and practically unusable. While I have managed to redeem offers like free Burger King Whoppers or chicken nuggets in the past, most of the perks are either "buy one get one" deals or items I would never use. The majority of the so-called benefits are not practical given the current economic climate and the cost of living. The tangible rewards, like promotional items from T-Mobile, are few and far between. This supposed benefit feels more like a marketing gimmick than a genuine value addition.

Additionally, your recent acquisitions of companies like Sprint and Mint Mobile have only reinforced the perception of T-Mobile's monopolistic tendencies and increasing greed. Before switching to T-Mobile, I was with Straight Talk, paying \$45 or less per month with a prepaid plan that included rewards points. I initially chose T-Mobile for its international services, but given that I no longer travel much due to inflation, your services are becoming increasingly less justifiable.

I have been a loyal customer since 2018, sticking with a plan that doesn't even offer the full benefits I need, and resisting the push to upgrade to the more expensive Magenta plan. The constant price hikes and lack of meaningful benefits have left me, and many others, feeling exploited.

To address this issue, I urge T-Mobile to reconsider this policy change and uphold the initial pricing agreement without imposing additional charges based on payment methods. Additionally, I strongly recommend that other affected customers file complaints with the FCC and draw attention to this issue through media and political channels to ensure that T-Mobile adheres to its commitment to provide the best value without arbitrary price increases.

I look forward to your prompt response and a resolution that restores my faith in T-Mobile's commitment to its customers.

Sincerely,

(b) (6)

[Ticket: # 7047035 - Tmobile price lock](#)

Date: 5/22/2024 2:02 PM

City/State/Zip: Logansport, Indiana 46947

Company Complaining About: T-Mobile

Description

We have maintained a good standing account for several years with tmobile that is suppose to have a price lock. Now they are raising the rates of our plan.

[Ticket: # 7047036 - T-Mobile price increase](#)

Date: 5/22/2024 2:02 PM

City/State/Zip: Fort Worth, Texas 76132-2627

Company Complaining About: T-Mobile

Description

T-Mobile is raising my rates \$2 per line despite being under their price lock where they guaranteed not to raise prices.

Ticket: # 7047051 - T-Mobile Price Lock

Date: 5/22/2024 2:07 PM

City/State/Zip: Independence, Missouri 64055

Company Complaining About: T-Mobile

Description

Hi I just got a notification that my service with tmobile was going up 5/month per voice line and 2/month for other lines. When I signed up for this plan I was told I had a price lock and my rate would not be going up. This is affecting thousands of people and needs to be investigated! It's also shady the CEO dumped a bunch of stock yesterday before all this happened.

Ticket: # 7047080 - T-Mobile increased price despite "price lock" guarantee

Date: 5/22/2024 2:13 PM

City/State/Zip: Tinley Park, Illinois 60487

Company Complaining About: T-Mobile

Description

In 2022, I changed cellular carriers to T-Mobile and their price lock guarantee was 1 reason for choosing T-Mobile. This promise was widely advertised and marketed. Their current Price Lock FAQ website still promises my plan won't receive price increases - I have downloaded a PDF copy of the website for my records in fear they will remove or change this information. I am on the Magenta Max plan with 2 active phone lines, a watch line, a home internet line, and 1 free phone line. Today, I received a text message that T-Mobile was increasing my rate plan by \$2 per line. It's unclear to me if this will be \$4 (phone lines), \$6 (phone lines plus internet), \$8 (phone lines, internet, and watch lines), or \$10 to include all lines plus the free one. That's besides the point, though. The issue is the fact T-Mobile promised in writing that my plan would not increase in rates. The text also states inflation as the reasoning for the rate increases. I find this difficult to believe as justification considering still earned over \$78 billion in 2023. I want my price lock guarantee to mean something and fear that allowing T-Mobile to ignore their written promise (which should serve as a legal contract) sets a precedent to allow future price increases on plans they promised not to increase rates for.

Ticket: # 7047082 - Fraudulent Activity -T-Mobile

Date: 5/22/2024 2:13 PM

City/State/Zip: Burlington Township, New Jersey 08016

Company Complaining About: T-Mobile

Description

I have been a customer of T-Mobile for a little over 22 years and T-Mobile has always advertised "rates will not change." Due to this I was grandfathered in to any changes the company has experienced. Needless to say today I have received a text message from this company stating I will receive a rate increase on each of the four lines I currently have. I contacted T-Mobile to no avail. This absolutely cannot be acceptable practice by T-Mobile. I believe this is false advertising, fraud and any other deceptive description for a company that does not adhere to price guarantee.

As an individual consumer I am requesting assistance that this government agency look into this deception and apply any and all fees, fines, penalties to T-Mobile including reversal of monies they have collected to all consumers affected by this deception. If need be I can be reached at (b) (6) [REDACTED] to further discuss this disturbing matter.

Thank you,

(b) (6) [REDACTED]

Ticket: # 7047090 - T-mobile Not Honoring Guarantee

Date: 5/22/2024 2:14 PM

City/State/Zip: Columbia, South Carolina 29223

Company Complaining About: T-Mobile

Description

Hello,

I am writing to express my anger, frustration, and sense of unfair treatment regarding the recent price increase announced by T-Mobile. This decision directly contradicts the Price Lock guarantee promised by former CEO John Legere, which assured customers that their rates and plans would never change.

As of today, T-Mobile has decided to increase costs for customers on legacy plans by \$2 to \$5, with a \$2 increase specifically for connecting devices such as watches and tablets. The classification of connecting device plans as legacy plans is illogical and makes no sense. This policy reversal feels deeply unfair and disrespects the trust we placed in the company's commitment.

The Price Lock guarantee was a significant factor in my decision to remain a loyal T-Mobile customer, and its revocation is a betrayal. We are already paying substantial amounts for your services, and now the company seems to be unjustly seeking an additional \$2. This is unacceptable.

I want to inform you that many customers, including myself, are voicing our concerns and organizing our objections on platforms like Reddit. I am attaching screenshots, a video link, and a link to the Reddit discussion board (<https://reddit.com/r/tmobile/>) where our collective dissatisfaction is being discussed. I urge you to review these materials and consider the impact of this decision on your customer base.

We demand that T-Mobile honor the original Price Lock guarantee and refrain from imposing this unjust price increase. We deserve to be treated as valued customers, not as mere revenue sources.

I strongly disagree with this rate increase and will not comply with it under any circumstances. It is imperative that T-Mobile addresses this issue promptly and maintains the trust and satisfaction of its customers.

Thank you for your attention to this matter.

Regards,

(b) (6)

Ticket: # 7047118 - Tmobile Unlawful Price Increase

Date: 5/22/2024 2:19 PM

City/State/Zip: Charlotte, North Carolina 28269

Company Complaining About: T-Mobile

Description

I have been a customer of Tmobile for over 10 years and today I get a notification that my bill is going up \$5 per line per month (I have 6 lines). The problem is, I am on a "price lock guarantee" plan which means my rate shouldn't increase. Last year, Tmbole TRIED to force many of us to upgrade out plans but that failed when we spoke out. I'm speaking out again because I will not be bullied into a higher plan just because their bad business practices is losing them money. A guarantee is just that, a GUARANTEE and trying to back out of that is breaking a contract. This should be illegal and someone needs to look into the legality of this whole thing.

Ticket: # 7047122 - Phone carrier billing increase

Date: 5/22/2024 2:20 PM

City/State/Zip: Las Vegas, Nevada 89131

Company Complaining About: T-Mobile

Description

I have lines with Tmobile and when we signed up they have a clause that our rate is locked for life or the life of the plan. Our plan had been grandfathered in because of that clause and have been subject to forced plan changes or price increases until today they announced all my lines will have a 5 usd increase starting June 5th of this year. We asked and they said this tike the price does not apply regardless if our plan is grandfathered and has had any changes made that allow an increase. They are violating their own price lock guarantee clause that they have previously honored until now.

Ticket: # 7047170 - T-Mobile price lock promise

Date: 5/22/2024 2:28 PM

City/State/Zip: Warren, Michigan 48092

Company Complaining About: T-Mobile

Description

"T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." <https://www.t-mobile.com/news/press/un-carrier-next>

Backup link <https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

This was the promise to all T-Mobile One subscribers. Yet today I received a message saying that starting June 5th my rate would increase by \$5 per line.

Ticket: # 7047185 - T-Mobile price increase when promised to never price increase

Date: 5/22/2024 2:30 PM

City/State/Zip: Peoria, Arizona 85383

Company Complaining About: T-Mobile

Description

I am on a T-mobile plan that was promised here to never see a price increase: <https://www.t-mobile.com/news/press/un-carrier-next>

Exact language: "New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Just today, May 22, 2024, I received a text saying that each of my lines will be increased monthly by \$2-\$5. This is a violation of their promise, and they should not be allowed to do this.

Ticket: # 7047188 - Price Increase when stating "price locked forever"

Date: 5/22/2024 2:31 PM

City/State/Zip: St. Louis, Missouri 63143

Company Complaining About: T-Mobile

Description

Tmobile is raising my bill after stating my plan will never increase through price lock promotion. It's false advertisement and should not require me to pay more than what I signed on my agreement

[Ticket: # 7047212 - Tmobile not honoring price lock](#)

Date: 5/22/2024 2:37 PM

City/State/Zip: Columbia, Missouri 65203

Company Complaining About: T-Mobile

Description

Tmobile has sent me a message saying my price locked plan is now increasing by \$5 starting on 06/05/24. This is them blatantly going against their claims that my rate would never increase.

Ticket: # 7047292 - Price increase

Date: 5/22/2024 2:53 PM

City/State/Zip: Chicago, Illinois 60659

Company Complaining About: T-Mobile

Description

Creating ads saying we'll never increase the price and telling your employees to talk about the price lock guarantee just to create flat \$2-5 increases on nearly every line is just deceptive market practices especially after you merge with Sprint. Not including how you deceived customers to signing up for the Business Unlimited Ultimate for iPhone plan which you not once have paid for the Business Manager Essentials and without any notification or any kind of reimbursement you shut down the plan and act like it never existed.

Ticket: # 7047332 - T-Mobile Price Lock Guarantee - False Advertising

Date: 5/22/2024 3:03 PM

City/State/Zip: San Diego, California 92130

Company Complaining About: T-Mobile

Description

In 2017, T-Mobile included Price Lock Guarantee with its One Plan and guaranteed never to raise prices on this plan. Today, they effectively lied and raised their prices. This is false advertising, as they promised a permanent guarantee. T-Mobile lied to its customers and should be prosecuted to the fullest extent of the law for this blatant lie. Press Release is in the following link that shows price lock guarantee. <https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7047351 - T-mobile changing my Price locked account](#)

Date: 5/22/2024 3:06 PM

City/State/Zip: Arlington, Washington 98223

Company Complaining About: T-Mobile

Description

I had changed from Verizon t T-mobile and have never upgraded or changed plans as my contract with them price locked me in at my bill rate. Today I got a text message stating that they are not holding to that contract and are charging me 5.00 more per phone/line on my account.

Ticket: # 7047355 - T Mobile Price Increase on Price Lock Plans

Date: 5/22/2024 3:07 PM

City/State/Zip: Little Falls, New Jersey 07424

Company Complaining About: T-Mobile

Description

Our agreement with T Mobile for their Senior Plan for 2 lines states Price lock but now they are increasing the price by \$5/line per month. This should not be allowed.

Ticket: # 7047358 - T-mobile raising price on guaranteed price plan

Date: 5/22/2024 3:07 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: T-Mobile

Description

I received a notice today that T-Mobile is raising the price on my price lock guaranteed One plan. Please see the link below where they explicitly state

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

<https://www.t-mobile.com/news/press/un-carrier-next>

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

[Ticket: # 7047363 - T-Mobile Price Lock Guarantee Breach](#)

Date: 5/22/2024 3:08 PM

City/State/Zip: Cheney, Washington 99004

Company Complaining About: T-Mobile

Description

T-Mobile is raising prices on grandfathered plans, such as my T-Mobile ONE All In \$100/mo, and breaking their Price Lock Guarantee. I have talked to T-Mobile and they are acting as if the Price Lock Guarantee never existed.

Ticket: # 7047396 - T-Mobile breaking promise of my contract by increasing prices

Date: 5/22/2024 3:13 PM

City/State/Zip: San Diego, California 92101

Company Complaining About: T-Mobile

Description

Dear FCC,

I am writing to bring to your attention an issue regarding T-Mobile's recent notification about an increase in my monthly plan cost. Today, I was informed that my T-Mobile ONE plan will incur an additional charge of \$5 per line per month. This increase contradicts the promise made by T-Mobile when I initially opened my account, which stated that prices would remain unchanged.

This commitment is explicitly stated on their website in the following paragraph:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE. Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." - <https://www.t-mobile.com/news/press/un-carrier-next>

This price increase appears to be a clear violation of the contract terms. I request your assistance in addressing this breach.

Thank you for your attention to this matter.

Ticket: # 7047404 - Tmobile locked in for life price increase

Date: 5/22/2024 3:15 PM

City/State/Zip: Kingman, Arizona 86401

Company Complaining About: T-Mobile

Description

I'm a senior and have been on Tmobile 55+ price locked for life plan and received today a notice my plan is increasing \$5 per line.

They are not honoring their original agreement that says you are locked into your rate for life.

This appears to be a "Bait and Switch" and it is deceiving. This is wrong!

I would appreciate it if you can look into T-Mobiles miss leading business practices.

Thank you

[Ticket: # 7047415 - T-Mobile "price lock" yet plan price increases](#)

Date: 5/22/2024 3:19 PM

City/State/Zip: Oak Leaf, Texas 75154

Company Complaining About: T-Mobile

Description

The plan I subscribed to in March 2017 came with a "price guarantee" that the plan price would never change, and include all taxes and fees. Today, I received a notification that my 2-line plan would increase by \$5 per line, thus meaning the price is raised by 10% compared to what I have been paying so far. This is some very deceptive and I believe illegal business practice.

Ticket: # 7047424 - T-Mobile Price Increase

Date: 5/22/2024 3:20 PM

City/State/Zip: Tucson, Arizona 85747

Company Complaining About: T-Mobile

Description

I entered into a contract with T-Mobile where they assured they would not raise the price on my phone lines. This guarantee of price lock was just violated as I got a text today that T-Mobile was arbitrarily raising my bill by \$15 a month, \$180 a year with no change in the services they have been providing.

Ticket: # 7047433 - T-Mobile Price Lock Not Honored deceptive marketing

Date: 5/22/2024 3:21 PM

City/State/Zip: Wilmington, North Carolina 28411

Company Complaining About: T-Mobile

Description

When I signed up for my plan t-mobile had a price lock guarantee that was advertised for life. My plans pricing was supposed to be "locked". Now I get a text from T-Mobile that they are raising prices by \$5 for each line. This is clearly deceptive advertising and should not be legal.

[Ticket: # 7047444 - Tmobile rate hike on "Price Lock Guaranteed" plans](#)

Date: 5/22/2024 3:23 PM

City/State/Zip: Clarkdale, Arizona 86324-3766

Company Complaining About: T-Mobile

Description

October 2018 my wife and I signed up for Tmobile's 55+ rate plan with a price for life guarantee. I was notified today by Tmobile, that they are not honoring their commitment and will increase my cost \$5/line starting next month.

Ticket: # 7047454 - t mobile

Date: 5/22/2024 3:25 PM

City/State/Zip: Pleasant Grove, Utah 84062

Company Complaining About: T-Mobile

Description

I have been on the t mobile magenta plan for years now. We have 5 lines on the family plan. I was told that the price was guaranteed for life. Today I got a text from t mobile saying they are raising the price \$5 per line. How is this legal? How are they able to not honor the contract that we both agreed to? When I called them they told me it was because of inflation and that it was happening to them too. That does not give them the right to change a price lock guarantee. The operators have obviously been trained what to say and they were no help.

[Ticket: # 7047459 - T-Mobile raised prices on "never increase" plan](#)

Date: 5/22/2024 3:25 PM

City/State/Zip: Seattle, Washington 98136

Company Complaining About: T-Mobile

Description

T-Mobile today notified me that they will be increasing my cell phone service price by \$5 per line. However when I ordered the service I was in what they called the price lock guarantee. This is bait and switch.

Ticket: # 7047488 - T-Mobile attempting to increase price of phone service plane despite public promises that they would not

Date: 5/22/2024 3:30 PM

City/State/Zip: Mountain View, California 94040

Company Complaining About: T-Mobile

Description

Today, T-Mobile sent a message to me, and many others, announcing a price increase for my existing phone service plan, as documented here: <https://www.t-mobile.com/customers/plan-pricing-update-sms-vo5-b1>

I am on a "T-Mobile ONE" plan, which, in their original announcement press release they described as including the following:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

I called customer support and they were unable to explain how this public promise should not not apply to me, only that I was 'correctly' included in the set of customers getting a price increase.

So, as it stands, they are going back on the public statements they made, which formed part of the basis for me choosing their service. This is false advertising and an unacceptable way to do business.

I have attached a pdf of the original press-release, which can also be referenced here:

<https://www.t-mobile.com/news/press/un-carrier-next>

and also on archive.org in case they try and change the original text on their website.

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7047520 - T-Mobile raising prices without consent when promising price lock guarantee

Date: 5/22/2024 3:36 PM

City/State/Zip: West Valley City, Utah 84119

Company Complaining About: T-Mobile

Description

Was promised my rate would not increase from the plan I selected MAGENTA. Now T-Mobile is going to charge me \$5 per phone line and \$2 per internet line starting June 2024. This is going to cost me hundreds of dollars more for service per year in breach of their original promise. Gov needs to step in and do something. I have not entered into any new agreements nor have I signed up for these changes.

Ticket: # 7047529 - T-Mobile Raising Phone Plan Rates in Violation of Price Lock Guarantee

Date: 5/22/2024 3:38 PM

City/State/Zip: Northlake, Texas 76247

Company Complaining About: T-Mobile

Description

I received a text from T-Mobile today that effective next month, they are raising the rates of my phone plan by \$5 per line per month. This is a clear breach of contract as the plan I have been on for almost a decade included a price lock guarantee stating that they would never increase the rate of the plan.

[Ticket: # 7047531 - T-Mobile increasing price \\$5 per line](#)

Date: 5/22/2024 3:38 PM

City/State/Zip: Mesa, Arizona 85212

Company Complaining About: T-Mobile

Description

T-Mobile is increasing their rates by \$5 a month per line when I have a price lock guarantee when I set up the service. They are breaking all consumer protection laws because they are greedy.

Ticket: # 7047539 - T-Mobile Rate increase on a plan with a promise to never raise the plan rate.

Date: 5/22/2024 3:39 PM

City/State/Zip: Asheville, North Carolina 28803

Company Complaining About: T-Mobile

Description

On Jan 5th, 2017 T-Mobile sent out this press release found here: <https://www.t-mobile.com/news/press/un-carrier-next>, stating that:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Today I received notice that T-Mobile plans to raise the rate for my plan, which is directly contradicting the published statement that "T-Mobile will never change the price you pay for your T-Mobile ONE plan." This was purely the reason why I moved from ATT to T-Mobile. Please investigate this very blatant consumer price hike when T-Mobile promised to never raise the rate. Thank you.

[Ticket: # 7047542 - T-Mobile Raising my phone rates](#)

Date: 5/22/2024 3:39 PM

City/State/Zip: Brandon, Mississippi 39042

Company Complaining About: T-Mobile

Description

I have a signed contract from Tmobile in 2017 guaranteeing they would never raise my rates as long as I remain an uninterrupted TMobile Customer. I have upheld my end. However, Tmobile is raising my price lock guarantee Military Plan by \$5.00 per month and \$2 for data lines. I did not mutually agree to this price increase, nor have I signed a new contract with Tmobile.

[Ticket: # 7047556 - Lock in price change](#)

Date: 5/22/2024 3:42 PM

City/State/Zip: Riverton, Utah 84096

Company Complaining About: T-Mobile

Description

Price lock plan is changing to more money per month

Ticket: # 7047563 - T-Mobile unethical billing - ignoring "price lock" guarantee

Date: 5/22/2024 3:43 PM

City/State/Zip: Lancaster, South Carolina 29720

Company Complaining About: T-Mobile

Description

I signed up with T-Mobile about 15 months ago because they offered a price lock guarantee on their Magenta 55+ account. My monthly bill would be \$75, including fees and taxes, and I was assured that the price would never change.

Today, I and many other people have been notified by T-Mobile that we will be charged more \$\$ per line starting June 5, 2024.

Please investigate T-Mobile for dishonest business practices.

[Ticket: # 7047575 - T-Mobile "Price Lock Guarantee"](#)

Date: 5/22/2024 3:45 PM

City/State/Zip: Skokie, Illinois 60076

Company Complaining About: T-Mobile

Description

T-Mobile widely advertises that its plans include a price lock guarantee, where prices will not change for the life of the plan. Well, T-Mobile just decided not to honor their word or their marketing, and jacked up prices for old plans that had this price lock guarantee.

[Ticket: # 7047592 - T-Mobile rate increase](#)

Date: 5/22/2024 3:48 PM

City/State/Zip: Spearfish, South Dakota 57783

Company Complaining About: T-Mobile

Description

Signed up for a plan with "Price Lock" guarantee for life. Just got notified the price is going up \$5/line. That is more than 10% increase.

[Ticket: # 7047600 - T-Mobile "Price Lock Guarantee"](#)

Date: 5/22/2024 3:50 PM

City/State/Zip: Skokie, Illinois 60076

Company Complaining About: T-Mobile

Description

T-Mobile widely advertised a 'price lock guarantee' with their plans and decided to go back on their word and raise prices.

Ticket: # 7047607 - TMOBILE ILLEGAL CONTRACT CHANGE FR PLANS WITH RATE LOCKS

Date: 5/22/2024 3:51 PM

City/State/Zip: Bogalusa, Louisiana 70427

Company Complaining About: T-Mobile

Description

Once again Tmobile is attempting to raise cost of plans that were supposed to be PRICE LOCKED, per CONTRACT. they want to add \$5 PER line, in order to FORCE customers to migrate to more expensive plans, as there attempt to do so in october failed. they have only given TWO WEEKS notice of the price hike, and no option to stay at lower level/original cost. If you increase cost per line, that IS A RATE INCREASE and violates the contract we signed. EVERY night between the hours of 2 and 4 am I loose ALL internet service on the tmobile internet plans and when you call and complain, they just say they're working on towers. And they want to INCREASE fees for lacking service? If you try to talk to customer service, they just say, it affects them too.??? Affecting elder plans also.

**Ticket: # 7047614 - TMOBILE PRICE INCREASE AFTER PRICE RATE LOCK
GUARANTEE**

Date: 5/22/2024 3:52 PM

City/State/Zip: Everett, Washington 98203

Company Complaining About: T-Mobile

Description

Tmobile just told me that my next bill will go up \$5 per line and \$2 per device. So my plan goes up \$17 a month on magenta military or over \$200 more a year. This was supposed to be a price lock for life plan as it was sold to me.

[Ticket: # 7047620 - T-Mobile Breach of Contract](#)

Date: 5/22/2024 3:53 PM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: T-Mobile

Description

T-Mobile has a price lock guarantee that they have now breached by passing on a \$5 increase per line on older plans. When I signed my contract with T-Mobile it was a mutual contract. They are breaching it by forcing a cost increase.

Ticket: # 7047650 - T mobile price increase

Date: 5/22/2024 3:59 PM

City/State/Zip: Fort Lee, New Jersey 07024

Company Complaining About: T-Mobile

Description

I signed up with T - mobile over 2 years ago. One of the determining factors, was the Price Lock Guarantee, that my phone bill would never increase. Just got a text saying that the price of each phone is going up \$5.00 and my watch \$2.00 per month. Where's the price lock ??? Spoke to an agent and his comment was that T-Mobile still had the lowest price of major carriers and that we received free benefits such as Netflix and Apple TV. He never addressed the Price Lock !!!! This was mis-leading advertising " Price Lock " and needs to be investigated by the FCC. There are ALOT of angry customers and I'm sure you will be hearing from them

[Ticket: # 7047688 - T-Mobile failing to honor price lock commitment.](#)

Date: 5/22/2024 4:04 PM

City/State/Zip: Cary, North Carolina 27513

Company Complaining About: T-Mobile

Description

Long time T-Mobile user with price lock. Just was notified that T-Mobile will not honor the agreement and is increasing my rates. This is all over the internet boards with thousands of affected people.

Ticket: # 7047690 - T-mobile is in breach of contract

Date: 5/22/2024 4:04 PM

City/State/Zip: Spokane, Washington 99203

Company Complaining About: T-Mobile

Description

T-mobile offered contracts with a price lock guarantee that monthly line fees would not be increased unless we chose to change plans. T-mobile is breaching that contract and planning to start charging me an extra \$300 a year.

Not only did they include this in contracts, but they marketed this heavily. <https://www.t-mobile.com/news/un-carrier/t-mobile-helps-americans-tackle-inflation>

[Ticket: # 7047696 - T-mobile Price Lock](#)

Date: 5/22/2024 4:05 PM

City/State/Zip: Cottonwood, Az, Arizona 86326

Company Complaining About: T-Mobile

Description

Today I received a notice of an increase of \$5/line on my Magenta55+ phone plan by T-Mobile. When I signed up 3 years ago, there was a price lock guarantee that I would never receive a price increase. This is at least a broken promise, and maybe a contract break.

[Ticket: # 7047698 - T-Mobile Increase in price with price lock and contract](#)

Date: 5/22/2024 4:05 PM

City/State/Zip: Shawnee, Kansas 66218

Company Complaining About: T-Mobile

Description

T-Mobile is attempting to increase my monthly contract price by \$5 per line and I am currently have a contract with price lock with Magneta Max for 4 lines. I do not accept this price increase and the FTC needs to investigate this price increase.

[Ticket: # 7047716 - T-mobile price lock guarantee](#)

Date: 5/22/2024 4:08 PM

City/State/Zip: Puyallup, Washington 98374

Company Complaining About: T-Mobile

Description

I signed up for a tablet and 2 watches on my phone plan within the last 3 months. I was quoted a specific price for the plan and told the price was locked and guaranteed. So I signed up agreeing to pay for the devices over 2 years. Now they raised my prices on all 3 devices by nearly 20% and basically told me if I don't like it I cancel. But I can't cancel because I have the devices I am paying on. This is going to cost me an extra \$144 over the next 2 years that I didn't agree to pay and have no way to get out of.

Ticket: # 7047727 - T-Mobile rate increase

Date: 5/22/2024 4:10 PM

City/State/Zip: Florence, Alabama 35633

Company Complaining About: T-Mobile

Description

I received a text today that T-Mobile was raising my plan rate by \$5 a line. The issue is that when I signed my contract the price was "locked in" for life with a price guarantee. The contract even stated that rates could. It be changed on this plan. Now it's being raised , in my case, \$200 a year.

I believe this violates the contract I signed.

Ticket: # 7047748 - T-Mobile - Individual Targeted Pricing

Date: 5/22/2024 4:13 PM

City/State/Zip: Brooklyn, New York 11234

Company Complaining About: T-Mobile

Description

T-Mobile is increasing my Magenta phone lines by \$5 while others are increasing by \$2, and yet others by nothing.

They are extremely vague about who has to pay extra, and are using price optimization to charge different rates to different customers. This is discriminatory.

This is on top of previous "Price Lock" guarantees and promotional materials stating they wouldn't raise their prices - unlike AT&T, Verizon, etc.

I have no transparency, no recourse, and was only given two weeks notice.

They have bought out the competition (Sprint, Metro, Mint Mobile etc) and are now raising rates when customers have no recourse.

Please advise.

[Ticket: # 7047751 - T-Mobile price raised.](#)

Date: 5/22/2024 4:14 PM

City/State/Zip: Blythewood, South Carolina 29016

Company Complaining About: T-Mobile

Description

Hello and good day,

I would like for the FCC to address the issue of T-mobile promise and price lock GUARANTEE. Even now if you look at their website they are still offering price lock plans that can be change in the future if you do not address this issue.

Ticket: # 7047755 - T-Moble

Date: 5/22/2024 4:14 PM

City/State/Zip: Nixa, Missouri 65714-7566

Company Complaining About: T-Mobile

Description

I signed up to a 55+ plan and they sold it to me as a PRICE LOCK GUARANTEE. Now they inform me that they are increasing my bill by \$10.

Bait and switch. They talk you into getting there most expensive plan to get a discount on internet service and for HD netflix, so then when they break their price guarantee promise, it makes it very difficult on the consumer because then it effects not just your cell service but also your internet and streaming service. Plus they already made me change my payer source from a credit card to a checking account for auto draft which also cost me more money.

[Ticket: # 7047762 - T-mobile price lock guarantee fraud](#)

Date: 5/22/2024 4:15 PM

City/State/Zip: Monroe, Georgia 30656

Company Complaining About: T-Mobile

Description

I joined T-mobile on 3/31/2021 and was told when joining that I had a price lock guarantee that my plan would never go up and "Only you [myself] can change the price you pay" implying that they will never raise my rates. Yet i get a message today 5/22/2024 from them and conformation from support that they are raising my rate \$2 a line. This is fraud.

[Ticket: # 7047766 - T-Mobile renegeing on price lock guarantee](#)

Date: 5/22/2024 4:16 PM

City/State/Zip: Renton, Washington 98059

Company Complaining About: T-Mobile

Description

I am part of T-Mobile's 55+ Magenta plan. When I signed up, they were advertising a price lock guarantee in which my rates would not go up as long as I maintained my plan. I just received a text from T-Mobile that starting on 6/5/24, my rates will go up \$5/line/month.

What happened to the price lock guarantee?

Ticket: # 7047777 - Cell phone fee increase in violation of promise made by Tmobile.

Date: 5/22/2024 4:18 PM

City/State/Zip: Centennial, Colorado 80112

Company Complaining About: T-Mobile

Description

I have an account with Tmobile - (b) (6) When I became a customer, I was made the clear promise that they would never raise my rate unless I changed plans, which I have not done. I received notice that they are raising my monthly rate by \$5 per month per line in violation of this promise. I called customer service and was told by a rep and the rep's supervisor that they made such a promise, but their board and CEO have decided to no longer honor the promise. I told them this is fraudulent. Countless other Americans are now facing rate increases in violation of a clear and widely advertised price lock guarantee made by Tmobile.

[Ticket: # 7047786 - T-Mobile price lock](#)

Date: 5/22/2024 4:20 PM

City/State/Zip: Louisville, Kentucky 40245

Company Complaining About: T-Mobile

Description

T-Mobile offered price lock guarantee on their older plans. I have one of those plans, the One Plan. I just received a text message from them that they are going to increase my price by \$5 per line and \$2 per device. They should have to honor a price lock guarantee!

Ticket: # 7047788 - T-Mobile Price Hike with Price Lock

Date: 5/22/2024 4:20 PM

City/State/Zip: Mission Viejo, California 92692

Company Complaining About: T-Mobile

Description

T-mobile announced a price hike today targeting legacy plans that have their so called price lock that should not allow for them to change the price. This is clearly anti-competitive and there is no other provider that competes within their price segment.

Ticket: # 7047800 - T-Mobile Cancelling "Price Lock Guarantee"

Date: 5/22/2024 4:21 PM

City/State/Zip: Firestone, Colorado 80504

Company Complaining About: T-Mobile

Description

Hi,

I have been a T-Mobile customer since 2001. In August 2017, I switched my two lines from a T-Mobile Business Account to a T-Mobile Personal Account for the "T-Mobile One Unlimited 55+Plan". The Plan is \$60.00/month with Autopay for both lines with unlimited talk, text, and data. It includes all taxes and fees. It also has a "Price Lock Guarantee" for life.

I just received a text message that they are increasing my rate \$5.00/month per line effective 06/05/2024.

This is a breach of trust. Can you please help?

Thanks,

(b) (6)

Ticket: # 7047817 - T-Mobile Price Increase

Date: 5/22/2024 4:23 PM

City/State/Zip: Eagle Mountain, Utah 84005

Company Complaining About: T-Mobile

Description

I was told that we had T-Mobile's Price Lock Guarantee and now I'm being told that my price will go up by \$5 per line for a total of \$35/mo. for the exact same service I'm currently getting. This is dishonest and deceptive marketing and should not be allowed. I can't even switch carriers because I have device installment plans and T-Mobile will require me to pay off the phones before leaving.

[Ticket: # 7047820 - T-Mobile](#)

Date: 5/22/2024 4:24 PM

City/State/Zip: San Jose, California 95119

Company Complaining About: T-Mobile

Description

T-Mobile advertised a "price lock guarantee" at the time I signed up for a new One plan in Sept 2017 which was a major factor in choosing this provider. I was informed today that my bill be be increasing by \$35/month (23% increase) andy only alternative is to leave.

Ticket: # 7047821 - T-Mobile Promised Price Lock on Plan, is increasing rate

Date: 5/22/2024 4:24 PM

City/State/Zip: North Las Vegas, Nevada 89084

Company Complaining About: T-Mobile

Description

T-Mobile when signing up for the ONE plan promised to never increase rates. They have now sent me a notification that the rate will be increased.

[Ticket: # 7047826 - Raising prices on plan that had a "lifetime pricing" promise that the price would not increase](#)

Date: 5/22/2024 4:25 PM

City/State/Zip: Burien, Washington 98148

Company Complaining About: T-Mobile

Description

55+ One plan and magenta plans - T-Mobile advertised the price would not increase on this plan. They are now notifying their customers that they are increasing the price of these plans. T-Mobile has advertised price locks, not raising prices, and never increasing prices on these plans. With these new planned price increases, T-Mobile's advertising has clearly been false, misleading and fraudulent, likely in violation of the Washington and/or federal Consumer Protection Act laws.

Ticket: # 7047834 - Rate Increase

Date: 5/22/2024 4:25 PM

City/State/Zip: Bothell, Washington 98011

Company Complaining About: T-Mobile

Description

T-Mobile increased prices on a price lock guaranteed plan. I called before the date to ensure they did not force migrate my plan and now this. They are increasing my rates by 5.00 a line. Two lines were added to my plan as a free line. They are planning to charge me 5.00 on all 4 lines. This is wrong and unjustified greed!

[Ticket: # 7047841 - Tmobile increase bill for price locked guarantee plans](#)

Date: 5/22/2024 4:25 PM

City/State/Zip: Los Angeles, California 91040

Company Complaining About: T-Mobile

Description

Tmobile is increasing my bill for price lock guarantee plan. I just received a message and it was announced online as well. If it's price locked how they are increasing the prices

[Ticket: # 7047845 - T mobile price lock guarantee](#)

Date: 5/22/2024 4:26 PM

City/State/Zip: Acushnet, Massachusetts 02743

Company Complaining About: T-Mobile

Description

T-Mobile promised a rate lock guarantee for my 55+ plan. Guaranteed my rate “ for life”. Now they are going up \$5.00 per month per line. In my case that’s \$10.00 per month. What happened to my guarantee

.

Ticket: # 7047885 - T-Mobile Magenta 55+ Plan - Raising Rate Despite Price Lock Guarantee

Date: 5/22/2024 4:33 PM

City/State/Zip: Bartlesville, Oklahoma 74006

Company Complaining About: T-Mobile

Description

When my wife and I signed up T-Mobile Magenta 55+ Plan back on 11/22/2019, the T-Mobile plan had a Price Lock Guarantee.

T-Mobile's Price Lock guarantee prevents the monthly recurring service charge from increasing for the period of the Rate Plan, as long as the customer remains in good standing. The price-lock guarantee is limited to the Recurring Charge and does not include taxes, fees, surcharges, or charges for extra Features or Devices.

We are in good standing and have always been. With that in mind, we just received a text message stating, "For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/2024, you rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same."

Since T-Mobile has not been successful in coaxing customer to migrate to their new plans that are more expensive, it is now penalizing them by forcing this price increase, which should be illegal. If you promise a Price Lock Guarantee to urge customers to migrate to your service, it should remain intact.

Ticket: # 7047905 - T-Mobile Magenta 55+ Plan - Raising Rate Despite Price Lock Guarantee

Date: 5/22/2024 4:36 PM

City/State/Zip: Bartlesville, Oklahoma 74006

Company Complaining About: T-Mobile

Description

When my husband and I signed up T-Mobile Magenta 55+ Plan back on 11/22/2019, the T-Mobile plan had a Price Lock Guarantee.

T-Mobile's Price Lock guarantee prevents the monthly recurring service charge from increasing for the period of the Rate Plan, as long as the customer remains in good standing. The price-lock guarantee is limited to the Recurring Charge and does not include taxes, fees, surcharges, or charges for extra Features or Devices.

We are in good standing and have always been. With that in mind, we just received a text message stating, "For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/2024, you rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same."

Since T-Mobile has not been successful in coaxing customer to migrate to their new plans that are more expensive, it is now penalizing them by forcing this price increase, which should be illegal. If you promise a Price Lock Guarantee to urge customers to migrate to your service, it should remain intact.

[Ticket: # 7047923 - T-Mobile Price Lock Guarantee](#)

Date: 5/22/2024 4:38 PM

City/State/Zip: Staunton, Virginia 24401

Company Complaining About: T-Mobile

Description

T-Mobile got us to leave our carrier for their lower priced plans and gave us a 'Price Lock Guarantee' as part of our contract with them that is not up until Fall yet they are raising our rates \$2 per line which is a violation of the contract they had us sign. This is unethical and illegal.

Ticket: # 7047927 - T-Mobile "Price Lock Guarantee"

Date: 5/22/2024 4:39 PM

City/State/Zip: New Bern, North Carolina 28562

Company Complaining About: T-Mobile

Description

T-Mobile has just increased prices for multiple plans, ranging from \$2 to \$5 per line. This come after they forced customers to move to new, more expensive, plans last fall. This is false advertising, a breach of contract, and blatantly lying to customers.

Ticket: # 7047938 - T-Mobile Price Increase

Date: 5/22/2024 4:40 PM

City/State/Zip: Ball Ground, Georgia 30107

Company Complaining About: T-Mobile

Description

I just received a text from T-Mobile saying my rate is going up \$5 per line. I have the Magenta 55+ plan that has a price lock for life of \$70 for 2 lines with autopay.

[Ticket: # 7047939 - Price increase by tmobile](#)

Date: 5/22/2024 4:40 PM

City/State/Zip: Castle Rock, Colorado 80104

Company Complaining About: T-Mobile

Description

When we signed up for tmobile's 55+ plan it was a PRICE LOCK GUARANTEE.

As of June 5, 2024 they are raising my phone bill by \$10 per month per a text I received today

Blatant violation of their stated policy when I signed on

[Ticket: # 7047940 - Account price hike](#)

Date: 5/22/2024 4:40 PM

City/State/Zip: Sheridan, Indiana 46069

Company Complaining About: T-Mobile

Description

When I opened my account about 4 or 5 years ago, I was given a price lock guarantee. I was notified today 05/22 that TMobile is raising my bill by \$5 per month. This is outrageous and close to breach of contract and or gross negligence on my providers behalf. I request an investigation into this. Thank you

[Ticket: # 7047941 - T-Mobile violating contract](#)

Date: 5/22/2024 4:40 PM

City/State/Zip: Prescott, Arizona 86305-1814

Company Complaining About: T-Mobile

Description

My T-Mobile plan has a price lock guarantee and they just informed they were going to raise the price, this is clearly in violation of their agreement.

[Ticket: # 7047945 - T-Mobile price hike on price locked plan](#)

Date: 5/22/2024 4:41 PM

City/State/Zip: San Bernardino, California 92405

Company Complaining About: T-Mobile

Description

Currently a T-Mobile one plan user and was promised no price change unless I changed something. Just got a text saying that price will go up 5 dollars per line.

Here's the text/article they wrote and released to is the users.

Now, T-Mobile ONE customers keep their price until THEY decide to change it.* ***T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

<https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7047957 - T-Mobile Price Increase

Date: 5/22/2024 4:43 PM

City/State/Zip: San Diego, California 92103

Company Complaining About: T-Mobile

Description

I received a text from T-Mobile today stating my bill will be going up \$5 per line (\$10 total) beginning with next month's bill. When I signed up with T-Mobile, I was told there was a price guarantee. How are they able to increase the price so significantly, especially with less than a month's notice?

[Ticket: # 7047965 - T-Mobile Price Increases on Price Lock Contracts](#)

Date: 5/22/2024 4:44 PM

City/State/Zip: Clarksville, Tennessee 37040

Company Complaining About: T-Mobile

Description

From what I'm seeing I'm one of many filing complaints regarding T-Mobile raising prices \$5/line on customers with a price lock guarantee rate. How can they do this???

Ticket: # 7047969 - Price raise

Date: 5/22/2024 4:45 PM

City/State/Zip: Lake Point, Utah 84074

Company Complaining About: T-Mobile

Description

I have a t mobile account where they advertised a price lock for life. I got notice today that my monthly bill is going up 5 dollars a month. Since they advertised a price lock for life my bill should not go up at all according to their contract.

[Ticket: # 7047972 - Tmobile Price Increase](#)

Date: 5/22/2024 4:46 PM

City/State/Zip: Goodyear, Arizona 85338

Company Complaining About: T-Mobile

Description

My plan has lifetime price guarantee when I signed up. Tmobile just notified me that the price would be changing.

[Ticket: # 7047984 - T-Mobile Price Increase on Price Locked Plan](#)

Date: 5/22/2024 4:47 PM

City/State/Zip: Germantown, Tennessee 38138

Company Complaining About: T-Mobile

Description

T-Mobile has advised they are raising my rate on a price locked plan. I am on the One Plus plan that has a price lock, meaning T-Mobile committed to never raising the price without my consent.

Ticket: # 7047986 - T-Mobile price increase on grandfathered plans

Date: 5/22/2024 4:48 PM

City/State/Zip: Rutherford, New Jersey 07070

Company Complaining About: T-Mobile

Description

Today I received the following text from T-Mobile informing me of a price change to my grandfathered plan with a life long "price lock guarantee" which is a breach of contract in my eyes.

Please see text below:

T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/z8KfXJgj

[Ticket: # 7047995 - T Mobile price raise on lifetime plan](#)

Date: 5/22/2024 4:50 PM

City/State/Zip: Des Moines, Iowa 50310

Company Complaining About: T-Mobile

Description

I signed up for a t-mobile plan with a lifetime price guarantee. Now, after 7 years, they are trying to raise the price.

[Ticket: # 7047997 - T -mobile](#)

Date: 5/22/2024 4:50 PM

City/State/Zip: Box Elder, South Dakota 57719

Company Complaining About: T-Mobile

Description

I have had the military magenta plan with a price lock guarantee and now t mobile has decide to increase the rates by \$5 a line. We have 5 line - my guarantee price - just went up \$25 a month. T-mobile price lock guarantee - was faulty advertising. The price was only guaranteed until the raised the rates.

[Ticket: # 7047998 - T-Mobile supposed price lock guarantee](#)

Date: 5/22/2024 4:50 PM

City/State/Zip: Puyallup, Washington 98375

Company Complaining About: T-Mobile

Description

Ever since I've been with t-mobile, 15 plus years, they have said that I have a price lock guarantee and my rates would never rise. Recently I received a text from T-Mobile stating that my prices were going up by \$5 per line, this is not in line with their price lock guarantee which they said would never change as long as I kept my current plan. Now they appear to be changing rates which goes against the guarantee. What can I do about this? Don't they have a contractual obligation to honor this price lock guarantee that they have advertised for so long?

Ticket: # 7048007 - Rate increase T Mobile

Date: 5/22/2024 4:53 PM

City/State/Zip: Clinton, Arkansas 72031

Company Complaining About: T-Mobile

Description

T Mobile has a price lock for life guarantee on my cell phone plan. They now are trying to raise my price 5 per line even though the contract says a price lock for life. That's fraud.

Ticket: # 7048013 - T-Mobile Pricing increase with Price Guarantee

Date: 5/22/2024 4:54 PM

City/State/Zip: Littleton, Colorado 80120

Company Complaining About: T-Mobile

Description

Hi,

I have T-Mobile service and have had the same rate plan for years. T-Mobile promotes price lock guarantee but I just got notification that my price will go up \$5 per month per phone line (I have 3 phone lines). This is in direct conflict with their marketing message. T-Mobile is duping customers with a bait and switch business tactic.

[Ticket: # 7048014 - Price lock guaranteed.....](#)

Date: 5/22/2024 4:54 PM

City/State/Zip: Huntsville, Alabama 35816

Company Complaining About: T-Mobile

Description

Notified today that T-Mobile was increasing cost of guaranteed rate lock plan I signed up for in October 2021

[Ticket: # 7048026 - T-Mobile's mandatory price hike](#)

Date: 5/22/2024 4:55 PM

City/State/Zip: Republic, Missouri 65738

Company Complaining About: T-Mobile

Description

I was promised by T-Mobile their price lock guarantee and now they are going back on their word and saying its only available to customers on the go5g plan which doesnt make sense because price lock guarantee was a promise waayyyyyy before go5g came out. They shouldn't be aloud to just do that to customers especially if that is easy my deciding factor to opening an account with T-Mobile.

[Ticket: # 7048037 - T-mobile Price Lock and Plan price increase](#)

Date: 5/22/2024 4:58 PM

City/State/Zip: Salt Lake City, Utah 84106

Company Complaining About: T-Mobile

Description

I was promised that my plan costs would never increase under T-Mobile's "price lock guarantee" but now I received a text saying that my Apple Watch lines are all increasing by \$2. This is not what I was promised!

Ticket: # 7048040 - T-Mobile price increase

Date: 5/22/2024 4:59 PM

City/State/Zip: Santa Fe, New Mexico 87507

Company Complaining About: T-Mobile

Description

T-Mobile has just announced a \$5/month price increase on my \$50/month T-Mobile One Unlimited 55+ plan that is supposed to have a price lock for as long as I keep the plan. I went on the plan in September 2018. To quote their website FAQ page about the plan at that time, "The Un-carrier promise is that only our customers can change what they pay for their plan." Additionally, on a pre-purchase support chat, dated 19 September 2018, I quote the following from the transcript:

"Angela: Hi (b) (6). I'm looking at your 55+ Unlimited plan for one phone. I'd be bringing my own phone so no contract but what happens as to the current price of that plan for me? Am I guaranteed that price of \$50/mo including taxes for as long as I stay on it?"

(b) (6): Hey! That is an amazing plan we have and of course. You get the plan now at that price and it stays that way for however long you decide to keep it :)"

I am in my late 70s and my Social Security already doesn't come close to covering my monthly expenses, let alone the continual price increases on all fronts. Is there any recourse with T-Mobile?

Note: Phone coverage is cellular, not internet or wired.

Ticket: # 7048070 - T mobile price lock guarantee

Date: 5/22/2024 5:02 PM

City/State/Zip: Nolensville, Tennessee 37135-9535

Company Complaining About: T-Mobile

Description

I signed up with T-Mobile and was guaranteed a LifeLock price of \$35 per line including taxes and fees because it was a senior plan. Just got a text saying they were raising all of my lines \$5 per line.

Ticket: # 7048071 - T-Mobile Breach of Contract

Date: 5/22/2024 5:02 PM

City/State/Zip: Columbia, South Carolina 29206

Company Complaining About: T-Mobile

Description

In 2021, my wife and I switched our cellphone service from Verizon to T-Mobile. Since we are well beyond the age of 55, we chose a plan called Magenta 55+ unlimited, which provides unlimited talk, text, and data. In addition, as perks, the plan allowed a saving of \$10/ month (for our joint plan) if we agreed to autopay ... which we did. Further, as another perk, our "basic" subscription for Netflix was included as part of our package. All of this was a relatively significant savings for us ... which as retired seniors we relished. The "kicker", in my mind, was the promise by T-Mobile of what they called a "price lock". That promise was that as long as we maintained our plan in good standing, the price was "locked in" FOREVER! Thus, for the past three years, we have paid a total (including any fees, tax, etc..) of \$90 per month.

Today, I received a text message telling me that T-Mobile is immediately increasing the price of our plan by a total of \$10 per month. I called reps at T-Mobile and they confirmed that the "forever prices" that they promised us was, in fact, untrue. One representative actually said that the price lock promise was true at the time, but now they find it necessary to raise the price!

I have looked online for others who are as angry as I am, and there are many. I looked, as well, on the T-Mobile website, and copied (today, May 22, 2024) the following quote:

"Starting January 18, 2024, customers activating or switching to an eligible rate plan get our Price Lock guarantee that only you can change what you pay—and we mean it! To show just how serious we are, if we were to make a price change and you decide to leave, just let us know within 60 days and we'll cover the cost of your final month's recurring service charges.

Customers who qualified for Price Lock before January 18 won't see any changes as long as they maintain their qualifying plan. For more information, please contact us by dialing 611 from your T-Mobile phone or calling 1-800-937-8997."

I am at a loss as to how this price increase for my Magenta 55+ Unlimited plan is not an obvious breach of contract. In the quote above, you can see how they used "CYA" language saying for those who signed up after Jan 18, 2024 that if they ever increased the price then T-Mobile would pay the last month's bill if the subscriber desired to switch to another carrier. However, it is abundantly clear

that for those who maintain their plan on an agreement entered prior to that date "won't see any changes as long as they maintain their plan".

I request that the FCC rule that the agreement between me (and many, many others) and T-Mobile for a "price lock" plan such as mine is, in fact, an irrevocable contract from which they cannot remove themselves, nor can they breach that contract by changing my plan at all.

Here is my contact information for your records:

(b) (6)

(b) (6)

Columbia, SC 29206

Phone: (b) (6)

email: (b) (6)

I am also attaching a detailed pdf bill from T-Mobile for Feb 2024. This represents the exact billing that we have received (and paid!) since we entered into the agreement with them in 2021.

Thank you for your assistance in holding this carrier to its contracted obligations.

Ticket: # 7048080 - Price Lock Guarantee Breach

Date: 5/22/2024 5:04 PM

City/State/Zip: Gilbert, Arizona 85298

Company Complaining About: T-Mobile

Description

I am registered with T-Mobile on the OnePlan Military, which was advertised as a price locked plan for life at the time I signed up in 2014. I have now received a notice that my plan will be increasing by \$5.00 a line. When I contacted T-Mobile about this I was told that all previous price lock guarantees were voided and I would need to register on a new plan to continue to receive the guarantee. This is a breach of the original contract I signed.

[Ticket: # 7048083 - Price lock guarantee not guaranteed](#)

Date: 5/22/2024 5:05 PM

City/State/Zip: Maple Grove, Minnesota 55369

Company Complaining About: T-Mobile

Description

TMobile is raising rate of my price locked 55+ service by \$5 per line! When I signed up was told guaranteed for LIFE! On a fixed income this will certainly affect my life.

Ticket: # 7048091 - TMOBILE PRICE HIKES

Date: 5/22/2024 5:07 PM

City/State/Zip: Millbrae, California 94030

Company Complaining About: T-Mobile

Description

Hello,

I am writing to express my anger, frustration, and sense of unfair treatment regarding the recent price increase announced by T-Mobile. This decision directly contradicts the Price Lock guarantee promised by former CEO John Legere, which assured customers that their rates and plans would never change.

As of today, T-Mobile has decided to increase costs for customers on legacy plans by \$2 to \$5, with a \$2 increase specifically for connecting devices such as watches and tablets. The classification of connecting device plans as legacy plans is illogical and makes no sense. This policy reversal feels deeply unfair and disrespects the trust we placed in the company's commitment.

The Price Lock guarantee was a significant factor in my decision to remain a loyal T-Mobile customer, and its revocation is a betrayal. We are already paying substantial amounts for your services, and now the company seems to be unjustly seeking an additional \$2. This is unacceptable.

I want to inform you that many customers, including myself, are voicing our concerns and organizing our objections on platforms like Reddit. I am attaching screenshots, a video link, and a link to the Reddit discussion board (<https://reddit.com/r/tmobile/>) where our collective dissatisfaction is being discussed. I urge you to review these materials and consider the impact of this decision on your customer base.

We demand that T-Mobile honor the original Price Lock guarantee and refrain from imposing this unjust price increase. We deserve to be treated as valued customers, not as mere revenue sources.

I strongly disagree with this rate increase and will not comply with it under any circumstances. It is imperative that T-Mobile addresses this issue promptly and maintains the trust and satisfaction of its customers.

Thank you for your attention to this matter.

Regards,

(b) (6)

Ticket: # 7048123 - Price hike

Date: 5/22/2024 5:12 PM

City/State/Zip: Parlin, New Jersey 08859

Company Complaining About: T-Mobile

Description

I was put on a plan that I was told had price lock (no price hiking). Now with this hike I fear there will be more.

Ticket: # 7048130 - T-Mobile Price Increase

Date: 5/22/2024 5:12 PM

City/State/Zip: Fort Belvoir, Virginia 22060

Company Complaining About: T-Mobile

Description

From the press release at <https://www.t-mobile.com/news/press/un-carrier-next> :

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

T-Mobile has sent a text message that on my next billing cycle, each line will increase in price by \$5. This sounds contradictory to the press release that drove me to sign up for T-Mobile 6 years ago.

Ticket: # 7048139 - Tmobile

Date: 5/22/2024 5:15 PM

City/State/Zip: Chicago, Illinois 60642

Company Complaining About: T-Mobile

Description

Plan increased by \$5/device without my consent or prior knowledge.

My device only uses 4G LTE, it does not use 5G, so no argument that increase is due to 5G is valid.
(proof of device below).

Contract stated "Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." As well as advertised: <https://www.t-mobile.com/news/press/un-carrier-next>

I view this as breaking reasonable interpretation of advertised rates, a violation under FCC regulations.

Ticket: # 7048140 - T-Mobile Changing Cellphone Rate Plan After Advertising No Price Increases for Life

Date: 5/22/2024 5:15 PM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile in 2017, in part because of their advertisement that they would never increase my plan rate as long as I did not change it. I have not changed since then. However, today they notified me that they would be increasing my plan by \$5 per line for a total of \$10 a month or \$120/year.

Here is the relevant text from T-Mobile's original press release: <https://www.t-mobile.com/news/press/un-carrier-next>

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

The Web Archive backup: <https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7048156 - Tmobile phone plan](#)

Date: 5/22/2024 5:19 PM

City/State/Zip: Las Vegas, Nevada 89122

Company Complaining About: T-Mobile

Description

Bought the family plan based on lifetime lock price guarantee now the price is being raised and it is still within my lifetime.

Ticket: # 7048169 - T-Mobile Rate raise despite price lock guarantee

Date: 5/22/2024 5:22 PM

City/State/Zip: Garland, Texas 75040

Company Complaining About: T-Mobile

Description

T-Mobile is raising our phone rate by \$2 per line on our Magenta Max Military phone plan. This goes against their previous statements that plans started before January 18th, 2024 will be covered under their previous Price-lock Guarantee terms.

Ticket: # 7048170 - T-Mobile Not Honoring Price Lock

Date: 5/22/2024 5:22 PM

City/State/Zip: Orlando, Florida 32835

Company Complaining About: T-Mobile

Description

I have three lines through T-Mobile on the Magenta 55+ plan and when this account was opened, it was "price locked." Per T-Mobile's site:

"Qualifying mobile wireless accounts activated before April 28, 2022, received our Un-contract Promise. The Un-contract promise is our commitment that only you can change what you pay. We will pay your final month's recurring service charge if we raise prices, and you choose to leave. Just let us know within 60 days."

"Any new customer activating on Go5G Next, Go5G Plus™, Go5G™, Essentials™ Saver, Magenta®, MAX, Essentials™, 55+, Military, First Responder, Home Internet Plus, Unlimited Home and Business Internet, Away, Go5G Business, Go5G Business Next, Business Unlimited Select, Business Unlimited Advanced, Business Unlimited Ultimate, Legacy Business Unlimited, or tablet with unlimited data qualifies for Price Lock for as long as you are in good standing with one of those plans. Plus, existing customers get Price Lock if they switch to Go5G™, Go5G Plus™, or Go5G Next."

<https://www.t-mobile.com/cell-phone-plans/price-lock-faqs>

They have now texted me that they are raising my rate on (b) (6), (b) (6), and (b) (6)-
(b) (6) by \$2/line without my authorization.

Ticket: # 7048186 - T-Mobile Bill Increase

Date: 5/22/2024 5:25 PM

City/State/Zip: Houston, Texas 77077

Company Complaining About: T-Mobile

Description

I've been on the magenta max phone plan for the past couple of years, which has a price lock guarantee. I just got a notification that our bill is increasing which I'm pretty sure is illegal based on what T-mobile has promised.

Ticket: # 7048197 - T Mobile Not Honoring Price Lock Guarantee

Date: 5/22/2024 5:28 PM

City/State/Zip: Waterloo, Iowa 50701

Company Complaining About: T-Mobile

Description

T Mobile sold the Magenta Max 55+ plans with a Price Lock guarantee, so we switched to them in 2022. Now I received a text stating there will be a \$5 per line increase per month. For my family, that is \$20 per month. I called customer service, and they are denying that there was ever a price lock guarantee. I was not given any paperwork at the time because everything is online. Customer Service said they do not have my original documents. I spoke to 3 different people and they all have the same canned response about costs increasing. I just want them to honor their original price lock agreement.

Thanks, (b) (6)

Ticket: # 7048205 - Unfair of huge rate increase without values added with only 2 week notice by text msg?

Date: 5/22/2024 5:28 PM

City/State/Zip: Seattle, Washington 98106

Company Complaining About: T-Mobile

Description

Hello,

I am writing to express my anger, frustration, and sense of unfair treatment regarding the recent price increase announced by T-Mobile. This decision directly contradicts the Price Lock guarantee promised by former CEO John Legere, which assured customers that their rates and plans would never change.

As of today, T-Mobile has decided to increase costs for customers on legacy plans by \$2 to \$5, with a \$2 increase specifically for connecting devices such as watches and tablets. The classification of connecting device plans as legacy plans is illogical and makes no sense. This policy reversal feels deeply unfair and disrespects the trust we placed in the company's commitment.

The Price Lock guarantee was a significant factor in my decision to remain a loyal T-Mobile customer, and its revocation is a betrayal. We are already paying substantial amounts for your services, and now the company seems to be unjustly seeking an additional \$2. This is unacceptable.

I want to inform you that many customers, including myself, are voicing our concerns and organizing our objections on platforms like Reddit. I am attaching screenshots, a video link, and a link to the Reddit discussion board (<https://reddit.com/r/tmobile/> where our collective dissatisfaction is being discussed). I urge you to review these materials and consider the impact of this decision on your customer base.

We demand that T-Mobile honor the original Price Lock guarantee and refrain from imposing this unjust price increase. We deserve to be treated as valued customers, not as mere revenue sources.

I strongly disagree with this rate increase and will not comply with it under any circumstances. It is imperative that T-Mobile addresses this issue promptly and maintains the trust and satisfaction of its customers.

Thank you for your attention to this matter.

Regards,

(b) (6)

[Ticket: # 7048227 - T-Mobile breach of contract](#)

Date: 5/22/2024 5:31 PM

City/State/Zip: Third Lake, Illinois 60030

Company Complaining About: T-Mobile

Description

I have a T-Mobile One Unlimited 55+ plan since 2018. The contract states \$30 per line fixed rate with a price lock forever. They are now raising my rate by \$5 per line per month on my 2 lines. The T-Mobile agent told me nothing changes on my plan, just the rate. She stated inflation in her little corporate world canned response. This is clearly a breach of contract

Ticket: # 7048231 - T-Mobile price lock guarantee false advertising

Date: 5/22/2024 5:32 PM

City/State/Zip: Redmond, Washington 98052

Company Complaining About: T-Mobile

Description

I have been a T-Mobile customer since 2017 with their T-Mobile One Taxes included plan with kickback. I have just received notice that they are increasing the monthly rate by \$240 per year for my 4 lines, in direct conflict to a previous commitment <https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7048232 - Tmobile Price lock

Date: 5/22/2024 5:32 PM

City/State/Zip: Cary, North Carolina 27518

Company Complaining About: T-Mobile

Description

Tmobile sold me phones on an equipment purchase plan. When they did that, an until today, they advertised to me and very widely Price lock. That my price would not change. I am effectively in an equipment purchase plan that locks me to Tmobile else I would have to pay them the full value of the phones to change carriers. So, they trapped me and they lied in their advertising. This is an easy case for the FCC to FINE tmobile and force them to refund everything they charge to existing customers who are locked into Tmobile.

Ticket: # 7048243 - Unauthorized rate change on my T-mobile account.

Date: 5/22/2024 5:34 PM

City/State/Zip: Puyallup, Washington 98374

Company Complaining About: T-Mobile

Description

I was notified today 5/22 of a rate increase on my T-mobile cellphone plan that violates terms of my plans agreement.

I am on the ONE plan from T-mobile and pasted is a direct quote from their website in 2017 regarding rate changes to this plan "New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." (I have also attached a screenshot of that message)

I contacted customer support and they would not address or allow me to opt out of these price changes despite the original agreement.

[Ticket: # 7048250 - T-mobile raising rates, violating price lock guarantee](#)

Date: 5/22/2024 5:34 PM

City/State/Zip: Shaker Heights, Ohio 44120

Company Complaining About: T-Mobile

Description

When I signed up for 4 cell phone lines with T-mobile in 2019, I was told that the plan rate would never increase in cost. I was just informed by T-mobile by text today that the rate for each of my lines will increase by \$5 per month on June 5. This violates the price lock guarantee that T-mobile advertised when I committed to their plan.

Ticket: # 7048253 - T-Mobile not honoring their price lock.

Date: 5/22/2024 5:35 PM

City/State/Zip: Perrysburg, Ohio 43551

Company Complaining About: T-Mobile

Description

Signed up with T-Mobile in 2018. This was their 55+ plan which was \$30/line, locked in for life. They absolutely stated "FOR LIFE". Now they are going to institute a price increase. We can no longer access our account information. I have attempted to get into my "Account Details" and keep getting "We Got Our Wires Crossed" error message. It looks like T-Mobile has locked us out of our accounts. At the time I signed up, T-Mobile made a commitment to customers that "only you can change what you pay and we mean it." Please help us. There have to be hundreds of thousands, maybe millions, of senior citizens that will be getting hit with increased fees per line. They are committing fraud by not honoring the price lock.

Ticket: # 7048258 - Price increase

Date: 5/22/2024 5:35 PM

City/State/Zip: Phoenix, Arizona 85029

Company Complaining About: T-Mobile

Description

I have a price lock guaranteed magenta 55 plan with T-Mobile. Just got a text saying each of my 2 lines will be going up despite the price lock

[Ticket: # 7048263 - T-Mobile price change dishonesty](#)

Date: 5/22/2024 5:36 PM

City/State/Zip: Brooklyn, New York 11209

Company Complaining About: T-Mobile

Description

When I signed up for T-Mobile, my plan was covered by price lock which ensured that the price of the plan would not change unless I switched plans. Today I was notified that the price of my plan is increasing by \$12 per month.

Ticket: # 7048269 - T-Mobile False advertising of "price lock gaurantee"

Date: 5/22/2024 5:37 PM

City/State/Zip: Idyllwild, California 92549

Company Complaining About: T-Mobile

Description

I've been a T-Mobile customer for over a decade and when I signed up, and again when I changed plan in 2016 I was promised that my monthly rate was "price locked" and would NEVER go up unless I chose to change plans. I haven't changed plans since 2016 and now T-mobile is retroactively changing their price lock guarantee and increasing the monthly fee on my plan. This is false advertising AND further examples of why Sprint never should have been allowed to merge with T-Mobile. I request require T-mobile honors it commits. I further request that you re-investigate the merge and require one or more of the current mobile telecom corporate behemoths to split up.

Ticket: # 7048289 - Complaint Regarding T-Mobile's Deceptive Advertising Practices

Date: 5/22/2024 5:42 PM

City/State/Zip: Newark, Delaware 19702

Company Complaining About: T-Mobile

Description

Dear Federal Communications Commission,

I am writing to formally lodge a complaint against T-Mobile for what I believe to be deceptive advertising practices. I have been a loyal T-Mobile customer since 2013 and have consistently been satisfied with their service until recently.

My most recent plan with T-Mobile was the Magenta Max plan, which came with an advertised price lock. This price lock was a significant factor in my decision to continue my service with T-Mobile, as it provided assurance that my monthly cost would remain stable.

However, I was recently informed that T-Mobile is raising the cost of each line on my plan by \$2 per month, despite the promise of a price lock. This action not only contradicts their advertised commitment but also undermines the trust that I, along with many other customers, have placed in their services.

Such deceptive advertising tactics to increase their subscriber count are unacceptable. By advertising price locks and then failing to honor them, T-Mobile is engaging in practices that are misleading to consumers and violate the trust we have in their company.

I urge the FCC to investigate this matter and take appropriate action to ensure that T-Mobile, and other service providers, adhere to honest and transparent advertising practices. Customers should not be subjected to unexpected price increases, especially when a price lock has been explicitly promised.

Thank you for your attention to this matter.

Sincerely,

(b) (6)

[Ticket: # 7048290 - T-Mobile increasing prices](#)

Date: 5/22/2024 5:42 PM

City/State/Zip: Los Angeles, California 90042

Company Complaining About: T-Mobile

Description

T-Mobile increasing the price of our data plans after signing contract for agreed upon price with a price lock. If you cancel the full amount left on the EIP will be due, they are changing the deal and forcing you to pay more.

Ticket: # 7048298 - Raise cost of a price locked rate

Date: 5/22/2024 5:43 PM

City/State/Zip: Little Canada, Minnesota 55109

Company Complaining About: T-Mobile

Description

I have a 55+ plan with TMobile that was supposed to cost 60 / month (70 - 10 for auto pay) for life. I rec'd notice today that they were going to violate the price lock and start charging an extra 10\$ for the two lines. I think they need to be held accountable to not raise their rate.

Ticket: # 7048303 - Billing

Date: 5/22/2024 5:44 PM

City/State/Zip: Nashville, Tennessee 37205

Company Complaining About: T-Mobile

Description

I have t-mobile 55+ plan with 2 active lines since 2017. This plan has price lock that guarantees price will not increase. However this morning, I received a text message from T-Mobile saying that my bill will increase additional \$5 per line effective July 2024. This is a breach of contract.

Ticket: # 7048304 - Misleading Fee Communications

Date: 5/22/2024 5:44 PM

City/State/Zip: Saint Charles, Missouri 63304

Company Complaining About: T-Mobile

Description

T-Mobile texts me to describe recent fee increase. See the website they link to here. <http://sms.t-mobile.com/WWi3W0z2>

The basics are \$5 increase per line, \$2 increase per wearable line. I have a total of 8 lines and 2 wearable devices. However, 4 lines are "free lines" and you'll see in the FAQ linked from that page it says "free lines are not impacted". Therefore at most my cost would go up by \$24. However, in discussions with customer service I've been advised my cost is going up \$40 minimum. One agent indicated potentially \$100. In all cases - no agent has been able to provide the math on future plan costs and how they are calculated with the provided information. Furthermore, T-Mobile had ONE plans which are supposed to be price lock guaranteed and I've been told that they have no intention to honor those guarantees now.

Ticket: # 7048306 - T-Mobile Price Lock Guarantee

Date: 5/22/2024 5:44 PM

City/State/Zip: Alpine, Wyoming 83128

Company Complaining About: T-Mobile

Description

I was just notified by T-Mobile that my monthly bill will be increasing by \$2 even though I have a plan covered by their "price lock guarantee". This is unfair. They are reeling in customers like me with a promise to never raise the monthly rate, but then they ... raise my rate? If this is not fraud, I don't know what is.

[Ticket: # 7048310 - T-Mobile price increase on Price Lock Contracts](#)

Date: 5/22/2024 5:44 PM

City/State/Zip: Goodyear, Arizona 85395

Company Complaining About: T-Mobile

Description

We signed up for a Senior Contract many years ago with a Price Lock of \$70 for 2 lines, taxes included, paying by auto pay. Now they want to increase \$5/line and ignore the promise they made for a lifetime price unless we opt to change plans. They should not be allowed to do this.

[Ticket: # 7048312 - Tmobile increasing rates on customers with a Price Lock for LIFE guarantee](#)

Date: 5/22/2024 5:45 PM

City/State/Zip: Jefferson City, Missouri 65109

Company Complaining About: T-Mobile

Description

I have been a Tmobile customer for many years now, and today I was notified that they will be increasing my monthly rate \$5 a month per each line on my phone. Here is the problem, when I signed up the plan that was sold to me clearly stated this would be the price I would have for life of my account. Now today 5/22/2024 I'm notified via a text message from T-Mobile that my plan will increase. I called and talked to Tmobile and all they can say is prices have increased and this will be the new prices. This is EXTREMELY unacceptable.

[Ticket: # 7048328 - T-Mobile rate increase](#)

Date: 5/22/2024 5:48 PM

City/State/Zip: Murrells Inlet, South Carolina 29576

Company Complaining About: T-Mobile

Description

In 2017 I signed up for the T-Mobile One Unlimited 55+ Plan. It was heavily advertised as having a "price lock" under which the price would never go up. The employee who signed us up in a store in Las Vegas made the same statement about a price lock. Today I was notified by T-Mobile that my plan will increase by \$5 per month per line. I see in online message boards that numerous other T-Mobile customers are making the same complaint.

Ticket: # 7048332 - T=mobile increase with a senior guarantee for life plan. I am not dead yet, So?

Date: 5/22/2024 5:49 PM

City/State/Zip: Saint James, New York 11780

Company Complaining About: T-Mobile

Description

T-Mobile increasing lines for 55+ that were at a price guaranteed for life? I am still alive.

Ticket: # 7048338 - Rate increase

Date: 5/22/2024 5:50 PM

City/State/Zip: Lakebay, Washington 98349

Company Complaining About: T-Mobile

Description

T-Mobile 55 and older plan I signed up for years ago included 2 lines, taxes, fees and price lock guaranty for life for \$70 total per month. They say the plan has changed and gone up \$5. per line per month. We're on limted income and can't believe they're allowed to get away with this. Is a price lock guaranty not a valid contract? Please respond. Thanks. (b) (6)

[Ticket: # 7048360 - T-Mobile's failure to honor Price Lock Guarantee](#)

Date: 5/22/2024 5:54 PM

City/State/Zip: Jackson, Tennessee 38301

Company Complaining About: T-Mobile

Description

T-Mobile is notifying many customers who were promised a "Price Lock Guarantee" for as long as you have the plan and keep the account in good standing, that they are increasing their prices. I was told by their representative that my increase will be 14%.

Ticket: # 7048373 - T-Mobile price increase with rate lock

Date: 5/22/2024 5:56 PM

City/State/Zip: Oak Lawn, Illinois 60454

Company Complaining About: T-Mobile

Description

I have been a very long time customer of T-Mobile with the 55+ plan with rate lock and was informed today that my phone and my wife's are going up by \$ 5.00 each . They said That I have a price guarantee not to go up but they say that they still are raising it.

Thank You

(b) (6)

(b) (6)

[Ticket: # 7048386 - T-Mobile price increase on guaranteed price plan](#)

Date: 5/22/2024 5:59 PM

City/State/Zip: Bowman, South Carolina 29018

Company Complaining About: T-Mobile

Description

We're on a 4 line T-Mobile ONE plan that we started in 2016. Around that time, T-Mobile advertised that rates were locked and would never rise. Yo quote a press release in 2017:

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

This morning we received a text stating our rates were going to increase by \$5 per line, a total of \$20 per month, in direct conflict with all past promises and advertising from when we switched to T-Mobile (in large part due to price hikes from our previous carrier)

[Ticket: # 7048401 - Price lock guarantee](#)

Date: 5/22/2024 6:01 PM

City/State/Zip: Alliance, Ohio 44601

Company Complaining About: T-Mobile

Description

T mobile price hike despite having a price lock guarantee on my magenta max plan

[Ticket: # 7048409 - Lock in price from T-mobile](#)

Date: 5/22/2024 6:02 PM

City/State/Zip: York, Maine 03909

Company Complaining About: T-Mobile

Description

Have two over 55 Magenta Max plans I got in July'22 with a lock in price guarantee from T-Mobile. Got a tex today than my plan for two lines is going up \$10 a month...\$120/yr. TMobile is not honoring the price lock guarantee. That is the reason I switched to them for the lock price guarantee in July'22.

[Ticket: # 7048430 - T-Mobile](#)

Date: 5/22/2024 6:05 PM

City/State/Zip: Honolulu, Washington 96815

Company Complaining About: T-Mobile

Description

Today T-Mobile went back on their stated agreement and are now charging legacy customers 5 extra dollar per phone line per month. We did not agree to this extra charge. This is what was stated in 2017:

T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

[Ticket: # 7048439 - T-Mobile price increase on 'Price Lock' plan](#)

Date: 5/22/2024 6:07 PM

City/State/Zip: Plymouth, Minnesota 55442

Company Complaining About: T-Mobile

Description

T-Mobile indicated when I got 'One Plan Unlimited 55' that the cost would never increase. Received notice today that price increasing \$5/line, on Price Lock plan.

Ticket: # 7048444 - T-Mobile Price Increase

Date: 5/22/2024 6:08 PM

City/State/Zip: Puyallup, Washington 98371

Company Complaining About: T-Mobile

Description

I have 5 lines on a T-Mobile personal account of which I received notice today that my bill will increase by \$5 per line per month, thus increasing my bill by \$25 per month starting June 5, 2024. This would be viewed as a breach of contract/agreement as T-Mobile launched a "price lock" back on March 18, 2015 known as "The Un-contract" which automatically applied on March 22, 2015. The terms and conditions to it are that you maintain your price if your account remains in good standing (continuous one-time payments).

[Ticket: # 7048452 - Tmobile price increase](#)

Date: 5/22/2024 6:09 PM

City/State/Zip: Cleveland Heights, Ohio 44118

Company Complaining About: T-Mobile

Description

T-mobile has announced an increase of \$5 per line on my plan. This is a violation of their PRICE LOCK GUARANTEE under which I signed up for my plan and I view this as unjustified.

[Ticket: # 7048462 - Tmobile price increase](#)

Date: 5/22/2024 6:13 PM

City/State/Zip: Dardenne Prairie, Missouri 63368

Company Complaining About: T-Mobile

Description

Hello I just was notified by T-Mobile that my monthly cost would be increasing \$5/line resulting in a cost of \$20 more per month for my services. When I got TMobile, they committed and advertised and got me to switch over by indicating a price lock promise indicating my plan would not ever increase. This is not acceptable as a clear violation of what they advertised.

[Ticket: # 7048470 - Signed onto T-Mobile with Price Lock Guarantee, they are now changing prices](#)

Date: 5/22/2024 6:14 PM

City/State/Zip: Saint Louis, Missouri 63119

Company Complaining About: T-Mobile

Description

This seems like a blatant breach of the service agreement we signed and the terms that T-Mobile advertised. This is a link to a nationally televised commercial advertising the Price Lock Guarantee where T-Mobile says they “won’t raise the rate of Talk, Text & Data ever”:

<https://youtu.be/IWA5VV6YdyA?si=FxzhLJ4DNg3Hfj4c>

Yet, they are blatantly going against their word and raising the rates.

Ticket: # 7048475 - T-Mobile False Advertising w/ Rate Increases

Date: 5/22/2024 6:15 PM

City/State/Zip: San Francisco, California 94107

Company Complaining About: T-Mobile

Description

Like many others, I was surprised to hear that T-Mobile was raising rates across many of their plans, my ONE Plan included, considering they had previously advertised this as a plan that would never experience rate increases as per <https://www.t-mobile.com/news/press/un-carrier-next>

The fact that they're doing this now to these plans, as well as to many others that are supposed to be price locked, seems to be false advertising and in some cases actual breach of contract

Ticket: # 7048476 - T-Mobile raising monthly fee on a price-lock agreement

Date: 5/22/2024 6:15 PM

City/State/Zip: Elgin, Illinois 60124

Company Complaining About: T-Mobile

Description

Have the T-Mobile mobile phone service "One Plan Unlimited 55". I have had this account for 7 years and it is supposed to have a price lock for life. O day I receive a text stating that my monthly fee was going to increase in June. I messaged with the T Mobile service rep and they said they were not honoring the original agreement/promotion. This promo was marketed t senior citizens such as myself, and now they are taking advantage of me due to my age. I understand from online T Mobile blogs that there are many people who are experiencing the same fee increase as me and getting the same run around from customer service. We have 3 lines with T Mobile and pay thru auto pay. Our monthly fee is \$30 per line with autopay, and it has been that rate for 7 years. T Mobile should be required to honor their original offer and agreement.

Ticket: # 7048483 - T-Mobile Price lock lies

Date: 5/22/2024 6:17 PM

City/State/Zip: Southbury, Connecticut 06488

Company Complaining About: T-Mobile

Description

I have 6 cell phone lines with T-Mobile starting December of 2022. I was told my magenta max plan was price locked, which means my monthly bill will never go up. I was just informed by t Mobile that starting next month my plan will increase by \$2 per line. This is a breach of contract.

[Ticket: # 7048499 - Bill increase on an account with a price lock guarantee](#)

Date: 5/22/2024 6:21 PM

City/State/Zip: Coldspring, Texas 77331

Company Complaining About: T-Mobile

Description

On 4/18/2021 I signed up for Magenta 55+ phone service with T-Mobile which supposedly has a price lock guarantee to never increase. Today on 5/22/2024 they told me that my rate is increasing by \$5 a month which is in breach of their contract with me since I signed up for autopay when I started the service and never missed a payment and did not cancel or interrupt the service.

Ticket: # 7048506 - T-Mobile Breach of Contract via Unauthorized Rate Increases

Date: 5/22/2024 6:22 PM

City/State/Zip: Oakland, California 94608

Company Complaining About: T-Mobile

Description

I am writing to file a formal complaint against my cell phone carrier, T-Mobile, for increasing the rate of my cellular plan by \$5 per line. I am currently subscribed to the T-Mobile ONE Plan Unlimited 55, which is part of the T-Mobile ONE Plan family. According to the terms presented by T-Mobile at the time of my subscription, there was a promise of a price guarantee that should prevent any rate increases.

As evidence, I refer to a T-Mobile press release dated January 5, 2017 found at the following URL: <https://www.t-mobile.com/news/press/un-carrier-next>. The relevant paragraph from this press release states:

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Based on this official statement, it is clear that T-Mobile committed to not changing the price of the T-Mobile ONE plan for its customers unless the customer decides to make a change. This commitment was a significant factor in my decision to sign up with T-Mobile and this plan specifically. However, despite this clear promise, T-Mobile has recently informed me that my bill will increase by \$5 per line, effective June, 2024.

This action by T-Mobile is a direct violation of the "Un-contract" agreement as advertised and guaranteed in their press release. I believe that T-Mobile's decision to increase the rate of my plan is both unfair and deceptive, and it violates the terms under which I agreed to subscribe to the T-Mobile ONE Plan.

I request the FCC to investigate this matter and take appropriate action to ensure that T-Mobile adheres to its contractual obligations and stops the unauthorized rate increase on my T-Mobile ONE Plan Unlimited 55. Additionally, I seek a resolution that includes the immediate reversal of any rate increases applied to my account and assurance that such unauthorized changes will not occur in the future.

Thank you for your attention to this matter. I look forward to your prompt response and assistance in resolving this issue.

[Ticket: # 7048515 - T-Mobile raising pricing on price lock guarantee plans](#)

Date: 5/22/2024 6:23 PM

City/State/Zip: Hooper, Utah 84315

Company Complaining About: T-Mobile

Description

T-Mobile is raising their pricing on price lock guarantee plans. They said they would never do this, and now they are raising each line by \$5 per month. This should be illegal with their price lock guarantee they had in place

Ticket: # 7048523 - T-Mobile Breach of Contract via Unauthorized Rate Increases

Date: 5/22/2024 6:24 PM

City/State/Zip: Concord, California 94521

Company Complaining About: T-Mobile

Description

I am writing to file a formal complaint against my cell phone carrier, T-Mobile, for increasing the rate of my cellular plan by \$5 per line. I am currently subscribed to the T-Mobile ONE Plan Unlimited 55, which is part of the T-Mobile ONE Plan family. According to the terms presented by T-Mobile at the time of my subscription, there was a promise of a price guarantee that should prevent any rate increases.

As evidence, I refer to a T-Mobile press release dated January 5, 2017 found at the following URL: <https://www.t-mobile.com/news/press/un-carrier-next>. The relevant paragraph from this press release states:

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Based on this official statement, it is clear that T-Mobile committed to not changing the price of the T-Mobile ONE plan for its customers unless the customer decides to make a change. This commitment was a significant factor in my decision to sign up with T-Mobile and this plan specifically. However, despite this clear promise, T-Mobile has recently informed me that my bill will increase by \$5 per line, effective June, 2024.

This action by T-Mobile is a direct violation of the "Un-contract" agreement as advertised and guaranteed in their press release. I believe that T-Mobile's decision to increase the rate of my plan is both unfair and deceptive, and it violates the terms under which I agreed to subscribe to the T-Mobile ONE Plan.

I request the FCC to investigate this matter and take appropriate action to ensure that T-Mobile adheres to its contractual obligations and stops the unauthorized rate increase on my T-Mobile ONE Plan Unlimited 55. Additionally, I seek a resolution that includes the immediate reversal of any rate increases applied to my account and assurance that such unauthorized changes will not occur in the future.

Thank you for your attention to this matter. I look forward to your prompt response and assistance in resolving this issue.

Ticket: # 7048525 - T-Mobile Increases Price After Advertising Price for Life

Date: 5/22/2024 6:25 PM

City/State/Zip: Tempe, Arizona 85288

Company Complaining About: T-Mobile

Description

Howdy! I've had my T-Mobile One plan since 2017 and I just got a text today that my bill is going up, which they explicitly advertised that they would never do back when I first signed on. Attached is a screenshot of the message I got informing me of the price increase as well as the exact text from their January 2017 press release saying that they would never raise my price.

Press release URL:

<https://www.t-mobile.com/news/press/un-carrier-next>

Archive URL in case T-mobile deletes the page:

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

Press release text:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Ticket: # 7048526 - T mobil

Date: 5/22/2024 6:25 PM

City/State/Zip: Tucson, Arizona 85749

Company Complaining About: T-Mobile

Description

T mobil had price lock guarantee when we subscribed to their service. Got an text today stating our monthly magenta 55+ plan rate was increasing \$5 per month per line of which we have two. Doesn't sound like a price lock to me. Very deceitful.

Ticket: # 7048548 - T-Mobile Price Increase after Promise of "Price Lock"

Date: 5/22/2024 6:28 PM

City/State/Zip: Midlothian, Virginia 23114

Company Complaining About: T-Mobile

Description

As a T-Mobile customer who signed up for a rate plan with a promised and contractual "price lock guarantee", I am joining the customers who are offering their objections to T-Mobile's price increases announced today.

This afternoon, T-Mobile informed me that they will be increasing the price of my rate plan by \$2 per line. While not a significant increase, it breaks their promise and contract terms. When contacting the company, the options offered were to accept the rate increase or have T-Mobile pay my last month's bill if I choose to terminate my contract. Neither option reflects their promise, public announcements, advertisements, public statements, or contract terms.

Ticket: # 7048553 - Breach of contract, \$5 monthly price increase

Date: 5/22/2024 6:29 PM

City/State/Zip: Charlotte, North Carolina 28262

Company Complaining About: T-Mobile

Description

I signed up for the Magenta plan with T-Mobile a few years ago and my contract dates that there is a life time price lock on my monthly service fee. I received a message regarding a \$5 increase which does not follow my contract details.

[Ticket: # 7048554 - attempted price increase in violation of terms](#)

Date: 5/22/2024 6:29 PM

City/State/Zip: Scottsdale, Arizona 85254

Company Complaining About: T-Mobile

Description

We signed up for T-Mobile 55+ more than a decade ago, All-inclusive cost (including unlimited data) was \$60 for 2 lines. One of the appealing features of the plan was that it came with a "Price Lock Guarantee", assuring the cost of this plan would never increase.

Less than one hour ago I received a text from T-Mobile stating that, effective 6/5/24, they will be increasing the charges for our plan by \$5 per line; translating to a \$10 per month increase. This effort clearly violates the written terms used to induce us to sign up for the plan in the first place; namely, that we would be grandfathered under the original plan cost, regardless of future changes for future new customers.

Thank you in advance for any assistance you may be able to provide. I have to assume that I am by no means the only person contacting you with regard to this issue.

Ticket: # 7048565 - T-Mobile price hike

Date: 5/22/2024 6:32 PM

City/State/Zip: Alexandria, Virginia 22304

Company Complaining About: T-Mobile

Description

T-Mobile just raised the rate on my phone plan despite my plan being advertised as never changing. This was the original advertisement

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

<https://www.t-mobile.com/news/press/un-carrier-next>

I have the T-Mobile one all in plan and just got a notification that my rate was going up by 10\$. This is deceptive advertising and fraud.

Ticket: # 7048571 - Billing Issue Tmobile just notified me via text of a \$5 month increase on each of two lines - \$10 total - promised no rate increase in 2017

Date: 5/22/2024 6:33 PM

City/State/Zip: Atlantic Beach, Florida 32233

Company Complaining About: T-Mobile

Description

I have two lines impacted by this notice on the same account (b) (6) and (b) (6) (b) (6) There are numerous links to the websites where Tmobile stated the promise that customers on One plans are the only ones who can increase their rates. Here's the included language from the original Price Lock Announcement, back in 2017:

"Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Here are links to their site and the backed up site with the information:

<https://www.t-mobile.com/news/press/un-carrier-next>

backup

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7048594 - T-Mobile Billing: Backing out of price lock guarantee

Date: 5/22/2024 6:38 PM

City/State/Zip: Phoenix, Arizona 85041-2916

Company Complaining About: T-Mobile

Description

When I switched over to Tmobile years ago they stated I would be entering a price locked plan and as long as I was on the plan my bill would not increase. I received a text message today my bill will be increased by \$20 starting next month (\$5 per line). This is unacceptable, I am on a fixed budget. Here is Tmibile's price lock ad:

<https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7048604 - T-mobile price guarantee](#)

Date: 5/22/2024 6:41 PM

City/State/Zip: Montclair, New Jersey 07042

Company Complaining About: T-Mobile

Description

Magenta 55+ plan contained a lifetime price guarantee that is now increasing by \$5 per line, effective 6/5/24.

[Ticket: # 7048619 - Forced rate increase on price protected plan](#)

Date: 5/22/2024 6:42 PM

City/State/Zip: Mechanicsville, Maryland 20659

Company Complaining About: T-Mobile

Description

I have been on a T-Mobile "One" plan for several years which has a price lock guarantee. Today I was notified that each of my three lines will have \$5 additional added to them. Apparently this increase will take effect even though I am in a price lock guarantee as T-Mobile will no longer honor the legacy agreement.

Ticket: # 7048630 - T-Mobile False Advertising

Date: 5/22/2024 6:46 PM

City/State/Zip: Boise, Idaho 83705

Company Complaining About: T-Mobile

Description

I signed up with T-Mobile on a rate plan that advertised I was able to keep, and keep at the rate I signed up at, for as long as I was on that plan. It was part of their "Un-Contract" announcements in 2015. I was advertised this as a feature of my plan and it was the primary factor that made me choose t-mobile over other carriers. It was described to me as "T-Mobile cannot change your rate for any reason unless you decide to change plans" It was advertised via signage in their physical locations as well as confirmed verbally by the employee when I opened my t-mobile account

Today T-Mobile announced that they were increasing the cost of my plan by \$5 per line, which is against the feature that was advertised to me when I made my decision to switch to T-Mobile. I spoke to T-Mobile and they recognized that these price lock promises do exist, and were advertised to customers, but that T-Mobile is increasing rates anyway, with the justification of "We have raised rates less than other carriers")

Ticket: # 7048634 - T-Mobile Price Increase

Date: 5/22/2024 6:46 PM

City/State/Zip: Harrington Park, New Jersey 07640

Company Complaining About: T-Mobile

Description

I am on the T-Mobile Magenta 55+ Plan

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. There are two phones on the account. What happened to my price lock GUARANTEE?

[Ticket: # 7048678 - Illegal rate increase](#)

Date: 5/22/2024 6:53 PM

City/State/Zip: Estacada,, Oregon 97023

Company Complaining About: T-Mobile

Description

We have a price lock yet t mobile may just text us and raise our rate?

[Ticket: # 7048686 - Illegal rate increase](#)

Date: 5/22/2024 6:54 PM

City/State/Zip: Estacada,, Oregon 97023

Company Complaining About: T-Mobile

Description

We have a price lock yet t mobile may just text us and raise our rate?

Ticket: # 7048689 - Tmobile price increase

Date: 5/22/2024 6:54 PM

City/State/Zip: Berea, Kentucky 40403

Company Complaining About: T-Mobile

Description

I have had a Magenta senior plan with Tmobile which supposedly had a price lock guarantee. Got a text today that Tmobile is increasing price \$5 per line beginning in June. For us that is \$180/year. This is egregious conduct by a company that seniors on fixed incomes depend on for service.

[Ticket: # 7048692 - T-Mobile price increase despite price lock guarantee](#)

Date: 5/22/2024 6:54 PM

City/State/Zip: Portland, Maine 04103

Company Complaining About: T-Mobile

Description

T Mobile is raising my Magenta 55 plan rate \$5 per line per month even though when I signed up for the plan four years ago, I was assured through their Price Lock Guarantee that my price would not increase for life. This is a breach of contract and false advertising and frankly unethical.

[Ticket: # 7048693 - T-Mobile price lock](#)

Date: 5/22/2024 6:54 PM

City/State/Zip: Bakersfield, California 93314

Company Complaining About: T-Mobile

Description

When we signed up for T-Mobile phone service several years ago they sold us on the fact that our prices were “locked in” and “would never increase.” We just got a notice our rates are going up starting June. This is false advertising and they were selling lies. Please help.

[Ticket: # 7048696 - Billing T Mobile](#)

Date: 5/22/2024 6:55 PM

City/State/Zip: Edison, New Jersey 08820

Company Complaining About: T-Mobile

Description

I signed up for a phone program price locked guaranteed for life, now they are changing my rate

Ticket: # 7048703 - T-Mobile Rate Increase on Price Locked Plans

Date: 5/22/2024 6:57 PM

City/State/Zip: Jeffersonville, Indiana 47130

Company Complaining About: T-Mobile

Description

I just received a text message that T-Mobile is increasing my plan by five dollars per line per month. I have the magenta plus plan which was guaranteed to have a price lock for life. If I give into this increase, then I am agreeing that T-Mobile does not have to stand behind their price lock guarantee. I don't agree to this. You cannot just promise something in a contractual agreement and then take it away. I chose this plan because it had a price slot guarantee, and now the company has decided to violate the contract that they made with me and seniors across the country. That is just not OK. Please help.

Ticket: # 7048741 - T-Mobile

Date: 5/22/2024 7:04 PM

City/State/Zip: Powell, Ohio 43065

Company Complaining About: T-Mobile

Description

Just received a text message from at-Mobile notifying me of a rate increase of 2dollars per line. I'm in the middle of a 2 year contract with them with a price Lock guarantee. I have the magenta plan for seniors. I got the plan to save money and I'm on a fixed income. I just don't believe what they're doing is lawful. This increase is subject of many complaints on the forms. With advise to file a complaint.

Ticket: # 7048744 - T-Mobile Illegally Raising Monthly Rates Despite Guaranteeing No Change in Price

Date: 5/22/2024 7:04 PM

City/State/Zip: New York, New York 10024

Company Complaining About: T-Mobile

Description

T-Mobile has notified me that my T-Mobile One All In Promo plan rates will increase by \$5/month per line. When I signed up for the plan, they advertised the "uncarrier promise" which stated prices would never increase (see press releases below). Furthermore, I am a resident of NY, of one of the 13 states that brokered a settlement with T-Mobile and required oversight through May 2025. These price increases are explicitly breaking the contract I have with T-Mobile and in violation of the settlements reached in my state.

Quote from the press release:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Direct link to the press release: <https://www.t-mobile.com/news/press/un-carrier-next>

Backup link to the press release: <https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7048752 - Raised rates](#)

Date: 5/22/2024 7:05 PM

City/State/Zip: Mc Calla, Alabama 35111

Company Complaining About: T-Mobile

Description

In spite of having a "price lock guarantee" TMOBILE is raising our rates by \$5/line. We are on the 55+ plan and do not need this increase.

[Ticket: # 7048753 - T mobile price lock guarantee](#)

Date: 5/22/2024 7:05 PM

City/State/Zip: Akron, Ohio 44301-1136

Company Complaining About: T-Mobile

Description

When I signed up with T-Mobile I was told I had price lock guarantee and now they are raising the rates and not honoring the guarantee

[Ticket: # 7048766 - T mobile 55+ price lock](#)

Date: 5/22/2024 7:07 PM

City/State/Zip: Everett, Washington 98208

Company Complaining About: T-Mobile

Description

Have locked price for life...now t mobile trying to charge more ... unacceptable

Ticket: # 7048772 - T-Mobile Magenta 55+ fixed for life - plan increase \$5 per phone

Date: 5/22/2024 7:09 PM

City/State/Zip: Merrimac, Massachusetts 01860

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. What happened to my price lock GUARANTEE? You can charge more to new customers, but do not change the terms of our contract!! Eventually we will age out....

Ticket: # 7048782 - T-Mobile Price Lock Guarantee False advertising

Date: 5/22/2024 7:11 PM

City/State/Zip: Lebanon, Tennessee 37090

Company Complaining About: T-Mobile

Description

My bill is being increased after being offered and guaranteed to never have a Price Increase. They offer a Price Lock guarantee to my affected plan. My plan was activated in February of 2023, within the timeframe of the price lock guarantee.

Per T-Mobile own website regarding Price Lock:

For accounts activated between April 28, 2022, and January 17, 2024, customers who signed up for qualifying mobile wireless or fixed wireless Home Internet plans (including Lite plans) received our prior Price Lock Guarantee. Under that promotion, new accounts with qualifying service could keep their regular monthly rate plan price for unlimited talk, text, and data on our network, excluding taxes/fees, select limited-time promotions, per-use charges, third-party services, and network management practices. Similarly, for postpaid Home Internet accounts, we guaranteed customers could keep their regular monthly rate plan price for new lines of fixed-wireless internet data, excluding taxes/fees, select limited-time promotions, per-use charges, third-party services, devices and network management practices.

Ticket: # 7048786 - Price lock is false advertising

Date: 5/22/2024 7:12 PM

City/State/Zip: Wichita, Kansas 67216

Company Complaining About: T-Mobile

Description

T-Mobile offered pricing that was supposed to be guaranteed for LIFE on the ONE Plan Military but they recently came out with news that my rates will go up by \$5 per line. I have been a customer with T-mobile since 2018. Below is a link of what was advertised.

<https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7048789 - T-Mobile False Advertising

Date: 5/22/2024 7:13 PM

City/State/Zip: Corinth, Texas 76208

Company Complaining About: T-Mobile

Description

Hello FCC friends,

I signed up for T-Mobile many years ago. At the time, their CEO went on stage in Las Vegas and said "Only T-Mobile customers can change the rate they pay, we will never raise the rate!"

I went into a T-Mobile store because this was very important to me. A different carrier has previously raised my rate. I looked over the marketing materials, I spoke to the representative at the store. Both the marketing materials and representative confirmed -- T-Mobile will never raise my rate plan, as long as I have the plan. I agreed to these terms and switched from another carrier.

T-Mobile later changed the agreement for new customers, limiting it to 2 years of price guarantee, limiting it again later to "waiving the last month of service of the price goes up and the customer chooses to leave".

When I bought my plan, I explicitly asked many times "will T-Mobile ever change my rate?" And I was told that no, only I as the customer could change my rate. If this was not true, I never would've switched to T-Mobile. I read all fine print available at the time and nothing said anything contradicting these statements.

Today I received a text message telling me that my RATE PLAN would go up by \$5 per line, directly in violation of the terms that I agreed to when I switched carriers many years ago.

This is what happens when mergers are not blocked; T-Mobile never should have been allowed to acquire sprint. Now, they have no lower price competitors.

Please assist and tell T-Mobile to abide by the terms they sold to me when I first signed up. I am not alone, I don't doubt you have received more complaints on this same issue. T-Mobile lied out of pure greed, and false advertising cannot be allowed to go uncorrected.

Thank you very much.

Ticket: # 7048792 - Price increase on T-Mobile Network breaking promise

Date: 5/22/2024 7:13 PM

City/State/Zip: Lorton, Virginia 22079

Company Complaining About: T-Mobile

Description

Per T-Mobile's official website,

<https://www.t-mobile.com/news/press/un-carrier-next>

“ Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay”

Despite this promise of not increasing the cost of this plan, T-Mobile has announced they are raising the price of plans by \$5 per line, amounting to \$35-\$40 monthly increase in cost. This is against what they promised and is anti-consumer.

Ticket: # 7048797 - T-Mobile Magenta 55+ fixed for life - plan increase \$5 per phone

Date: 5/22/2024 7:15 PM

City/State/Zip: Merrimac, Massachusetts 01860

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. What happened to my price lock GUARANTEE? You can charge more to new customers, but do not change the terms of our contract!! Eventually we will age out....

[Ticket: # 7048805 - T-Mobile not honoring price lock guarantee](#)

Date: 5/22/2024 7:16 PM

City/State/Zip: Santa Fe, New Mexico 87508

Company Complaining About: T-Mobile

Description

On the T- Mobile Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. What happened to my price lock GUARANTEE?

How can they do this?

Ticket: # 7048809 - T-Mobile Magenta 55+ fixed for life - plan increase \$5 per phone

Date: 5/22/2024 7:17 PM

City/State/Zip: Merrimac, Massachusetts 01860

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. What happened to my price lock GUARANTEE? You can charge more to new customers, but do not change the terms of our contract!! Eventually we will age out....

Ticket: # 7048843 - T-Mobile Price increased

Date: 5/22/2024 7:25 PM

City/State/Zip: Tempe, Arizona 85288

Company Complaining About: T-Mobile

Description

Today I received a text from T-Mobile indicating that my cellular phone and smart watch lines would be increasing by \$5 each and 2\$ respectively, representing about a 10% increase starting on my next bill (with only about 2 weeks notice of this rate increase).

In the past T-Mobile has advertised the One All-In plan that I'm subscribed to as having a "price guarantee" and stated in a press release (<https://www.t-mobile.com/news/press/un-carrier-next>) that "T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." When I modified my existing rate plan at that time to the T-Mobile ONE All-In rate this was one of the most attractive features of the plan for me, and was the most immediate reason for me to make that change from the plan I was previously on.

I didn't request for T-Mobile to modify my plan or price, so I'm a bit concerned that their statements that led to my decision to move to that rate plan are being withdrawn and that my monthly price is raising about 10% against their own statement to customers and advertising around that time. I'm also concerned that these rate increases could continue into the future also despite the advertising from T-Mobile that suggested contrary to that.

Ticket: # 7048845 - Price lock guarantee T-Mobil plan not honored

Date: 5/22/2024 7:26 PM

City/State/Zip: Remsenburg, New York 11960

Company Complaining About: T-Mobile

Description

I have an older T- Mobil price lock Magenta senior plan with 2 lines.

My payments are always in good standing and paid automatically as the agreement requires and paid monthly since the plan inception and I'm now receiving a text that our plan will increase \$5 per line.

T-Mobile is not committing to their guaranteed payment amount. We moved from Att that we were with for 15 years due to the offer that T is now going back on.

They are a disgrace...

Ticket: # 7048867 - Price increase

Date: 5/22/2024 7:32 PM

City/State/Zip: Toppenish, Washington 98948

Company Complaining About: T-Mobile

Description

T-Mobile sent out a text to increase each of my lines by \$5 never agreed to it and in statement made by them to never increase their T-Mobile one plan " Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." January 5, 2017 T-Mobile press release."

[Ticket: # 7048870 - T-Mobile price lock](#)

Date: 5/22/2024 7:33 PM

City/State/Zip: Terre Haute, Indiana 47803

Company Complaining About: T-Mobile

Description

T mobile promised/ advertised that my phone bill will never go up, today they took back their promise/advertisement and raised my bill 5 dollars per line

[Ticket: # 7048882 - T-Mobile Price Increases](#)

Date: 5/22/2024 7:36 PM

City/State/Zip: Powhatan, Virginia 23129

Company Complaining About: T-Mobile

Description

T-Mobile is raising the prices of our plan despite their price lock guarantee upon contract signing

[Ticket: # 7048891 - Tmobile](#)

Date: 5/22/2024 7:40 PM

City/State/Zip: Syracuse, New York 13212

Company Complaining About: T-Mobile

Description

I have 55+ plan guaranteed to never go up at 35.00 per line. I received a text today they will be charging 5.00 xtra per line starting on next bill. My plan was price locked for life. How can they start charging more every month?

[Ticket: # 7048897 - T mobile](#)

Date: 5/22/2024 7:41 PM

City/State/Zip: Huntingdon Valley, Pennsylvania 19006

Company Complaining About: T-Mobile

Description

We have the magenta 55 plus phone plan which was a guaranteed price lock for life. Just got noticed today that they want to increase our plan by \$10 a month. We had a guaranteed price lock for life. how can they do this.

[Ticket: # 7048905 - T Mobile Raising Price](#)

Date: 5/22/2024 7:44 PM

City/State/Zip: Staten Island, New York 10314

Company Complaining About: T-Mobile

Description

T Mobile raised rates after giving me a lifetime price guarantee

[Ticket: # 7048912 - T-Mobile has either false advertising or breach of contract with price hikes](#)

Date: 5/22/2024 7:47 PM

City/State/Zip: North Bergen, New Jersey 07047

Company Complaining About: T-Mobile

Description

T-mobile had advertisements and messages that promised prices would never change.

They made these promises and advertisements in

2015: <https://www.theverge.com/2015/3/18/8249169/t-mobile-uncontract-announced>

2017: <https://www.t-mobile.com/news/press/un-carrier-next>

2022: <https://www.t-mobile.com/news/un-carrier/t-mobile-helps-americans-tackle-inflation>

and other times. For example, in 2017, they said,

“New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

Today, T-Mobile sent out messages to many, many people with the following content:

“T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month and some of your other connected devices by \$2 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/WZ7DwkWU”

By my reading, either this rate change should not be allowed or the previous “PriceLock” and “Un-Carrier” and other advertisements and promotions were false advertising.

I'm estimating it will be approximately a \$40/month increase for my family, but I'm not sure what the final amount will be, since they're being unclear with their messaging with the price increase.

I, and many Americans, need your help to enforce the law.

[Ticket: # 7048917 - T mobile price lock](#)

Date: 5/22/2024 7:50 PM

City/State/Zip: Cape Coral, Florida 33993

Company Complaining About: T-Mobile

Description

2016 my wife and I switched to Tmobile to get their 55+ plan price lock, now we were just notified of a price increase. When I called T-Mobile I was told that was a different CEO

Ticket: # 7048926 - T-Mobile price increase on my Price Lock Magenta 55+ plan

Date: 5/22/2024 7:52 PM

City/State/Zip: Prosser, Washington 99350

Company Complaining About: T-Mobile

Description

In 2022 my husband and I joined T-Mobile because of their plans geared to Senior Citizens. We selected the Magenta55+ plan for both of our lines because the price was \$35 per line if we did autopay and paperless billing and included taxes and fees, but the biggest attraction was the Price Lock for life advertised and guaranteed. Seemed like a “no brainer” to switch from Verizon to T-Mobile because of the price guarantee. We also recently got T-Mobile internet because of the price being promoted was a good deal. We just received a text that the prices are

going up \$5 per line! How can they do this when they advertised and promoted a Price Lock Guarantee??

Ticket: # 7048933 - T-Mobile Voided Financial Rate Lock Guarantee

Date: 5/22/2024 7:52 PM

City/State/Zip: San Antonio, Texas 78253

Company Complaining About: T-Mobile

Description

When T-Mobile first rolled out its ONE plans in 2017, the company said, "T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Today (05/22/2024) a text was sent to T-Mobile ONE customers stating, "T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24 your rate plan(s) will increase by \$5 per line per month."

The only reason I and others chose T-Mobile's ONE plan was due to their price lock guarantee. T-Mobile is now unwilling to accept their financial guarantee commitment made in 2017.

Ticket: # 7048940 - T-Mobile price hike after promising to not raise prices

Date: 5/22/2024 7:54 PM

City/State/Zip: Pasadena, Texas 77505

Company Complaining About: T-Mobile

Description

I'm a T-Mobile subscriber who signed up for their T-Mobile One All In Plan around March 7, 2017, shortly after T-Mobile announced their promotion and price lock guarantee.

Today, 5/22/2024 I received a text saying my plan was raising \$5 a month per line (\$15 total per month).

I specifically switched from AT&T at the time because my grandfathered unlimited plan had consistently raised in price yearly, and based on advertisements and the T-Mobile sales reps, this addressed my main issue with AT&T.

On Jan 7, 2017 this press release occurred: <https://www.t-mobile.com/news/press/un-carrier-next>

Screenshots also attached.

Web Archive link

(<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>)

And explicitly states, “ New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide

to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

[Ticket: # 7048945 - T-Mobile billing](#)

Date: 5/22/2024 7:54 PM

City/State/Zip: Chicago, Illinois 60634

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile under the pretense of "price lock guarantee" that the base rate would never go up. I received a text from T-Mobile this morning saying that my bad plan is going up on each line.

Ticket: # 7048950 - T mobile has broken price lock promise for 55+ plan

Date: 5/22/2024 7:56 PM

City/State/Zip: Decatur, Georgia 30032

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. What happened to my price lock GUARANTEE? Do not change the terms of our contract!! Eventually we will age out....

[Ticket: # 7048951 - T-Mobile not honoring its "price lock" promise](#)

Date: 5/22/2024 7:56 PM

City/State/Zip: Scarsdale, New York 10583

Company Complaining About: T-Mobile

Description

T-Mobile promised not to raise prices ever, yet I received a message today that they were raising prices \$5 a line. The attachment is a screen shot if a page that was still on their website today (5/22), the day of the notice.

[Ticket: # 7048956 - T-Mobile plan price hike in violation of promise made to customer at signup](#)

Date: 5/22/2024 7:58 PM

City/State/Zip: Staten Island, New York 10314

Company Complaining About: T-Mobile

Description

I am a customer on a T-Mobile ONE plan with 3 voice lines, 1 tablet line and 2 smartwatch lines. This morning I was informed by text message of T-Mobile's intention to increase my rates by \$2-\$5 per device per month. Per the press release at the launch of this plan:

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Reference: <https://www.t-mobile.com/news/press/un-carrier-next>

My decision to migrate to this plan was based on this promise, which T-Mobile has flagrantly broken with this price increase.

I appreciate any action that the Commission can take to rectify this situation.

[Ticket: # 7048967 - T-Mobile Price Lock guarantee](#)

Date: 5/22/2024 8:00 PM

City/State/Zip: Scarborough, Maine 04074

Company Complaining About: T-Mobile

Description

T-mobile guaranteed not to raise prices but now they are. Bait and switch

[Ticket: # 7048971 - T-Mobile not living up to promise](#)

Date: 5/22/2024 8:00 PM

City/State/Zip: The Villages, Florida 32162

Company Complaining About: T-Mobile

Description

In December 2017 I enrolled in their promotion T-Mobile 1 55+ plan with 2 lines unlimited for \$60.00 per month with autopay. A feature of the plan included a price lock for the lifetime of the user. I am now 77 years old and I have paid the \$60 per month autopay for approximately 6 1/2 years. Now they are saying they are increasing the price \$10 (\$5per line) in June. They say that plan is old presently doesn't include a price lock. To me that was fraud in its past advertising.

Ticket: # 7048975 - tmobile price increase on price locked accounts for seniors

Date: 5/22/2024 8:02 PM

City/State/Zip: Cumming, Georgia 30028

Company Complaining About: T-Mobile

Description

T-mobile sent texts today to customers saying everyone will pay an extra \$5 a line due to inflation and that they will not honor their price lock guarantees on their 55 and up plans. I have a 55+ plan that i pay for and that they had advertised as price locked and would never go up in price as long as I continued on that plan. I called customer service at t-mobile this AM and they said there was no longer any price lock guarantees even on their existing accounts even though the guarantee was given when we signed up two yrs ago. 55 and up seniors are on fixed incomes and this is taking advantage of that population. Tmobile is not honoring their agreements on existing long term accounts. I feel that a class action suit is necessary on this if nothing is done to stop this.

Ticket: # 7048978 - T-Mobile Price Increase on price-locked T-Mobile One Plan

Date: 5/22/2024 8:02 PM

City/State/Zip: Aliso Viejo, California 92656

Company Complaining About: T-Mobile

Description

I received a text today from T-Mobile indicating that they were increasing the price of my plan by \$5 per line per month. I am on a price-locked plan called T-Mobile One that should not be subject to a rate increase.

Link to T-Mobile press release on my plan: <https://www.t-mobile.com/news/press/un-contract-next>

Key section from that release:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Apparently T-Mobile has decided to change their stance on this price lock. This is in violation of the agreement they made with me when I signed up for service.

Ticket: # 7048979 - T-Mobile price increase on account with promised lifetime pricing

Date: 5/22/2024 8:02 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: T-Mobile

Description

I signed up for a family plan in 2017 with T-Mobile under the advertised "un-carrier" promise that T-Mobile will not change pricing for the account without my request to change the plan.

According to <https://www.t-mobile.com/news/press/un-carrier-next>,

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

They announced today that all the lines on my account will be increasing in price by \$5 per month. This is going back on a promise and advertised rate.

[Ticket: # 7048984 - T-Mobile price lock](#)

Date: 5/22/2024 8:04 PM

City/State/Zip: Vienna, Virginia 22180

Company Complaining About: T-Mobile

Description

T-Mobile offered a plan with no price increase and now is renegeing on the deal. This is happening to senior citizens on fixed incomes assigned to the over 55 plan. Please look into their business practices. I believe there is age bias in terms of the community impacted most by the surprise price increases

[Ticket: # 7048987 - T-Mobile raising prices despite price lock guarantee](#)

Date: 5/22/2024 8:05 PM

City/State/Zip: San Jose, California 95148

Company Complaining About: T-Mobile

Description

My One plan promo with One Plus for 2 lines + 1 line was advertised as \$100/month for the 3 lines with a price lock guarantee. They sent a text informing that each line's rate will be increasing at \$5 per line per month in breach of contract and falsely advertising to bait consumers into their plans only to change the terms afterwards knowing that we cannot do anything about it to stop them. They are taking advantage of consumers since we have limited options for carriers.

[Ticket: # 7048991 - Phone Bill going Up \(\\$2 per line increase\)](#)

Date: 5/22/2024 8:05 PM

City/State/Zip: Santa Cruz, California 95062

Company Complaining About: T-Mobile

Description

T-Mobile promised price lock guarantee, and I received a message stating that my rate will be going up for each line I have.

[Ticket: # 7048992 - T-Mobile rate increases](#)

Date: 5/22/2024 8:05 PM

City/State/Zip: Arlington, Virginia 22209

Company Complaining About: T-Mobile

Description

T-Mobile is raising the rate on my price lock guaranteed plan. I was originally a Sprint Customer but was migrated over and told my rate would never increase. This is what happens when companies are allowed to monopolize.

Ticket: # 7048993 - T-Mobile Says They Will Not Honor Their Promise

Date: 5/22/2024 8:05 PM

City/State/Zip: Tujunga, California 91042

Company Complaining About: T-Mobile

Description

In 2018, I signed up for a T-Mobile ONE for Age 55 Plus - 2 Unlimited Lines for \$60/mo. For Life. Taxes and Fees included.

My reason for choosing this plan was because of the price lock guarantee. I knew that over time costs would rise, and even if \$60/mo for two lines wasn't the best rate out there at the time I signed up, it would over time be a better rate than competitors were charging. I realized that I was running the risk that one day T-Mobile might go bankrupt and therefore couldn't honor the rate, but I perhaps incorrectly assumed that as long as they were in business they would honor their promise, even if it no longer made good business sense. Today I received notification that on my next bill there would be a \$5 per line rate increase. I phoned T-Mobile this afternoon to ask if there was any way to opt out of the increase in view of their promise of \$60 per month for 2 lines, unlimited text, voice & data, including taxes and fees, and was told there was no way to avoid the price increase.

[Ticket: # 7049012 - Price increase on lifetime price locked plan](#)

Date: 5/22/2024 8:09 PM

City/State/Zip: Milpitas, California 95035

Company Complaining About: T-Mobile

Description

I have a T-Mobile cell phone plan and I am subject to a \$5/month increase per line starting 6/5. However when I signed up it was price locked for life according to T-Mobile.

Ticket: # 7049017 - Price Increase on plan with a price guarantee

Date: 5/22/2024 8:11 PM

City/State/Zip: Plymouth, Massachusetts 02360

Company Complaining About: T-Mobile

Description

Hi, I am submitting this complaint because I just got notice today (as did many other people) that my rate plan with T-Mobile is going up \$5 per line, despite having a grandfathered plan from 2017 which stated that my price was guaranteed for life as long as I did not change the plan myself, which I did not.

I am on the T-Mobile One 55+ plan with 2 lines plus a free line that was added as a promotion so 3 lines total, \$60/mo with taxes and fees included.

The following link from Tmobile's own website shows the price lock guarantee from 2017:

<https://www.t-mobile.com/news/press/un-carrier-next>

Please note the part that reads:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Also please note their current terms and conditions at this link effective May 15, 2023: <https://www.t-mobile.com/responsibility/legal/terms-and-conditions>

Specifically the section that states:

"If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra Features or Devices."

T-Mobile is violating their own terms and conditions and I would like myself and anyone with the same price lock guarantee as me to be exempted from this price increase.

Ticket: # 7049021 - T-Mobile Magenta Plan Price Lock Guarantee Breach

Date: 5/22/2024 8:13 PM

City/State/Zip: Madison, Georgia 30650

Company Complaining About: T-Mobile

Description

I was notified by T-Mobile today that the monthly line charge for wireless service will increase by \$5 per month starting June 2024. When I switched to T-Mobile Magenta Plan a few years ago (from AT&T Wireless), they said in writing that our monthly rate of \$90 (for two phones, including taxes, fees, surcharges) would be a guaranteed Price Lock as long as we remained in the plan (which we have). We consider this a breach of price contract by T-Mobile, and are filing a formal complaint with the FCC.

[Ticket: # 7049028 - Tmobile price hike](#)

Date: 5/22/2024 8:15 PM

City/State/Zip: Olivette, Missouri 63132

Company Complaining About: T-Mobile

Description

I received notification today that my bill was going to increase \$5 per line.

I thought I signed up for a price lock contract.

Ticket: # 7049037 - Carrier is attempting to go back on pricing agreement they set out

Date: 5/22/2024 8:19 PM

City/State/Zip: Mountlake Terrace, Washington 98043-4348

Company Complaining About: T-Mobile

Description

In January 2017, T-Mobile made the following commitment to customers signing up for a T-Mobile ONE plan with taxes and fees included:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

You can see the source for this at <https://www.t-mobile.com/news/press/un-carrier-next> or at a neutral, third-party archive at <https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next> if it's no longer available by the time you read this. Further evidence is available in a video clip of the now-CEO announcing this would be the case for T-Mobile ONE customers: <https://www.youtube.com/watch?v=4zkgMtimAS0>

I currently have a T-Mobile ONE plan with taxes and fees included which I signed up for shortly after that announcement, and one of the reasons is because of the commitment to keep pricing stable. However, today I received a notice from T-Mobile that they would be increasing my billing rate by \$5/month/line. This isn't what they advertised, and they should be held to what they committed.

I have not contacted T-Mobile because this is a large-scale campaign (see <https://www.cnet.com/tech/mobile/t-mobile-is-raising-prices-on-some-of-its-older-plans-starting-with->

your-next-bill/ for an example report) and customer support representatives don't have any authority to do anything about it.

Ticket: # 7049040 - T-Mobile Price Lock Retraction

Date: 5/22/2024 8:20 PM

City/State/Zip: Manchester, New Hampshire 03104

Company Complaining About: T-Mobile

Description

Hello — I am a T-Mobile Magenta 55+ customer and I just received a text that my price would be going up \$5 per line. I have three lines: 2 phone and one internet. When I signed up, I was told my price was “locked” for life and would not go up. The only change to my original plan was to add the internet.

I signed up prior to April 28, 2022 under the Un-Contract.

“Qualifying mobile wireless accounts activated before April 28, 2022, received our Un-contract Promise. The Un-contract promise is our commitment that only you can change what you pay. We will pay your final month’s recurring service charge if we raise prices, and you choose to leave. Just let us know within 60 days.”

T-Mobile is raising my price, not me. What can be done to address this issue?

(b) (6)

[Ticket: # 7049054 - T-Mobile promised price lock](#)

Date: 5/22/2024 8:26 PM

City/State/Zip: Oakland Gardens, New York 11364

Company Complaining About: T-Mobile

Description

I joined T-Mobile one plu promo plan since many years ago wil the promis of price lock. And now they are raising the fee for all lines

[Ticket: # 7049056 - T Mobile price increase](#)

Date: 5/22/2024 8:27 PM

City/State/Zip: Spokane, Washington 99218

Company Complaining About: T-Mobile

Description

My Magenta plan was price guarantee for life

Now I receive notice of price increase on both of my lines

Ticket: # 7049057 - T-Mobile Price Guarantee

Date: 5/22/2024 8:28 PM

City/State/Zip: Easthampton, Massachusetts 01027

Company Complaining About: T-Mobile

Description

T-Mobile is raising prices on my account by \$10 per month / \$120 per year for accounts that are contractually guaranteeing no cost adjustments for the life of that particular service.

Please advise, as this type of corporate behavior is getting too be to much.

Thank you.

(b) (6)

Ticket: # 7049068 - Breaking their price guarantee promise

Date: 5/22/2024 8:29 PM

City/State/Zip: Spring, Texas 77382

Company Complaining About: T-Mobile

Description

<https://www.t-mobile.com/news/press/un-carrier-next>

The government needs to control these big company raising their prices. I live in South Korea but these things never happens there. Grandfathered plans and price stays that way unless we make the change. Everything in America is being unaffordable. Utility bills and grocery bills needs to be stable. If cell phone company begins to raise prices, it will be much morw unaffordable in America.

Ticket: # 7049072 - T-Mobile broken Price lock promise

Date: 5/22/2024 8:31 PM

City/State/Zip: Waltham, Massachusetts 02451

Company Complaining About: T-Mobile

Description

When I got my phone service in 2017, T-Mobile clearly and unambiguously promised that the price for my service would not change here: <https://www.t-mobile.com/news/press/un-carrier-next> , specifically they promised:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

As a holder of an applicable T-Mobile ONE account bound by this promise in early 2017, I should be exempt from their recent increases for \$5 per line. However, they have reneged on this promise and are now forcing me to pay more per month in violation of their clear text promise in this press release. In case they take it down, an archive of this promise is here:

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

I have contacted their support and spent more than 2 hours trying to get them to fix this for my account, but they've refused saying that this change is not opt-out-able, and the customer service people have no ability to fix it as the change comes from upstairs. They advised that the best option I would have would be to complain to the authorities or to file suit / contact their legal department. The FCC should not tolerate this behavior from a major carrier that pledged that price increases would not result from their sprint merger.

This carrier is abusing their powerful position and screwing the consumer in a war of attrition , wearing us down as they renege on their promises. This should be (and may be) illegal if it is not. Please do something about this horrible situation by holding them accountable. Their greed for revenue is not an excuse to break contractual obligations. The FCC is in a position to apply the proper regulatory pressure. Please do so !

Ticket: # 7049076 - T-Mobile Increasing Prices on Existing One Plan in Violation of Price Guarantee

Date: 5/22/2024 8:31 PM

City/State/Zip: Jersey City, New Jersey 07305

Company Complaining About: T-Mobile

Description

I am writing to file a complaint against T-Mobile for increasing the monthly prices on my existing T-Mobile One plan without my consent. This is a direct violation of their "Un-contract" price guarantee that stated T-Mobile would never change the price customers pay for their One plan unless the customer chose to make changes.

Specifically, T-Mobile has increased my monthly bill by \$40 (\$5 per line x 8 lines) by raising the price on each of my 8 lines on my T-Mobile One plan. I did not initiate or approve any changes to my plan that would allow them to increase my monthly rate.

In a January 5, 2017 press release, T-Mobile explicitly stated "T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." <https://www.t-mobile.com/news/press/un-carrier-next>

By unilaterally increasing my monthly rate without my consent, T-Mobile has gone against their clearly stated price guarantee. This appears to be a deceptive and fraudulent business practice.

I am requesting that the FCC investigate this matter and require T-Mobile to honor their price guarantee commitment for my account. Raising prices arbitrarily on an existing plan is a violation of the terms they outlined.

Ticket: # 7049077 - T-Mobile Price Lock Guarantee

Date: 5/22/2024 8:31 PM

City/State/Zip: Waipahu, Hawaii 96797

Company Complaining About: T-Mobile

Description

I signed up for two cell phone lines in Oct 2017. I was informed that my 55+ plan had a price lock guarantee. The price lock guarantee was widely advertised. Today I was informed that both lines will increase by \$5 per month or \$120 per year. As a senior citizen on a fixed income, that is a major increase especially since I had counted on T-Mobile's advertised price lock. Is this a breach of contract or false advertising?

[Ticket: # 7049086 - T-Mobile Lifetime Pricing](#)

Date: 5/22/2024 8:34 PM

City/State/Zip: Laguna Niguel, California 92677

Company Complaining About: T-Mobile

Description

I switched to T-Mobile many years ago based on their "lifetime price guarantee". Now they are raising my price \$2 per line.

[Ticket: # 7049095 - T-Mobile price lock](#)

Date: 5/22/2024 8:38 PM

City/State/Zip: Rochester, New York 14612

Company Complaining About: T-Mobile

Description

T-Mobile promised to never raise my rate plan and is now giving only 2 week notice that my phone lines will now all go up \$5 per month.

Ticket: # 7049096 - T-Mobile Price Lock Guarantee Violation

Date: 5/22/2024 8:38 PM

City/State/Zip: Spokane, Washington 99224

Company Complaining About: T-Mobile

Description

I have been a T-Mobile Mobile Magenta 55 Plus subscriber since 2015. I chose T-Mobile because Verizon had continuously increased its plan prices to the point where I was receiving less value for the money. T-Mobile offered a 55+ plan that was rated high by Consumer Reports magazine. It was comprehensive, and its Price Lock Guarantee was a deal breaker for me. I have relied on the Guarantee for several years to convince me that I made the right decision. Today, 5/22/24, I received an email of a price increase, effective 6/5/24. I have 3 lines, and the price will increase \$5 for each line. Apparently, T-Mobile has reneged on its promise of no price increases, misrepresenting the cost of the plan. If I was grandfathered when I signed on, it is inappropriate to increase price plans years later.

Ticket: # 7049102 - T-mobile Price increase

Date: 5/22/2024 8:41 PM

City/State/Zip: Lakewood, New Jersey 08701

Company Complaining About: T-Mobile

Description

I have been a customer of T-mobile since July 2021 on their Magenta Max 55+ plan with 3 lines @ \$168.76 which had a price lock guarantee. Now, as of June 5 2024 they are raising the rate to \$5.00 a line. My bill now will be \$183.75. A \$15 increase per month.

How can they do this when I had a price lock guarantee. Is this not a breach of contract. Would appreciate if this is looked into.

Thank You

(b) (6)

Ticket: # 7049103 - Price lock, now price increase

Date: 5/22/2024 8:42 PM

City/State/Zip: Georgetown, Texas 78633

Company Complaining About: T-Mobile

Description

I signed up with T-Mobile years ago under "T-Mobile One Plus" plan. That plan (and most T-Mobile plans) came with a price lock guarantee. Things have been good until 2024. T-Mobile updated their terms and conditions for this "guarantee" in early 2024. Today they have notified me that they are raising my rates now. I do not change my plan or affect it in any way to avoid situations like this. Unfortunately it appears that the company has lied to their customers via legal maneuvers for financial gain. I tried to speak with the company regarding this issue, but was told I am unable to opt out of any new changes the company is making.

Ticket: # 7049107 - T-Mobile fraud. Promise lifetime rate with no increases but are now increasing price

Date: 5/22/2024 8:43 PM

City/State/Zip: Brookshire, Texas 77423

Company Complaining About: T-Mobile

Description

T-mobile is fraudulently increasing prices on legacy plans that were sold as price locked for life. I have the One Plan All In with 2 lines for \$100. They are now raising my prices by \$5 per line.

Press release from T-Mobile in 2017 where it clearly and directly states my plan would never increase "T-Mobile will never change the price you pay for your T-Mobile ONE plan" :

<https://www.t-mobile.com/news/press/un-carrier-next>

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Ticket: # 7049108 - T-Mobile increasing price on plans that were guaranteed to never increase

Date: 5/22/2024 8:44 PM

City/State/Zip: Gresham, Oregon 97080

Company Complaining About: T-Mobile

Description

T-Mobile has announced their intent to raise prices on phone plans that they promised never to raise prices on, including the one I use, the simple choice plan.

One of their price guarantees being violated can be found here: <https://www.t-mobile.com/news/press/un-carrier-next>

Clear violation of consumer rights

Ticket: # 7049111 - T-Mobile "Price Lock" fraud

Date: 5/22/2024 8:47 PM

City/State/Zip: Tinton Falls, New Jersey 07712

Company Complaining About: T-Mobile

Description

I signed up for a T-Mobile cell phone plan which had a feature called "Price lock" which promised my prices would never increase , and then today I received a text message from T-Mobile saying my plan pricing will increase by \$2 per line next month. I have 7 lines so that is a \$14 per month increase. I signed up for this plan because of the guarantee that it would never go up in price. This promise made by T-Mobile of a price lock was fraudulent.

[Ticket: # 7049118 - T-Mobile raising price of locked plans](#)

Date: 5/22/2024 8:50 PM

City/State/Zip: Phoenix, Arizona 85048

Company Complaining About: T-Mobile

Description

Signed up for T-Mobile's ONE Plan Military, which stated: "promise is our commitment that only you can change what you pay."

Sadly, that guarantee is that you can leave if you wish. A price lock should be a price lock.

Ticket: # 7049124 - Rate increase issue

Date: 5/22/2024 8:52 PM

City/State/Zip: Lake Stevens, Washington 98258

Company Complaining About: T-Mobile

Description

We are with T-Mobile (the 55+ plan) and were guaranteed a price locked rate for life at \$70/month for 2 lines. Just received a text today (5/22/24) that our rate was increasing by \$5/month starting June 5. This is not what we were guaranteed.

(b) (6)

Ticket: # 7049129 - T-Mobile

Date: 5/22/2024 8:54 PM

City/State/Zip: Gilbert, Arizona 85233

Company Complaining About: T-Mobile

Description

5/22/24 received a text message from T-Mobile telling me my rate will increase \$5.00 per line. I have a Magenta 55 plan with a price lock. The price increase will take effect on 6/4/24.

Ticket: # 7049132 - T-Mobile Rate Increase

Date: 5/22/2024 8:54 PM

City/State/Zip: Kingman, Arizona 86409

Company Complaining About: T-Mobile

Description

T-Mobile promised Price Lock for Life. It stated as long as you keep your current plan. On May 22 they sent a text saying they are increasing each line \$5.00. Called and they told me they were retiring my plan and the Price Lock promise is no longer in effect. They switched my account to a more expensive plan. They should not advertise and promise of Price Lock.

[Ticket: # 7049134 - T-Mobile price raise](#)

Date: 5/22/2024 8:55 PM

City/State/Zip: Bensalem, Pennsylvania 19020

Company Complaining About: T-Mobile

Description

T-Mobile is raising price after no price increase advertising as when signing up and price lock guaranteed given.

[Ticket: # 7049136 - T mobile price lock guarantee](#)

Date: 5/22/2024 8:55 PM

City/State/Zip: Toronto, Ohio 43964

Company Complaining About: T-Mobile

Description

Just got a notice that T Mobile is increasing my rates at \$5 a line per month. We were told when we switched to T Mobile that our rate would never go up.

Ticket: # 7049140 - T-Mobile raising prices

Date: 5/22/2024 8:56 PM

City/State/Zip: Northfield, Ohio 44067

Company Complaining About: T-Mobile

Description

When I signed up for my rate plan in early 2017, the T-Mobile ONE plan with taxes and fees included to be clear, they had a price lock guarantee which they advertised on the TV and on the web which stated that when we signed up for the plan that our rate we paid monthly would never be forced to change unless we voluntarily changed plans. Today, they texted me stating that they are increasing my plan rates, by adding a \$5 fee per line to my plan that is supposed to include all taxes and fees and never supposed to be increased.

Ticket: # 7049145 - Contract Rate Increase with Price Lock

Date: 5/22/2024 8:58 PM

City/State/Zip: Saratoga Springs, New York 12866

Company Complaining About: T-Mobile

Description

Was given a price locked price by TMobile when we joined. Received a text message that our price was being increased without changing the plan.

Ticket: # 7049148 - T-mobile increase billing Senior plan

Date: 5/22/2024 8:59 PM

City/State/Zip: West Des Moines, Iowa 50265

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. My dad just got a text saying the price is going up \$5/month per phone. What happened to the price lock GUARANTEE? T-mobile can charge more to new customers, but do not change the terms of the old contract. Especially the senior customers.

Ticket: # 7049161 - T-mobile old senior plan price increase despite a price lock guarantee

Date: 5/22/2024 9:02 PM

City/State/Zip: Seattle, Washington 98109

Company Complaining About: T-Mobile

Description

I share a Magenta 55+ senior plan with a parent and the price lock was supposed to be good for life. They're now going to charge us an extra \$5/line. I'm not the only one submitting a complaint to you about this I'm sure.

[Ticket: # 7049170 - Tmobile rate hike](#)

Date: 5/22/2024 9:06 PM

City/State/Zip: Chanhassen, Minnesota 55317

Company Complaining About: T-Mobile

Description

They are hiking my price despite their price lock guarantee. A contract is a contract.

[Ticket: # 7049175 - T-Mobile Price Lock no longer in place](#)

Date: 5/22/2024 9:07 PM

City/State/Zip: Fort Collins, Colorado 80525

Company Complaining About: T-Mobile

Description

several years ago I subscribed to the T-Mobile Magenta 55+ service for \$70 per month for 2 lines, with a \$5 per line discount for auto pay. This was advertised as the price for life. The price was locked / guaranteed. Today I received a text from T-Mobile informing me of a \$10 per month increase, \$5 per line. Do I have any recourse? How can they do this? Thank you in advance for your assistance.

[Ticket: # 7049177 - T-Mobile Price Lock for Life Guarantee is no longer honored by the company](#)

Date: 5/22/2024 9:08 PM

City/State/Zip: Pittsford, New York 14534

Company Complaining About: T-Mobile

Description

When I signed up for T-Mobile Magenta 55+ plan for seniors, the terms of service clearly stated that the taxes and fees are included in the price \$70 for two lines (with auto pay) and this price is locked in for life (the price lock guarantee). I just got a text saying my price is going up \$5/month per phone. What happened to T-Mobile price lock guarantee? I have already called and talked to customer service. I was told that T-Mobile would no longer honor the price lock to older accounts even though it clearly states on their page that plans prior to Jan 2024 still qualify for the old price lock terms. The agent said the new terms of service apply from now on, meaning T-Mobile would pay your final bill if you cancel because of the change.

[Ticket: # 7049178 - Tmobile promised me never to raise prices and as a result I signed up for their 55 plan](#)

Date: 5/22/2024 9:08 PM

City/State/Zip: Las Vegas, Nevada 89117

Company Complaining About: T-Mobile

Description

In approximately 2017 Tmobile offered a plan for seniors over 55 that provided unlimited data, text and phone for two lines for \$55 a month inclusive of all taxes and fees and with the commitment that the fee would never be raised as long as i maintained the account. I have recently been advised by Tmobile that they will be raising the fee per line by \$5 per month. They have no right to do that and the FCC should immediately investigate and subpoena all the advertising material from tmobile that promised a lifetime price lock.

Ticket: # 7049183 - T-Mobile Price Increase Annoucement

Date: 5/22/2024 9:11 PM

City/State/Zip: Davis, California 95618

Company Complaining About: T-Mobile

Description

Below is the message I posted on T-Mobile Community Website:

I received a text message today from T-mobile of a price increase starting on June 5, 2024 on some old service plans. The text message is unclear as it states on SOME PLANS. I like to know if my current service plan will be affected by this rate increase. My current plan is the 2 Lines TMO ONE All In Promo. We signed up in March 2017. Our plan price is covered by T-Mobile's Price Lock guarantee for as long as we have this plan at the time we signed up for this. T-mobile CANNOT change the term of the contract when we signed up knowing that the price is LOCKED IN guarantee. Please confirm what we are currently paying will remain the same WITH NO price increase. Thank you for your help!

Ticket: # 7049202 - T-Mobile Rate increase

Date: 5/22/2024 9:15 PM

City/State/Zip: Dupont, Washington 98327

Company Complaining About: T-Mobile

Description

We have been T-Mobile customers for years. We signed up for a 55 and older plan where rates were locked for life. They advertised heavily that rates would never go up. Now T-Mobile is telling customers they are no longer offering these older plans with such guarantees. However, if a company advertises price locks they should honor what was promised. Never once did they say rates were subject to change. The TV ads that featured the CEO heavily promoting these price locks/rates never changing should be examined. This was a verbal contract and expressed guarantee from T-Mobile when we signed up for the 55 and older plan.

[Ticket: # 7049203 - T-Mobile Billing](#)

Date: 5/22/2024 9:16 PM

City/State/Zip: Thorp, Washington 98946

Company Complaining About: T-Mobile

Description

T-Mobile is raising the price of my service despite voluntarily fixing me a “price lock guarantee”. The FCC approved the merger between T-Mobile and Sprint which I believe led to the current strategy of T-Mobile raising the prices of their customers’ service in the environment of reduced competition.

Ticket: # 7049214 - T-mobile price increase

Date: 5/22/2024 9:21 PM

City/State/Zip: Auburn, Washington 98092

Company Complaining About: T-Mobile

Description

I have a phone plan with T-mobile that provided a guarantee of price lock. I received a text message that indicates they are raising the price by \$5 per line. I would appreciate your support to insist that they honor the guarantee.

Ticket: # 7049226 - T-Mobile breaking Price Lock Guarantee

Date: 5/22/2024 9:23 PM

City/State/Zip: Cedar Falls, Iowa 50613

Company Complaining About: T-Mobile

Description

I signed up under T-Mobile's Price Lock guarantee in November 2021. The contract stated my rate was locked in for life. No price increases ever. I received a text today that my plan rate is going up \$5 per line per month to a total of \$25 more per month and almost a \$300 increase per year. This violates their guarantee. My rate lock price should be grandfathered in per the contract I signed. I have not contacted them personally due to hundreds of people already contacting them and essentially being told they can leave and go with a different provider if we don't want to pay the new increase.

Ticket: # 7049234 - Forced price increase

Date: 5/22/2024 9:25 PM

City/State/Zip: Mount Vernon, New York 10550

Company Complaining About: T-Mobile

Description

Received a text earlier stating “ T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/whMK0k1Y”

I have a military plan and was grandfathered in a plan and was told there would be no price increase. The attachment below even states I'm under a price lock and only I can choose to change the price of my bill. I spoke to a rep earlier who informed me I will be paying 25 dollars more a month. This is almost \$300 more a year for the same services.

[Ticket: # 7049236 - Tmobile price hike](#)

Date: 5/22/2024 9:26 PM

City/State/Zip: Seattle, Washington 98108

Company Complaining About: T-Mobile

Description

I have a price lock and no taxes, and the last few years they have been raising my rates, and nickel and dining me on my grandfathered plan.

Ticket: # 7049245 - T-Mobile Price Increase with Price Guaranteed

Date: 5/22/2024 9:29 PM

City/State/Zip: Oro Valley, Arizona 85755

Company Complaining About: T-Mobile

Description

I joined the T-Mobile phone network around 2017-2018 with a significant factor being they offered plans under a price guarantee that it would not change unless I changed my plan.

I have since not changed my plan in any way, have always paid on time and in full, yet today I received notification that they were increasing the price of my plan.

[Ticket: # 7049256 - T-Mobile raising rates on "guaranteed for life" 55+ plan](#)

Date: 5/22/2024 9:34 PM

City/State/Zip: Bradenton, Florida 34211

Company Complaining About: T-Mobile

Description

We were told that we were price locked for life with the 55+ plan.

Ticket: # 7049262 - T-Mobile One Plan - rate increase

Date: 5/22/2024 9:37 PM

City/State/Zip: Franklin, Tennessee 37067

Company Complaining About: T-Mobile

Description

I have the One plan and my rate was just increased. T&C's are below. I want to keep my same rate!
Here is an excerpt:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

<https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7049271 - Tmobile rate increase on 55+ despite contract](#)

Date: 5/22/2024 9:39 PM

City/State/Zip: Boise, Idaho 83709

Company Complaining About: T-Mobile

Description

Tmobile is raising my price despite being on a 55+ price locked plan dating back 5 years ago

[Ticket: # 7049279 - T-mobile raising prices on legacy plans](#)

Date: 5/22/2024 9:42 PM

City/State/Zip: Fayetteville, North Carolina 28304

Company Complaining About: T-Mobile

Description

when I joined t-mobile they had a guaranteed price lock and now they're raising each of my lines by \$5.

Ticket: # 7049285 - T-Mobile is raising my cellular phone & data rates even though they promised never to

Date: 5/22/2024 9:44 PM

City/State/Zip: Chanhassen, Minnesota 55317

Company Complaining About: T-Mobile

Description

In 2017, T-Mobile heavily advertised and sent notices that customers who enrolled in their ONE plan will never have their rates raised under what they called the "Un-contract promise". I did so at that time. Since then, I have never changed my plan and I am still as of this writing enrolled in their ONE plan for two lines plus a smartwatch data add-on. Today I received the following notice:

"T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month and your other connected devices by \$2 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/n8mG4tkq"

This contrasts with the T-Mobile press release from January 5, 2017:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE / Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

That promise is still present, as of this writing, on their current site at <https://www.t-mobile.com/news/press/un-carrier-next> . In case they take it down soon, it is archived at <https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next> .

T-mobile today, at <https://www.t-mobile.com/cell-phone-plans/price-lock-faqs> , is trying to claim that "Qualifying mobile wireless accounts activated before April 28, 2022, received our Un-contract Promise. The Un-contract promise is our commitment that only you can change what you pay. We will pay your final month's recurring service charge if we raise prices, and you choose to leave. Just let us know within 60 days". However, this is a substantially poorer offer than the offer from 2017 that I am under.

T-mobile should fulfill its 2017 promise never to increase my rates.

[Ticket: # 7049292 - Tmobile price lock guarantee](#)

Date: 5/22/2024 9:45 PM

City/State/Zip: Perkiomenville, Pennsylvania 18074

Company Complaining About: T-Mobile

Description

When I signed up with my 55 plus plan I was guaranteed price of my plan to never go up. I just received a texted telling me my plan price is increasing starting this month.

[Ticket: # 7049298 - TMobile Price Hike](#)

Date: 5/22/2024 9:46 PM

City/State/Zip: Grand Island, Florida 32735

Company Complaining About: T-Mobile

Description

We signed up for a Senior plan that we were told had a price lock guarantee. We just received notice of a \$5 per line price hike.

Ticket: # 7049306 - T-Mobile Price Increase

Date: 5/22/2024 9:47 PM

City/State/Zip: Salt Lake City, Utah 84108

Company Complaining About: T-Mobile

Description

I signed up for my T-Mobile military plan with the understanding that my price would never increase with their price lock "guarantee". I just received a text that my plan is going up \$5 per line. This is false advertising, and I would've left for another carrier long ago if I wasn't told I was grandfathered into my price lock. This is unethical at best, and fraud at worst. If this isn't resolved, I will leave the carrier and be on the lookout for any class action lawsuits filed by folks more motivated than me.

[Ticket: # 7049338 - T-Mobile breaking terms of contract](#)

Date: 5/22/2024 9:55 PM

City/State/Zip: Ny, New York 10075

Company Complaining About: T-Mobile

Description

In 2021, I signed up for T-Mobile because they offered a “price lock guarantee” of 35\$/month. The contract stated that the price would not change. They are now raising it by \$5/line. This was a “Magenta 55+” plan. This is a breach of contract and disingenuous company.

[Ticket: # 7049339 - My price with T Mobile is supposed to be guaranteed locked](#)

Date: 5/22/2024 9:55 PM

City/State/Zip: Kennesaw, Georgia 30144

Company Complaining About: T-Mobile

Description

I became a T Mobile customer years ago and joined with a T Mobile ONE plan that I was told had a price lock guarantee that as long as I never changed from my ONE plan to something else or added a line etc that my price would be locked for life. It was part of their Price Lock Guarantee. Now they are raising my price by \$5 per line. They have beached a guarantee that they have me when I became a customer.

**Ticket: # 7049350 - T-Mobile raising monthly price on my One Plan Unlimited 55
Despite Lifetime Price Lock**

Date: 5/22/2024 9:58 PM

City/State/Zip: Hauppauge, New York 11788

Company Complaining About: T-Mobile

Description

I signed up with T-Mobile years ago on the One Plan Unlimited 55, and this plan promised no price increases for life.

T-Mobile just sent me an email saying they're raising my monthly price by \$5 per line. This is a breach of contract and a failure by T-Mobile to honor thr initial agreement. T-Mobile should be forced to honor the plan terms.

Ticket: # 7049362 - Re: T-Mobile Price Hikes on legacy plans with PRICE LOCK

Date: 5/22/2024 10:04 PM

City/State/Zip: Fayetteville, North Carolina 28304

Company Complaining About: T-Mobile

Description

I received a notification that each of my lines are going up by \$5. I made these T-MOBILE ONE ALL-IN plans in early 2017 and they were advertised as the UN-CONTRACT first ever price guarantee. This is fraud on T-mobile's part.

Ticket: # 7049366 - T Mobile Breach of Contract

Date: 5/22/2024 10:08 PM

City/State/Zip: New York, New York 10029-6414

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. What happened to my price lock GUARANTEE? You can charge more to new customers, but do not change the terms of our contract!!

Ticket: # 7049374 - T-Mobile Increasing My Price Locked Phone Plan

Date: 5/22/2024 10:11 PM

City/State/Zip: Southington, Connecticut 06489

Company Complaining About: T-Mobile

Description

Years ago when I signed up with T-Mobile I was told that my monthly price would never change unless I changed it. This was reiterated many times over the years during conversations with T-Mobile customer support. Today (5/22/2024) I was notified via text from T-Mobile that my monthly phone rate will be increased by \$5 per month per phone line. I have two lines so the monthly increase will be \$10. My current plan is named Unlimited 55+ One. It includes all taxes and fees and costs me \$30 per month after auto pay discount. Please review my concern and advise if this price increase is proper. Thank you.

Ticket: # 7049391 - T-Mobile Price Increase

Date: 5/22/2024 10:19 PM

City/State/Zip: South Salt Lake City, Utah 84115

Company Complaining About: T-Mobile

Description

I want to make a formal complaint against T-Mobile USA, Inc. regarding an unexpected and unjust rate increase that I recently experienced as an existing customer. I have been a loyal customer of T-Mobile since October 2021. When I initially signed up for their service, T-Mobile heavily advertised their "Price Lock Guarantee," which assured customers that their rates would not increase as long as they maintained their service plan.

However, I was recently notified of a rate increase that directly contradicts the promise made by T-Mobile when I joined. Starting on 06/05/24, T-Mobile will increase my bill \$5 per line. This increase was neither warranted by changes in the services provided nor justified by any exceptional circumstances that might necessitate such an adjustment. Instead, it appears to be a unilateral decision by T-Mobile to raise rates on existing customers, despite their previous guarantee.

The advertisement of the "Price Lock Guarantee" was a significant factor in my decision to choose T-Mobile over other service providers. This promise was widely promoted through various marketing channels, emphasizing that customers' rates would remain consistent as long as they kept their service plan active. It is disappointing and frustrating that T-Mobile is now renegeing on this commitment, thereby undermining the trust and loyalty that they have worked to build with their customers.

I request the FCC to investigate this matter as it pertains to the enforcement of advertised guarantees and the protection of consumers from deceptive business practices. Specifically, I seek the following resolutions:

1. Immediate Reversal of the Rate Increase: T-Mobile should honor the original "Price Lock Guarantee" and reverse any rate increases imposed on existing customers since the guarantee was advertised.

2. Clear Communication and Assurance: T-Mobile should provide a clear and unequivocal statement reaffirming their commitment to the "Price Lock Guarantee" and detail how they will ensure compliance with this promise in the future.

3. Monitoring and Enforcement: The FCC should monitor T-Mobile's adherence to their advertised guarantees and enforce penalties for any future violations to prevent similar issues from occurring.

This situation has caused unnecessary financial strain and a breach of trust. I believe that the FCC's intervention is necessary to hold T-Mobile accountable for their advertising practices and to ensure fair treatment for all consumers.

Thank you for your attention to this matter. I look forward to your prompt response and resolution of this issue.

Sincerely,

(b) (6)

[Ticket: # 7049421 - T-Mobile price lock phone plans](#)

Date: 5/22/2024 10:29 PM

City/State/Zip: Effingham, Illinois 62401

Company Complaining About: T-Mobile

Description

Received a text message from T-Mobile stating an price increase per line. Contract was guaranteed price lock and taxes, fees included. I'm sure a lot of people are going to report this as well, if you need more information email me please.

Ticket: # 7049429 - T-Mobile Raising Rates on Plans that are Price Locked

Date: 5/22/2024 10:32 PM

City/State/Zip: Edmond, Oklahoma 73013

Company Complaining About: T-Mobile

Description

Hi,

T-Mobile is breaking its terms on my ONE plan by raising the cost per line. This is going to cost me an additional \$360+ per year. When signed up with my plan, the price of the plan was locked to never go up. Yet I received a text saying they are gonna raise the rates next month. This is unfair practices.

[Ticket: # 7049435 - T Mobile breach of contract](#)

Date: 5/22/2024 10:34 PM

City/State/Zip: Indianapolis, Indiana 46220-2754

Company Complaining About: T-Mobile

Description

We have been on the T Mobile 55+ One Plan since 2015 paying \$30 for each line including tax and fees. The plan was billed as guaranteed for life (price lock). Today I was informed that the costs will increase by \$5/line (in our case a total of \$10) with the justification that T Mobile hasn't increased its price for years. Well, it isn't supposed to because the price was guaranteed NOT to change.

[Ticket: # 7049439 - T-Mobile not honoring price lock](#)

Date: 5/22/2024 10:35 PM

City/State/Zip: Bonney Lake, Washington 98391

Company Complaining About: T-Mobile

Description

I was notified of a price increase for my t-mobile magenta military plan, T-Mobile is not honoring their price lock guarantee.

I called customer service and spoke with a representative on two levels. Neither person was responsive to my concerns and would not cancel the price increase. This amounts to a 20% increase in my monthly costs.

[Ticket: # 7049442 - Billing practices](#)

Date: 5/22/2024 10:39 PM

City/State/Zip: Springfield, Missouri 65803

Company Complaining About: T-Mobile

Description

T-Mobile has raised prices in price locked plans. Advertised as prices not changing unless I choose. Mandatory raise in pricing is going into effect.

[Ticket: # 7049443 - T-mobile raising rates on older plans which had life-time price lock guarantee](#)

Date: 5/22/2024 10:40 PM

City/State/Zip: Houston, Texas 77077

Company Complaining About: T-Mobile

Description

T-mobile sent me a text today, May 22, 2024 that they would raising my rate by \$5 per line on my cellular plan starting next month. I have the 2 Lines ONE Plan All In Promo with a 20% insider discount and have had this plan continuously since 2017. The plan has a life-time price lock guarantee so I do not understand how the rate can be changed. The advertisements were that they would "never raise your rate." I noticed recently they have redefined what a price lock guarantee is to mean that they will pay your final bill if you leave because they raise your rate. The company is breaching contract.

Ticket: # 7049457 - T-Mobile price hike despite previously advertising price lock

Date: 5/22/2024 10:48 PM

City/State/Zip: Ridgefield, Washington 98642

Company Complaining About: T-Mobile

Description

T-Mobile announced price hikes on many plans today, including Magenta Military. When I joined this plan in 2022, they advertised a price lock feature stating:

"Price Lock is an assurance that T-Mobile won't raise the rate plan price for qualifying plans on T-Mobile billing accounts activated after April 28, 2022. This assurance is automatically activated for talk, text, and data on Essentials, Magenta, MAX, 55+, Military, First Responder, and Business Unlimited plans. The rate plan price guaranteed by Price Lock will be the current published price when the plan is added to a line. Price Lock excludes taxes and fees, limited-time promotions, per-use charges, third-party services, and network management practices. This Price Lock protection applies as long as the qualified plan is not removed or altered by the primary account holder."

This amounts to false advertising and a breach of contract.

Ticket: # 7049460 - T-Mobile \$5 price increase per line on my legacy Tmobile ONE plan

Date: 5/22/2024 10:49 PM

City/State/Zip: Lexington, Kentucky 40513

Company Complaining About: T-Mobile

Description

Tmobile just increased the price of my plan by \$5 per line in direct violation to the Price Lock Guarantee under original contract.

Ticket: # 7049469 - Tmobile no longer honoring their "Price Lock Guarantee"

Date: 5/22/2024 10:54 PM

City/State/Zip: Keizer, Oregon 97303

Company Complaining About: T-Mobile

Description

Millions of customers like myself had chosen T-mobile for their honesty and price guarantee. They GUARANTEED that the prices would never increase. I am paying for myself, my parents, and my children's lines. 7 in total. We KNOW this won't be their last attempt at price gouging us. Their Q1 earning statements showed they made 25% more Net Cash, 39% more Adjusted free cash, \$4.3 Billion in stock buybacks, only to enrich shareholders.

[Ticket: # 7049481 - T-Mobile Rate Increase](#)

Date: 5/22/2024 11:04 PM

City/State/Zip: Phoenix, Arizona 85083

Company Complaining About: T-Mobile

Description

Was notified today that my price locked / guaranteed plan rate would be increasing \$5 per line.

[Ticket: # 7049486 - T Mobile's breach of contract](#)

Date: 5/22/2024 11:06 PM

City/State/Zip: Tukwila, Washington 98178

Company Complaining About: T-Mobile

Description

I have signed up for T Mobile's Magenta Max 55+ services when they offered a price lock for life, but they are now breaching the contract by raising my monthly rates by \$5.00 per line, effective June 5, 2024.

[Ticket: # 7049503 - Tmobile rate increase](#)

Date: 5/22/2024 11:20 PM

City/State/Zip: St Augustine, Florida 32084

Company Complaining About: T-Mobile

Description

When we got the senior 55 plan, they advertised the rate was price locked and wouldn't change in the future.

Today tmobile notified us the our "price locked" plan was going up \$5 a line.

Ticket: # 7049511 - T-Mobile Price Increase Even Though My Service Was Price Locked

Date: 5/22/2024 11:23 PM

City/State/Zip: Kailua, Hawaii 96734

Company Complaining About: T-Mobile

Description

I have a T-Mobile One plan for some time now. When I initially signed up for the account and set up my lines, it was promised (as can be seen in the attached document of the T-Mobile site that has been amended as of today) that my cost for the service would not increase. Today, on the 22nd of May 2024, I received a text message stating that my account will increase in price by 5 dollars per phone line (I have 2) and 2 dollars for my Apple Watch line.

T-Mobile is claiming they need to do this even though they are made around 2 billion dollars in profit in the last quarter. I would not be filling this out if I had not received a guarantee that the price would not be increasing over time as it is locked into place (as told and can be seen on T-Mobile's site).

If more details or information is needed, please feel free to reach out to me.

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Ticket: # 7049513 - Rate increase

Date: 5/22/2024 11:24 PM

City/State/Zip: Omaha, Nebraska 68132

Company Complaining About: T-Mobile

Description

Received a message from T-Mobile today (5/22) saying my rate would increase by \$5 PER LINE in June, 2024 even though I am certain my plan is covered by their 'Price Lock Guarantee'. When questioned about the increase and the guarantee the T-Mobile representative kept 'dancing' around my questions. I finally got them to confirm that my account was covered by the price lock guarantee, but they still insisted that my rate would be going up next month regardless.

[Ticket: # 7049522 - T-mobile price lock](#)

Date: 5/22/2024 11:31 PM

City/State/Zip: Puyallup, Washington 98373

Company Complaining About: T-Mobile

Description

T-mobile has us under our two line contract that came with a lifetime rate lock as long as a plan change hasn't been initiated by the customer. T-mobile is trying to violate that by raising a locked rate violating their own lifetime rate lock guarantee. I believe along with a lot of others that this is a breach of contract.

Ticket: # 7049523 - T-Mobile recent price increase to “guaranteed locked” prices

Date: 5/22/2024 11:31 PM

City/State/Zip: Burlington, North Carolina 27215

Company Complaining About: T-Mobile

Description

We've had T-Mobile as a cell phone provider for many years. Signed up for their Magenta55+ plan which was advertised to have “guaranteed price lock” for life as long as we maintained the account. Was promised in writing that our price would never go up. Today 5/22/24, got an email they are going up on our plan \$5 per phone line, per month. This is not the deal we signed up for and to change our price after guaranteeing it would be locked for life is fraudulent and a direct breach of contract. It's unlawful for companies to pull this bait and switch. If they want to go up on new, future customers that's fine. But a price increase was never part of our agreement and T-Mobile should be held to the same laws as all other companies. Please do not allow T-mobile to breach the agreement they made with the very customers who helped them build their business to the size it is today.

Ticket: # 7049528 - T-Mobile Rate increase

Date: 5/22/2024 11:33 PM

City/State/Zip: Langhorne, Pennsylvania 19047

Company Complaining About: T-Mobile

Description

I had a price lock guarantee in place since 2015 and they raised my rates by \$5/line for a total of \$15/month.

[Ticket: # 7049529 - T mobile price increase \(price lock guarantee\)](#)

Date: 5/22/2024 11:33 PM

City/State/Zip: Seattle, Washington 98144

Company Complaining About: T-Mobile

Description

T-Mobile has breached their contract on several plans (simple choice, one, magenta) which included a price lock guarantee. They are raising prices on all these plans.

[Ticket: # 7049536 - T-Mobile](#)

Date: 5/22/2024 11:40 PM

City/State/Zip: Middletown, New Jersey 07748

Company Complaining About: T-Mobile

Description

I have a price lock guarantee from T-Mobile which means that they promised to never raise my rates. However, today I received a text that my rate will be increasing by \$5 per line. T-Mobile is breaking our agreement by increasing my rate.

Ticket: # 7049537 - Bill increase

Date: 5/22/2024 11:40 PM

City/State/Zip: Addison, Illinois 60101

Company Complaining About: T-Mobile

Description

I was told by multiple reps that my price is locked in and will never increase. Now its being raised by \$5 per line. This is deceptive. Please honor the price lock.

Ticket: # 7049540 - T-Mobile breaking contract and increasing prices

Date: 5/22/2024 11:42 PM

City/State/Zip: Chicago, Illinois 60647

Company Complaining About: T-Mobile

Description

T-Mobile informed me that they will be increasing the monthly price of my plan (T-Mobile ONE), after they previously said they would never change the price of the plan.

From their January 5, 2017 news release: <https://www.t-mobile.com/news/press/un-carrier-next>

“Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

[Ticket: # 7049552 - T-Mobile Not Honoring Price Lock](#)

Date: 5/23/2024 12:01 AM

City/State/Zip: Rolling Meadows, Illinois 60008

Company Complaining About: T-Mobile

Description

I received notice today that T-Mobile is raising the price by \$5 per line on my account. When I signed up with T-Mobile, they guaranteed the price would never go up. They are going against their contract/guarantee.

Ticket: # 7049555 - Price Lock Guarantee

Date: 5/23/2024 12:03 AM

City/State/Zip: Post Falls, Idaho 83854

Company Complaining About: T-Mobile

Description

As a loyal customer for many, many years, I was promised a price lock "\$70 every month, no matter what." How was I notified that i will now be charged \$60 more per line each year? Through text message only. No formal letter or email, simply a text message 2 weeks before I am supposed to be billed.

[Ticket: # 7049572 - T-Mobile not honoring price lock](#)

Date: 5/23/2024 12:14 AM

City/State/Zip: Edmonds, Washington 98020

Company Complaining About: T-Mobile

Description

I signed up for a T-Mobile Magenta plan several years ago with the understanding, based on their promotional materials and contract, that they would not increase the monthly charge as long as I remained a customer. I just received a notice indicating they are increasing the monthly fee. This seems like false advertising and they should not be allowed to change the price for existing customers. Thank you.

[Ticket: # 7049580 - T Mobile reneing on Price Lock guarantee](#)

Date: 5/23/2024 12:25 AM

City/State/Zip: Mt. Pleasant, South Carolina 29466

Company Complaining About: T-Mobile

Description

I signed up for a \$70 for two line Price Lock guarantee. Just got email informing me that my charges are going up \$5 per line. This is a direct reneing of the contract they gss as brr e'd me.

Ticket: # 7049584 - Billing issue w T Mobile

Date: 5/23/2024 12:28 AM

City/State/Zip: Girard, Ohio 44420

Company Complaining About: T-Mobile

Description

There are 4 of us on phone plane. Received text earlier stating as of Jun each line is increased \$5. That is a TOTAL of \$20 on our plan alone. I Signed a contract with TMobile that had a price lock. They decide to disregard that part of the contract. However if we as a customer broke the contract we would have consequences and fees etc. ALSO today is May 22, 2024 and the increase that breaks the Price Lock/price guarantee is effective June 1, 2024. No time to even rearrange budget to cover this increase. 2 of the 4 of us may leave to another company that is cheaper than what TMobile will be charging while breaching our contract.

[Ticket: # 7049586 - T-mobile price lock guarantee](#)

Date: 5/23/2024 12:29 AM

City/State/Zip: Livingston, Texas 77351

Company Complaining About: T-Mobile

Description

I entered into an agreement with T-mobile in July of 2021 with a guaranteed price lock for my military magenta plan. I was told my prices would never increase and now they are. Now I'm getting a price increase that should be deceptive advertising and breach of contract though the company.

[Ticket: # 7049591 - Tmobile](#)

Date: 5/23/2024 12:34 AM

City/State/Zip: Pelham, Alabama 35124

Company Complaining About: T-Mobile

Description

I was with sprint for 20 years then merged unwantingly to T-Mobile but was garunteed price lock. Now get notice that my next bill will go up to keel up with inflation. This is rediculous. Very angry. Not effecting my phone plan just my watch plans that are tied to my phone... because they can.

[Ticket: # 7049603 - Contract price lock guarantee increases](#)

Date: 5/23/2024 12:45 AM

City/State/Zip: Ducktown, Tennessee 28906

Company Complaining About: T-Mobile

Description

T-Mobile advertised our rate would never increase but now they are raising the price of each line \$5 a month. That's an additional \$20 month for service when I am supposed to be locked into a contract for life for the same price. They have already raised the rates prior due to Netflix increases but now they are doing it again without any additional benefits. This is in violation of their lifetime price lock agreement & I do NOT agree to the increase

Ticket: # 7049620 - Breach of Contract--T-Mobile**Date:** 5/23/2024 1:02 AM**City/State/Zip:** Seattle, Washington 98133**Company Complaining About:** T-Mobile

Description

On February 12, 2018 I enrolled in a cell phone plan with T-Mobile. This was specifically known as the Unlimited 55+ plan which was only available to seniors, and was marketed to seniors on limited incomes. Today, this plan is known as the Essentials Choice 55 plan. At the time that I signed up for this plan, each line was \$30/mo for a maximum of 3 lines if you paid with auto pay. I have a flyer that I saved from this time period which notes this pricing. When I signed a contract with T-Mobile, they provided a price-lock guarantee that I would never pay over \$30/line for the duration of MY lifetime. That was the point of this plan being marketed to seniors, as far as I was concerned. A few years ago, I had a problem with my phone and went into T-Mobile to get it sorted out. The agents noted that I was on an amazing plan specifically because of the low price per line and the price-lock guarantee. I was advised never to change my plan, if I could help it. Lo and behold, today (5/22/24) I received a text from T-Mobile informing me that my cellular bill is going up by \$5 for each line for a total of \$15, which is in direct breach of contract as they promised a price-lock for the duration of my lifetime. The text read as follows:

"T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/2024, your rate plan(s) will increase by \$5 per line, per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/6uYGcWiK"

In fact, T-Mobile has a webpage noting their price-lock guarantee which I am linking here:
<https://www.t-mobile.com/cell-phone-plans/price-lock-faqs>

In this FAQ T-Mobile notes the following which pertains to my plan: "Qualifying mobile wireless accounts activated before April 28, 2022, received our Un-contract Promise. The Un-contract promise is our commitment that only you can change what you pay. We will pay your final month's recurring service charge if we raise prices, and you choose to leave. Just let us know within 60 days.

Customers who qualified during the above respective time periods won't see any changes to their Price Lock Guarantee as long as they maintain their qualifying plan. For more information, please contact us by dialing 611 from your T-Mobile phone or calling 1-800-937-8997."

I am filing this complaint because T-Mobile made a promise to a price-lock guarantee and are very clearly renegeing on that contractual guarantee, which they openly acknowledge in both the text message they sent me and through the FAQ noted above.

[Ticket: # 7049624 - T-Mobile Price Increase](#)

Date: 5/23/2024 1:11 AM

City/State/Zip: Layton, Utah 84040

Company Complaining About: T-Mobile

Description

Received a text from T-Mobile today that my plan rate would be going up by \$5 per line. This is in violation of my contracts "Price Lock" guarantee by T-Mobile.

[Ticket: # 7049627 - Breach of contract](#)

Date: 5/23/2024 1:12 AM

City/State/Zip: Wenatchee, Washington 98801

Company Complaining About: T-Mobile

Description

T-Mobile has notified me of a raise in my monthly rate, despite having communicated to me and advertised publicly for years that I and millions of other customers were subject to a price lock guarantee to never have our rates raised. Price lock has been a staple in T-mobiles marketing since my employment with them began in 2017. It's unacceptable, unethical, and malicious at face value.

Ticket: # 7049633 - T-Mobile/ Pricelock

Date: 5/23/2024 1:15 AM

City/State/Zip: Kenner, Louisiana 70065

Company Complaining About: T-Mobile

Description

I've been with T-Mobile for years, I was guaranteed through a quote "price lock that my price would not go up. I got noticed today, the raising at five dollars per line.

[Ticket: # 7049638 - T mobile rate hike not keeping the false promises they made when acquiring sprint](#)

Date: 5/23/2024 1:17 AM

City/State/Zip: Phoenix, Arizona 85085

Company Complaining About: T-Mobile

Description

this is what they saie before and clearly breached that today

“Starting January 18, 2024, customers activating or switching to an eligible rate plan get our Price Lock guarantee that only you can change what you pay—and we mean it! To show just how serious we are, if we were to make a price change and you decide to leave, just let us know within 60 days and we’ll cover the cost of your final month’s recurring service charges.

Customers who qualified for Price Lock before January 18 won’t see any changes as long as they maintain their qualifying plan. For more information, please contact us by dialing 611 from your T-Mobile phone or calling 1-800-937-8997.”

Ticket: # 7049643 - Price increase

Date: 5/23/2024 1:25 AM

City/State/Zip: Flushing, New York 11355

Company Complaining About: T-Mobile

Description

T-Mobile promise on price lock for life but now they want to raise price on my plan . Extra \$5 on each line . That's \$15 in total plus \$2 on each watch. That's \$4 total. It's unfair . We was promise price lock for life .

[Ticket: # 7049646 - Price lock guaranteed](#)

Date: 5/23/2024 1:45 AM

City/State/Zip: Selden, New York 11784

Company Complaining About: T-Mobile

Description

T-mobile recently texted me that they were raising my \$5 a month my T-Mobile one plan. I've had this plan since it was 2017 and was promised my price wouldn't increase through their Uncarrier deal.

[Ticket: # 7049647 - T-Mobile breached their lifetime price lock guarantee](#)

Date: 5/23/2024 1:47 AM

City/State/Zip: Santa Monica, California 90401

Company Complaining About: T-Mobile

Description

When I signed up for T-mobile, I was given a lifetime price lock guarantee. This morning, I just received a text telling me that they're increasing the price. This is a breach of their guarantee that got us to sign up in the first place!

Ticket: # 7049683 - Sudden T-Mobile price hike

Date: 5/23/2024 3:23 AM

City/State/Zip: Robbinsville, New Jersey 08691

Company Complaining About: T-Mobile

Description

When I switched my family's phone plan to T-Mobile, I was given repeated assurances that my price would be locked in for the duration of my relationship with T-Mobile. This was heavily emphasized in their advertising ("price lock guarantee!" "lock in your price!" "don't use a carrier that bait and switches you"), particularly on their then-flagship plan Magenta Max.

But this morning I received a text message from T-Mobile informing me that I would be charged \$2/line per month from June onwards. Since I have 5+ lines, this translates into over \$100 additional per year on my phone plan. This change was not announced prior to today and runs contrary to everything I've been told by T-Mobile previously about my family's Magenta Max plan pricing.

Ticket: # 7049685 - T-Mobile violation of Price Lock contract

Date: 5/23/2024 3:24 AM

City/State/Zip: Santa Fe, New Mexico 87501

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile's Magenta plan (POSTPAID account type) on September 17th, 2022. T-Mobile's terms between April 28, 2022 and Jan 17, 2024 had a price lock for plans established during this time period. I quote from T-Mobile's advertising:

"And we're at it again with Price Lock, a promise for ALL new postpaid and broadband customers on eligible rate plans that the price of your current talk, text and data will stay the same unless YOU change it. This notches another industry first with the first-ever consumer price guarantee on an unlimited 5G plan – including Essentials, Magenta, Magenta MAX, postpaid segment plans (55+, military, first responder), and 5G Home Internet." <https://www.t-mobile.com/news/un-carrier/t-mobile-helps-americans-tackle-inflation>

I received a text on May 22, 2024 informing me that T-Mobile is going to raise my bill by \$5 per line on June 5, 2024. The text read as follows:

"T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/pfE3ANF5"

I called T-Mobile's customer service on May 22, 2024 and they confirmed that the price increase is correct. They refused to acknowledge in writing that I am on a price locked plan and would not be subject to this price increase. And they wasted 30 minutes of my time trying to get me to convert from my Magenta plan to their new Go5G plan, which has a watered down version of the original Price Lock language. T-Mobile should not be allowed to violate their contracts and advertising in this manner.

Ticket: # 7049686 - T-Mobile Deceptive Advertising

Date: 5/23/2024 3:24 AM

City/State/Zip: Kailua, Hawaii 96734

Company Complaining About: T-Mobile

Description

When I signed up for t-mobile's ONE plan an agent GUARANTEED me that their would be no price increases unless I decided to switch plans. This verbal contract is now being broken by t-mobile as they have arbitrarily increased the price of my plan.

This information can be verified here:

<https://www.t-mobile.com/news/press/un-carrier-next>

"T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

[Ticket: # 7049709 - T-mobile price increase after price lock promise](#)

Date: 5/23/2024 4:45 AM

City/State/Zip: Los Angeles, California 90019

Company Complaining About: T-Mobile

Description

T-mobile has increased my legacy plan \$5 per line when it was promised to never increased when I signed up with them years ago.

Ticket: # 7049743 - T-Mobile plan increase

Date: 5/23/2024 5:57 AM

City/State/Zip: Plantation, Florida 33324

Company Complaining About: T-Mobile

Description

T-Mobile announced increase of my T-Mobile One Unlimited 55+ plan by \$5.00/line starting in June 2024. However, when I signed up in 2017, they claimed the price will not change. Please, see the following press release on January 5, 2017:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

https://web.archive.org/web/20170112063958/http://explore.t-mobile.com/t-mobile-one?icid=WMM_TM_Q117UCNXT_0VIO8YEOTT7222

"Hasn't the Un-contract been around, what's new?"

Yes, the Un-contract was introduced for Simple Choice and is now extending to include T-Mobile ONE.

There's nothing extra to sign up for, it's just our promise to you that we won't jack up your price for unlimited 4G LTE on your smartphone or tablet for as long as you're a customer in good standing with T-Mobile ONE."

"What happens if you do raise the price of my T-Mobile ONE service?"

The Un-contract is our commitment that only you can change what you pay and we mean it! To show just how serious we are we have committed to pay your final month's recurring service charges if we were to raise prices and you choose to leave. Just let us know within 60 days."

[Ticket: # 7049757 - T mobile rate increase](#)

Date: 5/23/2024 6:28 AM

City/State/Zip: Bradenton, Florida 34209

Company Complaining About: T-Mobile

Description

I am on the one plan unlimited 55 and was supposed to be under price increase protection. Now t mobile says it is raising my rate by \$5 per line. T mobile went to a lot of trouble to get us all to come over with their price lock theory, and now this. Help, please.

[Ticket: # 7049771 - Possible fraud on price lock guarantees](#)

Date: 5/23/2024 6:49 AM

City/State/Zip: Atlanta, Georgia 30343

Company Complaining About: T-Mobile

Description

T-Mobile is violating their guarantee price lock for life on my account. I would not have stayed with them, paying them too much per month, for poor service, if I had known that they were not going to honor the service. I could've gone with a lot cheaper service and saved thousands of dollars.

Ticket: # 7049776 - T-Mobile Breaking Their Price Lock Guaranteed

Date: 5/23/2024 6:57 AM

City/State/Zip: Anaheim, California 92801

Company Complaining About: T-Mobile

Description

Today I received a text from my carrier T-Mobile stating that on June 5th my plan price will increase by \$5 per line. However when I signed up for my plan, T-Mobile 2 Lines ONE Plan All In Promo, they were advertising their price lock guarantee for all One plans. The following is a direct quote.

"TMobile will never change the price you pay for your TMobile ONE plan. When you sign up for TMobile ONE, only YOU have the power change the price you pay."

This quote can be found on their website even today under their newsroom section.

<https://www.t-mobile.com/news/press/un-carrier-next>

One of the main reasons I had upgraded from my previous plan with them to the ONE plan was for the guaranteed price lock that was included in it.

Now with it my monthly bill will be increased \$15 additional per month.

Ticket: # 7049786 - T-Mobile Price Increase

Date: 5/23/2024 7:15 AM

City/State/Zip: Norwalk, Connecticut 06851

Company Complaining About: T-Mobile

Description

I have just receive the following notice from T- Mobile:

T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/iZfxGYE4

I started my current Plan, T-Mobile ONE Unlimited 55+, in 2017, with a price guarantee for life.

This announced price increase violates that guarantee.

[Ticket: # 7049791 - T mobile](#)

Date: 5/23/2024 7:27 AM

City/State/Zip: Concord Twp, Ohio 44077

Company Complaining About: T-Mobile

Description

Contract lock price guarantee not being honored. Raising price without my permission

Ticket: # 7049801 - T-Mobile Bill Price Increases Despite Explicit Prior Commitments

Date: 5/23/2024 7:44 AM

City/State/Zip: New York, New York 10023

Company Complaining About: T-Mobile

Description

Yesterday (May 22, 2024), I received a notification via SMS message from T-Mobile that my family's monthly bill was going to increase \$10 per month (\$5 per line) for no reason, and with no additional benefit.

The type of plan I am on is called "ONE" in their branding, and is no longer publicly offered. At the time of launch T-Mobile said this in their official Press Release in 2017;

"...Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." January 5, 2017 T-Mobile press release.

Furthermore when T-Mobile received approval for the Sprint merger/takeover in 2019/2020 from the FCC, other federal and state attorney generals (inc. New York where I reside), they committed to no fee increases for existing customers; <https://docs.fcc.gov/public/attachments/DOC-360637A1.pdf>

T-Mobile's justification for this via follow up to customer service in live chat was due to inflation, but they only targeted a portion of their customer base. They ignored anything to do with their own prior statements.

They also said in their message they didn't increase fees for a decade in their message to me, which is also a false statement because they increased fees last May 2023 for Auto Payments (<https://tmo.report/2023/06/everything-you-need-to-know-about-the-upcoming-t-mobile-autopay-changes/>)

I feel T-Mobile need to be held accountable for this because this is both explicitly going back on their own marketing and public statements about no fee increases ever to customers in 2017 unless the customer opts to change plans, which was the basis for customers like me making a purchasing decision.

Furthermore because of the regulatory commitments they made at the Federal and State levels, including to the FCC, they also should not be allowed to do this.

I appreciate your consideration.

Thanks,

(b) (6)

Ticket: # 7049848 - Breach of contract price

Date: 5/23/2024 8:21 AM

City/State/Zip: Albuquerque, New Mexico 87121

Company Complaining About: T-Mobile

Description

T-mobile has increased my rates while I am on a lifetime price lock guarantee contract. They advertised price for life which is false advertising against I and all consumer's that have bought into this price for life contract. They are breaching my contract rights. When contacting customer support, they state that it is a matter of inflation and that my contract is no longer valid even though I did not breach my contract. I have not done anything abnormal from the past 5 years that I have been in this contract. Price for life is supposed to be guaranteed. If my contract is void, then I will have to sue for breach of contract on there part.

Ticket: # 7049892 - T-Mobile Price-Lock Garuntee

Date: 5/23/2024 8:37 AM

City/State/Zip: Enola, Pennsylvania 17025

Company Complaining About: T-Mobile

Description

T-Mobile stated that there was a price lock guarantee when I signed up for service, on 5/22/24 I recieved a text saying my plan was going up in price because it is an older plan, this to me appears to be unethical and manipulative practices by T-Mobile, they straight up lied to millions of people

[Ticket: # 7049902 - T-mobile price lock](#)

Date: 5/23/2024 8:42 AM

City/State/Zip: Myrtle Beach, South Carolina 29579

Company Complaining About: T-Mobile

Description

My magenta 55+ was advertised with a price lock guarantee when I signed up. Now I've received a text stating my bill is increasing by \$5 per line

Ticket: # 7049906 - Tmobile Price Increase Deceptive Advertising

Date: 5/23/2024 8:43 AM

City/State/Zip: Huachuca City, Arizona 85616

Company Complaining About: T-Mobile

Description

I signed up for a T-mobile One phone plan, and it included a price guarantee. My rate is being increased. This seems like deceptive advertising and breaking the terms of the contract.

<https://www.t-mobile.com/news/press/un-carrier-next>

T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

[Ticket: # 7049924 - T mobile price increase](#)

Date: 5/23/2024 8:51 AM

City/State/Zip: Manchester, New Hampshire 03104

Company Complaining About: T-Mobile

Description

I currently have a t mobile one plan that is price lock protected. T mobile informed me yesterday that they're increasing my price \$5 per line per month x 4 devises despite my price lock guarantee.

Ticket: # 7049947 - T-Mobile refusing to honor price lock guarantee for life on 55+ mobile phone rate plans

Date: 5/23/2024 9:00 AM

City/State/Zip: Washington, District Of Columbia 20007

Company Complaining About: T-Mobile

Description

In October 2017, I changed my mobile phone carrier from AT&T to T-Mobile and signed up for a T-Mobile 55+ rate plan with the assurance that my monthly rate was “price-locked for life”. The price lock guarantee for life was confirmed in the marketing materials provided by T-Mobile and by the sales representative in the T-Mobile retail store in Washington, DC. This incentive was a primary reason that I switched from AT&T to T-Mobile. Now, T-Mobile is trying to raise my monthly rate by \$10.00. When I spoke to their customer service people this morning they told me that there was nothing that they could do to fix the problem. I also noted that they changed all of the marketing information on their web site to delete all references to the price-lock guarantee for life which I was offered when I set up the account. I also noticed that large numbers of customers are complaining on the T-Mobile community web site (<https://community.t-mobile.com>) about this breach of contract and breach of trust. If the FFC does nothing, seniors with the 55+ rate plans will pay approximately \$120/year in inflated prices and T-Mobile undoubtedly will raise our rates again in the future. Seniors in our vulnerable position need the support and protection of the FCC and other governmental agencies to ensure that enormous companies like T-Mobile do not ignore our legitimate complaints and trample our contract rights. Thanks for listening.

[Ticket: # 7049972 - T mobile price increase while plan is advertised as having a price lock](#)

Date: 5/23/2024 9:13 AM

City/State/Zip: Murrells Inlet, South Carolina 29576

Company Complaining About: T-Mobile

Description

I received an email that my magenta 55 plan would increase 5 dollars. When I first signed a contract I was assured my price would never go up. On the T mobile web site under price lock is a list of which plans qualify and my plan is listed. This price hike is deceptive advertising in addition to their tv commercials that boost your price will never increase.

Ticket: # 7049983 - T-Mobile Rate Increase

Date: 5/23/2024 9:16 AM

City/State/Zip: Portage, Indiana 46368

Company Complaining About: T-Mobile

Description

I have had a T-Mobile One Plan Unlimited 55+ plan since 2017. At the time I signed up, I was promised that the rate would never go up as long as I maintained the plan in good standing. I was given a price-lock guarantee at that time which stated: "If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan."

Yesterday, I was informed that because I still had my old plan, which is now considered a "legacy" plan, my rate was being increased by \$5/line. I have 2 lines which means the increase will be \$10/mo starting on 6/5/24. As far as I am concerned, this is a breach of contract and fraudulent advertising. Please refer to the following two websites for advertising this guarantee from 2017:

1) <https://www.t-mobile.com/news/press/un-carrier-next>

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay

2) <https://www.t-mobile.com/news/press/uncontract-carrier-freedom>

“We’re the Un-carrier. Everything the carriers do, we un-do,” said John Legere, president and CEO of T-Mobile. “The other guys have been throwing out all kinds of desperate, short-term promotions to suck you in and lock you down – only to jack up rates later. We’re not playing that game. The Un-contract is our promise to individuals, families and businesses of all sizes, that – while your price may go down – it won’t go up.”

T-Mobile's Unlimited 55+ plans are discounted cell phone plans for people aged 55 and older that include unlimited talk, text, and data. The plans start at \$45 per month for a single line or \$60 per month for two lines. Only the primary subscriber needs to be 55 or older to qualify, and up to two additional lines can be added without proof of age. To verify eligibility, a valid government-issued ID must be provided when activating or changing the plan.

By raising their pricing, they have absolutely violated their price-lock guarantee. Can you please look into this situation as I feel T-Mobile has broken their contract and is now taking advantage with their consumers. I am a senior citizen and this violation of trust seems unethical at best. While \$10/mo may not seem like a lot of money, I am concerned that this is just the beginning and more increases will be forthcoming. I did look into ATT & Verizon yesterday but they couldn't match the inflated price I will be paying going forward. While I'll be looking at smaller carriers, I am not sure they will meet my needs as I also have internet service through T-Mobile and I need to maintain that service.

Thank you for any assistance you can provide,

(b) (6)

[Ticket: # 7049989 - T-Mobile charging extra on price lock plans](#)

Date: 5/23/2024 9:17 AM

City/State/Zip: Saint Simons Island, Georgia 31522

Company Complaining About: T-Mobile

Description

I just received a text notification from T-Mobile stating that starting in June 2024 they will charge \$5 more per line on my plan. I have been with T-Mobile for many years now and when I got my One Plan Unlimited 55 plan for me and my wife I was told my \$60.00 price is guaranteed for life as long as I don't change my plan. I have been on the same plan with T.-Mobile since beginning and this is as far as I am concerned a grave breech of contract.

[Ticket: # 7050010 - T-Mobile Breach Of Contract](#)

Date: 5/23/2024 9:25 AM

City/State/Zip: Winfield, Illinois 60190

Company Complaining About: T-Mobile

Description

T-Mobile is raising my cellular bill \$2 per line despite their "Price Lock" guarantee that they would never raise my rates.

Ticket: # 7050021 - T-Mobile Price Increase on Price Locked Plans

Date: 5/23/2024 9:28 AM

City/State/Zip: Baton Rouge, Louisiana 70817

Company Complaining About: T-Mobile

Description

I've been a customer of T-Mobile since 5/29/2018 on a T-Mobile One plan that hasn't been changed. The original offer was that the price excluding taxes/fees for my service would never go up from the base rate. They just increased my price by 25 dollars a month(a 17% increase). Here's the press release link and relevant section about my rate plan. <https://www.t-mobile.com/news/press/un-carrier-next>

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

[Ticket: # 7050035 - T-Mobile rate lock guarantee](#)

Date: 5/23/2024 9:37 AM

City/State/Zip: Lake Havasu City, Arizona 86404

Company Complaining About: T-Mobile

Description

We have a T-Mobile 55+ plan with price lock guarantee for life, which includes Taxes & fees. We have been notified that they are raising our rate \$5.00 per line.

[Ticket: # 7050051 - T-Mobile price increase--- price lock guarantee](#)

Date: 5/23/2024 9:42 AM

City/State/Zip: Grand Island, New York 14072

Company Complaining About: T-Mobile

Description

I received notification from T-Mobile that my bill will go up by \$25. I'm on the Military Magenta plan which was advertised to never increase unless I change the plan.

Ticket: # 7050055 - 55+ TMOBILE PRICE LOCK FOR LIFE PLAN

Date: 5/23/2024 9:42 AM

City/State/Zip: Villa Hills, Kentucky 41017

Company Complaining About: T-Mobile

Description

We signed up for the 55+ plan with TMOBILE about 10 years ago. When we signed up, the plan GUARANTEED THE PRICE FOR LIFE. This was a total for 2 lines of \$70 a month since we did auto pay. This was one of the main incentives we had for switching from Verizon. Yesterday received a text saying our lines were being increased by \$5/line. Called today and they said that their terms are they will pay the last phone bill if you leave. THAT is definitely not what we signed up for when we signed with TMOBILE all those years ago. It was a GUARANTEED FOR LIFE PRICE - as long as we didn't change our plan. This is just an outrage to all us seniors who signed up for this plan. What a bait and switch!

[Ticket: # 7050059 - T-Mobile rate increase](#)

Date: 5/23/2024 9:43 AM

City/State/Zip: Lane, Oklahoma 74555

Company Complaining About: T-Mobile

Description

We have the T-Mobile Magenta 55 plan and we were told we had a “price lock guarantee “ that our rates would never increase. T-Mobile sent a text yesterday saying our plan would increase by \$5.00 per line. This looks like it should be illegal. I am attaching the text message from T-Mobile.

Ticket: # 7050157 - Contract Violation

Date: 5/23/2024 10:16 AM

City/State/Zip: Cheektowaga, New York 14215

Company Complaining About: T-Mobile

Description

I have a "price lock" contract with T-Mobile. They are raising the price in violation of two clauses. First, what everyone is complaining about, raising the price at all. Second, I have a BOGO line... but they're raising the price \$5 each line, instead of just \$5 for one line and the second line is free because it's bogo. If I am held to the terms of predatory loan contracts that made no sense to sign purely because I didn't understand compound interest, then T-Mobile can not claim "but prices went up, you can't expect us to ACTUALLY keep the price the same forever just because we have a contract that says that."

Ticket: # 7050170 - Bait and Switch by T-Mobile

Date: 5/23/2024 10:22 AM

City/State/Zip: Brooklyn, New York 11209

Company Complaining About: T-Mobile

Description

Last year I switched my cell phone lines from ATT to T-Mobile. At that time T-Mobile was actively advertising a Price Lock, stating that their rates would never go up as long as you were a customer in good standing. This was confirmed by several T-Mobile associates when we signed up for their service. Yesterday I received a text from them telling me that my rate is going up \$2.00 per line(3 lines). After a lengthy call to them, they told me that it's not the phone usage going up, it's for a separate device that was provided to us at no cost, a watch. Here comes the real complaint, after settling that issue, the representative then told me that even though a Price Lock does exist on my Voice/Data line, they can still raise the rate on that plan as well if they choose to do so. That is what I call false advertising and a bait and switch scam being perpetrated by T-Mobile. Companies should not be allowed to get away with this and T-Mobile should be held responsible if they do not reverse these bad decisions. Thank You.

Ticket: # 7050189 - T-Mobile Price Lock Guarantee

Date: 5/23/2024 10:27 AM

City/State/Zip: Ferndale, Washington 98248

Company Complaining About: T-Mobile

Description

I have been with T-Mobile on their Magenta 55+ plan. This was billed and advertised as a Price Locked Guarantee plan. They are now raising the price. This would seem to violate FCC regs and FTC regs related to false advertising and not providing a service as promised.

Ticket: # 7050207 - T-Mobile Rate Increase Violates “Un-Contract” Price Guarantee

Date: 5/23/2024 10:36 AM

City/State/Zip: Granger, Indiana 46530

Company Complaining About: T-Mobile

Description

Hello,

I have been a T-Mobile customer since 1/2014. T-Mobile has announced they are increasing the price of my 3-line ONE plan by \$5/month per line. Their “Un-Contract” price guarantee, announced on 1/5/2017 (<https://www.t-mobile.com/news/press/un-carrier-next>), states they will never increase the rate on my plan:

“ New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

I believe this rate increase is in violation of their advertised price guarantee.

Thank you.

(b) (6)

Ticket: # 7050225 - T-Mobile price hike

Date: 5/23/2024 10:41 AM

City/State/Zip: Albuquerque, New Mexico 87113

Company Complaining About: T-Mobile

Description

I have been notified by T-Mobile that they are increasing the price on my phone plan. I am on the ONE plan, which included a promise of a price lock and no price hikes. Links here: <https://www.t-mobile.com/news/press/un-carrier-next> or <https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>.

This price hike is in violation of this agreement.

Ticket: # 7050237 - T mobile violating price lock agreement

Date: 5/23/2024 10:43 AM

City/State/Zip: Peekskill, New York 10566

Company Complaining About: T-Mobile

Description

I have old t mobile one plan with price lock guarantee that says all taxes and fees included plus price will NEVER go up . Now t mobile informed me by text that they are raising my bill by \$5 per line and \$2 per other connected devices . I have 5 lines plus a watch that is connected that will increase my bill by \$27 a month . I feel that is a breach of contract

[Ticket: # 7050261 - T-Mobile Price Lock Guarantee](#)

Date: 5/23/2024 10:50 AM

City/State/Zip: Mesa, Arizona 85206

Company Complaining About: T-Mobile

Description

T-Mobile promised rate lock lifetime guarantee and now they are raising our prices \$5 per line.

Ticket: # 7050358 - T-mobile price hike on Price locked lines

Date: 5/23/2024 11:06 AM

City/State/Zip: Edmond, Oklahoma 73012

Company Complaining About: T-Mobile

Description

I have a T-Mobile One plan that had a price lock guaranty and recently received a text stating that my price would be increasing by \$5 per phone line and \$2 per wearable line. T-Mobile advertised saying that T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay. (<https://www.t-mobile.com/news/press/un-carrier-next>)

[Ticket: # 7050398 - illegal phone bill increase](#)

Date: 5/23/2024 11:19 AM

City/State/Zip: Brooklyn, New York 11224

Company Complaining About: T-Mobile

Description

We are on T-Mobile ONE 55+plan with a lifetime price lock guarantee by T-Mobile.

Now phone company wants to charge us extra \$5 per line, this is a breach of contract and illegal.

This should be stopped.

[Ticket: # 7050446 - T-mobile price lock renig](#)

Date: 5/23/2024 11:32 AM

City/State/Zip: Killen, Alabama 35645

Company Complaining About: T-Mobile

Description

I signed up with T-mobile 2 years ago under their 55+Magenta plan. This plan was advertised as no price increases ever. Now, they tell me my wireless plan price will increase. This results in a bait and switch transaction. This type of business dealings should not be allowed.

Ticket: # 7050449 - T-mobile Raising Prices

Date: 5/23/2024 11:32 AM

City/State/Zip: Powder Springs, Georgia 30127

Company Complaining About: T-Mobile

Description

I just received new that T Mobile will be raising my phone bill by 5 dollars per line but when I sign on they guaranteed that the price of my bill would not change at long as I kept the same plan and paid on time. That was there price lock guarantee, they completely lied.

[Ticket: # 7050514 - T Mobile price lock for 55+](#)

Date: 5/23/2024 11:48 AM

City/State/Zip: Kansas City, Missouri 64133

Company Complaining About: T-Mobile

Description

Promised the price was locked for life if we moved over to Magenta 55 plus.. yet now got an email that all lines price will be increased \$5 per month per line. ?

Ticket: # 7050517 - T-mobile price hike despite rate lock plan

Date: 5/23/2024 11:49 AM

City/State/Zip: Jenkintown, Pennsylvania 19046

Company Complaining About: T-Mobile

Description

T-Mobile recently announced limited price increases on legacy lines due "to inflation." I, and thousands like me, are on their T-Mobile One plan which had the commitment that pricing would be locked in forever unless we made changes:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Link here: https://www.t-mobile.com/news/press/un-carrier-next?cmpid=HEIS_AF_U_HMEINTPZ_HRKGJX7WMDYBQJAS76467&clickref=1100lywM2639&publisher_id=305950

Ticket: # 7050525 - T-Mobile Rate Increase

Date: 5/23/2024 11:50 AM

City/State/Zip: Charleston, South Carolina 29414

Company Complaining About: T-Mobile

Description

I received the attached text message yesterday from my service provider that my rates would be increasing. I've been with T-Mobile for years under their price lock guaranteed. I'd like a full investigation into this as this seems predatory and false advertising.

[Ticket: # 7050623 - T-Mobile 55plus plan](#)

Date: 5/23/2024 12:11 PM

City/State/Zip: Weymouth, Massachusetts 02191-1221

Company Complaining About: T-Mobile

Description

Husband (primary account holder) received text that prices are going up despite offering a 'price lock' guarantee.

Ticket: # 7050649 - T-Mobile breaking contract promise to lock my rate for life

Date: 5/23/2024 12:20 PM

City/State/Zip: Fernandina Beach, Florida 32034

Company Complaining About: T-Mobile

Description

I, like many others, just received a text from T-Mobile saying, "For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 05/05/24, your rate plan(s) will increase by \$5 per line per month." It continues with talk of benefits, but I signed a contract with T-Mobile approximately seven years ago under the One Plan Unlimited 55+ service plan, which came with a promise of no rate increases, ever. This was told to me by a T-Mobile representative in person at their store in Fernandina Beach, FL.

<https://www.t-mobile.com/cell-phone-plans/price-lock-faqs> for reference.

T-Mobile even discusses this guarantee on their own website:

"Customers who qualified during the above respective time periods won't see any changes to their Price Lock Guarantee as long as they maintain their qualifying plan. For more information, please contact us by dialing 611 from your T-Mobile phone or calling 1-800-937-8997."

"Who qualifies for Price Lock?"

Any new customer activating on Go5G Next, Go5G Plus™, Go5G™, Essentials™ Saver, Magenta®, MAX, Essentials™, 55+, Military, First Responder, Home Internet Plus, Unlimited Home and Business Internet, Away, Go5G Business, Go5G Business Next, Business Unlimited Select, Business Unlimited Advanced, Business Unlimited Ultimate, Legacy Business Unlimited, or tablet with unlimited data qualifies for Price Lock for as long as you are in good standing with one of those plans. Plus, existing customers get Price Lock if they switch to Go5G™, Go5G Plus™, or Go5G Next."

[Ticket: # 7050666 - T-mobile's deceptive advertising](#)

Date: 5/23/2024 12:22 PM

City/State/Zip: Cincinnati, Ohio 45237

Company Complaining About: T-Mobile

Description

T-mobile promised to never change their customer's rates with something called the "price lock guarantee". Millions of customers switched over to T-mobile because of promises like these. Some of us even became T-mobile employees. Now they are breaking their promise and rising our prices with only a couple weeks notice. They straight up lied. Their own website still has the promise up.

Ticket: # 7050680 - T-Mobile Raising rates on "Price lock guarantee"

Date: 5/23/2024 12:24 PM

City/State/Zip: Johnson City, Tennessee 37604

Company Complaining About: T-Mobile

Description

Hi,

I have been a T-Mobile customer for a few years on their Magneta 55+ plan which advertised a lifetime "Price Lock Guarantee". I now have a text from them saying its going up \$5 which is indirect contradiction of the advertised "Price Lock Guarantee".

Ticket: # 7050747 - T-Mobile not honoring "Price Lock Guarantee" for Life

Date: 5/23/2024 12:37 PM

City/State/Zip: Tacoma, Washington 98419

Company Complaining About: T-Mobile

Description

Hello FCC,

We've been a customer of T-Mobile for several years in their "One Plan Unlimited 55" plan. This plan is a flat rate of \$70 including all fees & taxes and was sold to us as a guaranteed rate for life. This cost includes 2 lines, one for myself and one for my husband. It was sold as a plan for Seniors over 55 years old.

We just received this notice from T Mobile they are now raising our rates:

"T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/ibPiaREY"

We are filing this complaint because they are not honoring their promise of a "Price Lock Guarantee."

Thank you so much for your help and consideration.

(b) (6)

Tacoma, WA

[Ticket: # 7050866 - T-mobile price increases](#)

Date: 5/23/2024 1:08 PM

City/State/Zip: Forest Hills, New York 11375

Company Complaining About: T-Mobile

Description

I am upset that the advertised price lock guarantee from T-mobile is being ignored - even for the age 55+ plan. This is clearly a violation of their promise. I'd bet the Sprint merger allows this to happen with less competition.

[Ticket: # 7050879 - T Mobile rate hike](#)

Date: 5/23/2024 1:09 PM

City/State/Zip: Camas, Washington 98607

Company Complaining About: T-Mobile

Description

Have the T Mobile 55+ unlimited One Plan since April 2019. Price guaranteed for life unless I changed it. Two lines, \$35 each. Received text message that rate will now be \$40 per line.

How can company promise one thing and then change their minds? Very unethical.

Ticket: # 7050884 - T Mobile is changing our Price Lock For ONE Plan Unlimited 55

Date: 5/23/2024 1:10 PM

City/State/Zip: Seattle, Washington 98178

Company Complaining About: T-Mobile

Description

They gave us a price lock for Life and Now they are raising the price by \$5 per line, which means \$10. (\$120.00 per year) since this is a 2 line plan by design.

Ticket: # 7050960 - Advertising of never raising rates

Date: 5/23/2024 1:31 PM

City/State/Zip: Peoria, Illinois 61614

Company Complaining About: T-Mobile

Description

T-Mobile in January 2017 advertised to millions of consumers that they would never increase rates on your plan.

“ Today, T-Mobile introduced the Un-contract for T-Mobile ONE - and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

in June of 2016 I switched from my old carrier to T-Mobile based on these promises made by the un-carrier. As of 5-22-2024 I received a text message from T-Mobile.

“T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/ubCkmWsT”

For the previous almost 7 years T-Mobile has stood by the promise they made with stated guarantee in ad until now. False advertising to gain an upper hand over competition is fraudulent at its core and T-Mobile should be held accountable and keep their promises made to consumers.

For reference see news from T-Mobile link <https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7050988 - T mobile price lock increases](#)

Date: 5/23/2024 1:39 PM

City/State/Zip: Spokane Valley, Washington 99206

Company Complaining About: T-Mobile

Description

T Mobile sold us a 55 plus plan at \$30 per line including taxes for life with automatic withdrawal. They are now increasing our rate by \$5 per line. This must be illegal to raise prices after selling us a service stating the price would never change.

Ticket: # 7051011 - T-Mobile raising rate on a plan that had a guaranteed price for life.

Date: 5/23/2024 1:44 PM

City/State/Zip: Lakewood, Washington 98498-3635

Company Complaining About: T-Mobile

Description

In 2017 T-Mobile introduced the T-Mobile ONE plan that said they would never change the amount I pay. They are now adding \$5 per line which is against their guarantee. I have three lines on the account so the increase is \$15 per month. The link to that 2017 announcement is <https://www.t-mobile.com/news/press/un-carrier-next>.

This is a quote from that announcement (which included other promises): **New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE**

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Ticket: # 7051045 - T-Mobile Price Increases

Date: 5/23/2024 1:52 PM

City/State/Zip: Herriman, Utah 84096

Company Complaining About: T-Mobile

Description

I'm sure you're flooded with these..

T-Mobile increasing their price per line for legacy plans that have a Price Lock Guarantee. It's posted all over their website and Youtube videos that they will never increase your price unless you leave T-Mobile or make plan changes.

How are they not bound contractually to keep this commitment?

[Ticket: # 7051067 - price lock](#)

Date: 5/23/2024 1:57 PM

City/State/Zip: Logan, Ohio 45138

Company Complaining About: T-Mobile

Description

When I signed up for tmobile 7 years

I was told as long as I kept my plan they would never raise prices

Now that sprint no longer exists and they are are a market leader they are now raising prices on all legacy prices completely going against their claim of price lock

Ticket: # 7051113 - T-Mobile plan price increase

Date: 5/23/2024 2:05 PM

City/State/Zip: New York, New York 10019

Company Complaining About: T-Mobile

Description

On October 15, 2019 I obtained a Magenta 55 + plan with T-Mobile in which they advertised and said the plan price would never increase, it included taxes and fees. I did this being referred by a friend. I looked online to confirm and I confirmed this with the sales rep who enrolled me in the plan at a T-Mobile store. Also whenever I called in if there were questions, or offers or a mistake on my bill, I always said, my plan cost was guaranteed to never increase and they always said that is correct. Now they have increased the plan to \$5/month per phone line, my plan offer was provided as a plan with two lines, so therefore a \$10/month increase. T-Mobile is not acknowledging this and saying they have a price lock, which is something entirely different, and basically talking in circles to discuss this change. BUT I can promise you they offered a guarantee to never increase the monthly cost. And they did this guarantee consistently with each conversation as I mentioned. Of course no one wants to pay more if they don't have to - HOWEVER, the issue here is the principle and the lie held within this process. It's truly unacceptable and they should be ashamed and held accountable. I am guessing many people will be contacting you about this.

Ticket: # 7051120 - Announced T-Mobile Price Changes on Legacy Plans

Date: 5/23/2024 2:06 PM

City/State/Zip: Plantation, Florida 33324

Company Complaining About: T-Mobile

Description

T-Mobile has announced its intention to raise the rates on legacy plans, I believe this is a violation of the advertised contract terms at the time of signing and I'm providing archived links as evidence.

According to the press release made in 2017 they asserted that, "T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

They are now planning to violate that advertised agreement while trying to blame rising costs and inflation while also boasting of, "Industry-Leading Growth in Customers, Service Revenues, Profitability and Cash Flow in 2023..." and an, "Adjusted Free Cash Flow(2) of \$4.3 billion in Q4 2023 — \$13.6 billion in 2023, industry-leading growth of 77%" -- <https://www.t-mobile.com/news/business/t-mobile-q4-2023-earnings>

This appears to me to be a clear violation of their advertised promise in 2017 to, "never change the price you pay" with zero financial justification outside of naked greed.

The FCC should immediately take action to prevent these price hikes from going into effect, the company made promises to long-time customers and they should be required to keep them.

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign

up for T-Mobile ONE, only YOU have the power to change the price you pay." --

<https://archive.ph/20170807183034/https://newsroom.t-mobile.com/news-and-blogs/unlimited-55.htm#selection-2682.0-2682.4>

[Ticket: # 7051172 - Price increase despite what was agreed to/advertised when I started my plan.](#)

Date: 5/23/2024 2:18 PM

City/State/Zip: Minneapolis, Minnesota 55419

Company Complaining About: T-Mobile

Description

Phone plan rate is increasing, despite what was advertised by the company when I signed up:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." January 5, 2017 T-Mobile press release.

[Ticket: # 7051180 - Wireless phone plan rate increasing despite contract/advertised guarantees.](#)

Date: 5/23/2024 2:20 PM

City/State/Zip: Minneapolis, Minnesota 55419

Company Complaining About: T-Mobile

Description

Phone plan rate is increasing, despite what was advertised by the company when I signed up:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." January 5, 2017 T-Mobile press release.

[Ticket: # 7051217 - Price increase for T Mobile plan that was advertised as price guaranteed for life](#)

Date: 5/23/2024 2:25 PM

City/State/Zip: West End, North Carolina 27376

Company Complaining About: T-Mobile

Description

My cell phone plan with T Mobile was advertised with a price lock guarantee. Now, they have notified me that this is no longer the case and will raise my bill by \$5.00 per line. I have 8 lines. This amounts to a \$45.00 per month increase, or a whopping \$540.00 dollars per year. This is deception in advertising,

Ticket: # 7051236 - T-Mobile price rise is against their own terms and conditions and violates what they have previously said about never raising rates

Date: 5/23/2024 2:30 PM

City/State/Zip: Seattle, Washington 98144

Company Complaining About: T-Mobile

Description

Yesterday T-Mobile announced that they are raising the price of my phone plan by \$5 a line. However, with the plan I am on (T-Mobile ONE), they previously said that they will never raise the price of the plan.

From the press release <https://www.t-mobile.com/news/press/un-carrier-next>:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

There are no asterisks or footnotes which qualify the part about never changing the price.

Additionally T-Mobile's terms and conditions also state that they will not raise the price on a price-locked plan if you are a continuous customer in good standing (which I am).

This clause is in both the current terms and conditions (<https://www.t-mobile.com/responsibility/legal/terms-and-conditions>) and the ones that are applicable from when I signed up for the plan (<https://www.t-mobile.com/responsibility/legal/terms-and-conditions-sep-2016>):

If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or, if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee does not include taxes, surcharges, fees, or charges for extra features or Devices. If your Service or account is limited, suspended or terminated and then reinstated, you may be charged a reactivation fee. For information about our unlocking policy, [click here](#).

As they have said that they will never change the price and that only I as the customer can change it, the plan is the rate-locked so this clause should apply.

I spoke to someone at T-Mobile yesterday and they said the following:

The Un-contract promise was a commitment T-Mobile made to customers in 2017 that only you can change what you pay and we mean it. To show how committed T-Mobile is, if you activated your account between January 2017 and April 28, 2022, we will pay your final month's recurring service charges if we were to raise prices and you choose to leave. Just let us know within 60 days

That makes no sense. They made a commitment that only the customer can change the price but then go on to say "if we raise prices". You can't say that only the customer can change the price and then that you can raise prices. That is a contradiction. It also goes against the quote above where they say "T-Mobile will never change the price you pay for your T-Mobile ONE plan".

The web source for this information is https://web.archive.org/web/20180124073308/https://www.t-mobile.com/offers/tmo_one_faqs which also has contradictions. It states:

Hasn't the Un-contract been around, what's new?

Yes, the Un-contract was introduced for Simple Choice and is now extending to include T-Mobile ONE.

There's nothing extra to sign up for, it's just our promise to you that we won't jack up your price for unlimited 4G LTE on your smartphone or tablet for as long as you're a customer in good standing with T-Mobile ONE.

It then has a follow up question which has an answer similar to what the representative said:

What happens if you do raise the price of my T-Mobile ONE service?

The Un-contract is our commitment that only you can change what you pay and we mean it! To show just how serious we are we have committed to pay your final month's recurring service charges if we were to raise prices and you choose to leave. Just let us know within 60 days.

So they make a promise in one question and then leave themselves to break it of one of the next ones.

As such T-Mobile should not be increasing the price of my plan as there are multiple sources stating they will "never change the price you pay" as well as the terms and conditions and the information from the T-Mobile representative who said "The Un-contract promise was a commitment T-Mobile made to customers in 2017 that only you can change what you pay and we mean it" (once again reiterating that they cannot change the price).

Ticket: # 7051264 - T-Mobile Price change despite having plan with locked in pricing

Date: 5/23/2024 2:36 PM

City/State/Zip: Denver, Colorado 80211

Company Complaining About: T-Mobile

Description

T-Mobile has released changes to pricing mid-plan that will significantly increase our bills despite their promise to Price Lock (<https://www.t-mobile.com/cell-phone-plans/price-lock-faqs>). This is a clear bait-and-switch and should be illegal to increase prices mid-plan after agreeing to a set rate.

Ticket: # 7051276 - T-Mobile Increasing Rate Despite Price Lock Guarantee

Date: 5/23/2024 2:39 PM

City/State/Zip: Huntsville, Alabama 35806

Company Complaining About: T-Mobile

Description

I received a text from T-Mobile on 22 May 2024 stating they would increase the rate on each of my phone lines \$5 beginning 05 Jun 2024. I have been a customer since 26 Nov 2021 in their Magenta Max 55+ plan which includes a price lock guarantee.

[Ticket: # 7051281 - Billing](#)

Date: 5/23/2024 2:40 PM

City/State/Zip: North Kingstown, Rhode Island 02852

Company Complaining About: T-Mobile

Description

I signed up for a T-Mobile ONE Unlimited 55+ plan in 2017, with two phone lines. The price was \$60. The promise at the time that the price was guaranteed forever. Per a T-Mobile press release in 2017, this is the "first-ever price guarantee on an unlimited 4G LTE plan. ...T-Mobile will never change the price you pay for your T-Mobile ONE plan."

Last evening I received a text saying that the price will go up \$5/month per line. My husband and I have two lines so that is \$120/year -- a far cry from "never change the price."

I no longer have the original contract they sent but I'm sure you could get it. Why isn't this fraud?
Thank you.

Ticket: # 7051300 - T-mobile One Plan rate increase

Date: 5/23/2024 2:44 PM

City/State/Zip: Renton, Washington 98055-7946

Company Complaining About: T-Mobile

Description

Yesterday, T-mobile announced they will raise the One Plan rates \$5 per line monthly. The One Plan was announced as the uncarrier Uncontract with a price lock guarantee back in Jan 2017.

“ T-Mobile ONE is now covered by the Un-carrier’s Un-contract, so the customer—and only the customer—has the power to increase the price they pay for T-Mobile ONE.”

<https://www.t-mobile.com/news/press/t-mobile-one-now-available>

According to this, they do not have the right to change the plan rate.

I have not authorized this change of which it is stated only I have the power to do so!

Ticket: # 7051365 - Billing: T-Mobile Price Increase

Date: 5/23/2024 3:03 PM

City/State/Zip: Redondo Beach, California 90278

Company Complaining About: T-Mobile

Description

When we signed up for T-Mobile's "One Plan Unlimited 55" plan many years back, it was guaranteed with "price Lock" which prevented any price increase in the future. Now, T-Mobile is breaking their promise and increasing the fee. This is breach of their promise!

Please help!

[Ticket: # 7051395 - T mobile increase May 24](#)

Date: 5/23/2024 3:11 PM

City/State/Zip: Madison, Alabama 35756

Company Complaining About: T-Mobile

Description

I have older T-Mobile One _ Military plan - and just announced increase 5 per line. I have five lines - went up \$25 or 23%. My plan included price lock and I was under the impression I would never have a price increase unless I decided to change. This is deceptive and dirty practice.

[Ticket: # 7051400 - Price guaranteed for life - then raised](#)

Date: 5/23/2024 3:11 PM

City/State/Zip: Aurora, Colorado 80017-4063

Company Complaining About: T-Mobile

Description

I have been with T-Mobile for 25 years. I've been on there "one plan unlimited 55" for about 10 years. The price was supposed to be guaranteed for life or as long as I kept the plan. I just got an email telling me they are going to raise my price per month by \$5 with only 15 days notice.

[Ticket: # 7051407 - T-mobile rate increase](#)

Date: 5/23/2024 3:13 PM

City/State/Zip: Bellevue, Washington 98006-3657

Company Complaining About: T-Mobile

Description

Hi- T-mobile recently announced a rate increase of \$5/line on my account. I've been a T-Mobile customer for 22 years, and thought I was covered by their price lock guarantee. During their advertisement campaign, for price lock they relied heavily on advertising that customers should switch to T-Mobile from other carriers that are raising their rates and that T-Mobile won't do that with the price lock. T-Mobile should not raise rates on customers that switched plans during the price lock promotion.

Ticket: # 7051476 - T-Mobile Rate Increase Despite

Date: 5/23/2024 3:35 PM

City/State/Zip: Jefferson, Georgia 30549

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile May 4, 2017 with the T-Mobile One plan. At that time, I was told that our rate was locked in (un-contract promise/price lock guarantee). I was informed yesterday via text message from T-Mobile, that my monthly service plan will increase by \$5 per line. We have 5 lines. This is \$300 more per year. I feel this is a breach of what we originally agreed on and what T-Mobile promised.

Ticket: # 7051491 - Raising Price!!!

Date: 5/23/2024 3:38 PM

City/State/Zip: Atlantic City, New Jersey 08401

Company Complaining About: T-Mobile

Description

Tmobile is raising prices on older plans, and they have advertised price lock to Tmobile One plans and other older plans. This is ridiculous and unlawful. Whats the point of price lock guarantee if they can just increase price whenever they want?

[Ticket: # 7051532 - T-mobile price increase](#)

Date: 5/23/2024 3:45 PM

City/State/Zip: Onset, Massachusetts 02558

Company Complaining About: T-Mobile

Description

T-mobile are increasing my monthly fee for service by \$5 per phone line even though they gave me a price lock when I switched to their 55+ plan from AT&T back in 2017.

Ticket: # 7051569 - t-Mobile advertised they would never raise prices on my plan now they are raising prices.

Date: 5/23/2024 3:54 PM

City/State/Zip: Weimar, California 95736

Company Complaining About: T-Mobile

Description

I have a phone plan with t-mobile called the One plan. T-mobile advertised this plan as being a plan that would never had the price change. That advertisement or statement to customers can be found here. <https://www.t-mobile.com/news/press/un-carrier-next>

Here is the text from that page that is now faulse advertising or contract breach.

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Yesterday, I received a text saying that the price of my cell service would go up by \$5 a line per month. I have 3 lines that would make my rate go up by \$15 a month. While not that much of a change, that change is a clear breach of their advertised agreement with customers who chose to stay on the t-mobile one plan. I really don't want to get into filing law suits and such but I expect companies to keep thier word when they advertise something. That is one reason I have stayed with T-Mobile. Please take action to hold T-Mobile to their word and do not allow them to get away with their practics of advertising one thing and doing another.

Thank you,

(b) (6)

Ticket: # 7051678 - T-Mobile ONE plan price increase on price locked plan

Date: 5/23/2024 4:22 PM

City/State/Zip: Winter Garden, Florida 34787

Company Complaining About: T-Mobile

Description

We signed up in 2017 for the T-Mobile ONE Unlimited 55+ plan (<https://www.t-mobile.com/news/press/unlimited-55>) which was advertised as "Un-contract: only you have the power to change the price you pay". There is Un-contract details found here (<https://www.t-mobile.com/news/press/un-carrier-next>) that state "Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." I received notice that our rate is increasing by \$5 per line per month, and contacted T-Mobile who told me that even though that is what is stated on the website, that they are still increasing our rate. I feel like they wording was very clear that the rate would not change, so I would like this resolved.

Ticket: # 7051681 - Pricing change without disclosure

Date: 5/23/2024 4:23 PM

City/State/Zip: Franklin, North Carolina 28734

Company Complaining About: T-Mobile

Description

T-Mobile had promised that I had a price lock on my phone plan. Yesterday I get a text message stating they were raising my rate by \$5 a phone per month. I immediately called in and the rep said she could put me on a lower tier plan that would save me \$20 a month. Today I look at my account and found my account went up \$5 a month. They raised my home internet service by \$20. This after I specifically asked the rep if there would be any changes to my billing. I was told no, no other changes would happen. I called back today and talked with a supervisor (Sara employee number 8053303, and she said she could not put my discount back. We asked for a transcript of the conversation which she refused to do. I was never given a written notice stating that my bill would change. I am a senior on a fixed income and cannot afford this. She also refused to give us a contact email or other dept to attempt to resolve this situation.

Ticket: # 7051695 - T Mobile Price Increase

Date: 5/23/2024 4:27 PM

City/State/Zip: Short Hills, New Jersey 07078

Company Complaining About: T-Mobile

Description

T-mobile is increasing the price of the plans despite advertising that the plan would never change unless I changed something with it. Not only have they recently removed the autopay discount unless a debit card was used now they have done a blanket increase to my bill of 180 dollars a year with no extra features or services provided. I was also under the impression that I had a price lock guarantee but I guess not.

Ticket: # 7051698 - T-Mobile promised they would never raise their prices for my plan

Date: 5/23/2024 4:27 PM

City/State/Zip: Brentwood, California 94513

Company Complaining About: T-Mobile

Description

When I signed up with T-Mobile in 2017, I was promised (and have screenshots of the website as proof) that they would never raise the prices on my plan. I have a T-Mobile One Plus plan with 3 lines for \$100.00 flat taxes included. I was sent a message on 5/22/24 that they would be raising my plan by \$5.00 per line - so \$15 in my case. On the website from 2017 it says: "There's nothing extra to sign up for, it's just our promise to you that we won't jack up your price for unlimited 4G LTE on your smartphone or tablet for as long as you're a customer in good standing with T-Mobile ONE." I have been a loyal customer and have always paid my bill on time and have always been in good standing. A copy of the T-Mobile website from 3/4/2017 - the day I signed up for my current plan is available to view here: <https://web.archive.org/web/20170304044710/http://explore.t-mobile.com/t-mobile-one-faq>. T-Mobile is voiding their price keeping promise and rule and pushing customers to either upgrade to a newer plan that has a different "price lock" guarantee or just pay the \$5.00 per line. This is unfair. They link to this website for more information: https://www.t-mobile.com/business/plan-pricing-update-sms-v5-b1?cmpid=TFB_SS_C_SVCCRM_94B31761E06EF90D118126

[Ticket: # 7051705 - Raised rates going against promised price lock](#)

Date: 5/23/2024 4:29 PM

City/State/Zip: Gilbert, Arizona 85234

Company Complaining About: T-Mobile

Description

T-Mobile informed me by text message my rate plan for mobile service was going up 5\$ per line a month. This goes against the promised and advertised price lock guarantee for customers in a plan prior to January 18, 2024.

Ticket: # 7051719 - T-Mobile Going Back on Written Promises in Advertising

Date: 5/23/2024 4:32 PM

City/State/Zip: Seattle, Washington 98117

Company Complaining About: T-Mobile

Description

I just got a message that my T-Mobile "Un-Carrier" ONE phone plan, which hasn't changed since 2017, will be changing in price. But when I signed up for this plan, I specifically chose a plan that was clear that prices will never change.

Here's the included language from the original Price Lock Announcement from T-Mobile, back in 2017:

"Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Here was that press release:

<https://www.t-mobile.com/news/press/un-carrier-next>

And this wasn't just marketing - their terms of service lay this out clearly:

What I don't understand is that their ToS has had, since at least 2016, the following:

"CAN T-MOBILE CHANGE OR TERMINATE MY SERVICES OR THIS AGREEMENT? Yes. Except as described below for Rate Plans with the price-lock guarantee (including the "Un-Contract Promise"), we may change, limit, suspend or terminate your Service or this Agreement at any time, including if you engage in any of the prohibited uses described here or no longer reside in a T-Mobile-owned network coverage area.

[...]If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or, if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying

Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra features or Devices."

I have no recourse to the price change, and they are not honoring the terms of their own contract. I need help receiving relief.

Ticket: # 7051768 - T-Mobile ONE 55+ price lock plan - price increase

Date: 5/23/2024 4:47 PM

City/State/Zip: Winter Garden, Florida 34787

Company Complaining About: T-Mobile

Description

In 2017, we signed up for T-Mobile ONE Unlimited 55+ (<https://www.t-mobile.com/news/press/unlimited-55>) which states that the rate will never increase per their "Un-contract: only you have the power to change the price you pay" clause. Un-contract is further explained here (<https://www.t-mobile.com/news/press/un-carrier-next>) which says "New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE. Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." On 5/22/2024 we were notified that our rates are increasing by \$5 per line. Contacting T-Mobile we were told that they are not honoring the price lock guarantee.

Ticket: # 7051841 - T-Mobile Raising Prices

Date: 5/23/2024 5:10 PM

City/State/Zip: West New York, New Jersey 07093

Company Complaining About: T-Mobile

Description

I've been a T-Mobile customer since 2010 and have a legacy phone plan that is no longer offered. Said plan was grandfathered in with a price lock guarantee. Yesterday I received a message from T-Mobile stating that I will need to pay an additional \$5 per month per line (I have three lines) to cover their higher costs due to inflation. Furthermore, I will receive no additional benefits for them breaking their price lock guarantee.

This should not be permitted and I'd appreciate government action to prevent them from breaking their agreement.

Ticket: # 7051909 - T-Mobile Price increase on line with price lock guarantee

Date: 5/23/2024 5:38 PM

City/State/Zip: Westwego, Louisiana 70094

Company Complaining About: T-Mobile

Description

I signed up with T-Mobile 6 to 9 years ago on their Magenta 55+ plan. This plan had/has a Price Lock guarantee of \$35 per line with auto pay. Now they have increased the price to \$40 per line with auto pay. How can they use Price Lock guarantee to sell their product and not honor it.

[Ticket: # 7051923 - T-Mobile reneges on Price Lock](#)

Date: 5/23/2024 5:44 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: T-Mobile

Description

TMobile is raising my rates on the Magenta Max 55+ plan even though they said I had "price lock guarenteed for life" when I originally took the plan.

[Ticket: # 7051963 - T-Mobile price lock](#)

Date: 5/23/2024 6:00 PM

City/State/Zip: Stowe, Pennsylvania 19464

Company Complaining About: T-Mobile

Description

In 2018 I turned 55. I went on T-Mobiles 55 and older plan for \$60 a month for 2 lines with a guarantee the price would NEVER go up. Now they're saying it's going up \$ 5 per line.

Ticket: # 7052065 - T-mobile Increasing my price per line even though I have price lock

Date: 5/23/2024 6:25 PM

City/State/Zip: Syracuse, Utah 84075

Company Complaining About: T-Mobile

Description

T-mobile is increasing my price per line even though I have price lock. Meaning that we have a contract that they can not raise my rates.

[Ticket: # 7052121 - T-Mobile broke price lock guarantee.](#)

Date: 5/23/2024 6:49 PM

City/State/Zip: Corolla, North Carolina 27927

Company Complaining About: T-Mobile

Description

I moved my cellphone business to T-Mobile 3-4 years ago because they guaranteed their price for service would never go up. We have their Magenta 55+ plan with 3 lines and have just been told that they would be going up \$5.00 per line. My wife and I are in our 70's and on a fixed income. We watch our pennies. Anything the FCC can do to put pressure on this comp would be appreciated. Thank you.

Ticket: # 7052167 - T-Mobile not honoring contract

Date: 5/23/2024 7:14 PM

City/State/Zip: Garfield, New Jersey 07026

Company Complaining About: T-Mobile

Description

T-Mobile has promised a price lock on the magenta plans when they first started. They claimed that they would never raise their prices unless the consumer made changes in their plans. T-Mobile is now going back on that and raising prices by \$5 per line. No changes have been made by us on our plans. This is absolutely unacceptable

Ticket: # 7052210 - T-Mobile not honoring their "Price Lock Guarantee" or "Un-Contract Promise"

Date: 5/23/2024 7:30 PM

City/State/Zip: Rio Rancho, New Mexico 87124

Company Complaining About: T-Mobile

Description

T-Mobile is raising my rate violating their contract terms that stated, "The core monthly rate for talk, text, and data may come down if T-Mobile lowers its rates, but T-Mobile won't raise the price as long as the customer remains in that plan." They have now retroactively edited the terms (which I have not agreed to), and are raising rates.

Ticket: # 7052240 - TMO bill increase

Date: 5/23/2024 7:44 PM

City/State/Zip: Montgomery, Minnesota 56069

Company Complaining About: T-Mobile

Description

I have had a 55+ plan for many years with a price lock guarantee. Now I've been informed that it is going up \$5 a line. So a \$10 a month increase. So much for a price lock guarantee which is currently \$60 month

[Ticket: # 7052254 - T-Mobile price increase](#)

Date: 5/23/2024 7:52 PM

City/State/Zip: Beckley, West Virginia 25801

Company Complaining About: T-Mobile

Description

T-Mobile made prices changes to plans advertised as price locked. \$2 increase may not seem like much but the principal is wrong.

AND they still offered my same plan, and the previous price (\$90) but because I've had it before for me it's \$92.

[Ticket: # 7052346 - T-MOBILE, Bill increase despite price lock](#)

Date: 5/23/2024 8:40 PM

City/State/Zip: Murrieta, California 92562

Company Complaining About: T-Mobile

Description

T-Mobile increasing cost of a “price lock guarantee”. Was sent text saying two dollars connected device.

[Ticket: # 7052349 - T-Mobile price lock not honored](#)

Date: 5/23/2024 8:40 PM

City/State/Zip: Waxhaw, North Carolina 28173

Company Complaining About: T-Mobile

Description

I signed up for a T-Mobile plan in 2017 with the contract stating they could not ever raise my rate. They just raised it \$5/line for \$25 total per month

Ticket: # 7052375 - T-Mobile rate increase

Date: 5/23/2024 8:58 PM

City/State/Zip: Cumberland, Rhode Island 02864

Company Complaining About: T-Mobile

Description

This week T-Mobile decided to breach a long-standing guarantee of a price lock for a broad range of consumers. 9 years ago I switched from another provider that was actually \$5 cheaper than their \$40 for Life plan to lock in that rate for the future. They have reneged on their long-standing and widely advertised commitment. The offer was made clearly and unambiguously and they benefited by signing millions upon millions of users to that deal. The \$5 increase, while small, opens the doorway for unlimited future increases. I believe they should be held responsible for the commitment they made publicly. The FCC should look into the T-Mobile increase and insist on its reversal.

[Ticket: # 7052394 - T-Mobile rate increase](#)

Date: 5/23/2024 9:12 PM

City/State/Zip: Mercer Island, Washington 98040

Company Complaining About: T-Mobile

Description

Our current T-Mobile plan was advertised and sold with a "price lock guarantee" in 2019. Yesterday they announced a \$5 increase per line per month.

Ticket: # 7052417 - \$5 Per line increase, seeming violating the "price lock guarantee"

Date: 5/23/2024 9:30 PM

City/State/Zip: Albuquerque, New Mexico 87120

Company Complaining About: T-Mobile

Description

I have been with T-Mobile since 2017, I have had the same plan version since then and was told I was covered under the "price lock guarantee" that my rate will never increase. However, I received a text message on May 22nd indicating my bill will increase \$5 per line or \$35 total.

Ticket: # 7052431 - Price Lock Guarantee Scam

Date: 5/23/2024 9:39 PM

City/State/Zip: Miramar Beach, Florida 32550

Company Complaining About: T-Mobile

Description

I've been a customer with Tmobile around a decade. When I joined they told me my account had a price lock guarantee to always be \$70/mo and that price would never increase. Last year they tried to tack a \$5 extra charge onto my account for paying with my credit card. They told me if I didn't switch to paying with a debit card they'd charge me an extra \$5/mo. That also violated their price lock, as that was never put in writing when I joined that a decade later they could charge me extra for paying with my credit card. I switched to debit even though I shouldn't have had to. Now today they text me they're going to start charging me an extra \$5/mo for no reason whatsoever, even though my account has a price lock guarantee! They can't violate this price lock simply because they feel like it. I was promised my bill would NEVER increase for life! They are breaking the law and violating their own account promises they stated in writing when I opened this account with them. That's a scam to promise me my account will never increase in price, and now they're telling me just a week before they say they're going to increase the price! What can be done to stop Tmobile from this fraudulent scam? In addition, they still haven't refunded me for the 2wks my phone was without service due to their tower being down! The local store promised me I would see the refund on my bill but it never appeared.

Ticket: # 7052490 - Tmobile raising prices on older plans

Date: 5/23/2024 10:17 PM

City/State/Zip: Phoenix, Arizona 85017

Company Complaining About: T-Mobile

Description

Hello, on 5/22/2024 We received text message from t-mobile that they will be raising our price per line by \$5. We are on the Tmobile One plan and back in 2017 Tmobile promised that they will not raise prices for One plans. Here is the link <https://www.t-mobile.com/news/press/un-carrier-next>

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Hopefully you can help hold Tmobile accountable for braking their commitment.

[Ticket: # 7052502 - T-Mobile changing contract](#)

Date: 5/23/2024 10:28 PM

City/State/Zip: Seattle, Washington 98199

Company Complaining About: T-Mobile

Description

I signed with T mobile because it was a price lock for life . Now they are trying to charge an additional \$5 per line. This is a breach of contract.

[Ticket: # 7052568 - T-Mobile Billing](#)

Date: 5/23/2024 11:28 PM

City/State/Zip: Tipton, Oklahoma 73570

Company Complaining About: T-Mobile

Description

I have been on the same plan with T-mobile for over 6 years and was supposed to have the Price Lock Guarantee, now they are raising our bill by \$5 per line.

[Ticket: # 7052588 - T-Mobile breaking price lock guarantee](#)

Date: 5/23/2024 11:58 PM

City/State/Zip: La Mesa, California 91942

Company Complaining About: T-Mobile

Description

In 2017 I signed up for a Tmobile 2 line service for individuals over 55 years of age. They guaranteed a lifelong price of \$60 and now have announced a \$10 price increase.

[Ticket: # 7052596 - T-mobile price lock promise when service began and now they are raising the rates](#)

Date: 5/24/2024 12:06 AM

City/State/Zip: Washington, Utah 84780

Company Complaining About: T-Mobile

Description

Some years ago I signed up for One Plan Unlimited 55 with t-mobile with the absolute understanding that it was locked in as long as I stayed with them..(for life) there was no ambiguity as to what the salesperson said and I understood. Both my wife and I asked twice so we made certain this was the case. Recently we received a message they were raising our rates by \$.5.00 per phone per month .. bait and switch or just plain liars and dishonest? Could use some help here ..has to be millions of us according to the reviews I have read online

Ticket: # 7052600 - T-Mobile Fraudulent price hikes

Date: 5/24/2024 12:19 AM

City/State/Zip: Lakewood, Ohio 44107

Company Complaining About: T-Mobile

Description

I have been a customer on the T-Mobile One plan for years. The price I pay is supposed to never change unless I make changes. This is the verbage T-Mobile used to describe my plan:

New Rule: Only YOU Should Have the Power to Change What You Pay –Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

I received a text message today saying my rate would increase by \$5/line. This is a breach of contract and consumer fraud. \$15/month price increase is nearly \$200/year on a plan that was promised the price would be er increase unless I made a change.

Please hold T-Mobile accountable for taking advantage of its customers and acting illegally.

[Ticket: # 7052605 - T-Mobile price lock not honored](#)

Date: 5/24/2024 12:23 AM

City/State/Zip: Huntington, New York 11743

Company Complaining About: T-Mobile

Description

T-Mobile has promised they would not raise prices. They advertised a price lock guarantee. Now my cost are suddenly rising from \$140/4 lines to \$160/4 lines. They have lied to the public and lied to the government when given the Sprint merger approval.

Ticket: # 7052636 - T-mobile raising rates on price locked plans

Date: 5/24/2024 12:48 AM

City/State/Zip: West Valley City, Utah 84120

Company Complaining About: T-Mobile

Description

T-Mobile introduced a price lock for T-Mobile One plans back in 2017. You can see the announcement here: <https://www.t-mobile.com/news/press/un-carrier-next>

I just got notified that my plan will be increasing by \$5/line in June. This goes directly against the advertised price lock for my plan.

T-mobile should not be allowed to go against this policy.

[Ticket: # 7052671 - T mobile price change](#)

Date: 5/24/2024 1:42 AM

City/State/Zip: Holiday, Florida 34691

Company Complaining About: T-Mobile

Description

They are charging \$2 per line when I was grand fathered in with price lock guarantee.

Ticket: # 7052696 - T-Mobile Fraudulent Price Increase

Date: 5/24/2024 2:25 AM

City/State/Zip: Lake Forest Park, Washington 98155

Company Complaining About: T-Mobile

Description

t-Mobile promised no price changes on T-Mobile One Plans for life. They are now raising the price on my T-Mobile One plan by \$5.00 USD per line per month. ie \$25.00 USD per month or \$400.00 USD per year. This goes against the contract that was signed stating that the price would never increase.

The exact quote is: "The core monthly rate for talk, text, and data may come down if T-Mobile lowers its rates, but T-Mobile won't raise the price as long as the customer remains in that plan. "

This was in relation to what the company referred to as their "Price Lock Guarantee", I have not requested any changes in my plan, nor have I done anything to imply that I would willingly change my plan, and T-Mobile should stick to its contractual promises, instead of trying to scam customers for more money to impress shareholders while making the false claim that the change is needed due to inflation. They made the promise, they can manage the difference instead of trying to think of creative ways of breaking the contract, and ripping off consumers.

Ticket: # 7052701 - T-Mobile Increasing Rates on Price Locked for Life Plans

Date: 5/24/2024 3:12 AM

City/State/Zip: Bellingham, Washington 98229

Company Complaining About: T-Mobile

Description

In 2017, I signed up for a 55+ rate plan with T-Mobile with the agreement that my monthly rate was price-locked for life at \$50/month that included all taxes and fees. I received a text message on May 22, 2024 that my next bill in June would be increased \$5/month going forward. This is only a few days notice. I read online that T-Mobile is not honoring the agreement they made starting in 2017 and are refusing to take any action to reverse their decision. They are going back on their word. It also appears that they have removed previous info and contracts from their website as I was not able to find the original agreement from them when I set up the account in 2017. I am requesting that the FCC look into this issue with T-Mobile's breach of contract as it affects many seniors like myself. The likelihood is that if they are able to increase the rate without holding to their promise that they will continue to increase rates for years to come rather than abide by their word in 2017. Please look into this matter and hold T-Mobile accountable. Thank you. All of the seniors affected will be very appreciative.

Ticket: # 7052706 - Price increase from T-Mobile

Date: 5/24/2024 3:34 AM

City/State/Zip: Sebastopol, California 95472

Company Complaining About: T-Mobile

Description

When I signed up for cell service with T Mobile on the 55+ plan, I was told that the plan was price locked for life unless we changed plans which we have not done. Then they also said that they no longer took credit cards for auto pay and unless we set up auto pay from our checking account the price would increase, we did that too. Now we getting notification that our rate is going up any way. This is a breach of contract and unacceptable.

Ticket: # 7052748 - tmobile price increase

Date: 5/24/2024 5:35 AM

City/State/Zip: Lewisberry, Pennsylvania 17339

Company Complaining About: T-Mobile

Description

So I'm on tmobiles 5gplus plan which came with (and was advertised everywhere) price lock guarantee meaning my rate would NEVER go up or down. But now I'm receiving communication as are thousands of other users that thier prices will change due to inflation (as though they never said price lock guarantee for LIFE which again they did via advertising for 3 years straight. I know I also worked for a 3rd part retailer of tmobile. And coming from the inside employees were even told that this was price locked forever. My bill will increase due to now criminal activity (falls under false advertisement laws) and I already have trouble affording things as is. This change is unacceptable is a violation of federal and state laws.

Ticket: # 7052776 - Billing Issue T-Mobile

Date: 5/24/2024 7:24 AM

City/State/Zip: Lake Lotawana, Missouri 64086

Company Complaining About: T-Mobile

Description

When I signed up with T-Mobile, the plan was advertised with a lifetime price lock as long as I did not change plans. I was just informed my plan will go up by 20% or \$5/line.

[Ticket: # 7052827 - T-Mobile ignoring contract](#)

Date: 5/24/2024 8:35 AM

City/State/Zip: Clinton, South Carolina 29325

Company Complaining About: T-Mobile

Description

I have been with T-Mobile for over 10 years. When I signed up I was given a “price lock guarantee “ that my plan would not go up in price. Now they are ignoring that can charging \$5 per line more. This is an example of the sprint / T-Mobile merger eliminating competition and creating a monopoly that hurt consumers. I have 9 lines

[Ticket: # 7052853 - Tmobile not honoring price lock](#)

Date: 5/24/2024 9:00 AM

City/State/Zip: Richmond, Texas 77407

Company Complaining About: T-Mobile

Description

I'm on a T-mobile price lock plan called "One" since 2016. They had assured me that prices would not increase ever and that I was price locked. But yesterday, I was informed that prices are going up by \$5 per line which is a violation of the previous agreement.

Ticket: # 7052969 - Tmobile Price Increase on Plans They Said Would Never Increase

Date: 5/24/2024 9:45 AM

City/State/Zip: Louisville, Kentucky 40222

Company Complaining About: T-Mobile

Description

Tmobile has increased prices of legacy plans that had a price lock guarantee at sign up. Link here: <https://www.t-mobile.com/news/press/un-carrier-next>

Promises broken like this are bad for customers and shows other companies that they can do the same thing, which erodes the already dwindling remaining power of the consumers.

[Ticket: # 7052971 - T Mobile not honoring price lock](#)

Date: 5/24/2024 9:46 AM

City/State/Zip: Ellensburg, Washington 98926

Company Complaining About: T-Mobile

Description

T Mobile isn't honoring their price lock for my 55+ Magenta Plus contract. Just received a late notice text letting me know that each line will be charged \$5 at the beginning of june - I have three on my plan.

[Ticket: # 7053006 - Increasing phone rates](#)

Date: 5/24/2024 9:55 AM

City/State/Zip: De Soto, Kansas 66018

Company Complaining About: T-Mobile

Description

T-Mobile is raising our phone rates 5.00 per line even though we signed up for the price lock plan that locks in our current rate for as long as we have the plan.

We have two lines so they are raising our rate \$10.00 a month which breaks the contract of the price lock plan for seniors that we are on.

Ticket: # 7053007 - T-Mobile breaking their price lock guarantee

Date: 5/24/2024 9:56 AM

City/State/Zip: Blue Ash, Ohio 45242

Company Complaining About: T-Mobile

Description

I have phon plan with T-Mobile (Magenta + Max). When I signed up for it T-M said it came with a price lock guarantee for as long as I kept the plan in good standing. I have done that but T-M just sent me a text stating they will be raising my plan rate for each line I have.

This is breaking their promise to me and to others in the same situation. T-M should not be allowed to do this. The FCC should step in and stop T-M from raising their rates to customers to whom the price lock guarantee was offered and accepted.

Ticket: # 7053040 - T-Mobile Raising Rate Plan Charges

Date: 5/24/2024 10:04 AM

City/State/Zip: Bridgewater, New Jersey 08807

Company Complaining About: T-Mobile

Description

I've had T-Mobile for 10+ years and am on the One Plan with taxes and fees included. <https://www.t-mobile.com/news/press/uncontract-carrier-freedom>

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

I received a text message and confirmed with a rep that my voice lines are all getting a \$5 rate increase starting in June. This is not what I signed up for and never expected a rate increase on this plan, ever. This seems like a breach of contract.

[Ticket: # 7053074 - T-Mobile Senior Rate Increase](#)

Date: 5/24/2024 10:12 AM

City/State/Zip: Bellevue, Nebraska 68123

Company Complaining About: T-Mobile

Description

We were told that we were price locked for life on the magenta plan with T-Mobile.

They just announced a five dollar per month rate increase beginning in June 2024

Ticket: # 7053106 - T-Mobile's Price Lock Guarantee offer was a lie

Date: 5/24/2024 10:24 AM

City/State/Zip: Phoenix, Arizona 85042

Company Complaining About: T-Mobile

Description

Years ago I subscribed to two cell phone lines from T-Mobile under their Magenta 55+ plan, which they stated included a price lock for life. The rate has been \$70/mo. including tax. Now they've notified me that they're increasing the rate by \$5/mo. per phone, for a total of \$80/mo. When they offered a price lock, it was a commitment on their part that they wouldn't increase the price. I expect T-Mobile to live up to their own terms and to not disregard the offer they made when I subscribed. The phone numbers are (b) (6)

[Ticket: # 7053121 - T-Mobile 55+ Price Lock Guarantee Lie](#)

Date: 5/24/2024 10:29 AM

City/State/Zip: Pullman, Washington 99163

Company Complaining About: T-Mobile

Description

Years ago my wife and I switched to T-Mobile because of their 55+ Price Lock guarantee. Today we were notified that that guarantee was a lie and they are increasing our rates even though we have maintained the same plan. This is reprehensible business practice that a company can lure customers with the promise and guarantee of a stable price and then not honor that promise.

Ticket: # 7053179 - Price increase even though assured price lock

Date: 5/24/2024 10:42 AM

City/State/Zip: San Jose, California 95119

Company Complaining About: T-Mobile

Description

T-mobile increased the prices of the lines even though it assured customers that there would be a price lock while signing up. This has been the deceptive behavior which made millions of users to subscribe to their service. Now most of us are facing price increase. Here is the quote and link from T-mobile from the time of sign up.

“Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

<https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7053198 - T-Mobile recent price increase of \$5 per phone line.

Date: 5/24/2024 10:45 AM

City/State/Zip: Edmonds, Washington 98026

Company Complaining About: T-Mobile

Description

W switched to T-Mobile One Plan 55+ in October, 2018 with the understanding that we had a price lock for life, unless we switched to another plan. The recent price increase announcement by T-Mobile is not honoring this original agreement. I have contacted T-Mobile and they say that the increase is needed because operating costs are higher now, just like everything else that is going up. Plus they say that they have not had a price increase in 20 years. What happened to the price lock for life agreement??

[Ticket: # 7053235 - T-Mobile rate hike on a "guaranteed rate for life" plan...](#)

Date: 5/24/2024 10:54 AM

City/State/Zip: Independence, Kentucky 41051

Company Complaining About: T-Mobile

Description

I am on a grandfathered Magenta 55+ plan and I was told it would be price locked for life. They have now sent me a text saying that (in less than 10 days) they are increasing the price of my service by \$5 per line per month. Calling their customer service center was no help. The stated that it was indeed guaranteed for life but are raising the rates anyway. They even agreed that the rate was set for life, but are raising the rat anyway. Please help.

Ticket: # 7053255 - T-Mobile Plan increase

Date: 5/24/2024 10:59 AM

City/State/Zip: Aurora, Illinois 60502

Company Complaining About: T-Mobile

Description

Hello,

I received a message from T-Mobile that my bill will go up \$5 per line. I have 2 lines, so that's a \$120 increase per year. This is totally unacceptable because the plan I have been on is called T-Mobile One plan - All in Promo, which had a guarantee price lock. This is an excerpt from their presser - <https://www.t-mobile.com/news/press/un-carrier-next>

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

I have attached a PDF copy in case they take down the site. This is unacceptable

Ticket: # 7053287 - Failed to adhere

Date: 5/24/2024 11:07 AM

City/State/Zip: Larchmont, New York 10538

Company Complaining About: T-Mobile

Description

Please see the excerpt below from a T-Mobile announcement, The Un-carrier Goes 'All In.' T-Mobile ONE Now Includes Taxes & Fees. - T-Mobile Newsroom".

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

The full announcement file is attached to this email message.

We and other relied on the agreement that " T-Mobile will never change the price you pay for your T-Mobile ONE plan." in switching to T-Mobile service and the plan. During the last two years our cost per line has increased twice by \$5.00/month (totaling 33.3%). This seems a clear violation of its customer agreement as well as a lack of commitment to the promises it made to the government regarding industry competition during negotiations for its "merger" with Sprint.

Thanks very much in advance for your assistance.

[Ticket: # 7053614 - T-Mobile violating price lock guarantee](#)

Date: 5/24/2024 12:27 PM

City/State/Zip: Graham, Washington 98338

Company Complaining About: T-Mobile

Description

In 2017 when I became a T-Mobile customer I did so because they told me this in a publication from January 5, 2017:

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

I have just been informed that my bill will be increasing by \$12 per month. This also opens to door to approving further changes that run against the "Price Lock Guarantee" they previously acknowledged.

[Ticket: # 7053675 - T-Mobile raising rates even though there was a price-lock guarantee](#)

Date: 5/24/2024 12:44 PM

City/State/Zip: Sandpoint, Idaho 83864

Company Complaining About: T-Mobile

Description

I have a T-Mobile phone account with two phones. When I signed up it was stated that my plan would have a price-lock guarantee for life. I received a text message yesterday that my plan would be increasing \$5 per line. I am on the Magenta 55 plus plan. I don't feel they can give me a plan with a price lock guarantee and then raise my rates. I'm sure I'm not the only one who feels this way

[Ticket: # 7053704 - T-mobile breaks 2021 agreement](#)

Date: 5/24/2024 12:53 PM

City/State/Zip: Greenwood, Indiana 46143

Company Complaining About: T-Mobile

Description

T-mobile has broken their guarantee plan and price lock agreement. They purchased our account with Sprint and promised we could select a plan with no future increases in cost that were not directed by me, the customer. They are now contacting us that we will receive a \$5/line increase in our next billing. I am a T-mobile customer in good standing. I don't believe they can legally do this.

Ticket: # 7053753 - T Mobile rate increase

Date: 5/24/2024 1:09 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: T-Mobile

Description

Hello, I just found out that the T Mobile lifetime 55+ price locked plan I was on has been "retired" and that I was moved to a new plan which is subject to rate increases. There was messaging last year about the new plan which I had understood to be a plan offer not a required change. I don't believe I ever received formal notification of the change after it occurred. This week I received a text saying that my rates would be increasing as of my next bill. In talking today with a company representative I was told that the plan I had been on was not only retired, but was also "promotional" which is not how the plan was described when we signed up, it was marketed as a lifetime plan for people age 55+. I am very concerned that they can market phone plans as "lifetime" and then cancel them when they want to raise rates. This seems like false advertising to me. I also don't think consumers should be required to opt out of plan migrations. Thank you for any help you can provide.

[Ticket: # 7053829 - T-Mobile price lock on T-Mobile one plans](#)

Date: 5/24/2024 1:29 PM

City/State/Zip: Murrysville, Pennsylvania 15668

Company Complaining About: T-Mobile

Description

In 2017 price lock promised to not increase prices on T-Mobile one plan.

Today they announced increase.

[Ticket: # 7053835 - T mobile break price lock promise](#)

Date: 5/24/2024 1:31 PM

City/State/Zip: Brooklyn, New York 11228

Company Complaining About: T-Mobile

Description

When I sign up with t mobile, it was advertised that my plan rate is price locked and will not change. 2 days ago I got a text message stating my monthly rate will increase \$5 per line, that is \$50 increase because I have 10 lines.

[Ticket: # 7053845 - Price increase after price lock guarantee](#)

Date: 5/24/2024 1:33 PM

City/State/Zip: Brooklyn, New York 11231

Company Complaining About: T-Mobile

Description

T-Mobile just raised my rate. When I signed up for the plan the wording was very clear that it was a price lock guarantee.

Ticket: # 7053942 - T-Mobile Price Lock Gurantee

Date: 5/24/2024 1:58 PM

City/State/Zip: Mesa, Arizona 85201

Company Complaining About: T-Mobile

Description

I am writing this complaint today as I received a text message yesterday from T-Mobile stating that because I am on a "legacy" plan that my bill will be going up \$5 per line. I have 5 lines and 3 "free" line which means I am going to be paying \$15/month even though the lines are supposed to be free. I have been with T-Mobile almost 5 years and have been very loyal to them, I reached out to customer service and they basically said "oh well" and if you want to port out you can. This price hike is in violation of their own rule that they advertised for years, "Price Lock Guarantee."

[Ticket: # 7053946 - T-Mobile rate increase for pricelock guaranteed plans](#)

Date: 5/24/2024 1:59 PM

City/State/Zip: Wright City, Missouri 63390

Company Complaining About: T-Mobile

Description

T-Mobile rate increase for pricelock guaranteed plans. The tmobile assistant agreed my plan was locked but said "unfortunately, the company is rasing the rates anyway. Also there is nobody to speak with to correct it. My bill is going up \$25 a month (\$300 per year) for no additional service even though I had a "Price Lock Guarantee".

[Ticket: # 7053997 - Tmobile price increase](#)

Date: 5/24/2024 2:12 PM

City/State/Zip: Tomball, Texas 77375

Company Complaining About: T-Mobile

Description

TMobile promised a price lock for life and now are increasing prices

[Ticket: # 7054164 - T-Mobile price lock guarantee](#)

Date: 5/24/2024 3:07 PM

City/State/Zip: Hendersonville, Tennessee 37075

Company Complaining About: T-Mobile

Description

Increase in phone bill of \$5 per line despite having a price lock guarantee

[Ticket: # 7054196 - Tmobile violating price lock advertising](#)

Date: 5/24/2024 3:16 PM

City/State/Zip: Butte, Montana 59701

Company Complaining About: T-Mobile

Description

As of this week, tmobile who has gaurenteed customers price lock gaurentee in there advertisements and promotional material, is raising rate plans for all phone plans by 2-5 dollars.

[Ticket: # 7054222 - T mobile price lock guarantee](#)

Date: 5/24/2024 3:21 PM

City/State/Zip: Oakville, Washington 98568

Company Complaining About: T-Mobile

Description

I just got notice from T mobile that in 1 week they will be increasing my phone service bill by \$15 per month. I am on the 55 and older Magenta plan that has a "life lock guarantee ", and "all in price guarantee" (meaning, taxes are included). My rate is locked in and I will have no price increases as long as I remain on this plan. Also, T mobile encouraged customers to use auto pay, when paying their bill. That way the customer will not pay an additional fee. I have met all requirements of t mobile. However, they are not honoring their obligations, of the guaranteed price lock. The price lock guarantee was what made me switch to T mobile years ago.

Ticket: # 7054235 - T-Mobile reneges on promise

Date: 5/24/2024 3:24 PM

City/State/Zip: Painesville, Ohio 44077

Company Complaining About: T-Mobile

Description

In 2020 I signed up for the 55+ plan with T-Mobile. I had researched thoroughly and saw many references to a price lock - "Your price can never go up unless you choose." I was told the same thing when I went to a nearby T-Mobile store and signed up. A few days ago I received a text from T-Mobile informing me that my monthly bill will be increased by \$5 in June. All mention of a price lock has been scrubbed from the T-Mobile site, although independent sites still have the original information. When I spoke with a customer service rep, I was told that the price lock was a special program that began in 2022 and was time-limited. This is obviously bull pucky, but the company seems quite satisfied with its revisionist history. I cannot imagine how many tens or hundreds of thousands are impacted by this corporate lie.

[Ticket: # 7054283 - Price lock guarantee with tmobile](#)

Date: 5/24/2024 3:33 PM

City/State/Zip: Seattle, Washington 98126

Company Complaining About: T-Mobile

Description

T-Mobile just informed me that they are no longer honoring their price lock guarantee that was advertised when we signed up for the plan back in 2021. As a result, we now have to pay \$20 extra a billing cycle.

It should be fraudulent to advertise a price lock for a service and then not honor it 3 years later.

Ticket: # 7054463 - T-mobile price increase

Date: 5/24/2024 4:18 PM

City/State/Zip: Huntingdon Valley, Pennsylvania 19006

Company Complaining About: T-Mobile

Description

We have had the 55+ magenta plan with a price lock for Life plan for years now. We received notice that the price was increasing by 5.00 per line starting in June. Our deal was a price lock Guarantee for Life.

[Ticket: # 7054496 - T-Mobile not honoring it's 2017 no price increase guarantee](#)

Date: 5/24/2024 4:26 PM

City/State/Zip: San Jose, California 95120

Company Complaining About: T-Mobile

Description

In 2017 my wife & I switched our cell phone carrier to T-Mobile's 55+ plan because they guaranteed the \$60 monthly rate which included all taxes and fees would never change as long as we do not elect to change plans. T-Mobile sent me a text on 5-22-2024 saying they're increasing the monthly price by \$5 per line (\$10 total per month for us). I've attached both the 5-22-2024 text and the 2017 T-Mobile price guarantee.

Ticket: # 7054665 - T-Mobile is raising their rates despite a "price lock"

Date: 5/24/2024 5:11 PM

City/State/Zip: Los Angeles, California 90036

Company Complaining About: T-Mobile

Description

A few years ago I signed up for cellular service with T-Mobile. One of the features of my plan is called 'price lock' which basically says they will not raise the price of my rate plan, which was established at the time I opened my account. (Note- there were NO expiration dates connected to that promise.) I recently received a notification that starting in a couple of weeks my rate plan will go up ~10%. This message was vague so I called and asked them what part of our agreement gave them the right to do that and the answer I got was a request to wait until after their computer systems generate my bill in June. They did not know why they were allowed to do that, instead they showed me an offer to keep paying my existing rate provided I close my account within 60 days. They did confirm with me that my 'price lock' feature is still active and unchanged, they just couldn't tell me why this change in rate is consistent with their promises.

I purchased this plan in large part due to their price-lock promise. I do not see why this rate increase is permissible in this context, this is exactly the scenario the 'price-lock' is supposed to protect against. I did check around the internet and while I have no sense of the actual number of people impacted I did find there were lots of people confused by this, and not just me. I do hope this gets resolved because either my rate can change or it cannot because it is 'price locked', there is no in-between. But if it they CAN increase their rate why can they even make that promise?

I do appreciate your time, thank you for hearing me.

Ticket: # 7054739 - T mobile price increases for Price lock guarantees for life, 55 for \$55.00

Date: 5/24/2024 5:38 PM

City/State/Zip: Detroit Lakes, Minnesota 56501

Company Complaining About: T-Mobile

Description

I signed up for a 55+ rate plan with the assurance that my monthly rate was price-locked for life. This incentive was a primary reason that I switched from Sprint to T-Mobile. Now, T-Mobile is trying to raise my monthly rate. When I spoke to their customer service people this morning they told me that there was nothing that they could do to fix the problem. I also noted that they changed all of the marketing information on their web site to delete all references to the price-lock guarantee which I was offered when I set up the account. Thank you

[Ticket: # 7054743 - T-mobile breaking cell phone billing contract.](#)

Date: 5/24/2024 5:40 PM

City/State/Zip: Auburn, Washington 98002

Company Complaining About: T-Mobile

Description

T-mobile is raising my monthly phone bill even though I am on a plan that, per the contract, is supposed to have a price lock for life.

[Ticket: # 7054871 - T-Mobile raising monthly cost on senior plan when a price lock guarantee was given at contract signing](#)

Date: 5/24/2024 6:39 PM

City/State/Zip: Tinley Park, Illinois 60477

Company Complaining About: T-Mobile

Description

T-Mobile offered a price lock guarantee on my 55+ One plan meaning there would never be a price increase for life when I signed the phone contract for 2 lines. As of 5/22/2024, I received an e-mail stating my rates would increase by \$5 a line (\$10) and \$2 for my watch beginning June 5, 2024. This is a breach of contract and should not be allowed especially in good faith between T-Mobile and me as a customer. Hopefully, T-Mobile will retract these new charges in good faith. Thank you so very much!

[Ticket: # 7054872 - T-Mobile raising monthly cost on senior plan when a price lock guarantee was given at contract signing](#)

Date: 5/24/2024 6:40 PM

City/State/Zip: Tinley Park, Illinois 60477

Company Complaining About: T-Mobile

Description

T-Mobile offered a price lock guarantee on my 55+ One plan meaning there would never be a price increase for life when I signed the phone contract for 2 lines. As of 5/22/2024, I received an e-mail stating my rates would increase by \$5 a line (\$10) and \$2 for my watch beginning June 5, 2024. This is a breach of contract and should not be allowed especially in good faith between T-Mobile and me as a customer. Hopefully, T-Mobile will retract these new charges in good faith. Thank you so very much!

Ticket: # 7055005 - Bill increase

Date: 5/24/2024 8:04 PM

City/State/Zip: Brooklyn, New York 11201

Company Complaining About: T-Mobile

Description

T-Mobile increased my rate by \$5 per line. I have two lines. This increase will go in effect next month, June 2024. When I signed up to the T-Mobile ONE Unlimited 55+ plan in 2017, they advertised the plan with their Un-contract guarantee that only I would be able to change the price I pay. As long as I didn't change plans which I have not and kept my account in good standing (I've always paid my bills on time), my price wouldn't go up. I'm on a fixed income and the additional \$120 a year that T-Mobile wants is unfair. I have included a screenshot of the un-contract guarantee that my price wouldn't be increased which was promoted to customers in 2017 for the One Unlimited 55+ plan. T-Mobile used this deceptive advertising to lure in customers.

Thanks for your help.

Ticket: # 7055006 - T-Mobile - Billing increase

Date: 5/24/2024 8:05 PM

City/State/Zip: Bronx, New York 10462

Company Complaining About: T-Mobile

Description

I am filing this complaint to report a violation of T-Mobile's Price Lock Guarantee and Un-contract Promise.

I have been a T-Mobile customer since May 2019, with 9 lines under the T-Mobile One plan. On May 22, 2024, I received a text message from T-Mobile notifying me of a price increase of \$5 per line per month starting June 5, 2024. This price increase contradicts T-Mobile's stated commitments to its customers under the Price Lock Guarantee and Un-contract Promise.

T-Mobile's official policies, as outlined on their website (<https://www.t-mobile.com/cell-phone-plans/price-lock-faqs>), explicitly guarantee that only customers can change what they pay. These guarantees were also reiterated in their press release (<https://www.t-mobile.com/news/press/un-carrier-next>) and confirmed by a company representative in an article by Android Authority (<https://www.androidauthority.com/t-mobile-new-price-lock-policy-3404851/>).

Despite these guarantees, T-Mobile is imposing a price increase that will result in an additional yearly cost of approximately \$500 for my account. This not only breaches their Price Lock Guarantee but also undermines their commitment to customers under the Un-contract Promise.

Multiple other customers have reported similar issues on public forums, indicating a widespread problem:

- <https://community.t-mobile.com/accounts-services-4/price-lock-57541>

-

https://www.reddit.com/r/tmobile/comments/1cxz9on/megathread_tmoble_price_hike_on_legacy_plans/

I request that the FCC investigates this matter and takes appropriate action to ensure that T-Mobile honors its commitments to its customers. All mentioned web pages have been archived on archive.org in case the information is altered.

Ticket: # 7055096 - Price Increase by T Mobile on Magenta 55 plan

Date: 5/24/2024 9:04 PM

City/State/Zip: Lenoir City, Tennessee 37771

Company Complaining About: T-Mobile

Description

Was notified that June 5th billing on T Mobile Magenta 55 plan will have a \$5 per line increase (we have 2 lines). We were told when signing up in 2021 that we had a price lock guarantee as long as we kept the same plan and were in good standing (we are— autopay).

[Ticket: # 7055160 - T mobile billing](#)

Date: 5/24/2024 10:01 PM

City/State/Zip: Worcester, Massachusetts 01610

Company Complaining About: T-Mobile

Description

55 + plan guaranteed price lock for life

Raising prices now in spite of guarantee

[Ticket: # 7055196 - Tmobile price lock guarantee](#)

Date: 5/24/2024 10:29 PM

City/State/Zip: Bucyrus, Kansas 66013

Company Complaining About: T-Mobile

Description

I have two phone lines with tmobile. My cell phone number and my 93 ur old mother. We have both been customers foe decades. Even though we have the "price lock guarantee " tmobile just raised each lin \$5 per month. Flat out breach of contract!

Ticket: # 7055197 - T-Mobile Plan Change

Date: 5/24/2024 10:32 PM

City/State/Zip: Tempe, Arizona 85282

Company Complaining About: T-Mobile

Description

When I activated my account, I signed up for the T-Mobile ONE Military plan, which, according to T-Mobile's terms, includes a price guarantee. Specifically, T-Mobile's announcement states:

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

This statement clearly outlines that the price I pay for my T-Mobile ONE plan is guaranteed not to change unless I decide to make a change. It emphasizes that T-Mobile will never alter the price on its own, ensuring stability and trust for customers like myself.

However, I recently received notification of a price increase on my T-Mobile ONE plan, which contradicts the assurance provided by the Un-contract terms. This unexpected change has caused me concern, as it undermines the commitment T-Mobile made to its customers.

[Ticket: # 7055238 - T-mobile rate hike](#)

Date: 5/24/2024 11:13 PM

City/State/Zip: Sterling Heights, Michigan 48312

Company Complaining About: T-Mobile

Description

T-mobile sent me a message stating that they are raising my rates by \$2 per line even though I'm supposed to be covered by a price lock guarantee called un-contract guarantee which states on their own website that only I as the customer may reside my rates and yet they even tried once before to raise my rates by telling me they were going to remove my rate plan and forever me into a more expensive one, and only backtracked when customers became outraged.

[Ticket: # 7055270 - T-Mobile price increases](#)

Date: 5/24/2024 11:50 PM

City/State/Zip: Duncan, Oklahoma 73533

Company Complaining About: T-Mobile

Description

I've been a T-Mobile customer since 2015. When I switched to them (on the ONE plan). I was told that they wouldn't raise their prices, and if they did, they would pay for my last month. They sent me a text announcing a price increase of \$5 per line and customer service is refusing to honor the price lock guarantee.

[Ticket: # 7055272 - T-Mobile is raising prices they guaranteed not to ever raise](#)

Date: 5/24/2024 11:51 PM

City/State/Zip: White Oak, Pennsylvania 15131

Company Complaining About: T-Mobile

Description

T-Mobile had and advertised price lock which would supposedly guarantee they never would raise the cost of the plan but now they are raising the costs. They are trying to change the terms of their plans after we signed up. Please look into this because if they are allowed to do this there is nothing that stops them from continually doing it or trying to force migrate people to newer plans without the price lock protection. Thank you

Ticket: # 7055276 - T-Mobile Rate Plan Increase

Date: 5/24/2024 11:59 PM

City/State/Zip: Kirkland, Washington 98034

Company Complaining About: T-Mobile

Description

T-Mobile advertised that my current rate plan would be price locked years ago and are now raising prices by \$5/line. This is false advertising.

[Ticket: # 7055277 - T-Mobile price increase](#)

Date: 5/24/2024 11:59 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: T-Mobile

Description

Years ago I signed up with T-Mobile on the One Plan with a price lock guarantee so how can they now raise the price.

[Ticket: # 7055328 - T-mobile breach of contract.](#)

Date: 5/25/2024 12:55 AM

City/State/Zip: Fort Stewart, Georgia 31315

Company Complaining About: T-Mobile

Description

To whom it may concern.

My family and I have been with T-Mobile since early 2020, buying devices from them through out the years. Never missed a payment or even been late. But recently they saw fit to raise prices on older plans despite the for life price lock agreement. \$5 a line with little to no warning too. Me and I'm sure millions of consumers would like for T-Mobile to be held accountable for not honoring their promise, especially due to their financial decisions.

Ticket: # 7055340 - T-Mobile rate increase on grandfathered plans

Date: 5/25/2024 1:03 AM

City/State/Zip: San Francisco, California 94116

Company Complaining About: T-Mobile

Description

T-Mobile advertised the cellular plans with price Lock-In, as long you did not change plans or alter the service. This was a core part of T-Mobile's advertising when I purchased the plan. Now they've announced a rate change with 2 weeks notice. Even if I wanted to change could not do so in time. Complaint is 2 part:

1. Misleading advertising that implied price lock-in was for the life of the plan
2. Short notice: Changing rate with little notice

Message from T-Mobile:

T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month and some of your other connected devices by \$2 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com...

Ticket: # 7055376 - T-Mobile Rate increase

Date: 5/25/2024 1:57 AM

City/State/Zip: Phoenix, Arizona 85037

Company Complaining About: T-Mobile

Description

I've been with T-Mobile for years under a price lock guarantee for seniors. I received a text, not even an email, telling my my rates will increase \$5 per line and \$2 for devices. I'm a senior citizen taking care of my elderly mother on this plan. Our device is a watch that she can make emergency calls from. The total increase is going to be \$12 and this is not only a hardship, it's unfair and false advertising.

[Ticket: # 7055387 - T-Mobile Price Hike on Legacy Plans](#)

Date: 5/25/2024 2:26 AM

City/State/Zip: Seattle, Washington 98118

Company Complaining About: T-Mobile

Description

Investigate Tmobile's questionable business of weaseling their way into a price increase by refusing to acknowledge the January 2017 press release and sticking to the scripted answers that the document isn't clear, and their "price lock" only obligates them to cover your final payment if you leave because of a price increase, failing to acknowledge that the "price lock" came afterward and doesn't supersede the promise not to increase the price of the T-Mobile One plan.

Ticket: # 7055463 - Tmobile Price Guarantee

Date: 5/25/2024 7:51 AM

City/State/Zip: Decatur, Alabama 35603-1162

Company Complaining About: T-Mobile

Description

Good Morning.

As a Tmobile customer I was sold a cell phone plan that according to their literature had a " lifetime price lock

guarantee " the plan was called Magenta 55+ , which has now also been "retired". I am not a lawyer, I'm sure there is plenty of legal "opinions" about a company breaking a contract with its customers, in this case Tmobile sold us a lifetime contract and perform a switch and changes to those terms.

Bait and switch ? Maybe ?

I'm sure we gave our rights away on those forms we electronically signed.

Thanks.

Ticket: # 7055468 - T-Mobile Price Lock

Date: 5/25/2024 7:55 AM

City/State/Zip: Delaware, Ohio 43015

Company Complaining About: T-Mobile

Description

When my wife and I switched to T-Mobile a little more than 2 years ago I was told my plan chosen had a price lock and my rate will never increase. Last week I received a text message from T-mobile saying my price was increasing \$5 per line. My plan has three lines making the increase \$15 per month. In fact when I was changing providers to T-Mobile they also required me to get the third line, one I didn't need. They said it didn't matter because it was free. I don't even have a phone associated with that line but now the free line is going to increase to \$5. Again something they required me to have and it's not even being used.

T-Mobile has not honored their commitment. They even were advertising at the time on TV, internet ads, etc, "we won't raise your rates at T-Mobile" in a song. T-Mobile is clearly not honest or honoring their commitment to their price lock guarantee.

[Ticket: # 7055474 - TMobile Price Increase](#)

Date: 5/25/2024 8:01 AM

City/State/Zip: Orange City, Florida 32763-9210

Company Complaining About: T-Mobile

Description

This week we received messages via txt of price increase in our cell phone plans from Tmobile. Per current contract this is not supposed to happen due to price lock and bill guarantee. I am a long time customer of the carrier and this is forcing us to look into other options since this would mean a 30 dollar increase in our monthly bill

Ticket: # 7055506 - T-Mobile price increase

Date: 5/25/2024 9:36 AM

City/State/Zip: Mobile, Alabama 36609

Company Complaining About: T-Mobile

Description

T-Mobile has increased the price on my phone plan that was advertised, literally, as never having it's price go up. The press release can be found here: <https://www.t-mobile.com/news/press/un-carrier-next>.

How can they be allowed to advertise a price lock guarantee to lure customers in and then raise prices?

[Ticket: # 7055539 - Tmobile Price Lock Guarantee](#)

Date: 5/25/2024 10:19 AM

City/State/Zip: Appling, Georgia 30802

Company Complaining About: T-Mobile

Description

Despite being guaranteed not to increase, tmobile is increasing my bill by \$15 a month

[Ticket: # 7055584 - T-Mobile increased price on legacy plans](#)

Date: 5/25/2024 11:01 AM

City/State/Zip: Stillwater, Oklahoma 74075

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. What happened to my price lock GUARANTEE? You can charge more to new customers, but do not change the terms of our contract!!

[Ticket: # 7055595 - T-Mobile price increase](#)

Date: 5/25/2024 11:09 AM

City/State/Zip: Hillsborough, North Carolina 27278

Company Complaining About: T-Mobile

Description

T-Mobile 55+ plan was sold with a LIFETIME PRICE LOCK PROMISE and now they're raising rates. This must be stopped. If the FCC allows this deceptive behavior then you are no more than a stooge for the telecom industry. Protecting consumers IS YOUR JOB

Ticket: # 7055640 - T-mobile raising prices on legacy plans with price lock guarantee

Date: 5/25/2024 11:50 AM

City/State/Zip: Kenosha, Wisconsin 53140

Company Complaining About: T-Mobile

Description

T-mobile is raising prices on legacy plans that were part of a price lock guarantee upon sign up stating that prices will never increase. T-mobile is in a breach of contract when they raise their prices with current and long standing customers.

[Ticket: # 7055686 - T-Mobile violating the price lock guarantee on the Magenta 55+ plan.](#)

Date: 5/25/2024 12:16 PM

City/State/Zip: Norman, Oklahoma 73071

Company Complaining About: T-Mobile

Description

I entered into a contract with T-Mobile on March 1, 2022 for the Magenta 55+ plan, for 2 phone lines at \$70.00 a month with a price lock guarantee. On May 23, 2024 I received a text from T-Mobile stating that the fee was being raised \$10.00 (\$5.00 for each line). I called T-Mobile customer service and I was told that the price lock guarantee no longer applies. T-Mobile is LYING! The price lock guarantee was forever, as long as the customer kept the plan. This guarantee was published on T-Mobile's website and in the plan description brochure.

[Ticket: # 7055926 - T Mobile price increase of \\$5 per line](#)

Date: 5/25/2024 2:58 PM

City/State/Zip: Concord, California 94521

Company Complaining About: T-Mobile

Description

We signed in the Magenta 55+ it says taxes and fees are included in the price \$ 60 (with auto pay) and is locked in for life. WE just got a text saying our price is going up \$5/month per phone. What happened to my PRICE LOCK GUARANTEE FOR LIFE?

Ticket: # 7055930 - T-Mobile Price Lock guarantee

Date: 5/25/2024 3:10 PM

City/State/Zip: Thonotosassa, Florida 33592

Company Complaining About: T-Mobile

Description

T-Mobile has increased the price for it's legacy plans, including the plan that I am currently subscribed to (T-Mobile ONE 55+ Plan) despite the fact that when I signed up for the plan in 2016 I agreed to a terms of service for LIFETIME rate lock guarantee. This is a breach of contract on the part of T-Mobile. I signed up for this plan with the knowledge that I would be guaranteed my rate for as long as I kept this plan, and now they are changing the terms of service after sale. This is a violation of the FCC rules and I request that they be investigated for fraud and consumer deception.

Ticket: # 7055931 - T-Mobile Price Lock Guarantee

Date: 5/25/2024 3:10 PM

City/State/Zip: Cleveland, Ohio 44103

Company Complaining About: T-Mobile

Description

I contacted T-Mobile in November of 2022 to inquire about a plan cel phone plan offered called "Magenta Military" which boldly offered a PRICE LOCK GUARANTEE. As a military family, this promise of a lifelong rate lock was important to us. We have 6 cel lines on this plan and have been comfortable knowing we as consumers are protected against rate changes. This week we received a text message to one of our lines informing us that our bill would be INCREASING by \$5 per line in spite of being promised a price lock guarantee which is clearly stated in their T&C. That's a \$30 change in our monthly expenses with little to no advance warning. I messaged and spoke via phone with T-Mobile's customer service. Typically, they gave me the sales tap dance trying to justify their price change, all the while acknowledging the fact that we are covered under the price lock. It makes NO sense. I don't believe that a company who made \$2.4 billion in profits in Q1 of 2024 should be let off of the hook with deceptive advertising and blatantly false "price lock guarantees." My family clearly falls into the date range that their T&C list as "rate lock eligible." \$30 a month is a significant change for those of us living in fixed incomes. Price lock guarantee MEANS price lock guarantee, not until we "feel" like changing it. I think I can speak in behalf of thousands of military families! We were bamboozled and lied to!!!

Ticket: # 7056000 - T-mobile price increase despite promises not to

Date: 5/25/2024 4:21 PM

City/State/Zip: West Jordan, Utah 84081

Company Complaining About: T-Mobile

Description

John Legere, former CEO of T-Mobile, stated the price plans that were being introduced at the time would never see rate increases. Next to him was former COO, now current CEO Mike Sievert.

Wednesday, May 22nd at 10:09am MST, I received the following text message from T-Mobile: "For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill date remain the same. For more information, visit sms.t-mobile.com/UtFMttzB

Many individuals, including myself joined T-Mobile from other carriers under the promise that the rate plans we signed onto were price locked and only WE, the customer, could increase them. I've never increased my rate plan and don't intend to and I'd like T-Mobile to honor the promise their CEO made to us. If needed, I can find multiple T-Mobile articles that state the price lock guarantee and clips of the CEO making these promises.

Ticket: # 7056036 - T-Mobile One Unlimited 55+ Plan Rate Increase

Date: 5/25/2024 4:49 PM

City/State/Zip: Franklin, Massachusetts 02038

Company Complaining About: T-Mobile

Description

When I signed up for my T-Mobile One Unlimited 55+ plan in 2017 it was advertised and sold to me with a Price Lock guarantee for life as long as I didn't switch plans. I have been paying \$60 per month for two lines with auto-pay since signing up. Now T-Mobile is increasing the price of this plan \$5 per line for a total increase of \$10 per month. This is fraud. To make it worse, this is fraud against senior citizens.

Attached is the press release / advertisement stating:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Ticket: # 7056055 - Price Lock Guarantee, Fraud

Date: 5/25/2024 5:00 PM

City/State/Zip: Bethlehem, Pennsylvania 18020-9690

Company Complaining About: T-Mobile

Description

I was promised 2 unlimited lines for \$60 for life now they are increasing my bill to \$70 !! I called them and they said nothing can be done about this increase and the broken promise of a Price Lock Guarantee!

[Ticket: # 7056064 - T-Mobile Violation of Price lock Guarantee](#)

Date: 5/25/2024 5:05 PM

City/State/Zip: New York, New York 10002

Company Complaining About: T-Mobile

Description

I been on legacy plan with price lock guarantee they wont even pay my phone bill after they without notice raised my rate \$10 because of my 2 lines. Claiming they won't pay my last month as a new one started. Please hold them accountable

[Ticket: # 7056067 - Tmobile breaking contract by increasing charges](#)

Date: 5/25/2024 5:06 PM

City/State/Zip: Pasadena, California 90247

Company Complaining About: T-Mobile

Description

Tmobile is forcing an increase of \$420 per year on my account. Breaking the price lock guarantee I signed up for. They have refused to stop the changes.

[Ticket: # 7056286 - T-mobile price hike on legacy plans with price lock guarantee](#)

Date: 5/25/2024 8:49 PM

City/State/Zip: Campbell, Ohio 44405

Company Complaining About: T-Mobile

Description

when i signed up for t-mobile magenta plan in 2021 i was guaranteed that my rate would NEVER go up as long as i was a customer and maintained that same plan. now they are raising rates by \$5/month for many customers and myself. This is a breach of contract, deception and lies.

Ticket: # 7056308 - Tmobile deceptive business practice and breach of contract

Date: 5/25/2024 9:15 PM

City/State/Zip: Newtonville, New York 12128

Company Complaining About: T-Mobile

Description

"I signed up with T-Mobile three years ago with the assurance of a price lock guarantee, ensuring that my rates would never increase. However, I recently received notice that my rates are going up on all 3 of my lines. This feels deceptive and illegal to me as my tmobile contract and all their marketing was all about their "Price Lock Guarantee for life" your rates will never increase Inwas told numerous times.

After complaining to customer service i was basically told thats just the way it is with no explanation other than their costs increased. They refused to even acknowledge their blatant breach of contract and consumer trust.

Ticket: # 7056315 - t mobile price increase

Date: 5/25/2024 9:22 PM

City/State/Zip: Santaquin, Utah 84656

Company Complaining About: T-Mobile

Description

I have a t mobile plan, for 7 years, that is guaranteed price locked for life and I have been informed that a \$5 dollar per line increase will be introduced.

[Ticket: # 7056372 - Phone plan price increase despite Price-Lock guarantee](#)

Date: 5/25/2024 10:40 PM

City/State/Zip: Warren, New Jersey 07059

Company Complaining About: T-Mobile

Description

Have a plan that had a price lock guarantee when I signed up. Now my plan is going up significantly. Increase of \$5 per line for phones, and an additional \$2 for a data line. This is a 27% increase. And since I would have to pay off the phones before I can move to another carrier, I'm basically locked into the carrier. The Sprint-T-Mobile merger should never have been allowed, as there is now basically a Tri-opoly of Cell phone carriers.

[Ticket: # 7056412 - Tmobile Breach of Contract](#)

Date: 5/25/2024 11:33 PM

City/State/Zip: Utica, New York 13502

Company Complaining About: T-Mobile

Description

Tmobile advertised a price lock for life as long as I remained a customer with my current plan. However, they have now decided to raise the rate by \$5 per line which goes against the price lock guarantee advertised and documented.

Ticket: # 7056448 - T-Mobile Price Increase Announced 5/23/24

Date: 5/26/2024 12:26 AM

City/State/Zip: New York, New York 10010

Company Complaining About: T-Mobile

Description

I am a retired senior who has been a customer of T-Mobile since 2009. On 5/23/24, I received a T-Mobile text message informing me that effective 6/5/24, the price for my T-Mobile One Unlimited 55+ Plan plan will increase by \$5.00 per line. I have been on the plan since September, 2017 (shortly after it was introduced). When I signed up for that plan at my local T-Mobile store, I was informed that the monthly rate was guaranteed and would not increase. Since then and until now, the monthly rate for that plan has remained the same.

This unexpected rate increase contradicts what I was told by the T-Mobile store representative in September 2017, and clearly flies in the face of what T-Mobile's then-President/CEO announced at the "Un-Carrier Next Event" held in Las Vegas on January 5, 2017. As detailed in the Press Release on T-Mobile's website entitled "The Un-Carrier Goes 'All In.' T-Mobile ONE Now Includes & Fees":

"Now, T-Mobile ONE customers keep the price until THEY decide
to change it. T-Mobile will never change the price you pay for your
T-Mobile ONE plan. When you sign up for T-Mobile ONE,
only YOU have the power to change the price you pay."

Besides being contrary to what T-Mobile guaranteed to seniors, such as myself, in 2017, the rate increase comes at a most economically inopportune time for seniors. I emailed these concerns to (b) (6) on 5/23/24.

On 5/24/24, I received an email from (b) (6) (TMo Exec Response Team) stating (in the text bracketed below):

[" I want to express my sincere apologies for any inconvenience the MRC updates may have caused you. It's crucial to us that your experience with T-Mobile is seamless and positive, and I'm here to make sure we address any concerns you might have.

I have some encouraging news to share. Back on January 5, 2017, T-Mobile introduced the Un-contract, a testament to our unwavering commitment to providing exceptional value in our wireless services. The Un-contract is our promise to you that, in the event of any price increases, should you decide to part ways with us, we will take care of your final month's recurring service charges. This assurance is for our customers on eligible rate plans activated between January 5, 2017, and April 27, 2022. If you find that your rate plan's price has increased and you opt to cancel your service, you can request reimbursement for your final month's qualifying service charges within 60 days following the price adjustment.”]

In reply to (b) (6), I sent the following 5/24 email stating (in the text bracketed below):

[“Unfortunately, your email fails to address my primary concern — On what basis is T-Mobile planning the monthly price increase for my T-Mobile One Unlimited 55+ Plan, given its 2017 commitments:

1 - From T-Mobile’s in-store representative who handled my 2017 switch to this plan — i.e., that the monthly rate for the plan was guaranteed and would not increase;

#2 - From T-Mobile’s then-President/CEO at the January 5, 2017 Las Vegas “Un-Carrier Next Event” (detailed in the January 5, 2017 Press Release on T-Mobile’s website entitled “The Un-Carrier Goes ‘All In.’ T-Mobile ONE Now Includes Taxes & Fees”) — stating:

“New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

Your email response states that:

“The Un-contract is our promise to you that, in the event of any price increases, should you decide to part ways with us, we will take care of your final month's recurring service charges.”

The language “in the event of any price increases” comes as a total surprise. At no point during my 2017 conversation with the T-Mobile in-store representative and, nowhere in T-Mobile’s 2017 Press Release was there any mention of “the event of any price increases”. To the contrary, both T-Mobile’s in-store representative and T-Mobile’s Press guaranteed that the price was not subject to change.

I would really appreciate it if you could send me a follow-up email fully addressing my concern regarding the planned price increase and explaining why T-Mobile is not honoring its 2017 commitments to never change the price the customer will pay for their ONE plans.”]

(b) (6) then sent another 5/23 email stating (in the text bracketed below):

["I appreciate your patience and understanding as we navigate through the changes in our pricing and policies. It's clear that you've been given conflicting information in the past, and for that, I sincerely apologize. The commitment to our customers is something we take very seriously at T-Mobile, and I want to ensure you have the most accurate and up-to-date information.

Regarding the price lock, it was indeed implemented from April 28, 2022, through January 17, 2024. This was a step we took to offer more stability and predictability to our customers in their billing. I understand this might not align with the expectations set during earlier interactions, and for any confusion caused, I apologize.

The Un-Contract, announced on January 5, 2017, was designed with our customers' best interests at heart. It ensures that if there's a price increase and you decide to leave as a result, we will cover your final month's recurring service charge, provided you notify us within 60 days of the price increase. This policy applies to customers who activated on an eligible rate plan between January 5, 2017, and April 27, 2022.

I realize this situation is not ideal, and it's certainly not the experience we want for any of our customers. While we can't revert the account back to the original pricing, I'm here to help explore other options that might better suit your needs or address any other concerns you may have.”]

As (b) (6) still had not directly addressed the questions I had originally posed, I sent another 5/24 email stating (in the text bracketed below):

["I am discussing the T-Mobile One Unlimited 55+ Plan, that T-Mobile first offered in 2017 and that I have maintained. If I understand your last message, you are characterizing the information provided by the T-Mobile in-store representative and printed in T-Mobile's 2017 Press Release as "conflicting information" that does not apply to those T-Mobile customers who signed onto T-Mobile One Plans in 2017. If that is indeed the case, then please send a further e-mail responding to the following questions (as I have already requested in my prior e-mail):

1. Why did T-Mobile employ each of the following highlighted terms/phrases in the 2017 Press Release quoted below to characterize the 2017 ONE plans (and why did the T-Mobile in-store representative assure a price guarantee to me, as well as to many other customers (as I understand based on recently-posted comments from other customers in the T-Mobile forum and other websites)):

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs,

and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.”

2. If, after the fact, T-Mobile is now saying that “ The Un-Contract, announced on January 5, 2017.....ensures that if there's a price increase and you decide to leave as a result, we will cover your final month's recurring service charge, provided you notify us within 60 days of the price increase.”, why was the possibility of a price never mentioned in T-Mobile’s 2017 Press Release concerning the ONE plans? The above- highlighted terms are all describing ONE plans.

If you are unable to provide concrete responses to these particular questions, I ask that you kindly forward them to Messrs. (b) (6) for further clarification.”]

To date, I have received no further reply from (b) (6) or anyone else at T-Mobile. Based on comments from other T-Mobile customers appearing on the TMo website community forum and on other forums, seniors, as well as other TMo customers who signed up for plans during 2017 were also informed at that time by TMo representatives that those plans included a price guarantee and that information was consistent with TMo’s 2017 Press Release.

This price increase constitutes a bait and switch tactic on the part of T-Mobile. The company should not be permitted to now disclaim its 2017 in-store and Press Release price guarantees seven years after making them to TMo legacy customers.

Ticket: # 7056513 - Failure to maintain pricing per contract

Date: 5/26/2024 2:28 AM

City/State/Zip: Olympia, Washington 98502

Company Complaining About: T-Mobile

Description

T-Mobile 55 plan I subscribed to included a lifetime "Price Lock" at \$60 per month for two line, including all taxes, etc. They have issues a text message telling me that they are raising their pricing by \$5.00 per line (to \$70.00). An obvious violation of their written contract I signed a number of years ago. Their words are "If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra Features or Devices."

[Ticket: # 7056614 - T-Mobile Raising Bill \\$5/Line Even Though I Had Price-Lock Guarantee](#)

Date: 5/26/2024 8:06 AM

City/State/Zip: Steelton, Pennsylvania 17113

Company Complaining About: T-Mobile

Description

T-Mobile is raising the price of my Magenta Max plan \$5 per line for a total of \$10 per month even though the original contract I signed with them guaranteed no price increases for life! There was a price lock guarantee that T-Mobile breached.

[Ticket: # 7056617 - Tmobile lie](#)

Date: 5/26/2024 8:12 AM

City/State/Zip: Brownsville, Tennessee 38012

Company Complaining About: T-Mobile

Description

Tmobile just raised rates on plans they advertised as price locked for life. They should refund everyone involved and be heavily fined for breaking contract.

Ticket: # 7056654 - T-Mobile Price Hike of \$5 per line

Date: 5/26/2024 9:37 AM

City/State/Zip: Vero Beach, Florida 32962

Company Complaining About: T-Mobile

Description

I am writing you to file a complaint against T-Mobile in regard to their recent announcement that they are raising the prices of legacy plans by \$5 per month. This seems to directly conflict with their promise to their customers back in 2017 that prices would be locked in unless a customer initiated a change. I have included a pdf of the press announcement from 2017 indicating the price lock guarantee that is still present on the T-Mobile website. At the very least, this is disingenuous and not adhering to a promise they made to their customers.

Ticket: # 7056685 - T-Mobile has broken their Price Lock agreement

Date: 5/26/2024 10:28 AM

City/State/Zip: Syracuse, New York 13219

Company Complaining About: T-Mobile

Description

Hello, I received notification from T-Mobile that they are raising my cell phone bill \$5 a month per line. I have 2 lines at \$30 per month each for a total of \$60. Their new bill will charge \$70 per month. I've had T-mobile since 2017. I signed up for the 55+ plan and was promised my bill will never go up. I chose T-Mobile because of this Price Lock and now they are renegeing on this promise. I believe this should be a class action lawsuit that I would be happily a part of. This is plain wrong for them to take advantage of seniors on a fixed income who can't afford it!

Ticket: # 7056693 - T-Mobile "Price Lock Guarantee" NOT honored

Date: 5/26/2024 10:40 AM

City/State/Zip: Charlotte, North Carolina 28277

Company Complaining About: T-Mobile

Description

This complaint is about T-Mobile not honoring their price lock guarantee. I signed up for the Magenta 55+ plan in December of 2022. The plan was advertised to have a price lock guarantee that the price for the service plan would NEVER go up provided I did not change my service plan. However, on May 22, 2024 I received a text message from T-Mobile stating the price per line for my current (unchanged) service plan was being raised \$5 per line. I get it - everything is going up and \$5 per line (I have 2 lines) is not going to break the bank, BUT - that is not what was advertised nor what I signed up for. My complaint is not about the amount of the price hike. My complaint is the false advertisement and breach of contract exercised by this company (T-Mobile). And if they are allowed to get away with it or with a small slap on the hand, it will continue to happen over and over again, as it is happening right now. T-Mobile is following suit because these large companies are not being held accountable for their actions, so why not get away with what you can.

I know how this works - get a little more from the millions of customers (that will add up to big profits) and deal with the few complaints and loss of customer base. In the end, what they will profit will outweigh the loss. So sad - and immoral, deceitful, and illegal.

Ticket: # 7056735 - Complaint Against T-Mobile: Breach of Contract and Price Lock Guarantee Violation

Date: 5/26/2024 11:23 AM

City/State/Zip: Boerne, Texas 78006

Company Complaining About: T-Mobile

Description

I am writing to file a formal complaint against T-Mobile for violating their Price Lock Guarantee promotion and breaching their contract. When I signed up for T-Mobile's services, I was explicitly promised that my rates would never increase, as part of their widely advertised Price Lock Guarantee. This assurance played a significant role in my decision to choose T-Mobile over other providers.

Despite this guarantee, T-Mobile has recently announced an increase in my monthly service rates. This action contradicts the terms of the Price Lock Guarantee, which led me to believe that my rates would remain constant. The rate increase not only represents a breach of contract but also a deceptive business practice that misled customers into thinking their pricing was secure.

As a result of this rate hike, I am now facing higher monthly expenses for my mobile service, which is an unexpected financial burden. This breach of the Price Lock Guarantee undermines my trust in T-Mobile and the integrity of their promotions. Furthermore, it puts me in a position where I may need to seek alternative service providers, which is both inconvenient and potentially costly.

Ticket: # 7056756 - T- MOBILE PRICE INCREASE

Date: 5/26/2024 11:40 AM

City/State/Zip: Paradise Valley, Arizona 85253

Company Complaining About: T-Mobile

Description

T- Mobile violating their price lock guarantee for customers in good standing.

Ticket: # 7056788 - T-Mobile Price Going up

Date: 5/26/2024 12:22 PM

City/State/Zip: Fort Liberty, North Carolina 28307

Company Complaining About: T-Mobile

Description

I joined T-Mobile under their military one plan to save money and they offered a price lock guarantee meaning the rate wouldn't go up for the life of the plan. I recently receive a text from them talking about a price change and my rates going up. While I'm under this plan, I should be entitled to the original price I was subjected to at the time. I will be reaching out to their customer service as well.

[Ticket: # 7056803 - T mobile price guaranteed](#)

Date: 5/26/2024 12:25 PM

City/State/Zip: Yuma, Arizona 85464

Company Complaining About: T-Mobile

Description

I signed up because of their lifetime price guarantee. They are breaking the contract by increasing the price of the "guarantee ". Please protect all the people who have the no increase clause in their contract.

[Ticket: # 7056824 - T-Mobile raising prices on a guaranteed price lock plan](#)

Date: 5/26/2024 12:42 PM

City/State/Zip: Pickerington, Ohio 43147

Company Complaining About: T-Mobile

Description

T-Mobile is raising my Magenta 55 plan 5.00 per line (a total of 10.00 a month for me) on my plan. When I signed up for this plan I got a price lock guarantee that said I would never pay any more than what I was charged to begin with. T-Mobile is in breach of contract in my I opinion! They are forcing me to pay more or move to another carrier. Contracts should be honored unless BOTH parties agree to a change in terms and I certainly did NOT agree to any change in terms.

Ticket: # 7056883 - T-Mobile Price Increase for ONE plan

Date: 5/26/2024 1:58 PM

City/State/Zip: Port Orchard, Washington 98367

Company Complaining About: T-Mobile

Description

According to T-Mobile, their ONE plan (to which I am a subscriber) follows their un-contract, which states that the price will never increase as long as I am on that plan. I received a notice from them on 22 May that my plan would be increasing \$5 per line starting in June, which is a direct violation of their price lock contract. Information taken from this T-Mobile page: <https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7056884 - T-Mobile Price Increase on Uncontract plans

Date: 5/26/2024 2:00 PM

City/State/Zip: Duluth, Georgia 30097

Company Complaining About: T-Mobile

Description

Last week T-Mobile decided to announce price increase for grandfathered plans, where some plans (including the one my family used) were part of either a price lock, uncarrier promise or uncontract, where they promised "T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." back in 2017.

<https://www.t-mobile.com/news/press/un-carrier-next>

However, I did receive the \$5/line price increase despite on the T-Mobile One Tax Inclusive plan.

Ticket: # 7056937 - T-Mobile rate increase on plans with a price lock guarantee

Date: 5/26/2024 2:41 PM

City/State/Zip: Florissant, Missouri 63033

Company Complaining About: T-Mobile

Description

I have been on T-Mobile's "ONE Plan Unlimited 55" plan since 2017, which advertised a price lock guarantee of \$60 per month for two lines. This week, T-Mobile sent out a notice that they are raising rates on the plan by \$10 ignoring their guaranteed rates.

In addition, their claim of not having raised rates in 10 years is misleading. In July 2023, T-Mobile eliminated the \$5 per line credit for billing to credit cards, effectively raising the rate on this plan by \$10 per month last year. With the elimination of the credit for paying by credit card and the newly announced price increase, my plan which had an original, guaranteed cost of \$60 per month through June 2023 has now increased to \$80 per month.

[Ticket: # 7056950 - Tmobile complaint](#)

Date: 5/26/2024 3:01 PM

City/State/Zip: Manor, Texas 78653

Company Complaining About: T-Mobile

Description

My plan was supposed to be price locked and I received a message that my plan is increasing due to inflation.

[Ticket: # 7056963 - T-Mobile Price lock Guarantee breach](#)

Date: 5/26/2024 3:13 PM

City/State/Zip: Grandville, Michigan 49418

Company Complaining About: T-Mobile

Description

When I signed up for T-Mobile, they guaranteed that my price wouldn't increase. Now they just sent us all a text that our price is increasing, I believe that is breach of contract.

[Ticket: # 7057062 - T-Mobile cell phone increase](#)

Date: 5/26/2024 4:55 PM

City/State/Zip: West Babylon, New York 11704

Company Complaining About: T-Mobile

Description

T mobile is increasing it's prices in violation of its price lock guarantee. That's what they offered when I signed up on 2019. A few months ago I chatted with support and they said my price would not go up.

Now they are increasing prices in violation of the price lock guarantee and the promise representative made a few months ago

When I started I got Netflix for free as part of my plan. Now they have downgraded to ads.

The T-Mobile Tuesday promotions are bad. And now they are increasing prices while offering horrible service.

Ticket: # 7057114 - T-Mobile raising prices after advertising claims they wouldn't

Date: 5/26/2024 5:47 PM

City/State/Zip: Everett, Washington 98208

Company Complaining About: T-Mobile

Description

We signed up with T-Mobile years ago after they advertised the ONE Plan Unlimited 55 plan with price lock for life. The price of this plan for 2 lines of phone service was \$60.00 after a 5 dollar discount on each line for auto pay. We were just notified by T-Mobile that they were going to be raising the cost of our plan by \$10.00 total per month. (\$5.00 per line) How does T-Mobile get away with raising the price after assuring us when we signed up, that this would never happen. We are retired seniors and every dollar counts. Please see the attached web page describing the plan that we signed up for and the mention of a price lock. Your attention to the matter is appreciated.

Ticket: # 7057136 - T-Mobile

Date: 5/26/2024 6:21 PM

City/State/Zip: Tucson, Arizona 85705

Company Complaining About: T-Mobile

Description

This is about my cell phone account. I have been with T-Mobile for years and stayed with them due to their guaranteed fixed rate. All the TV commercials said one set price for life and it will never go up. I received a text from T-Mobile saying there is a \$5 increase so I called them and get B.S. because of inflation. I asked for the corporate phone number but was told to write to a PO box number; what cowards. It is OK if T-Mobile increases prices but do it on all new customers not the customers with a guaranteed price lock. The TV commercials etc. are verbal agreements/contract which they breached. \$5 may not be so much but if they get away with it now then it will happen again. T-Mobile are liars who violated their own commitment. If they get away with this then after all the years in which I have been with them will be the last. This also goes for my T-Mobile home internet. I will not do bussiness with liars.

[Ticket: # 7057179 - False advertising by T-Mobile with recent price increase](#)

Date: 5/26/2024 7:19 PM

City/State/Zip: Portland, Oregon 97206

Company Complaining About: T-Mobile

Description

My family subscribed to T-Mobile for two cell phone lines in November 2014, under a T-Mobile "ONE" plan. We have maintained these post-paid lines ever since then and have been in good standing with the company. When we enrolled in these lines, we were ensured that our service came with a "Price Lock" that would ensure the monthly price of our plans would never increase unless we intentionally chose a more premium plan or paid add-ons.

In January 2017, T-Mobile reaffirmed in a public press release that those on a ONE plan would never see a price increase without customers intimating a change. This announcement is still visible on the T-Mobile press room at this link: <https://www.t-mobile.com/news/press/un-carrier-next> and the exact messaging is included below:

"Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

This week, on May 22, we received a text message directly from T-Mobile that stated "For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting one 06/05/24, your rate plan(s) will increase by \$5 per line per month."

This price increase is in direct conflict with the promise of our earlier "Price Lock" guarantee, and at this rate will cost our family an additional \$120 per year for the same plan that we've had for nearly 10 years. We made no changes to our plan, and T-Mobile has now decided that they are going to renege on this promise.

I strongly urge the FCC to hold T-Mobile accountable for the commitments they have made to existing customers, and take action to prevent these price increases. Thank you.

Ticket: # 7057185 - T-Mobile Price Increases on “Price Locked” Users

Date: 5/26/2024 7:25 PM

City/State/Zip: Seattle, Washington 98122

Company Complaining About: T-Mobile

Description

T-Mobile is raising prices on customers who were told that their prices would be “locked” to their current rates. Many made decisions to switch to T-Mobile based on these promises. However, they are now choosing to raise prices on specifically these people. This is unjust and is a clear bait-and-switch. As recently as 2022 they were talking about how price lock would prevent their prices from going up. Blog post here: <https://www.t-mobile.com/news/un-carrier/t-mobile-helps-americans-tackle-inflation>

[Ticket: # 7057231 - T-Mobile increase rate on price lock for life cell plan](#)

Date: 5/26/2024 8:32 PM

City/State/Zip: New York, New York 10022

Company Complaining About: T-Mobile

Description

I have a plan offered to folks 55+ with two lines for \$70/month with auto pay link to a checking account with a guaranteed rate lock for life. Now they have increased the cost by \$5 a line to \$80/month for our two lines.

My number is the main number on the account. I can provide the second number if needed.

[Ticket: # 7057276 - False advertisement](#)

Date: 5/26/2024 9:14 PM

City/State/Zip: Stuart, Florida 34997

Company Complaining About: T-Mobile

Description

T-Mobile promised me a price lock guarantee on my senior 55+ phone plan! Last week they sent a text they were going up \$10 a month in 2weeks! This is fraud!

[Ticket: # 7057331 - T-Mobile not honoring price lock guarantee](#)

Date: 5/26/2024 10:41 PM

City/State/Zip: Schererville, Indiana 46375

Company Complaining About: T-Mobile

Description

I signed with T-Mobile for the magenta 55 plan a seniors phone plan. I was told my price was locked in for life. Now two years later they are raising rates \$5 per line. They should be forced to honor their guarantee. Basically a 15% increase.

[Ticket: # 7057351 - Phone](#)

Date: 5/26/2024 11:22 PM

City/State/Zip: Everett, Washington 98204

Company Complaining About: T-Mobile

Description

Five years ago my husband and I switched our cellular service to T-Mobile because they were offering 2 lines for \$60 for ages 55+ with a price guarantee that the rates would not go up as long as we kept the plan. This last week we received a notification that our rate would now be \$70.

Ticket: # 7057355 - Tmobile raising prices on a guaranteed price locked plan

Date: 5/26/2024 11:26 PM

City/State/Zip: Frankfort, Illinois 60423

Company Complaining About: T-Mobile

Description

Thanks for taking the time to look into this. I signed up with TMobile for their TMobile ONE plan. This plan entailed a price lock guarantee that they would not raise my rates. Wednesday, I received a text message that they will be raising my rates starting next month.

<https://www.t-mobile.com/news/press/un-carrier-next>

That is the press release for the plan in question.

[Ticket: # 7057431 - T-Mobile raising prices on grandfathered plans despite a price guarantee.](#)

Date: 5/27/2024 1:56 AM

City/State/Zip: Columbus, Ohio 43211

Company Complaining About: T-Mobile

Description

T-mobile announced they are increasing prices by \$2 to \$5 per line including grandfathered plans. This is awful considering we had a "price lock guarantee" and this will simply make many, me included unable to afford the plan. It's the same plan I already have just more expensive. We as a people are getting ripped off from the sprint merger.

Ticket: # 7057503 - T-Mobile price increase

Date: 5/27/2024 6:47 AM

City/State/Zip: Dunmore, Pennsylvania 18512

Company Complaining About: T-Mobile

Description

I signed up with T-Mobile several years ago under the 55 plus plan which promised a price lock for the life of my account with them at \$30 per line. Most recently I got notice of a price increase and when I spoke with them both in phone and thru chat they said and I quote" Yes we promised no price increase however if we do that and it causes you to want to leave we will pay your last months bill". How can a company make a promise like that and then just change their minds just to get more money not caring about what they promised in writing. This can not be legal and I like millions of others were misled and lied to

[Ticket: # 7057629 - T-Mobile price lock guarantee](#)

Date: 5/27/2024 10:53 AM

City/State/Zip: Elizabeth, New Jersey 07208

Company Complaining About: T-Mobile

Description

Signed up for T-Mobile's One Plus plan - 2 lines for \$100 (taxes & fees included) on June 26, 2017 - because of the explicit guarantee that the price would never go up UNLESS I was the one to initiate the process. Now, they are implementing a surcharge of some sort and increasing the price of my "price lock guaranteed" plan.

Attached is a screen recording of the actual press release that can still be found on T-Mobile's website.

Ticket: # 7057701 - Tmobile violating their fixed price guarantee

Date: 5/27/2024 11:49 AM

City/State/Zip: Gilbert, Arizona 85297

Company Complaining About: T-Mobile

Description

Tmobile claimed that their service price would remain fixed, as advertised in the link below. They sent me a text on 5/22/2024 that my Magenta plan rate will increase by \$5 per line starting on 6/5/2024. They are obviously violating their own advertising that rates cannot be increased.

<https://www.t-mobile.com/news/press/un-carrier-next>

Refer to paragraph:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

[Ticket: # 7057713 - T-Mobile rate hike on price-lock customers](#)

Date: 5/27/2024 12:02 PM

City/State/Zip: Eagle Mountain, Utah 84005

Company Complaining About: T-Mobile

Description

T-Mobile is sending out notifications to old existing customers about raising their phone plan rates by \$5 per line, starting June 5 2024. This is in opposition to the promise they make to customers when signing up for phone service. T-Mobile promises that the advertised phone plans are price locked. They to announce that prices are guaranteed for the life of the phone plan, but T-Mobile is charging the prices of customer's phone plans without their consent which is a breach of contract.

[Ticket: # 7057959 - T Mobile over 55 price guarantee not to go up for life as long as you keep your plan](#)

Date: 5/27/2024 2:35 PM

City/State/Zip: Shoreline, Washington 98177

Company Complaining About: T-Mobile

Description

We switched to T Mobile in December 2017 from Verizon because they were advertising a over 55 plan 2 lines for \$60.00 including taxes and fees if you signed up for automatic payment on your credit card for as long as you kept the plan. We signed a contract T Mobile ONE Unlimited 55, we were verbally told the price would never go up and they were advertising this to the public during our signing and long after. This year they notified us that they would charge a \$1.00 fee if you paid with a credit card and zero if you signed up for checking account withdrawal (that was fine with us) They notified us 5/22/24 that they were raising the rates \$5.00 a line or \$10.00 for us with no guarantee that it won't go up again and changed our contract to a "UN contract" They want to do away with certain old plans and make you switch to 2 lines for \$60.00 plus taxes & fees or 2 lines for \$110.00 including taxes and fees, they claim these are the new guaranteed for life options. For us taxes and fees are well above \$10.00 monthly. My complaint is they were doing false advertising at the time and did not honor their word. Our contract does not say "for life guarantee" but they said it was and advertised this plan long after. I guess live and learn

[Ticket: # 7058056 - T-Mobile raising price despite price-lock guarantee](#)

Date: 5/27/2024 3:26 PM

City/State/Zip: Tucson, Arizona 85718

Company Complaining About: T-Mobile

Description

My contract with T-Mobile has a price lock guarantee.

But they are going to raise the price \$5/line per month anyway!

I haven't contacted the company but the online forums are full of people who have. It does not seem to be worth my time to be on hold for hours for nothing.

Ticket: # 7058252 - T-Mobile Rate Increase

Date: 5/27/2024 5:39 PM

City/State/Zip: Mesa, Arizona 85121

Company Complaining About: T-Mobile

Description

T-Mobile recently announced a rate increase for most devices on most plans. This violates their price lock guarantee on most plans. We have 3 lines that are supposed to be price locked and will see a \$15 increase per month.

Ticket: # 7058275 - T-Mobile ONE plan rate increase

Date: 5/27/2024 6:02 PM

City/State/Zip: North Bergen, New Jersey 07047

Company Complaining About: T-Mobile

Description

Let me preface this letter with the following- I'm not sure if this qualifies as a "Cramming" complaint or if it should be considered a "Billing" complaint but it's related to surprise charges being introduced by the carrier itself. I switched to T-Mobile's ONE plan several years ago during the launch window. Their press release is still here <https://www.t-mobile.com/news/press/un-carrier-next> They famously stated "Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay". I have been on the plan ever since. I received a text message out of the blue 5 days ago (May 22, 2024) stating that they'd be raising the price of my plan by \$5 / line / month within 2 weeks (we have 6 lines on our family plan, so this may cost us as much as \$30 extra per month). More info here <https://sms.t-mobile.com/djGPw8Qe> I contacted their support team and they confirmed that my price will be going up. When I pointed out that their ONE plan marketing said they'd never raise rates on their customers they told me the only way I could plead my case was to send a PHYSICAL letter in the mail to their corporate office in New Mexico. I'm sure it'll take more than 2 weeks for them to reply. I have heard in forum posts on Reddit and elsewhere that I'm far from the only one affected in this way and I think it warrants investigation. It doesn't seem legal, and it's certainly not ethical.

[Ticket: # 7058319 - T-Mobile Price Lock Guarantee Not Being Guaranteed.](#)

Date: 5/27/2024 6:53 PM

City/State/Zip: Jersey City, New Jersey 07306

Company Complaining About: T-Mobile

Description

I was recently notified of a price increase to my T-Mobile plan by \$5 per line. When I first signed service with T-Mobile they had a Price Lock Guarantee for Life on that price per month. They have since modified the price lock guarantee and are raising my prices.

Ticket: # 7058365 - T-Mobile increased rates on a lifetime price locked plan.

Date: 5/27/2024 7:35 PM

City/State/Zip: Fairborn, Ohio 45324

Company Complaining About: T-Mobile

Description

My family and I have been on a Military cellphone plan for years with T-Mobile. We were guaranteed a price lock on our plan for life. T-Mobile notified us they would be increasing our plan by \$5 per line (\$20 per month) in 2 weeks. When I reached out to them they stated that older plans are being increased because they haven't increased the price in a decade. That would be fine if we hadn't entered into a contract with a lifetime price lock. This new price increase seems dishonest and a breach of contract

Ticket: # 7058384 - T-Mobil raising cost of cell bill when price locked to never go up

Date: 5/27/2024 7:44 PM

City/State/Zip: N Syracuse, New York 13212

Company Complaining About: T-Mobile

Description

When we purchased our cell plans from T-Mobil in 2019 we saw an add that said 55years old plus plan for \$35. Per line unlimited no additional fees or taxes and the plan will never go up as long as we have it. Went to the T-Mobil store and salesman said the same thing. We bought two new phones and have paid \$70. A month for 2 lines since.

Then received a text last May 22nd, 2024 our rate plan will increase by \$5. Per line to \$10 total increase to \$80. Per month starting 6/5/2024. Not only did I call to complain but they said doesn't matter everyone is going up regardless. For one, they gave only 2 week notice to increase price and are breaking our original deal along with millions of others.

Ticket: # 7058579 - Price lock broken

Date: 5/27/2024 10:41 PM

City/State/Zip: Peoria, Arizona 85382

Company Complaining About: T-Mobile

Description

Complaint:

I am filing a complaint against T-Mobile for not honoring their Magenta Max 55 Plus plan pricing and the associated Price Lock guarantee. I was sold this plan for three phones at \$150 per month. Last week, T-Mobile raised my rate by \$15 per month, despite their promise that my plan price would not increase.

The T-Mobile Price Lock guarantee, as advertised on their website and in various reviews, states that customers' bills will not increase unexpectedly. I believe this change is in violation of their commitment.

Thank you for addressing this issue.

Ticket: # 7058607 - T-Mobile Violated Price Lock Guarantee with FCC

Date: 5/27/2024 11:10 PM

City/State/Zip: Nashville, Tennessee 37209

Company Complaining About: T-Mobile

Description

When T-Mobile merged with Sprint they promised the FTC not to raise prices and that allowed the merger to go through. When I started my plan in 2021, I was promised T-Mobile's price lock guarantee. I was told they couldn't raise my rates and that's exactly what they did two weeks ago: I received a text that my rate is going up \$5/month.

T-Mobile is disturbing the free market and breaking their own promise with FTC and their customers.

Ticket: # 7058670 - Billing rates

Date: 5/28/2024 1:25 AM

City/State/Zip: Florence, Alabama 35633

Company Complaining About: T-Mobile

Description

I signed on with T-Mobile in February 2022 for the Magenta 55+ Max plan with a price lock guarantee for as long as I had the line and paid in good standing which has been the case since the bill is paid set up via auto-pay, which give me additional discounts. I received a text on May 22, 2024 stating they were going to raise the price of my plan \$5/line beginning June 4, 2024. They already took away my Netflix without ads and changed it to Netflix with ads and also sent a text I would now get Hulu with my plan since changing it to Netflix with ads but they never honored that text they sent me stating that. They have done nothing but lied for the past year and constantly increase the bill despite signing up with a "price lock guarantee for life". They now deny this "price lock guarantee" was ever a thing. When you call to speak with anyone at T-Mobile now you are routed directly to their call center in the Philippines and they state there is no one else to talk to. I have requested on 5 different occasions in the past several months to have someone in customer resolution call me but that has never happened and customer service is simply gone. I can make 5 calls with the same problem and you will get 5 different answers. The only consistent thing is that you will not get any help, just excuses and lies. They don't care, they want you to cancel your service so they can sign on new victims at higher rates. This is all a bait and switch and T-Mobile is definitely engaging in deceptive business practices. They have no shame.

[Ticket: # 7058693 - T-Mobile breach of Price Lock contract](#)

Date: 5/28/2024 2:11 AM

City/State/Zip: Phoenix, Arizona 85044

Company Complaining About: T-Mobile

Description

T-Mobile sold us their Magenta plan with a lifetime price lock guarantee, only to increase price per line by \$5. That is a \$240+taxes+fees a year increase for a 4 line plan. T-Mobile is taking advantage of us 20+ year loyal customers.

Ticket: # 7058867 - T Mobile Price Lock

Date: 5/28/2024 9:20 AM

City/State/Zip: Okatie, South Carolina 29909

Company Complaining About: T-Mobile

Description

T Mobile promised a "price lock" as long as we had our Magenta 55+. They have now announced that there is no price lock and that prices are being raised about 15%. Today they announced that they will be buying part of US Cellular. If they cannot be believed in what they advertised to consumers before, they should not be permitted to acquire additional cellular operations. I believe that there existed a "contract" between the customer and T Mobile. T Mobile has unilaterally broken that contract and this should not be allowed.

[Ticket: # 7059228 - T-Mobile breaking previous "no contract change or price increase" promises](#)

Date: 5/28/2024 11:40 AM

City/State/Zip: Elk Grove Village, Illinois 60007

Company Complaining About: T-Mobile

Description

I've had a contract with T-Mobile for my mobile cellular service for over 18 years in a row. On 5/18/24, I added a new watch line to my account, which pays off the watch as long as I keep the line open for 2 years. On 5/22/24, I received a text from T-Mobile stating that my plans will increase in price by \$5/voice line and \$2/device line, which constitutes a 40% increase on the watch line that I just signed up for days prior, in addition to the price increases across my other devices.

Throughout the last several years, T-Mobile has issued myriad marketing statements about price lock guarantees, and no increases to prices, but then just days after I lock myself into another device in their ecosystem, they increase the prices with no recourse other than leaving.

On 5/28/24, I called T-Mobile and expressed my frustration, but they said that this is a mandate from corporate and there is nothing they can do.

Ticket: # 7059393 - T-Mobile Raising Rate Plan Despite Promise Not To

Date: 5/28/2024 12:25 PM

City/State/Zip: Boulder, Colorado 80303

Company Complaining About: T-Mobile

Description

I am filing this complaint against T-Mobile for violating the terms of their "UN-contract guarantee" as advertised on their website (

<https://www.t-mobile.com/news/press/un-carrier-next>).

I am currently subscribed to a T-Mobile ONE plan with four paid lines. When I signed up for this plan, T-Mobile's "UN-contract" explicitly stated:

"With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Despite this guarantee, T-Mobile has recently notified me of a \$5 price increase per line, per month (\$20 dollars total on the account). When I contacted T-Mobile customer service, they refused to honor their "UN-contract" promise.

This unilateral price increase is especially concerning as I am still making installment payments on phones purchased under the original agreement. The terms of that agreement clearly state that service must be maintained to keep the promotional pricing. I understood that the "UN-contract" guarantee was an additional layer of protection against price hikes.

I request that the FCC investigate this matter and compel T-Mobile to honor the original terms of my contract, including the "UN-contract" guarantee.

[Ticket: # 7059431 - T-Mobile raising rates after promising not to do so](#)

Date: 5/28/2024 12:35 PM

City/State/Zip: Medina, Ohio 44256

Company Complaining About: T-Mobile

Description

I have been with T-Mobile for years. I switched because of the "Un carrier promise" which promised to not raise rates. They also introduced "Price Lock" in May of 2022 explaining the same thing. Now they are forcing a \$5/line increase on me in June without any option to avoid it. This is a clear violation of the advertised policy and should be reversed.

Ticket: # 7059472 - T-mobile breaking contracted terms

Date: 5/28/2024 12:44 PM

City/State/Zip: Danville, California 94526

Company Complaining About: T-Mobile

Description

I signed up with T-mobile's ONE plan in 2017 with 3 lines. At the time I signed up T-mobile provided a price lock guarantee stating "we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or if no specific period applies, for as long as you continuously remain a customer in good standing". Their announcement (<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next> or <https://www.t-mobile.com/news/press/un-carrier-next>) states "Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

I've been a customer in good standing on their post-paid plan for 8 years. But I was just notified that they will now be increasing my rate by \$15/month (\$5/line) despite the price lock agreement. They are simply ignoring the agreement we entered into!

[Ticket: # 7059587 - T-Mobile Rate Increase on Price Locked Plan](#)

Date: 5/28/2024 1:14 PM

City/State/Zip: Baton Rouge, Louisiana 70809

Company Complaining About: T-Mobile

Description

T-Mobile texted to inform me my monthly billing rate will increase \$5/month per line. Our mobile phone plan is the T-Mobile Magenta 55+ plan. When we initiated the Magenta 55+ plan, it included a price lock guarantee by T-Mobile that the rate would never increase.

Ticket: # 7059664 - T-Mobile Magenta Price Lock Violation

Date: 5/28/2024 1:31 PM

City/State/Zip: Eastsound, Washington 98245

Company Complaining About: T-Mobile

Description

I purchased a T-Mobile Magenta 55+ plan in September of 2020. It had a price lock guarantee which was part of the attraction. Last week I was informed that I would see a 25% increase in price on each line (5) which violates the original guarantee. I've been told that T-Mobile has deleted any references to the price lock promise on their website but there are plenty of us who know it was there. I have called T-Mobile client services and they say there is nothing they can do about it even if there was a price lock when sold, there isn't now.

Ticket: # 7059749 - T-Mobile Billing Increase

Date: 5/28/2024 1:53 PM

City/State/Zip: Bedford, New Hampshire 03110

Company Complaining About: T-Mobile

Description

My wife and I have been Sprint/T-Mobile customers since 2000. During that time we have been very satisfied with our service. When T-Mobile bought Sprint, we signed up for the Magenta Max 55+ service plan. The plan was \$100 for two lines with a \$5 discount to have payment drawn from our bank account for a total bill each month of \$90. The main reason we decided to stay with T-Mobile was our 20+ years with the company and the PROMISE that the rate WOULD NOT be raised for life. This was a Price Lock guarantee. We were recently informed that our two lines would have a price increase of \$5 per line so the net increase is from \$90 to \$100 per month or \$120 per year.

It seems to me that the increase is a breach of contract and should be rescinded. I hope you see fit to investigate this breach of contract and bait and switch, since customer service tries to get customers to change plans. Doing so negates the previous agreement of Price Lock which also seems unethical. Seniors on fixed incomes were counting on the guarantee to help stabilize yearly expenses. Thank you for your consideration.

Ticket: # 7059854 - T-mobile "price lock" rate raises

Date: 5/28/2024 2:21 PM

City/State/Zip: Phoenix, Arizona 85048

Company Complaining About: T-Mobile

Description

I originally signed up for T-Mobile because I was advertised price locking with no billing changes for the life of my plan(that t-mobile will never change or increase in cost), that they've been advertising since 2015. Just recently t-mobile came out and said they were increasing plans due to inflation, and even force migrated people off those old plans to force them onto newer more expensive plans, all while still changing the rate cost of those plans they said were "price locked" as a consumer, I feel taken advantage of, as if I would have known t-mobile could just go back on their word advertising price lock when they can just change prices, I would have never signed up. It's a classic bait and switch, and I don't know how this is not illegal

[Ticket: # 7059863 - T Mobile price change for price guaranteed for life plans](#)

Date: 5/28/2024 2:23 PM

City/State/Zip: Seattle, Washington 98103

Company Complaining About: T-Mobile

Description

6 years ago my wife and I signed up for T-Mobile Magenta plan for people 55 and up with the price guaranteed for life at \$35 per plan per month. We just received notice that our price is going to increase by 2\$ a month each in June. I called T-Mobile and they said I could switch to a plan that would only cost 30\$ per month and is not price locked. Ultimately this seems like a "bait and switch" arrangement. Is this something you can look into and on which action could be taken?

[Ticket: # 7059899 - T Mobile not Honoring Senior 55+ Price lock](#)

Date: 5/28/2024 2:32 PM

City/State/Zip: Boise, Idaho 83713

Company Complaining About: T-Mobile

Description

T Mobile decided to raise everyone's monthly service fees, including the Seniors who signed up for the Magenta 55+ plan, for people 55 and older. One of the main selling points was that your price is guaranteed price locked for life. Fourteen months in and they are raising the price. They are not honoring the contract or what is on their website still.

Ticket: # 7059938 - Billing hike price

Date: 5/28/2024 2:39 PM

City/State/Zip: Lawrence, Kansas 66044

Company Complaining About: T-Mobile

Description

I got text notice on my cell (b) (6) of price hike 05 22 2024 going up \$5.00 per line on 06 05 2024 from t -mobile. My plan magenta 55+ is guaranteed 4 life on price lock. Why is it going up?

[Ticket: # 7059946 - T-Mobile raising prices on a 55+ plan](#)

Date: 5/28/2024 2:40 PM

City/State/Zip: Gallatin, Tennessee 37066-4349

Company Complaining About: T-Mobile

Description

When I signed up for this T-Mobile 55+ plan, I was assured it was a "price lock" guarantee plan with no taxes or fees. Now they are raising their prices. It's not fair to seniors on a fixed income.

Ticket: # 7060145 - Price Lock Guarantee is not being honored

Date: 5/28/2024 3:37 PM

City/State/Zip: Fargo, North Dakota 58103

Company Complaining About: T-Mobile

Description

I have used t-mobil cell phone service for years because I was guaranteed there would never be a price increase - a Price Lock of Life was the deal. I could have switched plans for better deals at various times, but didn't because I liked the fact that I didn't ever have to be concerned with a price increase. Their price lock guarantee was the main reason I chose them as my cell service provider and stayed with them. T-mobil is telling me they are increasing the price on my plan in spite of the price lock. Can they legally do this?

Ticket: # 7060175 - T-mobile breaking contracted terms

Date: 5/28/2024 3:45 PM

City/State/Zip: Danville, California 94526

Company Complaining About: T-Mobile

Description

I signed up with T-mobile's ONE plan in 2017 with 3 lines. At the time I signed up T-mobile provided a price lock guarantee stating "we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or if no specific period applies, for as long as you continuously remain a customer in good standing". Their announcement (<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next> or <https://www.t-mobile.com/news/press/un-carrier-next>) states "Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

I've been a customer in good standing on their post-paid plan for 8 years. But I was just notified that they will now be increasing my rate by \$15/month (\$5/line) despite the price lock agreement. They are simply ignoring the agreement we entered into!

Ticket: # 7060457 - Billing - T-Mobile

Date: 5/28/2024 4:56 PM

City/State/Zip: Boyertown, Pennsylvania 19512

Company Complaining About: T-Mobile

Description

We left AT&T because of increased rates, T-Mobile advertised a 55+ plan, Price lock guarantee for Life. Recently they said they are raising our rate \$5 per line, we have 2 lines, so \$10 a month. Representative said there is nothing they can do. Asked to be grandfathered in since this was our original plan, they said nothing can be done. Now my bill is \$79.54, would be \$89.54 but if we have auto payment they give a \$10 discount. As seniors we are trying to watch our bills as we do not receive increases in our monthly income, as these big companies do and their share holders. All bills keep going up but with the cost of living it is really difficult to balance a budget.

Ticket: # 7060677 - Price lock on legacy T Mobile account

Date: 5/28/2024 6:10 PM

City/State/Zip: Olympia, Washington 98506

Company Complaining About: T-Mobile

Description

I am a VERY long-term customer with T Mobile. When I signed with T Mobile, I was told my monthly service fee would not increase for the life of the account. On May 22, 2024, I received a text from T Mobile saying my monthly fee would increase by \$5,00. I expect T Mobile to honor its original price lock offer.

Sincerely,

(b) (6)

[Ticket: # 7060679 - T Mobile not honoring price lock guarantee](#)

Date: 5/28/2024 6:11 PM

City/State/Zip: Lagrange, Ohio 44050

Company Complaining About: T-Mobile

Description

Switched cell phone service to T Mobile with Mag 55 plus contract that guaranteed a monthly price lock for life of \$70 for two lines. Was informed in May of 2024 the price is increasing \$10 per month totaling \$80. This is a violation of the contract put into effect in 2019.

Ticket: # 7060702 - Price lock on legacy T Mobile account

Date: 5/28/2024 6:18 PM

City/State/Zip: Olympia, Washington 98506

Company Complaining About: T-Mobile

Description

I am a long-term T Mobile customer. I was told and it has been repeated over the years that my monthly service fee would not increase, I had a 'price lock.' On May 24, 2024, I received a text from T Mobile that my monthly fee would increase by \$5.00. They refused to address the price lock issue.

I want T Mobile to honor their initial offer of not increasing my monthly fee.

Sincerely,

(b) (6)

(b) (6)

Ticket: # 7060723 - T-Mobile Lifetime Price Lock Guarantee

Date: 5/28/2024 6:25 PM

City/State/Zip: Bluffton, South Carolina 29910

Company Complaining About: T-Mobile

Description

May 28, 2024 . . . I was sold the T-Mobile Magenta 55+ Price Lock for life plan some years back. I signed up because it sounded like a great deal not having to worry about rate increases on our low monthly fixed income. T-Mobile used bait and switch tactics, or so it appears, as T-Mobile is raising my monthly rate across all of our family phones. I plan to file a complaint with my South Carolina Attorney General, and I will also be emailing my representatives and local media to expose this company as a predator company using fraud tactics to sell their service. I have kept my part of the deal all these years, so should they.

Ticket: # 7060798 - T-Mobile Price Increase - Breach of implied contract.

Date: 5/28/2024 6:57 PM

City/State/Zip: Sauk Rapids, Minnesota 56379-4660

Company Complaining About: T-Mobile

Description

I subscribed to T-Mobile's One Plan Unlimited 55 cell phone plan 7 years ago. They advertised a rate of \$60 per month guaranteed for life including taxes and fees for two lines with automated payment. T-Mobile store personal specifically said our rate would not increase for life as long as we continued our service. Last week we received a text stating our rate was increasing to \$40 per line (\$80 total) starting our next billing period. We called T-Mobile and was told it was a price lock guarantee and our only option was to either pay the \$10 per month increase or cancel our service. If we cancelled our service, there is a possibility they would pay our last month's bill. Approximately 6 months ago my wife and I both upgraded our phones. If we cancel our service we were told we would still be liable to pay off the remaining bill credits of approximately \$1200.

Do not understand how T-Mobile can renege on their \$60 per month promise and arbitrarily raise our rates. Hoping the FCC has enough clout to protect the senior community against this action.

Ticket: # 7061036 - T-Mobile Senior citizen 55+ price increase on price locked plan

Date: 5/28/2024 8:50 PM

City/State/Zip: Washington Dc, District Of Columbia 20003

Company Complaining About: T-Mobile

Description

Tmobile issued out text messages after convincing my mother to switch plans and did not inform her that this was going to take place.. I have voice recordings and audio transcripts of them confirming that her bill shouldn't be anywhere above \$135 per month. they are now charging her 150 a month 12 days after switching. This is a predatory bait and switch and I'm requesting something be done, or else I will rally up a major class action lawsuit. My mother has worked as a law enforcement officer for the city of New York for 33 years and has given this country everything she has gotten, this is just an abuse of power against the American people and this impunity should be dealt with.

Ticket: # 7061046 - T-Mobile raised prices on a price-locked grandfathered rate plan

Date: 5/28/2024 9:01 PM

City/State/Zip: Gig Harbor, Washington 98335

Company Complaining About: T-Mobile

Description

I am a T-Mobile wireless customer. I am on an older grandfathered rate plan called "One"

When that plan was created in 2017 T-Mobile stated (via press release) the plan had a price lock guaranty. Press release is still live on their PR website. <https://www.t-mobile.com/news/press/un-carrier-next>

T-Mobile has now decided to break that contract and raise my prices \$5 per voice line, and \$2 per connected device. This is a clear violation of what they sold me.

[Ticket: # 7061067 - T-Mobile priceline deceptive practices](#)

Date: 5/28/2024 9:13 PM

City/State/Zip: Chattanooga, Tennessee 37415

Company Complaining About: T-Mobile

Description

I was told by employees and made to believe through t mobiles marketing campaigns that the price lock guarantee was indeed a priceline guarantee.

Ticket: # 7061235 - Tmobile raising rates

Date: 5/28/2024 11:14 PM

City/State/Zip: Howell, New Jersey 07731

Company Complaining About: T-Mobile

Description

I am writing to file a formal complaint against T-Mobile for its recent actions regarding the Magenta plan pricing. Despite advertising a price lock guarantee to customers, T-Mobile has unilaterally raised rates, directly contradicting their previous assurances.

As a consumer who relies on transparent and fair pricing practices, I find T-Mobile's behavior unacceptable and deceptive. This sudden increase in rates not only goes against the initial terms of service but also undermines the trust that customers like myself have placed in the company.

Moreover, this price hike comes at a time of economic uncertainty for many individuals and families. By reneging on their price lock guarantee, T-Mobile is imposing undue financial strain on its customers, myself included.

I urge the FCC to investigate this matter thoroughly and hold T-Mobile accountable for its breach of trust and violation of consumer rights. Consumers deserve transparency, fairness, and honesty from their service providers, and T-Mobile's actions have fallen short of these standards.

I request that the FCC take appropriate action to ensure that T-Mobile honors its price lock guarantee and refrains from engaging in such deceptive practices in the future. Thank you for your attention to this matter.

Ticket: # 7061313 - T-Mobile increase

Date: 5/29/2024 12:27 AM

City/State/Zip: Santa Fe, New Mexico 87508

Company Complaining About: T-Mobile

Description

I have a Magenta 55 plan with 2 lines and a price lock. I got a text saying each line will increase \$5. They will not honor their price lock.

Ticket: # 7061329 - T-Mobile renegeing on their Price Lock Guarantee Plans

Date: 5/29/2024 12:40 AM

City/State/Zip: Lafayette, Indiana 47905-8525

Company Complaining About: T-Mobile

Description

When I signed up for the T-Mobile Magenta Max 55+ Plan on November 8th 2022, I was told that T-Mobile would never raise the plan price for life. Last week T-Mobile sent me an email stating that they are raising the price on my plan by \$5 per line. This is a violation of their promise. And of course the web link which describes the details of this plan is no longer accessible on their website. I switched from my prior plan because of their promise to not raise rates. How can their blatant disregard for our CONTRACT be tolerated?

[Ticket: # 7061406 - T-Mobile Breaking Price Lock](#)

Date: 5/29/2024 3:36 AM

City/State/Zip: Springfield, Missouri 65804

Company Complaining About: T-Mobile

Description

T-Mobile for many different plans advertised that if you never change your plan then your price will be forever price locked. While it may not be a big jump, my plan has gone from being locked in at \$90 to \$95 without me making any changes. Furthermore, they have gone through their website and deleted price lock to cover the changes.

Ticket: # 7061573 - Price lock guarantee

Date: 5/29/2024 9:04 AM

City/State/Zip: Lizella, Georgia 31052

Company Complaining About: T-Mobile

Description

I have a T-Mobile account with price lock for life. Now T-Mobile is raising my rate. T-Mobile has changed the guarantee for customers enrolling this year, however at the time I opened the account the promise was my rate was locked in for life.

Ticket: # 7061735 - T-Mobile Increased Cell Phone Bill By 17% Yet I have a Price Lock/Guarantee

Date: 5/29/2024 10:14 AM

City/State/Zip: Clarksburg, Maryland 20871

Company Complaining About: T-Mobile

Description

In September 2017 I signed a price lock contract with T-Mobile for their T-Mobile One Unlimited 55 Plan and my account # is (b) (6) [REDACTED]. The plan is in my Mom's name (b) (6) [REDACTED] as we are on the plan together but it had to be in her name as I was not yet 55 years old then. We were ensured via the price lock the plan would never be increased as long as both phones continued to stay in both of our names which is the case. Last week I received a text with no details only saying some plans will increase next month. I called T-Mobile but they are not being forthcoming about this at all instead they indicated I'm saving alot of money by staying with them vs another carrier.

Ticket: # 7062392 - T Mobile rate increase

Date: 5/29/2024 1:14 PM

City/State/Zip: New Milford, New Jersey 07646

Company Complaining About: T-Mobile

Description

When I signed up for mobile phone service with T Mobile I was told that my 55+ plan would cost \$70/month and was guaranteed not to ever go up. I received notice that my plan would increase by \$10/month starting in June. \$10 may not be a lot to some people but it represents a 14% increase. T Mobile states that they have not raised the rate in 10 years but I have only had their service about 3 years. While T Mobile admits that I had a "price lock guarantee" the only recourse I have is to either pay the increase or I can drop their service and they will pay my last month's bill. Since starting service with anyone else will only cost more, that is not an option. I can understand having higher rates for new customers but it is totally unacceptable to raise rates on existing customers who were led to believe that their rates would NEVER change.

Ticket: # 7062443 - T-Mobile price guarantee not honored "Price Lock for Life"

Date: 5/29/2024 1:24 PM

City/State/Zip: Redondo Beach, California 90277

Company Complaining About: T-Mobile

Description

I am on a grandfathered 55+ plan and I was told it would be price locked unless I changed to another plan. First the \$5 discount on the plan for auto pay via credit card was no longer offered a couple years ago. Then are not saying that there is a \$5 hike in the plan.

I was promised by T-Mobile and Wireless Advocates My 55 plus plan would NOT change... Please assist. Thank you for your assistance!!

Ticket: # 7063717 - Unauthorized rate increases/t&c violation/incomplete records

Date: 5/29/2024 8:40 PM

City/State/Zip: Summerville, South Carolina 29485

Company Complaining About: T-Mobile

Description

T-Mobile has a price lock guarantee for grandfathered plans on a magenta 1.0 plan that is being voided and are unable to provide a contract with the original language that would authorize any increase as they do not keep records of contracts for more than 3 years.

Ticket: # 7063754 - T-Mobile Increase

Date: 5/29/2024 8:58 PM

City/State/Zip: Hudson, Wisconsin 54016

Company Complaining About: T-Mobile

Description

Hello,

I was recently notified by T-Mobile that my plan was receiving a \$5/line increase despite signing up for a "price lock" when I signed up for the plan. I was told, and the plan reads, that my price will not increase so long as I do not change plans. I haven't changed plans or added lines and I am still receiving the price increase.

Ticket: # 7063781 - T-Mobile breaking promise of never changing basic rate forever

Date: 5/29/2024 9:26 PM

City/State/Zip: Studio City, California 91604

Company Complaining About: T-Mobile

Description

T-Mobile's reps verbally promised us repeatedly for years that our basic rate would NEVER be increased. Suddenly they sent us a text saying the rate would be increased, and claimed that their so called price guarantee meant we could cancel in the event of a rate increase and get any additional amount paid refunded. I texted and called the company at length regarding this. They acknowledged that the reps had told us this, ("that the rate will never change") and apologized profusely. However, they are not keeping the promises that were made, saying that if they allow me to keep my rate it would set a precedent that would allow others to follow me. In any event, this is 100% deceptive business practice. I was clearly told things like "the rate will NEVER change as long as you keep your current plan" . I'm guessing that this was repeated to me in various ways at least 20 times during phone calls over a roughly 10-year period.

[Ticket: # 7064070 - T-Mobile rate increase](#)

Date: 5/30/2024 7:34 AM

City/State/Zip: Moyock, North Carolina 27958-9103

Company Complaining About: T-Mobile

Description

We are on the price lock Magenta Max 55+ plan. They are raising rates anyway. This is fraud. Please get involved and especially don't let them buy US Cellular while they are defrauding millions.

[Ticket: # 7064474 - Tmobile breaking Price lock guarentee](#)

Date: 5/30/2024 11:14 AM

City/State/Zip: Gloversville, New York 12078

Company Complaining About: T-Mobile

Description

When I signed up for Tmobile I was in a price lock guarantee and now they are raising my rates. Not only are my rates going up I am not offered all the services I was offered when I signed up. I no longer have access to AT&T data like when I signed up. I feel both of these are a breach of contract. They should not be changing prices on people already in a contract.

[Ticket: # 7064549 - T-Mobile price increase](#)

Date: 5/30/2024 11:37 AM

City/State/Zip: Middletown, New Jersey 07748

Company Complaining About: T-Mobile

Description

I am on a legacy plan with T-Mobile from 2017 where it was advertised a price lock guarantee with no rate increase (2 lines for \$100). They just contacted saying that rates are increasing to \$110 per month because of inflation.

Ticket: # 7064820 - T-Mobile breaching contract and increasing prices

Date: 5/30/2024 12:34 PM

City/State/Zip: New Haven, Connecticut 06511

Company Complaining About: T-Mobile

Description

Hi!

I am a customer of T-Mobile. I have 2 lines under the ONE Plan All In Promo plan. When T-Mobile sold me this plan it was advertised as having a price lock guarantee meaning the price would never change.

A few days ago T-Mobile has decided to change the price and renege on their Price Lock guarantee which I think violates the contract that I signed up with them. This is happening to thousands (maybe tens of thousands) of customers like me who have been on a old plan with T-Mobile.

My rates have gone from \$50 per line to \$55 per line (after accounting for autopay discounts) despite, to the best of my knowledge, my plan having the price lock guarantee!

I would request the FCC to investigate the issue and penalize T-Mobile if found in breach of contract/false advertising.

Thank you!

Their advertising: <https://www.t-mobile.com/news/press/un-carrier-next>

archived page: <https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

Please see attached screenshots.

[Ticket: # 7065688 - T-Mobile breaking agreement](#)

Date: 5/30/2024 4:27 PM

City/State/Zip: Ephraim, Utah 84627

Company Complaining About: T-Mobile

Description

I have been with T-mobile for over 6 years. I signed up with a senior plan for 55 and older. The agreement was that our price would NEVER change as long as we stayed on the same plan. They have tried several times to get me to change plans but I've stayed with lesser service just so I could keep the promised price guarantee. NOW they are raising the price. Can anything be done for this deception? I see online many seniors have been affected. I'm including my phone number below but I have 3 lines affected. Thanks

Ticket: # 7065970 - T-Mobile Tuesday Perk

Date: 5/30/2024 6:13 PM

City/State/Zip: Brooklyn, New York 11216

Company Complaining About: T-Mobile

Description

Ever since T-MOBILE switched their T-Mobile Tuesday app to T-Life. The Home Internet lost it's access to T-Mobile Tuesday. I contacted T-Mobile and they informed me that they now only offer it to the voice lines when the Home Internet is included or Home Internet only plan.

I informed them that the website doesn't state that all three plans have T-Mobile Tuesday but doesn't specify any restrictions. I informed them the full terms also doesn't mention anything about restrictions to the T-Mobile Tuesday. So it's a feature supposed to be in my plan but no longer available unless I move the Home Internet to its own account without the mobile lines.

Lastly, T-Mobile texted us saying they are now increasing all lines from \$2 - \$5 a line without any added features and against Price Locks.

Ticket: # 7066031 - Tmobile one plan price increase

Date: 5/30/2024 6:42 PM

City/State/Zip: Bedford, Texas 76022

Company Complaining About: T-Mobile

Description

Here's the included language from the original Price Lock Announcement, back in 2017 (below) now prices are going up. This is after they already added five dollars per line to use autopay.

Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

[Ticket: # 7066052 - T Mobile is renegeing on its price lock guarantee for my family on the T-Mobile ONE Unlimited 55 plan](#)

Date: 5/30/2024 6:48 PM

City/State/Zip: San Diego, California 92131

Company Complaining About: T-Mobile

Description

My wife and I moved to T-Mobile in December 2017 for the flat \$30/month (all inclusive) rate that we were explicitly told "will never go up". We have kept the same plan since then and have always paid our bills on time. But, now T-Mobile gave us less than 2 weeks notice that our price is going up from \$30/line/month to \$35/line/month in complete violation and ignorance of their very clearly stated policy on the price lock. This is a breach of contract and many seniors like us are being hit with this increase with T-Mobile hoping we won't complain.

Ticket: # 7066107 - T-Mobile

Date: 5/30/2024 7:15 PM

City/State/Zip: Orem, Utah 84058

Company Complaining About: T-Mobile

Description

I'm sure by now you've had many complaints about T-Mobile. Thank you for reading another. We are another customer that is subject to the increase on grandfathered/price lock plans. It's actually quite discouraging as we are already struggling to pay for our phone bill. My husband is a Disabled Veteran. I am his caregiver. We live on an incredibly fixed income. We signed up for the Magenta Military plan years ago. I would love to switch to a different provider, but we just bought phones with T-Mobile in Nov on an EIP promo for 24 months. We feel trapped and discouraged. This increase is hurting us and is also unethical. We were price locked in our grandfathered plan and now we've been informed that it will go up \$5 per line. Please help

Ticket: # 7066723 - T Mobile Price Hike For seniors

Date: 5/31/2024 7:30 AM

City/State/Zip: Hilton Head Island, South Carolina 29926

Company Complaining About: T-Mobile

Description

My husband and I signed up for T Mobile Over 55 Price Guaranteed for Life program a decade ago. We are excellent customers. We have not taken advantage of other phone carriers offers because we were guaranteed by T Mobile that our cost would not go up. This program was advertised everywhere - in print, on TV, etc. We were notified on May 22, 2024 that T Mobile was hiking our cost \$5 per line. We are 80 years old and this is a very large price increase for us. If there is a class action suit started we will definitely join it. This is a definite bait and switch situation and T Mobile should be made to live up to its guarantees.

Ticket: # 7067379 - Tmobile Rate Increase

Date: 5/31/2024 12:17 PM

City/State/Zip: Seattle, Washington 98118

Company Complaining About: T-Mobile

Description

T-Mobile sent me a vague text informing me of a \$5/line increase.

I have several issues with this such as no specific information about what lines are impacted, including lines that were guaranteed to be free of charge. Customer service reps are unable to tell me what my new bill will be, which seems to break some forms of customer promise - how can I be in an unknown contract state with an unknown pricing commitment?

Most of all this breaks with T-Mobile promises when I started my account, this was called price lock, announced in 2017 (quoting):

"Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

This is clearly breaking that promise. If nothing else this is a simple truth in advertising case. T-Mobile may have made a promise they want to change later, but no amount of footnotes can adjust their topline promise which was crystal clear.

Ticket: # 7067477 - Fraudulent price increase

Date: 5/31/2024 12:34 PM

City/State/Zip: San Francisco, California 94134-3376

Company Complaining About: T-Mobile

Description

I opened account (b) (6) in October 2012 with T-mobile and was guaranteed that my account would never go up in price as long as I was a customer. On May 22, 2024 I received a text from T-Mobile informing me that my rate would increase by \$15.00 a month on June 22, 2024.

I spoke with Janette at T-Mobile on May 31st, 2024 and asked why my account price was going up when I had a guaranteed price. She said there hadn't been a price increase in ten years. I restated my price guarantee at purchase. She said this is what management has decided to do. And if I wanted a P.O box address for customer relations I could send them a letter to complain. Although there was nothing else she could do for me or my price guarantee.

Please look into this fraudulent/Bait and switch tactic.

Thank you kindly

(b) (6)

Ticket: # 7067765 - T-Mobile is not honoring their Lifetime Price Lock agreements

Date: 5/31/2024 1:40 PM

City/State/Zip: Tucson, Arizona 85730

Company Complaining About: T-Mobile

Description

I currently have a Magenta 55+ Lifetime Price Lock of 2 voice lines at \$70, and 1 internet connection at \$25, all taxes and fees included. T-Mobile told me I must now pay \$5 more per line or switch to a new plan. This violates their original agreement with me. They refuse to send a copy of the original agreement to me.

[Ticket: # 7068420 - T mobile rate increase](#)

Date: 5/31/2024 3:52 PM

City/State/Zip: Arlington, Texas 76001

Company Complaining About: T-Mobile

Description

I signed up for the ONE plan 55+ plan in 2017 when mobile promised not to raise prices on these plans FOR LIFE. NOW they went back on their word and are raising the price 5\$ per line. Price guarantee was a lie.

[Ticket: # 7068970 - Tmobile price increase](#)

Date: 5/31/2024 6:23 PM

City/State/Zip: St Paris, Ohio 43072

Company Complaining About: T-Mobile

Description

When we signed up we were told we had a life price lock, now 6 months later they said they are raising prices \$5 per line.

Ticket: # 7069519 - Tmobile price increase on ONE plan

Date: 5/31/2024 11:08 PM

City/State/Zip: Midwest City, Oklahoma 73110-3835

Company Complaining About: T-Mobile

Description

I received notification from T-Mobile they will be increasing my price plan when they have a price lock guarantee on my plan. This is fraud and should not be allowed to happen.

Here is the plan I have:

Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Ticket: # 7069617 - Tmobile raising rate on price lock plan

Date: 6/1/2024 1:49 AM

City/State/Zip: Mesa, Arizona 85205

Company Complaining About: T-Mobile

Description

I have been a customer of tmobile for more than 10 years. I last switched plans in Oct 2017 to their One plan for my 3 lines. At the time of the switch I received a price lock guarantee which meant that my rates would not increase unless I chose to move to another plan or add additional services. No service changes have been made yet last week i received a text from the provider along with thousands of texts nationwide that went out to customers of these older plans informing us that our rates were being raised by \$5 per month per line. That will be \$180 dollars more per year i will now be charged on a plan that had a price lock guarantee. Please look into this false advertising and breach of contract.

[Ticket: # 7069705 - T-Mobile price lock](#)

Date: 6/1/2024 5:55 AM

City/State/Zip: Syosset, New York 11791

Company Complaining About: T-Mobile

Description

Approximately a year and a half ago I had gone on to the magenta 55+ plan which was supposed to have a price lock guarantee. T-Mobile is now raising the rates \$5 per line which is going against their price lock

[Ticket: # 7069888 - T-mobile](#)

Date: 6/1/2024 10:57 AM

City/State/Zip: Parkville, Missouri 64152

Company Complaining About: T-Mobile

Description

Have been with T-mobile or companies they've bought continuous for 25 years. Over the years I've had a price lock guarantee. T-mobile is attempting to go back on their agreement. We need help.

Ticket: # 7069941 - Un-contract for T-Mobile ONE - Billing agreement violation by service provider

Date: 6/1/2024 11:56 AM

City/State/Zip: Wichita, Kansas 67215

Company Complaining About: T-Mobile

Description

My cellular plan was covered by the "Un-contract for T-Mobile ONE" as announced publicly by the carrier here: <https://www.t-mobile.com/news/press/un-carrier-next>

This announcement and the agreement for my T-Mobile ONE plan clearly stated, "New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE; Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

However, on May 22, 2024, T-Mobile sent me an SMS message stating, "T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/eAXHmCu9"

This announcement and agreement for my ONE plan preceded the other announcements and changes that T-Mobile made to their "Price Lock Guarantee".

This change is a breach of the advertised rates and terms of the agreement for my cellular plan.

Ticket: # 7069942 - T-Mobile ONE Plan unauthorized rate change against agreement terms

Date: 6/1/2024 11:57 AM

City/State/Zip: Wichita, Kansas 67215

Company Complaining About: T-Mobile

Description

My existing cell phone plan is part of the "Un-contract for T-Mobile ONE" as announced publicly by the carrier on January 05, 2017, linked here: <https://www.t-mobile.com/news/press/un-carrier-next>

This announcement stated, "New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE; Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

However, on May 22, 2024, I received an SMS message from the carrier stating, "T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/eAXHmCu9"

The ONE plan that I have currently preceded all other more recent changes T-Mobile made to their "Price Lock Guarantee".

This change is a violation of the advertised rate and terms of the agreement for my T-Mobile ONE plan.

Ticket: # 7070207 - T-Mobile Broken Promise on Not Raising Rates

Date: 6/1/2024 2:16 PM

City/State/Zip: Millbrook, Alabama 36054

Company Complaining About: T-Mobile

Description

T-Mobile recently announced they were raising their rates on legacy plans, breaking their promise to customers who signed up under their "un-contract promise." As an example of this rate change, my bill will be increasing by a minimum of \$25 per month because I have 5 paid lines (\$5 increase per line). T-Mobile made promises in its marketing campaign to lure customers, and, years later, is raising rates in direct contradiction to what it promised to its customers.

Here is an example of what they said by their previous CEO: "We're the Un-carrier. Everything the carriers do, we un-do," said John Legere, president and CEO of T-Mobile. "The other guys have been throwing out all kinds of desperate, short-term promotions to suck you in and lock you down – only to jack up rates later. We're not playing that game. The Un-contract is our promise to individuals, families and businesses of all sizes, that – while your price may go down – it won't go up."

Additionally, they still have the press release of their promise from 5 January 2017 (see <https://www.t-mobile.com/news/press/un-carrier-next>)

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE.

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

T-Mobile should rescind this new price increase on all legacy plans of up to \$5 per line or be held liable in court.

Ticket: # 7070648 - T mobile raising rates after promising Price Lock

Date: 6/1/2024 7:46 PM

City/State/Zip: Camden, Ohio 45311

Company Complaining About: T-Mobile

Description

When I signed up with T Mobile the store rep stated that my plan rate was locked in, and that the only way my bill would go up was if I added services. Last week I received a text message from T Mobile about a price increase so I called them on the afternoon of 5/22/2024 to find a way to lower my bill. The rep promised a price of under \$100 for a lower their of service , but instead raised my bill from \$160 to \$190 and removed a free line promo from my account that they specifically promised would stay in effect. A subsequent phone call resulted in a rep who simply did not care, made no effort to resolve the situation and insisted that the previous rep was wrong and that there was nothing that could be done.

Ticket: # 7071029 - T-Mobile Price Lock

Date: 6/2/2024 11:10 AM

City/State/Zip: Kirkland, Washington 98033

Company Complaining About: T-Mobile

Description

Signed up for ONE plan in 2017 with price lock: "If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or, if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan."

May 22, 2024: T-Mobile announced \$5/line price increase effective June 2024.

Reference: <https://www.theverge.com/2015/3/18/8249169/t-mobile-uncontract-announced>

Terms & Conditions Price Lock Policy: <https://www.t-mobile.com/responsibility/legal/terms-and-conditions-sep-2016>

Ticket: # 7071034 - T-Mobile rate increase

Date: 6/2/2024 11:12 AM

City/State/Zip: Urbandale, Iowa 50323

Company Complaining About: T-Mobile

Description

My name is (b) (6). My wife and I have been T-Mobile customers for many years. We have T-Mobile for both our cell phone plans and our home internet. We switched from Verizon primarily due to a T-Mobile promotion of a "guaranteed" price for life on our plan. We are currently on the ONE Plan Unlimited 55 (ONE55T12) plan.

During a proposed price increase of 2023, we contacted Customer Service and were told that our plan was not included in those proposed price increases and that, as we were told when we initially signed up, our plan was "price locked and guaranteed for your lifetime". I asked for, and received in writing, assurances of that.

Now we are told that our plan is being eliminated and our prices are, in fact going up. We talked a Customer Service representative who reiterated the price increase and that our plan was being eliminated. She said she would be happy to transition us to a new plan that was "price locked for life". She said that new plan was called "Go 5G 55" plan. The new plan included the proposed increase, although she said the price was equal to what we currently pay. I told her we had a plan which I have in writing was guaranteed for life. She also said that under this newly proposed plan, if there were any new price increases, T-Mobile would absorb any price increase and our price would remain the same and was "guaranteed for life".

It seems that the term "guaranteed for life" is being thrown around a lot and doesn't necessarily mean what it appears to mean. If our original plan that was "guaranteed for our lifetime" and now apparently is not, how are we to believe this new one is?

We appealed to T-Mobile and were contacted by Senior Specialist Team CEO (b) (6) and asked why T-Mobile would not stand by their word and what we have in writing and honor our "Price for our lifetime" rate promise. He said our "rate was the same it was just the monthly cost that was increasing". That makes no sense and sounds like corporate double-talk. I was told the plan was being eliminated and our price was going up and offered a \$10 bill credit, per line, for two months.

I have, in writing, our lifetime price guarantee in our phone plans and now a “lifetime guarantee” in writing from (b) (6).

We feel strongly T-Mobile should honor their written guarantee to us.

Thank you!

[Ticket: # 7071060 - Breach of promise](#)

Date: 6/2/2024 11:50 AM

City/State/Zip: Greenville, South Carolina 29611

Company Complaining About: T-Mobile

Description

T-mobile is breaking price lock promise to senior citizens. They are raising our rates after promise not to do so for the life of the agreement

[Ticket: # 7071299 - tmobile price increase](#)

Date: 6/2/2024 3:01 PM

City/State/Zip: West Covina, California 91790

Company Complaining About: T-Mobile

Description

They are trying to raise 5 dollar per line even though I have the price lock guarantee from years ago

Ticket: # 7071645 - Potentially Unlawful Price Hike**Date:** 6/2/2024 8:24 PM**City/State/Zip:** Bowie, Maryland 20715**Company Complaining About:** T-Mobile

Description

I'm writing out of concern regarding a potentially unlawful price raise that my mobile service provider, T-Mobile, has just informed me about. It appears that T-Mobile is raising prices on some legacy phone plans, which is perfectly understandable, as they are providing a service with costs that costs more to provide over time. My concern stems from the fact that when I signed up for my particular phone plan, the plan was advertised with a "Price Lock Guarantee" in that the price of the service would not be raised as long as I was a customer. I'm shocked that not only T-Mobile would completely ignore this promise, but that they would openly advertise this "guarantee" to millions across the country only to pretend that they never made this promise. If for some reason this is not considered an illegal or unfair business practice, it is certainly a reprehensible way of treating customers. If T-Mobile doesn't make this right, I am hoping that the FCC is able to force this business into actually honoring promises made to customers in the past. Thank you.

[Ticket: # 7072149 - T-mobile's price lock guarantee](#)

Date: 6/3/2024 10:36 AM

City/State/Zip: Palm Beach, Florida 33480

Company Complaining About: T-Mobile

Description

We were told when we signed up a year ago to their senior rates that there would be a price lock guarantee and prices would NEVER change. Now I got a notification that our prices are going up. There are 3 seniors on the plan the eldest being 90 that had believed the lie and had switched phone carrier to t-mobile based on it. This was a fraudulent representation and they should not be allowed to raise our price. They just tell us we can leave if not happy. We are currently under contract because we took their new phone and watch deals a year ago and would have to pay a lot money if we leave. Please see picture attached.

[Ticket: # 7072335 - T-Mobile offered a price lock for life and after 6 years is breaking that promise](#)

Date: 6/3/2024 11:39 AM

City/State/Zip: Interlaken, New Jersey 07712

Company Complaining About: T-Mobile

Description

My family moved to T-Mobile, lured by their \$140 price for "the Un-contract promise is our commitment that only you can change what you pay". Now T-Mobile is raising its prices. It seems T-Mobile is acting in bad faith and with deceptive marketing to make these promises and then break them without recourse. I don't understand why the government continues to allow T-Mobile to take-over other providers (reducing competition) like Sprint and US Cellular without better oversight and consumer protections.

Ticket: # 7073157 - T-Mobile raising prices on 55+ plan that was offered as price-locked for life

Date: 6/3/2024 3:16 PM

City/State/Zip: Scottsdale, Arizona 85254

Company Complaining About: T-Mobile

Description

We have had a plan for seniors called 55+ with T-Mobile that was offered as having a price guarantee for life. Now they are saying that they are increasing the plan by \$10.00 per month. This is a breach of contract. How is T-Mobile getting away with this?

[Ticket: # 7073414 - Tmobile breaking contract](#)

Date: 6/3/2024 4:19 PM

City/State/Zip: Torrance, California 90501

Company Complaining About: T-Mobile

Description

T mobile is breaking contract on a specific plan This plan is a 55+ plan in which the lure was that the price lock of \$30 per individual two lines, total of \$60 FOREVER! We were always grandfathered in, even though they no longer offer the plan. Whether T-Mobile goes up on plans across the board is their business but they should not be allowed to go up on this plan after the advert. I have pictures of the original admm

Ticket: # 7073612 - T-Mobile breaching customer agreement do not raising price for as long as you will keep a line

Date: 6/3/2024 5:01 PM

City/State/Zip: Spanaway, Washington 98387

Company Complaining About: T-Mobile

Description

T-Mobile increasing price on my current service, breaching contract that they promise to keep. Never changing price on service , while you keep a line . I signed up for T-Mobile service back at 2017 when they announce Price lock for life for One plan, but unfortunately few weeks ago they informing me and other customers about increasing prices. Give them a call and give them a possibility to fix an issue. Finding original terms and condition, but they not honored their promise they give back at 2017.

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Article still on their website. Here is link <https://www.t-mobile.com/news/press/un-carrier-next>

<https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7073664 - T-mobile fraud- not adhering to price lock for life guarantee

Date: 6/3/2024 5:20 PM

City/State/Zip: Siloam Springs, Arkansas 72761

Company Complaining About: T-Mobile

Description

Switched from Verizon after 14 years to T-Mobile because I was told among other things that I had a price for life. Now T-Mobile is raising my plan and customer service is telling me I can do nothing about it. I feel like I've been defrauded and I'm very upset about it. I hope there's something you guys can do about it over there.

Ticket: # 7073671 - Fraud alert, T-Mobile Refuses to honor their price lock promise

Date: 6/3/2024 5:23 PM

City/State/Zip: Siloam Springs, Arkansas 72761

Company Complaining About: T-Mobile

Description

Switched from Verizon wireless after 14 years to T-Mobile due to their price loss Promise To never raise my prices for life. Now they are raising my prices I feel defrauded. I'm very upset and this is no way to run a business. I hope you guys can fix this over there.

Ticket: # 7073681 - T-Mobile Raising Rates

Date: 6/3/2024 5:27 PM

City/State/Zip: New Cumberland, Pennsylvania 17070-1637

Company Complaining About: T-Mobile

Description

On May 22nd, I received a text message from T-Mobile informing me they are raising the rates on my BUSINESS account that has 8 lines. My bill will rise \$480 dollars a year. I signed up with T-Mobile on the @Work ONE PLAN that includes all taxes and fees included with Price-Lock.

<https://www.t-mobile.com/responsibility/legal/terms-and-conditions>

CAN T-MOBILE CHANGE, SUSPEND OR TERMINATE MY SERVICES OR THIS AGREEMENT?

Yes. Except as described below for Rate Plans with the price-lock guarantee (including the “Un-Contract Promise”), we may change, limit, suspend or terminate your Service or this Agreement at any time, including if you engage in any of the prohibited uses described in these T&Cs, no longer reside in a T-Mobile-owned network coverage area, or engage in harassing, threatening, abusive or offensive behavior. If your Service, Product, or account is limited, suspended, or terminated and then reinstated, you may be charged a reconnection fee. Your account may still accrue charges even if the Service is suspended. You are responsible for any charges that are incurred while your Service or account is suspended.

If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge (“Recurring Charge”) for the period that applies to your Rate Plan, or if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra Features or Devices.

I have never consented to changing our agreement, my rate plan or increased charges.

The verbiage in the press release link also mentions the price lock guarantee.

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

Here's a video of Mike Sievert (as then-COO) making the ONE plan price lock announcement:

<https://www.facebook.com/TMobile/videos/10154852285288895>

Starts at 51:45.

The speed on all lines has been slower leading up to, and continues to be, since the text message. Breaking their own Terms of Service is unacceptable.

Ticket: # 7074271 - T-Mobile rate increase of existing plan

Date: 6/3/2024 11:32 PM

City/State/Zip: Valley Village, California 91607

Company Complaining About: T-Mobile

Description

In January 2017, T-Mobile formally announced that they were going to include all taxes and fees in their plans, and stated the following as seen on their press release: <https://www.t-mobile.com/news/press/un-carrier-next>

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

In February 2017 as a result of this advertisement, I signed up for a T-Mobile account. I have had this same T-Mobile account since then, under the same plan since then.

On May 22, 2024, T-Mobile messaged me stating:

"T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, some of your connected device plans will increase by \$2 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/cNxgEm4o"

This is directly contrary to the public statement made by the company back in 2017 that enticed me to switch providers. Their actions of raising prices directly go against the promise that was made when I became a customer, and the fact that prices are being increased shows that the merger of Sprint and

T-Mobile has in fact reduced competition – increased competition would mean prices should not increase.

I feel that T-Mobile should not be permitted to raise the rate of my plan.

[Ticket: # 7074665 - T-Mobile raising prices on price locked plans](#)

Date: 6/4/2024 9:44 AM

City/State/Zip: Canton, Ohio 44708

Company Complaining About: T-Mobile

Description

When signing up for service I was promised a price lock and now they are increasing prices by \$10 per line which is \$50 for me.

[Ticket: # 7074905 - cellphone c contract breach](#)

Date: 6/4/2024 11:21 AM

City/State/Zip: Conway, Arkansas 72034

Company Complaining About: T-Mobile

Description

T-Mobile guaranteed a price lock on phone plans with the verbiage that they would never increase prices on customers. Now they have increased contrary to the original contract agreed upon. I have 4 cellphone lines so this increase will be \$20 a month or \$120 a year. The fact they promised no rate increases is precisely why I joined T-Mobile.

[Ticket: # 7075981 - Tmobile price increase](#)

Date: 6/4/2024 3:37 PM

City/State/Zip: Albuquerque, New Mexico 87106

Company Complaining About: T-Mobile

Description

Tmobile is raising prices on plans they said we're price lock guaranteed. Military max plan holder when I signed up it was guaranteed the price would remain the same as long as I remained on the plan.

[Ticket: # 7076118 - T Mobile 55+ Price Lock Guarantee revoked](#)

Date: 6/4/2024 4:12 PM

City/State/Zip: Hamden, Connecticut 06518

Company Complaining About: T-Mobile

Description

In September 2017 I signed up for 2 lines of 55+ service to be paid online for \$30 per line with a lifetime price lock guarantee. I am still alive and T Mobile is increasing the price for service by \$5 per line. How is this a lifetime price lock?

Ticket: # 7076167 - T mobile increased my rate even though I had a price lock from 2019

Date: 6/4/2024 4:24 PM

City/State/Zip: Park City, Utah 84098

Company Complaining About: T-Mobile

Description

Dear FCC,

I am writing to file a formal complaint against T-Mobile regarding their violation of a price lock agreement that was established in 2019. Despite assurances of a fixed rate, T-Mobile has recently increased my monthly rate without justification or prior notification, directly violating the terms of our agreement.

In 2019, I entered into a contract with T-Mobile that explicitly outlined a price lock guarantee, ensuring that my monthly rate would remain unchanged for the duration of the agreement. However, I recently received a billing statement indicating a significant increase in my monthly rate, contrary to the terms we had agreed upon.

Despite numerous attempts to resolve this issue with T-Mobile customer service representatives, I have been met with dismissive responses and have not received any satisfactory explanation for the unauthorized rate increase. This breach of contract not only violates our agreement but also demonstrates a clear disregard for consumer rights and fair business practices.

I kindly request that your office launch an investigation into T-Mobile's deceptive business practices and take appropriate legal action to ensure that they honor their contractual obligations to consumers. Additionally, I urge you to hold T-Mobile accountable for any restitution owed to affected customers and to implement measures to prevent similar violations in the future.

Thank you for your attention to this matter. I trust that your office will take the necessary steps to address this issue and protect the rights of consumers in the state of Utah.

Sincerely,

Ticket: # 7076738 - T-Mobile Violation of Price Lock

Date: 6/4/2024 7:52 PM

City/State/Zip: Albuquerque, New Mexico 87116

Company Complaining About: T-Mobile

Description

I received this text today from T-Mobile:

T-Mobile: Second attempt - For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan will increase by \$2 per line per month. No changes have been made to your plan type, benefits, or bill due date. For more information, visit sms.t-mobile.com/619PEy6d

My T-Mobile plan was advertised to never go up in price and they just increased the price.

Ticket: # 7076929 - T-Mobile Price Lock

Date: 6/4/2024 9:49 PM

City/State/Zip: Monroe, North Carolina 28110

Company Complaining About: T-Mobile

Description

On September 2022 I agreed to join T-Mobile as a customer on a Magneta Max plan involving 4 voice lines and a T-Mobile Home Internet Line. I was promised a Price Lock Guarantee that promised not to raise prices on plans (see screenshot attached). On June 4th 2024, I received a text message from T-Mobile stating that my plan will increase by \$2 per

Business Headquarters Location

12920 SE 38th St, Bellevue, WA 98006- 1350

(800) 937-8997

If you have any questions or concerns, please contact the BBB assigned to your complaint:

BBB Great West + Pacific

2340 S. Eagle Rd Meridian, ID 83642

(208) 342-4649

<https://www.bbb.org/file-a-complaint/1296-27026359/form> 6/4/24, 9:44 PM Page 1 of 4

line. I contacted T-Mobile customer services on June 4th and was told the reason I was not being honored price lock was that my number had been ported in at activation in September 2022 (therefore cancelling lines and breaking price lock terms and conditions). However, not only is this an unscrupulous business practice, I have paperwork from T-Mobile stating that price lock was a part of the deal (see attached). They also said there was a home internet line canceled. However, this was due to a problem with the router and they had to send me out a new one. I did not consent to canceling any lines and remained a T-Mobile Home Internet customer throughout this period. T-Mobile has broken a contractual obligation to provide me with Price Lock as promised under their terms and conditions as stated in September 2022. Customer service have said they would escalate this to a supervisor (see attachment) but no contact has yet been made.

Ticket: # 7077205 - T-Mobile Breach of Contract

Date: 6/5/2024 7:50 AM

City/State/Zip: Rahway, New Jersey 07065

Company Complaining About: T-Mobile

Description

T-Mobile created what they called their "price lock guarantee" stating that those who joined their network would never see their payments increase. They are now raising their prices across the board. I received a message yesterday that my rate is going up in spite of the guarantee.

When confronted with the language of the guarantee, reps for the company only state that the increases are nationwide and non-negotiable. Because T-Mobile forces its customers into arbitration, our legal remedies are limited. FCC must act swiftly to force this cash-grab to stop. It is illegal and unconscionable.

Ticket: # 7077373 - T-Mobile Illegal Price Hike on price locked cell phone contract

Date: 6/5/2024 9:51 AM

City/State/Zip: Dublin, Ohio 43017

Company Complaining About: T-Mobile

Description

T-Mobile illegally increased the price of our cell phone plan, which was promised to be price-locked. We signed up for the T-Mobile One plan several years ago during the price-lock guarantee where they stated they would never increase the price of the plan.

[Ticket: # 7077480 - T-Mobile price lock](#)

Date: 6/5/2024 10:34 AM

City/State/Zip: Nashville, Tennessee 37216

Company Complaining About: T-Mobile

Description

Before this year customers of T-Mobile were locked into an agreement that they referred to as their 'price lock guarantee'. This guarantee was that no matter what they would never increase prices of their plans. At the beginning of this year they revised the wording of their price lock but stated those who had the previous guarantee would not be effected by this change. This is not the case, they have decided to increase everyone's plans and broke their agreements with all of their customers. To make matters worse they intentionally messed up my phone plan during this transitional period, randomly changing it to a military plan that I did not agree to as I do not have any connection to the military at all, just to break me away from being grandfathered in to the original price lock guarantee.

[Ticket: # 7078529 - T Mobile 55 plus plan \\$60/2:lines price guaranteed for life](#)

Date: 6/5/2024 3:00 PM

City/State/Zip: Germantown Hills, Illinois 61548

Company Complaining About: T-Mobile

Description

In September 2017, I signed up for the TMobile senior citizen which offered two lines for a total of \$60 including taxes and fees. TMobile has notified me that they are breaking this promise, and are raising our price by \$5/line. I expect TMobile to honor their promoted deal.

[Ticket: # 7080694 - T Mobile](#)

Date: 6/6/2024 1:24 PM

City/State/Zip: Levittown, New York 11756

Company Complaining About: T-Mobile

Description

I was sold a price lock plan. Now they are raising mt price.

Ticket: # 7081095 - Breach on contract on cell phone pricing

Date: 6/6/2024 3:07 PM

City/State/Zip: Gulf Shores, Alabama 36542

Company Complaining About: T-Mobile

Description

Hi, I signed up for the 55+ senior plan with lifetime price lock guarantee with the cell phone carrier T Mobile in 2019. I was told by the T mobile representative at the time that my rate was guaranteed never to increase so long as I maintained the account in good standing, and did not change plans. I am still on the same plan, and have kept my account in good standing. I received a notification on May 30, 2024 informing me that my rate would increase \$5.00 per line, even though my plan had a lifetime price lock guarantee. I contacted T Mobile customer service today and they are taking the stance that my plan never included a price lock guarantee even though the company stated at the time that it did, and publicly advertised it as such. This should be easy to confirm. Also, there are numerous other complaints from other T Mobile customers on their website stating the same issue. Many of the customers have stated that they have already filed complaints with the FCC regarding this matter. Please investigate this fraud.

Ticket: # 7081838 - Bill increase

Date: 6/6/2024 7:11 PM

City/State/Zip: Scottsdale, Arizona 85262

Company Complaining About: T-Mobile

Description

T-Mobile is increasing the price of my plan despite promising 'The Price Lock'

[Ticket: # 7081989 - T-Mobile not honoring price lock](#)

Date: 6/6/2024 8:39 PM

City/State/Zip: Deering, New Hampshire 03244

Company Complaining About: T-Mobile

Description

I was just notified that T-Mobile is raising my rate by \$2 per line even though I have a lifetime price lock guarantee.

[Ticket: # 7082088 - T-Mobile unfair price hike](#)

Date: 6/6/2024 10:15 PM

City/State/Zip: Amityville, New York 11701

Company Complaining About: T-Mobile

Description

T-Mobile has promised me in the past price lock in which my plan will not increase if I joined magenta max. I received a text message like many other that they will not increase my bill by \$2 per line.

Ticket: # 7082143 - T-Mobile Price Increase

Date: 6/6/2024 10:45 PM

City/State/Zip: San Jose, California 95126

Company Complaining About: T-Mobile

Description

T-Mobile promised to never raise the rates on my plan unless I consented to it. But on May 22nd, 2024, I received a text from them stating that my bill would be raised by \$5 per a line. This would be a 10 dollar increase for me. There is a posting on their website where they state:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Which can be found on this page: <https://www.t-mobile.com/news/press/un-carrier-next>

I never consented to a rate change, I stayed with them and with this plan because of this promise. Provided is a screen shot of the text. I think this practice is unjust and unfair and I am not the only customer affected.

Ticket: # 7082605 - T-MOBILE BREACH OF CONTRACT

Date: 6/7/2024 10:50 AM

City/State/Zip: Chicago, Illinois 60657

Company Complaining About: T-Mobile

Description

I am writing to file a formal complaint against T-Mobile regarding what I perceive to be a breach of contract. Several years ago, I made the decision to switch my family's wireless service to T-Mobile, enticed by a promotional offer that explicitly guaranteed a fixed monthly rate of \$40 per line, "FOR LIFE," inclusive of all taxes and fees. This lifetime price assurance was the primary factor in my decision to switch carriers.

However, to my dismay, T-Mobile has recently announced a unilateral increase in prices, contradicting the clear terms of our agreement. Despite faithfully fulfilling my obligation to pay my bill on time and in full every month, T-Mobile now insists on disregarding their own "FOR LIFE" promise and is imposing an additional \$5 per line charge on my account, equating to new charges of \$15/month due to my 3 lines.

Upon contacting T-Mobile's customer support, I was met with dismissiveness and informed that there was no recourse available to honor the original price guarantee. The representative's insistence that I either accept this breach of contract or seek service elsewhere was deeply unsatisfactory and left me feeling deceived in general, and especially undervalued as a long-time loyal customer.

As a consumer, I rely on the integrity of contractual agreements to make informed decisions about the services I purchase. T-Mobile's actions not only undermine the trust I placed in their company but also call into question their commitment to honoring their contractual obligations.

I respectfully request that the Federal Communications Commission investigate this matter and take appropriate action to ensure that T-Mobile adheres to the terms of its agreements with customers. Additionally, I seek clarification on my rights as a consumer in this situation and any recourse available to rectify this breach of contract.

Thank you for your attention to this matter. I look forward to your prompt response and any help you may offer towards resolution of this issue.

Sincerely,

(b) (6)

Ticket: # 7083880 - T Mobile Price Increase on their 55+ plan

Date: 6/7/2024 4:57 PM

City/State/Zip: Bonita, California 91902

Company Complaining About: T-Mobile

Description

When I became a T-Mobile 55+ plan consumer, I was told that the plan was a price lock and would never increase. Now, T-Mobile is Increasing the price \$5 to \$10. I received a notice via text from T-Mobile that my price increase would be five dollars per month. Since I was told Team mobile had a price lock if I had autopay every month, I should be grandfathered in and not be charged more every month. This was the reason that I signed up for with them in the first place.

[Ticket: # 7084055 - Tmobile promised price lock and are changing terms](#)

Date: 6/7/2024 6:19 PM

City/State/Zip: Warren, Ohio 44484

Company Complaining About: T-Mobile

Description

Tmobile promised not to raise their prices to grandfathered costumers. Now, they want to raise prices on old costumers.

Ticket: # 7084154 - T-Mobile Policy Change

Date: 6/7/2024 7:10 PM

City/State/Zip: San Francisco, California 94124

Company Complaining About: T-Mobile

Description

I am filing a complaint against T-Mobile for their recent change in policy that constitutes a deceptive bait and switch tactic. T-Mobile had a guaranteed price lock for the One Plus 55 Plan, two lines for \$60 (taxes included) with the requirement that the customers enroll in the Autopay. This change directly contradicts T-Mobile's previous advertising and commitment to not altering their pricing, as embodied in their "Un-contract" approach.

T-Mobile's CEO, John Legere, previously stated, "We're the Un-carrier. Everything the carriers do, we un-do. The other guys have been throwing out all kinds of desperate, short-term promotions to suck you in and lock you down – only to jack up rates later. We're not playing that game. The Un-contract is our promise to individuals, families and businesses of all sizes, that – while your price may go down – it won't go up." This recent policy change clearly goes against their promise and amounts to a bait and switch tactic that is both unfair and misleading to customers.

Moreover, T-Mobile Unlimited Home Internet is being throttled by the company. I have called with several complaints a month of buffering and connectivity issues. There were even several instances where I could not make outbound calls from my mobile phone.

In light of these facts, I request that the FCC investigate T-Mobile's deceptive practices and take appropriate action to ensure that they honor their promises and maintain the integrity of the telecommunications industry.

Ticket: # 7084206 - T-Mobile price increase with guaranteed price lock for life

Date: 6/7/2024 7:42 PM

City/State/Zip: Hanover, Maryland 21076

Company Complaining About: T-Mobile

Description

I have had the same plan for years. I understand that costs increase, but they made the contract. I have never missed a payment, remained on auto pay and adhered to my end of the agreement. I have been notified that my price is being raised \$5/month.

[Ticket: # 7084212 - T-Mobile price increase](#)

Date: 6/7/2024 7:49 PM

City/State/Zip: New York, New York 10010

Company Complaining About: T-Mobile

Description

T-Mobile is violating their "Un-Contract" / Price Lock Announcement from 2017:

"Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

Ticket: # 7084768 - T Mobile

Date: 6/8/2024 12:02 PM

City/State/Zip: North Las Vegas, Nevada 89084

Company Complaining About: T-Mobile

Description

I've been on price lock seniors contact with t mobile for many years now. They want to raise my price from \$60 to \$70. I believe this is not legal. They are in violation of my original plan contact.

My cell number (b) (6) [REDACTED]

[Ticket: # 7084877 - Price Lock](#)

Date: 6/8/2024 1:31 PM

City/State/Zip: Ooltewah, Tennessee 37363

Company Complaining About: T-Mobile

Description

When I switched to T-Mobile 55+ One Plan 10 years ago it was advertised and I was told as long as I did not switch plans my rate would be locked for life. Now they are raising my rate by \$10 a month for 2 lines I have.

Ticket: # 7085340 - T Mobile Price Increase

Date: 6/8/2024 9:32 PM

City/State/Zip: Parker, Colorado 80134

Company Complaining About: T-Mobile

Description

I was promised a price lock on my T Mobile service many years ago. They just raised the price by \$5.00/line. What is a price lock if they can raise the price.

Ticket: # 7085466 - Raising rate counter to life long price lock

Date: 6/9/2024 1:40 AM

City/State/Zip: Seattle, Washington 98144-2844

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile Magenta Max 55 + in December 2021 and this plan included a price of \$90. for two lines on autopay, guaranteed not to go up for life. In May 2024 I got a text saying this price would be going up \$5. per line or \$10 a month. This is counter to the "for life" guaranteed price that I signed up for.

Ticket: # 7085597 - T-Mobile Breach of Contract

Date: 6/9/2024 10:19 AM

City/State/Zip: Roslyn Heights, New York 11577

Company Complaining About: T-Mobile

Description

Hi,

Several years ago T-Mobile offered a ONE Plan Unlimited 55 plan which was advertised as \$60 per month for two lines with the price locked in FOR LIFE. They recently decided to raise this plan cost by \$10. This is a breach of contract that everyone who is on this plan is being forced to pay. This is deceptive advertising and a breach of contract. Please investigate and hold them to this contract.

Thank you.

(b) (6)

[Ticket: # 7085663 - T-Mobile Breaking Price Lock Promise](#)

Date: 6/9/2024 12:12 PM

City/State/Zip: Ponte Vedra, Florida 32081

Company Complaining About: T-Mobile

Description

I am a senior and years ago I signed up for T-mobile's One Plan Unlimited 55 which I was given a price lock promise that the rate would never go up. Noy they are advising that they will be raising their rates. This is a breach and should not be allowed.

[Ticket: # 7085848 - False advertising](#)

Date: 6/9/2024 2:55 PM

City/State/Zip: Northwood, Iowa 50459

Company Complaining About: T-Mobile

Description

I signed up for a 55+ phone plan with a price lock guarantee in August of 2017. Now, they are raising my price and breaking the advertised lock.

Ticket: # 7086016 - TMOBILE PRICE INCREASE ALTHOUGH I HAD PRICE LOCK

Date: 6/9/2024 5:43 PM

City/State/Zip: Redondo Beach, California 90278

Company Complaining About: T-Mobile

Description

T-Mobile recently announced a price increase to long term customers who have grandfather plans. I received a text that I would be charged an additional \$2 per connected device. When I spoke to them, I was told very different things and ultimately, I was told that I would be charged \$15, \$5 for each line and that there wouldn't be a charge for my free line. After multiple attempts, I got nowhere and was offered to switch plans... which is apparently the tactic they are trying to use to not honor your price lock since if you voluntarily switch a plan, you automatically lose the benefit. I was promised under the ONE plan that my rate would never increase and that I would keep the auto pay discounts as well. They also recently increased my Netflix fee although per their agreement they would include a \$16 family discount. It was supposed to be Netflix on US and not additional charges, then they said Netflix had a price increase, so they started charging \$4.50 a month and now they recently increased it to \$8.50 a month extending only a 6.99 discount although I am supposed to receive a \$16 family discount and Netflix didn't even increase their pricing! The service pricing change is supposed to take effect on 6/5/24. I have attached my bill from Jan 2023 and May 2024 so you can clearly see that I have had the same rate plan and my Netflix discount of \$16 was removed! I have been a T-Mobile customer for 21 years and this is illegal... they used to advertise that your rate is locked and would not change unless you switched plans. I would like to remain on the same plan and for them to honor the price lock as well as the Netflix on US promotion with a \$16 discount which I have had for many years!

[Ticket: # 7086058 - T-Mobile](#)

Date: 6/9/2024 6:29 PM

City/State/Zip: Dahlonega, Georgia 30533

Company Complaining About: T-Mobile

Description

I've been a T-Mobile mobile customer for years. They've always advertised a "Price Lock" guarantee for their mobile lines. However, my bill just increased from \$65 to \$85 per month with no change in services or any action on my part.

Ticket: # 7086238 - T-Mobile Raising Price Per Line

Date: 6/9/2024 10:13 PM

City/State/Zip: Lynn, Massachusetts 01901

Company Complaining About: T-Mobile

Description

Your drop down menu does not include Billing so I chose one of the options available to provide my information.

In 2017, I switched cellular carriers to T-Mobile to a plan where they claimed "Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

They stated they would never raise the price on the plan. Users of older plans that likely are less profitable for T-Mobile seem to be the target of this price increase which is a breach of contract. They will allow people on the plan to leave T-Mobile and they will pay for the last month of service. This is unacceptable. I wish to stay with T-Mobile on the plan that I have had since 2017 at the same price.

Ticket: # 7086303 - T-Mobile breach of contract

Date: 6/10/2024 12:11 AM

City/State/Zip: Herriman, Utah 84096

Company Complaining About: T-Mobile

Description

T-Mobile One Plan Unlimited 55 price for life guaranteed, or price lock. Plan was guaranteed for \$70.00 for life unless we make the change.

Today I was hit with a \$10.00 price hike, breaching the original signed contract signed over 5 years ago.

Now my phone bill is \$80.00 and who knows if

Ticket: # 7086719 - Price guarantee and false information.

Date: 6/10/2024 11:17 AM

City/State/Zip: Las Cruces, New Mexico 88012

Company Complaining About: T-Mobile

Description

Hello, we have just received a price increase of \$5 per line for our T Mobile bill. On May 22 2024 after reaching out to a t mobile agent, I was assured that we were covered by price guarantee(screenshots provided). This morning, after reaching out through chat again the new agent informed me that was inaccurate and we could look at plan options. I believe we should be covered by price guarantee based on T mobiles own advertising materials, my chat with agent on May 22, and the contract that was signed for our current plan.

[Ticket: # 7086999 - T-Mobile price lock renege](#)

Date: 6/10/2024 12:33 PM

City/State/Zip: The Villages, Florida 32163

Company Complaining About: T-Mobile

Description

T-Mobile lured us in with a price lock guarantee for a 55+ plan. We were told the price will NEVER go up as long as you keep the plan - even if taxes and fees increase the price would remain the same. We just received notice that our price is to increase by \$10 (2 lines at \$5 each).

[Ticket: # 7087054 - T-Mobile price lock renege](#)

Date: 6/10/2024 12:44 PM

City/State/Zip: The Villages, Florida 32163

Company Complaining About: T-Mobile

Description

T-Mobile promised a price lock guaranteed (including taxes & fees) for as long as we stayed with the 55+ plan. I recently received a text stating that they were increasing the bill by \$5/line for a total of \$10/month. Customer service says "sorry but because of inflation, we have to raise prices". So much for a GUARANTEE.

Ticket: # 7087297 - Billing

Date: 6/10/2024 1:36 PM

City/State/Zip: Lincoln, Nebraska 68509

Company Complaining About: T-Mobile

Description

- Caller has a price lock.
- May 22nd raised pricing.
- She has two lines at 25.00 per line.
- On the Magenta plan.
- She is Federally Protected.
- T-Mobile raised her bill \$10.00, \$5.00 per line.
- She wants the price to stay the same.
- Lifetime plan is given to new customers.

CTR-437-phone

[Ticket: # 7087468 - T-Mobile Price increases on legacy plan](#)

Date: 6/10/2024 2:23 PM

City/State/Zip: Reading, Massachusetts 01867-3250

Company Complaining About: T-Mobile

Description

My phone plan was interpreted to be set and protected against unwarranted price increases per a "price lock guarantee". T-Mobile's decision to raise prices across it's older plans seems to clearly violate that guarantee.

Ticket: # 7088515 - T-Mobile Billing

Date: 6/10/2024 8:37 PM

City/State/Zip: Seattle, Washington 98112

Company Complaining About: T-Mobile

Description

August 13,2017 I switched from AT&T to T-Mobile for my cellphone precisely because T-Mobile promised a price lock (that they would not raise my rate unless I modified my plan). My husband and I have been careful to adhere to this requirement, but T-Mobile has informed us that (beginning this month) our rate will increase \$10/month (\$5/line). Our rate will increase from \$60/mo to \$70/mo. This is a violation of the agreement they made with us and 1000s of other seniors. If this goes through, what's to stop them from raising rates as often as they like?

[Ticket: # 7088687 - Price change after promise price was locked for life](#)

Date: 6/10/2024 11:20 PM

City/State/Zip: Lakeland, Florida 33810

Company Complaining About: T-Mobile

Description

When I signed up for my T-Mobile One plan it was marketed as being price locked for life. Despite these promises I was recently notified by T-Mobile that my monthly plan price would be increasing by more than \$40 a month. The timing of this is interesting coming soon after the merger between T-Mobile and Sprint, which decreased overall competition in the market. I would like these price increases to be put on hold until they can be investigated by the FCC.

[Ticket: # 7088861 - T-Mobile: price increase on plan with price lock](#)

Date: 6/11/2024 7:21 AM

City/State/Zip: Massapequa, New York 11758

Company Complaining About: T-Mobile

Description

My plan that is covered by T-Mobile's price lock guarantee, which states that my rates will never be raised, has increased in price. I have inquired with T-Mobile customer service as to why my price was increased despite being covered by this "guarantee" and was not given a valid reason.

[Ticket: # 7089334 - Raised rate after price lock promise](#)

Date: 6/11/2024 11:21 AM

City/State/Zip: Bellingham, Washington 98225

Company Complaining About: T-Mobile

Description

In 2017, I signed up for a 55+ rate plan with the assurance that my monthly rate was price-locked for life. This incentive was a primary reason that I chose T-Mobile. Now, T-Mobile has raised my monthly rate by \$10.00. I noted that they changed all of the marketing information on their web site to delete all references to the price-lock guarantee which I was offered when I set up the account. I would like to hold T-Mobile accountable about this breach of contract and breach of trust.

[Ticket: # 7089403 - T-MOBILE price lock guarantee](#)

Date: 6/11/2024 11:40 AM

City/State/Zip: Mesa, Arizona 85206

Company Complaining About: T-Mobile

Description

I have been a longstanding t-mobile subscriber and had a price lock on my phone and internet that now they've broken. I never changed plans or broke my end of the agreement.

[Ticket: # 7089534 - T-Mobile contract breach on price lock guarantee](#)

Date: 6/11/2024 12:11 PM

City/State/Zip: Charlotte, North Carolina 28217

Company Complaining About: T-Mobile

Description

We signed Intimidator contract with Tmobile on their Magenta plan with Price Lock, which per their terms was a guaranteed locked price for life and plan could only change if requested by the customer. Now, e just received a message from TMobile that "due to inflation", our bill will raise by \$2 per line next month. This is in direct violation of the price lock in the contract, thus a breach of contract signed between TMobile and the customer.

Ticket: # 7089633 - Unexpected and Unclear Plan Price Increase

Date: 6/11/2024 12:40 PM

City/State/Zip: Conroe, Texas 77304

Company Complaining About: T-Mobile

Description

T-Mobile recently texted me, "Starting on 06/05/24, some of your connected device plans will increase by \$2 per line per month." Not only do I have no idea which of the ten devices on my plan are subject to this sudden and unexpected price increase, but I shouldn't be subject to any price increases whatsoever due to having signed up and still being on a plan that was/is covered under their "Price Lock guarantee." Additionally, I still have not been told, nor have I been able to find out exactly how much my monthly bill is expected to increase, despite calling T-Mobile support. Everything I have been told by T-Mobile and seen on their website indicates that I have to wait until AFTER my first bill is generated with the new price increases to know exactly which of my lines are affected and, therefore, exactly how much my bill will increase. This seems a little "cart before the horse" to me. They know the metric by which they changed their billing practices/prices, so why do I, the customer, have to wait until AFTER the new amounts are due to know the specific price increases I'm expected to agree to retroactively? Thank you for your time and assistance.

Ticket: # 7089878 - T-Mobile Rate Hike

Date: 6/11/2024 1:40 PM

City/State/Zip: Marana, Arizona 85658

Company Complaining About: T-Mobile

Description

My family is currently on T-Mobile's "One Plan Military" which I understood to be price locked. T-Mobile literature and press releases from 2016-2017 clearly indicated that only I could change the price of our plan and make no mention of T-Mobile being able to eliminate price protection by paying our last monthly bill. T-Mobile is attempting to raise our rates without consent and has stated that our only option is to accept or find a new carrier.

[Ticket: # 7089928 - T-Mobile changed my plan while it had a price lock](#)

Date: 6/11/2024 1:57 PM

City/State/Zip: Lindenhurst, New York 11757

Company Complaining About: T-Mobile

Description

When I originally started service with T-Mobile I understood my plan as one that had a price lock. Now T-Mobile has changed my plan breaching the contract that essentially promised no price hikes unless I changed my plan on my own accord.

Ticket: # 7089997 - Tmobile guaranteed me a rate lock and lied, raised prices

Date: 6/11/2024 2:16 PM

City/State/Zip: Brooklyn, New York 11221

Company Complaining About: T-Mobile

Description

I have been with tmobile for over 20 years and over those years, through various promotions and rate plans, I was guaranteed a price lock. I've already recently signed up for their internet and that is even a guaranteed for life price lock. Recently I received a text saying they will be increasing each line, I have 7, \$5.00 and devices \$2.00. I called and they said it will include the free lines I was given in various promotions. I see them now, to this day in their advertising they still offer price lock guarantee for life. How is it possible for a company to sell you on your marketing and then simply raise the prices. When I called they said they can do that? It is very upsetting as I have transferred my entire family to this plan and now they are raising our bill \$50. That is outrageous as that would eventually equal \$600 in one year. I do not have this kind of money and I'm outraged our government is allowing this false marketing to continue.

[Ticket: # 7090083 - T-Mobile price increase](#)

Date: 6/11/2024 2:33 PM

City/State/Zip: Copperas Cove, Texas 76522

Company Complaining About: T-Mobile

Description

T-Mobile recently increased their monthly prices on my phone bill. I feel like I should be covered under the price lock guarantee. So in my view it is false advertising.

Ticket: # 7090085 - T-Mobile billing issues

Date: 6/11/2024 2:33 PM

City/State/Zip: Midland, Michigan 48642

Company Complaining About: T-Mobile

Description

I am writing to formally lodge a complaint regarding T-Mobile's recent actions which I believe are in violation of their own guarantees and consumer rights.

In May 2024, T-Mobile increased my monthly bill for certain lines, despite their "Un-contract" and "Price Lock" guarantees which explicitly state that my bill would not increase. When I contacted T-Mobile customer service to address this issue, they refused to make any adjustments to the bill and suggested that I had no recourse available. Additionally, I was denied access to my account portal when I attempted to sign in to request a transfer PIN to port out my lines. T-Mobile customer service also denied me assistance in porting out, or simply suggested trying again later. This issue remained unresolved for several hours.

After successfully porting out, T-Mobile refused to cover my last bill as stipulated by their guarantees. More concerning, they are now refusing to allow me to pay whatever the final bill amount is. I have attempted to use their "guest pay" web portal, which requires access to my now nonexistent account. Customer service representatives have stated that I cannot pay a bill for my account. It appears that T-Mobile is attempting to prevent former customers from clearing their balances.

I request immediate assistance in resolving this matter, if possible.

[Ticket: # 7090266 - T-Mobile price lock](#)

Date: 6/11/2024 3:10 PM

City/State/Zip: Spring Hill, Kansas 66083

Company Complaining About: T-Mobile

Description

T-Mobile is attempting to raise the monthly cost per line for existing customers unless they upgrade to their new Go5G plans. This directly violates their Price Lock guarantee and should be deemed illegal.

Ticket: # 7090305 - Tmobile Phone Service Price Increase vs Their Price Lock Guarantee

Date: 6/11/2024 3:21 PM

City/State/Zip: Richardson, Texas 75080

Company Complaining About: T-Mobile

Description

Tmobile decided to raise the price on their old phone plans even though they advertised that they would lock in the price during sign up. This is deceptive advertising which is illegal, at least in Texas, per Business and Commerce Code Sec. 17.12.

Ticket: # 7090319 - Price increase complaint

Date: 6/11/2024 3:24 PM

City/State/Zip: Bayside, New York 11360-1010

Company Complaining About: T-Mobile

Description

On March 03, 2023 I moved my cellular service to T-Mobile and signed up for the Magenta Max 55+ plan which, among other things, included a "price lock guarantee" which stated that it would never be subject to a price increase. On May 22, 2024, I received a text message from T-Mobile, informing me that my plan was going up \$2 starting in June (which is now reflected on my current bill). This goes against the "price lock guarantee" from when I signed up.

Ticket: # 7090371 - T-Mobile Beach of Contract

Date: 6/11/2024 3:39 PM

City/State/Zip: Phoenix, Arizona 85044

Company Complaining About: T-Mobile

Description

Breach of Price Lock Contract

In 2021, my Sprint mobile phone account was taken over by T-Mobile. The Sprint account had been started in 2006, and was a price locked contract. When T-Mobile took over Sprint in 2021, T-Mobile refused to honor my 15 year contract with Sprint, and instead placed me in a new plan called Magenta 55 Plus, which had a \$50 pricing that was "price locked". T-Mobile is now refusing to honor that contracted price lock, claiming that plans prior to April 28th of 2022 were not offered as "price locked" plans. This is utterly false.

On May 28th, 2024, I filed a FCC complaint, Ticket No. 7053998. On June 4th, 2024, T-Mobile issued a response letter which falsely claims that no plans prior to April 28th, 2022 were "price locked" plans. Again, this is utterly false, and the pre April 28th, 2022 T-Mobile Magenta 55 Plus plan was in fact a "price lock" plan.

Ticket: # 7090477 - T-Mobile Increase

Date: 6/11/2024 4:07 PM

City/State/Zip: New Castle, Delaware 19720

Company Complaining About: T-Mobile

Description

T-Mobile has increased my phone plan rate (which I started in April of 2022). They decided that the dates you had to begin your plan was literally right after I started my phone plan with them. To top it off I didn't get notification of this increase until the beginning of this month and it was via a TEXT MESSAGE not in the mail or an email. I find this unacceptable for a carrier that offers a price lock guarantee. I have multiple lines on this account.

Ticket: # 7090499 - T-Mobile Price Guarantee

Date: 6/11/2024 4:11 PM

City/State/Zip: Glen Cove, New York 11542

Company Complaining About: T-Mobile

Description

7 years ago I signed up for the magenta 55 and over plan with a price lock guarantee. Or so I was told. As you are likely aware. They have recently raised prices on all customers not on the plan IMMEDIATELY following the magenta plan. I believe to be a direct violation of their promise to never raise prices on those of us who signed up with this so-called price guarantee. Not to mention their customer service is horrific. They had double charged me in march. Promise after promise. They all stopped calling me one day and pretended there was nothing wrong. I just won the appeal with my bank in May. This was nearly 2 months later and I live on a fixed income as a disabled individual. I believe this to be false advertising. And I am now in a position where I will either have to borrow money each month or cancel 2 lines in order to afford the bill. T-Mobile acts as if I didn't even say the words "Price lock guarantee" when I speak to them and consistently promise they will "do something to help me" and to "please keep the line open for a call back" and then simply do not call back. This is wrong and if I was not stuck paying monthly for the equipment I would change carriers who have quoted much lower prices for better service but I am stuck. I appeal to the FCC to look into this matter and provide some type of solution. Either in punishing the company for false advertising, or helping us get our price back to where it was before this very short notice change. Thank you.

(b) (6)

Ticket: # 7090612 - T-Mobile Rate Increase

Date: 6/11/2024 4:33 PM

City/State/Zip: Glendale, Arizona 85308

Company Complaining About: T-Mobile

Description

T-Mobile has increased their rates on my "Price Lock" guaranteed plan. When I called to inquire, they stated that in the terms and services that they can increase the price at any time. Yet they clearly advertise this "Price Lock" guarantee. They are also targeting veterans and first responders.

Ticket: # 7090636 - T-Mobile increasing per line cost

Date: 6/11/2024 4:37 PM

City/State/Zip: Charlotte, North Carolina 28278

Company Complaining About: T-Mobile

Description

As you may have heard, T-Mobile recently decided to increase prices for many customers by \$2-\$5 per line with short notice. I am one of the affected customers. It is unfortunate that a highly profitable company, with a net income of \$8.32 billion in 2023, is permitted to impose these additional charges.

From my understanding, T-Mobile customers under the Price Lock guarantee, which was in effect from April 28, 2022, to January 17, 2024, were not impacted by this increase. I have been a loyal T-Mobile customer and changed my plan to "Magenta" on December 6, 2023, to add additional lines. Given that this change occurred during the Price Lock period, why am I still affected by this price increase?

I am very disappointed with this outcome and hope that the FCC reviews whether this practice is fair to consumers

Ticket: # 7090725 - Price hike

Date: 6/11/2024 5:11 PM

City/State/Zip: Taylorsville, Utah 84123

Company Complaining About: T-Mobile

Description

Like many my family had our rate plan increase. We are on the t-mobile magenta max first responder plan. A plan which is supposed to have a price lock. Postpaid plans: Essentials, Magenta, Magenta MAX, 55+, Military, and First Responder are supposed to be part of the price lock. The cost of living went up but wages did not, and now t-mobile has raised the rates of everyone not on a brand new plan in attempt to force consumers into a more expensive plan. Some plans increased \$5 per line and some increased \$2 per line. Our phone bill is already high and will now go up further when there is supposed to be a price lock. The t-mobile website mentions my plan is among those with a price lock. <https://www.t-mobile.com/cell-phone-plans/price-lock-faqs>

To my knowledge price lock means they don't raise their rates as their commercials recently mentioned. Upon calling them I had to call twice to figure out the exact amount as I was told two different amounts. The customer service rep provided what sounded like a corporate provided reply and stated they needed to raise prices to keep improving their services and network. Less than a month before I read about the rate increase online I upgraded my phone and am now on an equipment installment plan and cannot afford to change carriers as I need to pay off my device first. Plus they bought US cellular and Verizon is too expensive and that only leaves at&t as far as the big carriers go. The account is in my fiancée name (b) (6) but I manage the account for the family. We have 4 voice lines and a device line, all 5 increased.

Ticket: # 7090980 - T-Mobile Breaching customer contract agreement and raising their price on the on the 55+ Essentials Plan that had a guaranteed price for life lock

Date: 6/11/2024 6:58 PM

City/State/Zip: Placitas, New Mexico 87043

Company Complaining About: T-Mobile

Description

In 2019, we signed up for the 55+ Essentials Rate Plan with a price lock guarantee for life of \$70.00 for 2 lines bring your own phone with auto pay.

This incentive was the primary reason we switched from AT&T. And being retirees on a limited budget which does not increase for cost of living or inflation a lifetime rate lock was the reason we switched even though the coverage was not as good as AT&T.

When I received the text the other day I immediately contacted T-Mobile customer service representative, the first time I was told this was not going to happen to every customer and not to worry about it unless it actually goes up???. I made it very clear I did not wish to make any changes or be moved to another plan.

2 days ago my home service from T-mobile went out of service so while I speaking to the rep about the outage I also mentioned the issues about the rate increase and she confirmed yes, my rate was going up \$10.00

I explained that I had the 55+ Essentials rate plan that we signed a contract back in 2019 that the rate would never change. I spoke with both her and her supervisor for over an hour, and was told there was nothing they could do for us.

Today we got an email about an offer for a \$50.00 per month internet service with a "Price Lock Guarantee"!! What an insult considering T-Mobile is not honoring the Price lock guarantee on my Cell phones.

How can I trust another plan with T-Mobile when they don't honor the initial cell phone contract? I noticed on the internet T-Mobile has changed all their new marketing to reflect "prices are subject to change".

I'm sure a lot of people are facing this same issue. It's obvious this is a breach of contract and although \$10.00 may not seem like a lot of money, T-Mobile could essentially raise the rate again at any time.

[Ticket: # 7091151 - T-Mobile's promise of plan cost guaranteed broken](#)

Date: 6/11/2024 8:15 PM

City/State/Zip: Corpus Christi, Texas 78412

Company Complaining About: T-Mobile

Description

Several years ago, I signed up with T-Mobile 55+ program and Guaranteed a price lock. T-Mobile is now increasing my flight price plan rate without proper disclosure and notification and going against their promise of a lifetime rate. I request an investigation of T-Mobile with a reprimand that they keep their word and keep my rate the same!

[Ticket: # 7091174 - T-Mobile price lock guarantee](#)

Date: 6/11/2024 8:49 PM

City/State/Zip: Leavenworth, Kansas 66048

Company Complaining About: T-Mobile

Description

Yes I'm on the T-Mobile One plan which I'm sure you heard about and we were promised a price slot guarantee for life. We were just notified a couple weeks ago that our rates were going to go up and there's nothing we can do. I try to dispute this with T-Mobile and they said they would pay our last month's bill if we decided to leave. But, I signed up with the price lot guarantee as part of my plan

[Ticket: # 7091201 - Raising rates on price lock guarantee](#)

Date: 6/11/2024 9:04 PM

City/State/Zip: Parker, Colorado 80134

Company Complaining About: T-Mobile

Description

I signed up with T-mobile based on their advertisement that they would never raise rates on my plan. Now they have raised rates twice--once charging me if I don't leave a debit card on file and once again simply just raising my bill by \$10. I don't appreciate their false advertising.

Ticket: # 7091258 - T-Mobile

Date: 6/11/2024 9:32 PM

City/State/Zip: Long Beach, California 90810

Company Complaining About: T-Mobile

Description

I have been a t mobile customer for a little over two years now. When I signed with T-Mobile, it was because it was affordable at Time with a price lock guarantee. I also signed up for the jump on demand (J.O.D) as well. I went back and read my original contract. Where's t mobile in regards to my (J.O.D) For the new Samsung 24 plus. They were asking for over \$200 deposit on top of the price change in my bill. What's it going up \$5. With the jump on demand there's no need for deposit. That's the reason is why I signed up for the job on demand then finding out last month (June 2024) T mobile phone bill that my bill went up. I did not add or take away any features.

So I don't understand why t mobile would increase My bill. I did not sign or receive any notification. Stating my bill was about to go up.

[Ticket: # 7091310 - Tmobile raised my bill after price lock](#)

Date: 6/11/2024 10:15 PM

City/State/Zip: Bronx, New York 10452-6077

Company Complaining About: T-Mobile

Description

Tmobile has recently raised my bill \$5 per line(currently have 2 lines) after I have been grandfathered in my plan and it was supposed to be locked for \$100 on 2 lines with taxes and everything included. Now after 6 yrs or so they raised my bill to \$110 not what I initially agreed to or was offered. They have done this to the majority of all of their old customers and we are not happy with it and want valid answers. Feel like we were lied to and deceived.

[Ticket: # 7091499 - T-Mobile price lock](#)

Date: 6/12/2024 6:24 AM

City/State/Zip: Mt Pleasant, South Carolina 29464

Company Complaining About: T-Mobile

Description

We have an old grandfathered T-Mobile plan that should be covered in their price lock guarantee but they are now throwing out that guarantee and raising rates for our plan.

Ticket: # 7091528 - Price Lock Guarantee

Date: 6/12/2024 7:30 AM

City/State/Zip: Scarsdale, New York 10583

Company Complaining About: T-Mobile

Description

TMobile has raised prices even though my contract was under a price lock guarantee

Ticket: # 7091632 - T-mobile senior 55 plan

Date: 6/12/2024 9:01 AM

City/State/Zip: Lakeville, Massachusetts 02347

Company Complaining About: T-Mobile

Description

I had this Senior 55 plan with T-T-Mobile since they started it many years ago, at least 10 years+. It was never supposed to increase in price Now the price has gone up \$10.00 even with their auto pay. Price guaranteed never to change

[Ticket: # 7091785 - T-Mobile raising prices](#)

Date: 6/12/2024 10:12 AM

City/State/Zip: Meridian, Idaho 83642

Company Complaining About: T-Mobile

Description

T-Mobile is raising my price per line for a plan that has a Price Lock guarantee.

Ticket: # 7091819 - T-mobile Failing to Honor Customer Guarantees**Date:** 6/12/2024 10:31 AM**City/State/Zip:** Lake Worth, Florida 33467**Company Complaining About:** T-Mobile

Description

Since I joined T-mobile in 2017 in the 55+ price plan, T-mobile has repeatedly informed me in person, over the phone and in all advertising about the PRICE LOCK GUARANTEE. It was re-affirmed in 2023 when T-mobile removed my \$10 auto pay discount. When I called T-mobile (611), I was told that the PRICE LOCK GUARANTEE that I had applied to the base rates and taxes but not to Discounts. The agent re-confirmed my rate plan was price locked. I include all documents, and 2022 TV ads showing their guarantees. Customer service agents of T-mobile apologize that they cannot continue the PRICE LOCK due to "all things are going up". They state they are not honoring the PRICE LOCK GUARANTEE any longer due to inflation. Their 2022 TV Ad where they state they won't raise the price is here https://www.youtube.com/watch?v=EDXwx5w_3yI T-mobile cannot change their mind on what they have nationally promised their customers. In writing, verbally and on national television advertising, they must honor their guarantees.

Ticket: # 7092213 - T-mobile breach of contract - price increase after pricelock promise

Date: 6/12/2024 12:27 PM

City/State/Zip: Weehawken, New Jersey 07086-6669

Company Complaining About: T-Mobile

Description

I am writing to file a formal complaint against T-Mobile for what I believe is a breach of contract regarding my T-Mobile One account.

Background:

Account Start Date: July 2017

Plan: T-Mobile One

Contract Terms: The T-Mobile One plan, as advertised and agreed upon, included a price lock guarantee, which assured that the price would not increase as long as the plan remained unchanged.

Issue:

Approximately a month ago, I received a text message from T-Mobile informing me that they are raising prices on all lines. This notification is in direct contradiction to the original terms of my T-Mobile One contract, which explicitly guaranteed no price increases as long as I maintained the same plan.

Details of the Breach:

Contract Terms: The contract explicitly included a price lock guarantee.

Notification of Price Increase: I received a text message from T-Mobile about a month ago stating that prices would be increased on all lines.

Impact: This price increase directly contradicts the original terms of my plan and constitutes a breach of contract.

Action Requested:

I respectfully request that the FCC take the following actions:

Investigate T-Mobile's breach of contract regarding the price lock guarantee.

Require T-Mobile to honor the original terms of the T-Mobile One plan and reverse any price increases.

Ensure that T-Mobile communicates transparently and adheres to the contractual agreements made with their customers.

Enclosed with this complaint are copies of my original contract and the text message notification I received from T-Mobile.

I trust that the FCC will take appropriate action to address this matter. Thank you for your attention to this complaint.

Ticket: # 7092834 - Bill increase

Date: 6/12/2024 3:03 PM

City/State/Zip: Brooklyn, New York 11201

Company Complaining About: T-Mobile

Description

T-Mobile is increasing my bill by \$5 per line. When I got my One 55+ unlimited plan in 2017, this is what they promised (T-Mobile press release from January 2017), I have also attached screenshots from their press release that's still on their website:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

[Ticket: # 7092918 - Bait and switch, false advertising](#)

Date: 6/12/2024 3:23 PM

City/State/Zip: Tempe, Arizona 85283

Company Complaining About: T-Mobile

Description

T-Mobile has advertised for years that they have a price lock guarantee that they will never raise their rates as long as I stay on the current plan, yet they still raised my bill \$2 on jun 5th.

Ticket: # 7093019 - Tmobile price lock guarentee

Date: 6/12/2024 3:50 PM

City/State/Zip: Salem, Oregon 97302

Company Complaining About: T-Mobile

Description

I have the T Mobile One plan where they promised not to raise my rates because of the "UNCarrier Contract" guaranteed for life from opening my account in 2017. I have 2/100 dollar plan One Plus Promo. T Mobile raised by plan by \$5 a Line for 2 Lines to \$110 a month.

More info on the various price lock policies:

https://www.reddit.com/r/tmobile/comments/1994yrw/tmobile_will_no_longer_pinky_swear_not_to_raise/

Un-Contract Promise (2015 - April 2022)

Ticket: # 7093252 - Phone Rising Prices

Date: 6/12/2024 4:48 PM

City/State/Zip: Magnolia Springs, Alabama 36555

Company Complaining About: T-Mobile

Description

Received a text from T-Mobile informing about an increase of monthly service when we are supposed to have a lock price guarantee

Ticket: # 7093386 - Phone Rising Prices

Date: 6/12/2024 5:23 PM

City/State/Zip: Magnolia Springs, Alabama 36555

Company Complaining About: T-Mobile

Description

Received a text from T-Mobile informing about an increase of monthly service when we are supposed to have a lock price guarantee

[Ticket: # 7093437 - T-mobile price increase magenta 55 plan](#)

Date: 6/12/2024 5:40 PM

City/State/Zip: Spokane, Washington 99218

Company Complaining About: T-Mobile

Description

We purchased phones and service from T mobile 4 years ago and were told that our price for service would never increase. They notified us that there is a price increase of \$5.00 per line, when I spoke with Customer Representative she said that there is nothing that can be done, they are not honoring their price lock guarantee.

Ticket: # 7093700 - T-Mobile Price Raise

Date: 6/12/2024 7:32 PM

City/State/Zip: Stockton, California 95206

Company Complaining About: T-Mobile

Description

I've been a T-Mobile customer for a few years. I'm currently on the Magenta Max plan. They failed to notify me about a raise of price to my plan. I didn't know about the price being raised until I checked my account on the app. I was given the impression that their Price Lock Guarantee protects us from these incidents.

Ticket: # 7093744 - Monthly price lock not honored

Date: 6/12/2024 7:49 PM

City/State/Zip: Wendell, North Carolina 27591

Company Complaining About: T-Mobile

Description

Notified my bill is going up by \$10. I contacted customer support who agreed my plan qualified for the price lock described below and is still visible on their website but was hung up on.

T-mobile guaranteed the rate would not increase but it has and they will not explain why my rate went up but someone else on my same plan did not get an increase.

From T-Mobile site for my plan:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

Ticket: # 7093823 - T-Mobile Price Lock Guarantee

Date: 6/12/2024 8:38 PM

City/State/Zip: Honolulu, Hawaii 96815

Company Complaining About: T-Mobile

Description

I have a T-Mobile phone account (2 cell phone lines & 1 iPad line) with their Price Lock Guarantee, but, I just received a text notice that my charges for each cell phone account is increasing \$5/month. Is this legal? When I switched to the 55+ account, my charges weren't ever supposed to increase per T-Mobile's Price Lock Guarantee. I have read online that many other customers are experiencing the same price increases, without any success dealing with T-Mobile to honor their Price Lock Guarantee.

[Ticket: # 7094061 - T-Mobile Price increase](#)

Date: 6/13/2024 1:24 AM

City/State/Zip: Newcastle, Washington 98059

Company Complaining About: T-Mobile

Description

T-Mobile had a price lock guarantee where they ensured us that prices would not increase. They recently increased our charges and we have decided to leave. As part of their promise, they said that they would pay the last month charges if we left due to price the price increase which we have not received. Is there anything we can do?

Ticket: # 7094088 - T-Mobile Price increased my bill by \$20/month!

Date: 6/13/2024 3:23 AM

City/State/Zip: Pasadena, California 91107

Company Complaining About: T-Mobile

Description

I am writing about a recent price increase of \$20 per month (\$5 per line) on my phone bill. I switched to T-Mobile from my previous provider (Sprint) based on their "Uncontract" and Price lock advertisement that there would be no price increases for new customers.

I talked to T-Mobile and they said it's because my plan is a "retired" plan, which makes no sense. All that means is that I am not on of their more expensive plans.

The T-Mobile buyout of Sprint has created a monopoly in the market, and they are taking advantage of customers by raising prices knowing customers have fewer choices.

[Ticket: # 7094340 - T-Mobile Price Increase](#)

Date: 6/13/2024 9:43 AM

City/State/Zip: Albuquerque, New Mexico 87107

Company Complaining About: T-Mobile

Description

T-Mobile recently increased monthly price on legacy plans. The company offered "Price Lock" guarantees price won't increase. However, T-Mobile is in breach of contract and unfair for their deceptive advertising practices. They misled consumers.

[Ticket: # 7094411 - Tmobile raising rates](#)

Date: 6/13/2024 10:27 AM

City/State/Zip: Idaho Falls, Idaho 83404

Company Complaining About: T-Mobile

Description

I am a grandfathered plan with Tmobile with a price lock guarantee. They are now forcefully raising rates which I never agreed to. My plan is set is stone, no mentioning or future prices changes.

Ticket: # 7094858 - T-Mobile Violating Price Lock Guarantee

Date: 6/13/2024 12:32 PM

City/State/Zip: Andover, Kansas 67002-7564

Company Complaining About: T-Mobile

Description

T-Mobile heavily advertised the Price Lock Guarantee for several years but are no raising prices. For my account of 5 lines, this is an extra 25\$ per month with no change in service or benefits. They have broken their word and are charging higher prices.

[Ticket: # 7095076 - T-Mobile lied about Price Lock](#)

Date: 6/13/2024 1:24 PM

City/State/Zip: Chicago, Illinois 60629

Company Complaining About: T-Mobile

Description

T-Mobile guaranteed that the rate of my plan would never increase, it would guaranteed for the life of the plan. It just went up \$5 per line, a total of \$15. How is this legal?

Ticket: # 7095099 - Price Lock

Date: 6/13/2024 1:33 PM

City/State/Zip: Provo, Utah 84601

Company Complaining About: T-Mobile

Description

Dear FCC,

I am writing to file a formal complaint regarding the recent price hikes implemented by T-Mobile, a wireless service provider. As a consumer who has been affected by these changes, I believe it is imperative to bring this matter to your attention.

I have been a loyal customer of T-Mobile for 12 years, and I have always appreciated the value and service provided by the company. However, the recent changes in pricing have left me deeply dissatisfied and concerned about the practices of T-Mobile.

The sudden increase in monthly rates without adequate explanation or justification violates the trust that consumers like myself have placed in T-Mobile. Additionally, the lack of transparency surrounding the price hike is alarming. T-Mobile has failed to provide clear information regarding the reasons behind the increase or how it will benefit customers.

Furthermore, I am troubled by the strategic manner in which T-Mobile has handled these announcements. It appears that the price hikes were made in waves to minimize public outcry, while other major announcements were used to distract from the negative news. This calculated approach to pricing changes demonstrates a lack of concern for the well-being of consumers.

I believe that T-Mobile's actions may warrant investigation by the FCC to ensure compliance with regulations and to protect the interests of consumers. I urge the FCC to investigate the practices of T-Mobile regarding these price hikes and to take appropriate action to address any violations.

Thank you for your attention to this matter. I trust that the FCC will thoroughly investigate this complaint and take appropriate action to protect consumers.

Sincerely,

(b) (6)

Ticket: # 7095976 - T-Mobile price hike per line

Date: 6/13/2024 6:01 PM

City/State/Zip: Gilford, New Hampshire 03249

Company Complaining About: T-Mobile

Description

Been with T-Mobile for over 18 years. I have the ONE plan, which states:

Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

I'm on Disability and have 4 lines + 1 home line. I received no letter, no email, but only a text stating that my 4 lines would be increasing to \$5/per line, (a total of \$20 extra).

I had phoned T-mobile to remind them of the guarantee given of no price change, yet now there is a price change? The rep was not able to help me, and I believe that if a company makes a guarantee, it should be held as that promise! Guarantee itself means: to provide a formal assurance or promise, especially that certain conditions shall be fulfilled relating to a product, service, or transaction. Again, T-mobile advertised it as the price will NEVER change.

I have included photos for your review, also, in a deceiving manner, T-Mobile has since removed terms/conditions, including the full details for this Plan that launched in 2017

[Ticket: # 7096105 - T-Mobile Price Lock](#)

Date: 6/13/2024 7:01 PM

City/State/Zip: Seneca, South Carolina 29672

Company Complaining About: T-Mobile

Description

When I switched from AT&T to T-Mobile a few years ago on the 55+ Magenta Plan there was advertising that the rate would stay the same for life and never increase. My bill has just increased \$10 per month. This was false advertising and they should be held to the original price lock guarantee.

Ticket: # 7096286 - T-Mobile Contract Violation

Date: 6/13/2024 8:24 PM

City/State/Zip: Newark, Delaware 19711

Company Complaining About: T-Mobile

Description

Dear Sir/Madam,

I am writing to file a formal complaint against T-Mobile for what I believe to be unfair and deceptive billing practices.

I have been a customer of T-Mobile for over 10 years, and my account is covered by the original Price Lock 1.0 guarantee, which was explicitly stated to protect customers from any future price increases. Despite this agreement, T-Mobile has recently increased my monthly bill without providing any valid explanation or justification.

The amount I was charged was higher than the agreed-upon rate under the Price Lock 1.0 terms. However, this contradicts the original Price Lock 1.0 agreement, which assured customers T-Mobile would never raise its prices.

I believe this practice is unfair and deceptive, violating the terms of our agreement and causing financial harm. I respectfully request that the Federal Trade Commission investigate this matter to ensure that T-Mobile adheres to its contractual obligations and ceases any practices that mislead or harm consumers.

Thank you for your attention to this matter. I look forward to your prompt investigation and resolution.

Sincerely,

(b) (6)

[Ticket: # 7096322 - T-mobile price lock guarantee violation.](#)

Date: 6/13/2024 8:49 PM

City/State/Zip: Bentonville, Arkansas 72712-5779

Company Complaining About: T-Mobile

Description

When I adopted T-Mobile small business plan, it included a price lock guarantee. That guarantee maintains that as long as my account was in good standing The price could never be increased. I received a notice via email in May that my service was going to be increased \$30 a month. I called into T-Mobile in after hours of back and forth I was told the price increase would not take place on my account. However again this month I've received another email saying that the increase was going to be effective in July. Earlier I was given the option to reduce data plan limits without a price increase. I denied this offer, effectively stating that it is in effect a reduction of service for a reduction of price, which violates the price lock guarantee. The agent agreed that my price would not increase and my limits would not decrease. Still I have received this email a month later stating I was going to be subject to the price increase. Please hold T-Mobile accountable to the price lock guarantee which was binding when I initiated the service. The business for which this agreement was bound was Performance Solutions, LLC.

Ticket: # 7096747 - T-Mobile raising prices after false "Uncarrier" advertisement

Date: 6/14/2024 8:22 AM

City/State/Zip: Brooklyn, New York 11201

Company Complaining About: T-Mobile

Description

When we signed up for our T-Mobile plan, we were promised that prices will never increase on us. Here is a link to the T-Mobile announcement back in 2017: <https://www.t-mobile.com/news/press/un-carrier-next>. In particular, T-Mobile stated the following: "New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE. Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

On our latest phone bill, T-Mobile had unilaterally raised the price of our phone plan by \$5 per phone line. This blatantly conflicts with the 2017 Un-contract guarantee. T-Mobile had subsequently tried to change the promise AFTER the fact, by now claiming that the uncarrier guarantee means something else: that we are allowed to switch carriers in response to any price raises and they will pay our last month's charges. This was not the actual announced conditions back in 2017. Our plan was put into effect in 2018 and hence the condition that T-Mobile will never change the price we pay should apply to us. I have contacted T-Mobile directly about this, to no avail. T-Mobile raising prices now in violation of their original announcement looks to be a case of blatant false advertisement.

Ticket: # 7098458 - T-Mobile breaking promis of life-time rate

Date: 6/14/2024 5:10 PM

City/State/Zip: Thousand Oaks, California 91360

Company Complaining About: T-Mobile

Description

We have been T-Mobile customers for over 18 years.

We were shocked and frustrated to receive a text from T-Mobile on May 22 2024 stating our “price lock” rate plan would increase \$5 per line effective June 5 2024! Since we were traveling, I waited to contact customer service until after we returned.

On June 5 2024, I spoke with (b) (6) who congratulated us on being customers for over 18 years. She stated there was no documentation of us being promised a lifetime rate, claimed she could not change the rate and apologized for our disappointment. I told her she was very kind but I needed to speak with her supervisor. She transferred me to (b) (6) who basically told me the same thing. She was also very nice and I asked to speak with her supervisor. She assured me that her manager (b) (6) would call us within 72 hours. We never received the phone call from (b) (6)y which prompted this letter.

On August 27 2017 (b) (6) a T-Mobile customer service representative changed our existing T-Mobile plan to the 55 plus plan and were promised a lifetime rate of \$70 a month, and with EFT reduced that by \$5 per line. We want that rate back for the remainder of our lives with all current benefits included in the program as follows:

Taxes and fees included

Mobile hotspot 3G mobile hotspot included. Optional high-speed data available.

Talk & text Unlimited

High-speed data Unlimited 5G & 4G LTE

No annual service contract

Wi-Fi calling

AutoPay monthly discount \$5 per line up to 8 lines with AutoPay enabled & eligible payment method.

Apple TV+ Apple TV+ On Us for 6 months.

In-flight connection Full-flight texting and Wi-Fi with streaming where available

Low flat-rate calling while abroad \$0.25/minute in 215+ countries and destinations

Data and texting while abroad Unlimited text and up to 5GB of high-speed data, then unlimited at up to 256Kbps in 215+ countries and destinations

Unlimited international texting from home Canada & Mexico included

Unlimited talk and text, and up to 5GB of high-speed data, then unlimited data at up to 128Kbps in Canada & Mexico

Video Streaming Quality Optional with an HD Day Pass or T-Mobile ONE Plus.

1-Year AAA membership on us

T-Mobile TRAVEL

Thank you in advance for your assistance.

Ticket: # 7098477 - T-Mobile raising phone rate after telling me my rate was locked in for life as long as I remained in good standing.

Date: 6/14/2024 5:21 PM

City/State/Zip: North Canton, Ohio 44720-3952

Company Complaining About: T-Mobile

Description

When T-Mobile bought Sprint I was absorbed into their company. I kept my Sprint plan as long as I could and when it was requested that I choose a T-Mobile plan in early 2023, I chose the Magenta 55+ plan that included a price lock of \$70 for 2 lines if I did a auto payment. The fine print stated that that was my price until I changed plans as long as I remained in good standing. I have remained in good standing since all my payments are withdrawn from my bank automatically monthly. Now I get an email stating that my rate is increasing \$5 per line just because they can, going against the rules in place at the time I bought this plan. I waited till today when I got the first bill at this rate and contacted them by phone for an explanation since I was under a rate lock. I was lied to by the customer service person that the Magenta 55+ plan never had a price lock and they refused to give me my guaranteed pricing back. This is a breach of trust between T-Mobile and their customers and the FCC needs to address this company's breaking of their contract for not following their own price lock guarantees. If a class action suit is started I will be joining this breach of contract law suit. I do believe their actions should be punished and rolled back by the FCC. I thank you for taking my report and will be eager to see how the FCC will address this breach.

Ticket: # 7098853 - T-Mobile Price Hikes

Date: 6/14/2024 9:09 PM

City/State/Zip: Maspeth, New York 11378

Company Complaining About: T-Mobile

Description

As of January 5, 2017, T-Mobile pledged to not raise prices on anyone with a T-Mobile One plan. To quote the press release:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

On May 22, 2024, I received this text message:

T-Mobile: For the first time in nearly a decade, we're making a change to the price of some of our monthly service plans. Starting on 06/05/24, your rate plan(s) will increase by \$5 per line per month. You'll keep all the benefits you currently enjoy, and your rate plan type and bill due date remain the same. For more information, visit sms.t-mobile.com/XgcGPMCr

That would increase my bill by \$30 monthly, and I feel that T-Mobile has violated their own contractual pledge.

Thank you for your time and consideration. I have been a T-Mobile customer for 20+ years, and this is very disappointing.

(b) (6)

Ticket: # 7098935 - Tmobile first claimed they would never raise prices on my account - and now they are!

Date: 6/14/2024 11:25 PM

City/State/Zip: Oakland, California 94608

Company Complaining About: T-Mobile

Description

I'm supposed to have a Price Lock attached to my rate plan.

<https://web.archive.org/web/20200215091320/https://www.t-mobile.com/responsibility/legal/terms-and-conditions-sep-2017> says:

'If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or, if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one).'

This has turned out not to be true as they've forced a rate increase. Please investigate!

[Ticket: # 7099091 - Tmobile bills increase without knowledge](#)

Date: 6/15/2024 9:23 AM

City/State/Zip: Rochester, New York 14616

Company Complaining About: T-Mobile

Description

Went to check my bill for the month and notice there is an increase to all my lines. The have a family plan (Magenta Military). I never receive any notification, hence my surprised. What happen to the PRICE LOCK that was in my agreed contract when I first started with T-mobile a couple years before? I just tired of all these unethical business practice. Feel like this is only just the beginning of more issues to pile on.

[Ticket: # 7099730 - Increase in fees at T-Mobile](#)

Date: 6/15/2024 9:22 PM

City/State/Zip: Albuquerque, New Mexico 87112

Company Complaining About: T-Mobile

Description

I was promised my monthly fee would never go up with "Price Lock Guarantee". To my surprise, my bill is now higher. I cannot purchase service elsewhere without paying a fee to unlock my devices for use on another carrier. I am in a contract of essence. They have changed the terms, and breached the terms of their promised price lock guarantee.

Ticket: # 7099938 - TMOBILE PRICE LOCK GUARANTEE

Date: 6/16/2024 7:39 AM

City/State/Zip: Metairie, Louisiana 70001

Company Complaining About: T-Mobile

Description

When I joined T-Mobile was told rates would NOT INCREASE as long as I did not change plans. Well they raised my rates by \$5 per month. Very fraudulent deceptive actions against senior citizens.

[Ticket: # 7099957 - T-Mobile fraudulent price lock guarantee](#)

Date: 6/16/2024 9:10 AM

City/State/Zip: Huntington Station, New York 11746

Company Complaining About: T-Mobile

Description

T-Mobile fraudulently promised me in 2017 that if I became a customer on their new 55+ plan that the price would not change for life.

At the time, T-Mobile service was inferior to my Verizon service here in NYC, but I signed up anyway because of the price guarantee. I am being financially injured by their recent price hike that they promised and nationally advertised would never happen.

Ticket: # 7100049 - T-Mobile Price Lock Cancellation

Date: 6/16/2024 12:01 PM

City/State/Zip: Boise, Idaho 83713

Company Complaining About: T-Mobile

Description

More than 7 years ago, my wife and I purchased a two-line phone package with T-Mobile called One Plan Unlimited 55. The company said that as long as we didn't change the plan in anyway and maintained an autopay plan, we would have a Price Lock for life. Now, the company has raised the price by \$5 per line, and its customer service simply says the increase is the "cost of improvements being shared between customers." They've removed the term Price Lock from online advertising and are failing to live up to their agreement. Please investigate! This is akin to fraudulent business practices.

Ticket: # 7100219 - Price Lock Guarantee - Advertising Violation

Date: 6/16/2024 2:22 PM

City/State/Zip: Mesa, Arizona 85206

Company Complaining About: T-Mobile

Description

T-Mobile promised customers through both an Un-Contract and Price Lock Guarantee advertisement that their plan price would never change unless the customer were to opt for a change. They've since violated this promise and are forcing my family of 6 to pay an additional \$5 more per line per month. Please send all correspondence by email or fax to 800-926-7449.

Ticket: # 7100835 - Tmobile Rate increase

Date: 6/17/2024 9:10 AM

City/State/Zip: Central Islip, New York 11722

Company Complaining About: T-Mobile

Description

I received a text from Tmobile stating they are increasing my line by \$5 per line. I have been with them for years and they are sneakily attempting to make rate changes. I have 8 lines so this would affect my bill significantly. Per my One Plan with tmobile-their words were

Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

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I do not wish to change the price I pay and would like to remain at the same rate per my agreement to the One Plan

Ticket: # 7100890 - Tmobile price increase

Date: 6/17/2024 9:40 AM

City/State/Zip: Brooklyn, New York 11223

Company Complaining About: T-Mobile

Description

When we signed up for the magenta 55+ plan, we were told it was a price lock guarantee on our bill. Recently, we got a message that we will be seeing a \$5 increase per line for our plan. It's a breach of contract.

[Ticket: # 7101521 - Price was raised breaking the price lock](#)

Date: 6/17/2024 1:11 PM

City/State/Zip: Wauwatosa, Wisconsin 53213

Company Complaining About: T-Mobile

Description

Recently T-Mobile raised the price on my lines even though they are not supposed to raise them ever. I've been hearing that I'm misunderstanding what was promised. This just seems like some kind of trick on their part. Please look into this.

Ticket: # 7101586 - Rate increase

Date: 6/17/2024 1:31 PM

City/State/Zip: Waycross, Georgia 31503

Company Complaining About: T-Mobile

Description

T-Mobile is consumers provider. They raised her rate and she is supposed to have a price lock guarantee..Magenta 5 plus and she was told the rate would never go up. Her rate is supposed to be \$167.63 and it went up to \$184.63. She reached out to provider and was told her rate has not gone up in 10 years. Consumer wants provider to bring her bill back to the \$167.63 as she was promised in her price lock guarantee.

CTR 392-phone

Ticket: # 7102463 - T-Mobile raising prices even though they said we had a "Price Lock Guarantee"

Date: 6/17/2024 5:47 PM

City/State/Zip: Loveland, Colorado 80537

Company Complaining About: T-Mobile

Description

T-Mobile raised our bill even though we have a "Price Lock Guarantee" and was told that prices wouldn't increase unless we changed our plan. We did not change our plan and they still raised prices! T-Mobile is trying to back out of their agreement and have become more and more shady and needs to be held accountable!

[Ticket: # 7102622 - T-Mobile](#)

Date: 6/17/2024 6:55 PM

City/State/Zip: Hammond, Indiana 46324

Company Complaining About: T-Mobile

Description

T-Mobile offered a price lock guarantee for life back when we signed up years ago. Now, we have made no changes, yet they raised the price on us. They violated their price lock guarantee.

Ticket: # 7102929 - T-Mobile raising rates even with "Price guarantee"

Date: 6/17/2024 10:48 PM

City/State/Zip: West Jordan, Utah 84081

Company Complaining About: T-Mobile

Description

I have been a subscriber with T-Mobile for many years. I was under the impression I was covered from there "Un-carrier" price guarantee. However they have sent me a text telling me that they are going to be raising my monthly bill \$42/mo (\$5 per line and \$2 per device.) I have tried calling them to work this out, however they seem to not care about the price guarantee that they told me that I had when I signed up years ago.

[Ticket: # 7102944 - T-Mobile raising rates after promising it wouldn't.](#)

Date: 6/17/2024 11:07 PM

City/State/Zip: Cedar Rapids, Iowa 52404

Company Complaining About: T-Mobile

Description

I have been a T-Mobile customer since December 2021. Recently T-Mobile announced that they were going to increase my rates by \$2/month per line. However this goes against the original terms and conditions that they advertised both and TV and on the website when I signed up. They also changed original agreement on the Price Lock that was available at the time when I signed up at the time even though they promise as long as my account is in good standing they would never change anything.

Even as early as March 2024 the price lock used to say:

Starting January 18, 2024, customers activating or switching to an eligible rate plan get our Price Lock guarantee that only you can change what you pay—and we mean it! To show just how serious we are, if we were to make a price change and you decide to leave, just let us know within 60 days and we'll cover the cost of your final month's recurring service charges.

Customers who qualified for Price Lock before January 18 won't see any changes as long as they maintain their qualifying plan. For more information, please contact us by dialing 611 from your T-Mobile phone or calling 1-800-937-8997.

Also the current terms and conditions says they won't raise my rate as long as I'm on a Price Lock plan.

If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra Features or Devices.

<https://www.t-mobile.com/responsibility/legal/terms-and-conditions>

[Ticket: # 7102973 - \\$5 price increase per line at T-mobile](#)

Date: 6/17/2024 11:42 PM

City/State/Zip: Sun Lakes, Arizona 85248

Company Complaining About: T-Mobile

Description

Price lock guarantee Magenta 55+ being discontinued

Ticket: # 7103152 - Tmobile Contract Violation

Date: 6/18/2024 8:54 AM

City/State/Zip: Vancouver, Washington 98682

Company Complaining About: T-Mobile

Description

T-Mobile is violating their price lock guarantee contract that I have with them. At the time of sign-up my contract states that it would be \$100 all-in-one taxes and fees included for the life of my plan. Twice T-Mobile has raised my rate without my consent and both times I had to call them out on their shady tactics and get my bill adjusted despite making new changes to my plan. Now they're refusing to honor their contract pricing even after multiple attempts to talk to customer service explaining to them the situation, I was originally told that my plan would not be affected and not to worry, then I received my new bill which should they lied to me.

Dear FCC,

I am writing to file a formal complaint regarding the recent price hikes implemented by T-Mobile, a wireless service provider. As a consumer who has been affected by these changes, I believe it is imperative to bring this matter to your attention.

I have been a loyal customer of T-Mobile for 8 years, and I have always appreciated the value and service provided by the company. However, the recent changes in pricing have left me deeply dissatisfied and concerned about the practices of T-Mobile.

The sudden increase in monthly rates without adequate explanation or justification violates the trust that consumers like myself have placed in T-Mobile. Additionally, the lack of transparency surrounding the price hike is alarming. T-Mobile has failed to provide clear information regarding the reasons behind the increase or how it will benefit customers.

Furthermore, I am troubled by the strategic manner in which T-Mobile has handled these announcements. It appears that the price hikes were made in waves to minimize public outcry, while

other major announcements were used to distract from the negative news. This calculated approach to pricing changes demonstrates a lack of concern for the well-being of consumers.

I believe that T-Mobile's actions may warrant investigation by the FCC to ensure compliance with regulations and to protect the interests of consumers. I urge the FCC to investigate the practices of T-Mobile regarding these price hikes and to take appropriate action to address any violations.

Thank you for your attention to this matter. I trust that the FCC will thoroughly investigate this complaint and take appropriate action to protect consumers.

Sincerely,

(b) (6)

Ticket: # 7103455 - T-Mobile Price Lock violation

Date: 6/18/2024 11:24 AM

City/State/Zip: Farmingdale, New York 11735

Company Complaining About: T-Mobile

Description

At the end of May, T-Mobile sent me a text stating that the T-Mobile One Military plans on my account would see an increase of \$5/line starting with the next billing cycle.

Below is a copy of the terms and conditions as of September 2017 that would apply to three lines on my account:

<https://web.archive.org/web/20200215091320/https://www.t-mobile.com/responsibility/legal/terms-and-conditions-sep-2017>

"If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or, if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. "

T-Mobile has violated their own term and conditions.

Ticket: # 7103467 - T-mobile raised price even though I had price lock

Date: 6/18/2024 11:28 AM

City/State/Zip: Louisville, Kentucky 40220

Company Complaining About: T-Mobile

Description

I have been with T mobile for over 6 years. When I joined I was told that the price would be locked in and would never increase. The following is the exact wording from the T mobile site dated 1/5/2017:

Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

They have just informed me that they have raised their service \$5.00 per month/per line (5 lines in my case) I called customer service and was told if I didn't like it, I could leave and they would cover my last month bill.....so it was take it or leave it.

I feel they have broken their price lock promise like a slow motion bait and switch where the price was locked until they want to change it.

I feel this needs to be looked into.

Ticket: # 7103494 - T Mobile increasing price on "lifetime" service

Date: 6/18/2024 11:38 AM

City/State/Zip: Ipswich, Massachusetts 01938

Company Complaining About: T-Mobile

Description

On May 22nd I received a text message from T Mobile stating that my 3 (2 + 1 free) line plan would be going up but \$5 per line per month. They levied this on all three lines.

I called them to ask about this and to remind them that my plan has a guaranteed PRICE LOCK. They did not answer that question and even tried to move me to a current plan at the current + \$15 month cost. I asked what differences / added benefits the new plan would have and they answered - "no changes".

So here we have T Mobile breaking it's price lock guarantee and trying to coercively force customers to a new rate plan despite presenting the original plan as a lifetime plan with no price increases. I already have felt that older plan holders like myself get poorer service and certainly we are not privvy to the promotions that current plan holders get. I understand the second part, but to force people off existing PRICE LOCKED plans in the interest of increasing prices with no benefit to the consumer is unacceptable. Breach of contract.

[Ticket: # 7103630 - T Mobile Price Lock 2017](#)

Date: 6/18/2024 12:23 PM

City/State/Zip: Chester, New Jersey 07930

Company Complaining About: T-Mobile

Description

T-Mobile made a promise in 2017 that they would NEVER raise their prices on your plan (if you did not modify same). They broke that promise and raised my price. I then cancelled immediately.

Ticket: # 7104617 - T-Mobile price lock guarantee and subsequent price increase

Date: 6/18/2024 4:33 PM

City/State/Zip: Manhasset, New York 11030

Company Complaining About: T-Mobile

Description

My family has 11 lines with t-mobile one plan and the price per line was guaranteed at \$30 per line with unlimited, talk, text and data. Now i received a text that they will be increasing it to \$35 per month per line. That's a 17% increase. I believe they should honor their price guarantee of \$30 per line per month. Thank you for your assistance.

Ticket: # 7104773 - False Advertising & Breach of Contract by T-Mobile

Date: 6/18/2024 5:19 PM

City/State/Zip: Atlanta, Georgia 30309

Company Complaining About: T-Mobile

Description

T-Mobile advertised their plans with a Price Lock Guarantee, which was part of our decision to switch to the carrier. The Price Lock Guarantee stated that they would never increase our rate unless we changed plans, which we have not. Despite this guarantee we received an email stating that they would be increasing our rates on our plans. After contacting T-Mobile and them refusing to honor the original terms we agreed to we decided to move our business to Verizon.

More recently, the BBB's National Advertising Division decided against T-Mobile, stating that their advertising of this feature was fraudulent. As part of that determination T-Mobile agreed to waive the final month of service for customers who decide to cancel service as outlined in these news articles:

<https://www.msn.com/en-us/money/other/t-mobile-asked-to-stop-advertising-price-lock-guarantee-that-doesn-t-lock-your-prices/ar-BB1oolDQ>

<https://www.androidauthority.com/t-mobile-price-lock-guarantee-advertising-3452195/>

<https://arstechnica.com/tech-policy/2024/06/t-mobile-defends-misleading-price-lock-claim-but-agrees-to-change-ads/>

When I called them to have them honor this commitment, they acted like they knew nothing about it and refused to refund the final month charges as they had committed to in the settlement.

[Ticket: # 7104872 - T-Mobile raising rates on a price lock guarantee for life.](#)

Date: 6/18/2024 5:51 PM

City/State/Zip: Iowa City, Iowa 52240

Company Complaining About: T-Mobile

Description

I was with iWireless before T-Mobile bought them out. I wireless had a price lock guarantee for life that is the reason I was with them. One of the points to keep me as a customer with T-Mobile when they bought out iWireless was to continue the price lock guarantee for life. They have now reneged on their contract deal and raised my rates \$5 a month. For a disabled senior on social security \$5 a month is two prescriptions, or a couple meals in food. They literally will be taking my medicine away or my food away??

Ticket: # 7104889 - T Mobile Price Lock Guarantee

Date: 6/18/2024 5:58 PM

City/State/Zip: Huntington, New York 11743

Company Complaining About: T-Mobile

Description

T Mobile advertised that my price would never go up with their price lock guarantee. I have been a customer for over 10 years. In December 2023 my son on my family plan was in Mexico and his T Mobile data would not work. We were part of the "Essential Plan" I was told the cheapest way for him to be able to get service would be to change our plan to the Magenta 55 plan. This would include high speed data in Mexico and Canada in addition to the USA. I was told this new plan I was activated on included the T Mobile Price Lock Guarantee. After considering the added value for the additional price I went ahead and made the change. T Mobile is claiming the "Price Lock Guarantee" expired January 17th 2024. But I had switched to the new plan prior to that date. They are also claiming the Guarantee was only for new line activation. This is not what I was told nor what T Mobile advertised. I was switched to a new plan and Activated December 2023. I was informed of the additional benefits and cost and also told this plan had the T Mobile Price Lock Guarantee. My Price should therefor be locked in. Instead T Mobile is raising my price 17% for my family plan 4 lines. They have lied to the public and the FTC.

Ticket: # 7105798 - Breach of promised cell rate

Date: 6/19/2024 11:09 AM

City/State/Zip: Westwood, Massachusetts 02090-2950

Company Complaining About: T-Mobile

Description

Several years ago I signed up for a plan that guaranteed that the rate would never increase. It was 2 lines for \$60 with no additional taxes or fees. It was offered to individuals over 55. The documents about the plan were initially available via an embedded link in an email from T-Mobile. That link no longer works and I have no hard copy of the contractual promise. I contacted T-Mobile after receiving a text about the \$5/month increase per line and was told that there was never a price guarantee offered in all the many years she worked for them. I asked for copies of my original plan but never received them and was told the records for my account only go back 2 years. I believe that this price increase is in effect a breach of contract and that the price increases should be reversed And the price lock guarantee honored. I waited to file this complaint until after receiving a bill at the higher rate. Thank you for your assistance with this unfortunate situation.

[Ticket: # 7105990 - T-Mobile Violating their price lock agreement](#)

Date: 6/19/2024 12:24 PM

City/State/Zip: Richmond, Texas 77407

Company Complaining About: T-Mobile

Description

T-mobile deceptively saying that only you can change the price/rate you pay. They have increased my bill \$5 per line and \$3 per phone line without notice or my approval. I have called to ask and they said there is nothing they can do. This is deceptive and a fraud.

Ticket: # 7106758 - T-Mobile Deceptive Adversiting and Fraudulant Buisness Practices

Date: 6/19/2024 5:33 PM

City/State/Zip: Zionsville, Indiana 46077

Company Complaining About: T-Mobile

Description

When I joined T-Mobile on 6/15/2018, they adversited that they were the "Un-Carrier" and promised that they would never raise my price. They continued advertising for YEARS their "price lock guarantee" and stated explicitly that "They'll never raise my rate for talk, text, and data." Well, on 5/22/2024 I recieved a text from T-Mobile stating that raising my rate \$5 per line starting 6/5/2024. Last night, I received my first monthly bill reflecting this price increase, which totals an extra \$47 dollars per month going forward. By this price increase, T-Mobile has broken thier self-proclaimed "guarantee" and engaged a deceptive and fraudulent business practice. A price increase should not be allowed for any customers that opened accounts before 5/22/2024. If this is allowed to stand, then words have no meaning, businesses are able to lie directly and blantantly to the American people, and the FCC is apparently unable to protect the citizen of this county from the unethical practices of buisness they are charged with regulating.

[Ticket: # 7107884 - T Mobile Price Lock](#)

Date: 6/20/2024 11:22 AM

City/State/Zip: Astoria, New York 11105

Company Complaining About: T-Mobile

Description

T Mobile included a "Price Lock" as part of the contract for my cell phone plan signed in 2020 that guaranteed rates will not go up for life assuming I do not change plans and continue to pay bills on time. I have since paid all bills on time and never changed plans, and yet T Mobile has raised my bill by \$10 a month (\$5 per line for 2 lines). Customer support has acknowledged that price lock is part of my plan, but also that they will not be honoring the price lock guarantee as stated on the contract.

[Ticket: # 7108250 - T-Mobile Price lock](#)

Date: 6/20/2024 12:56 PM

City/State/Zip: Maywood, New Jersey 07607

Company Complaining About: T-Mobile

Description

My entire account t faced a price hike despite being a price lock plan on an account activated in 2002.

Ticket: # 7108675 - Complaint Regarding T-Mobile Business Unlimited Ultimate+ Plan Pricing and Policy Violations

Date: 6/20/2024 2:58 PM

City/State/Zip: Fremont, California 94538

Company Complaining About: T-Mobile

Description

Dear FCC,

I am writing to file a formal complaint regarding my T-Mobile Business Unlimited Ultimate+ Plan. I currently have five lines under this plan, which was activated in March 2022. The account number associated with this plan is (b) (6)

When I initiated this plan, I was assured that it was under a "price lock" guarantee, meaning that no price increases would occur unless lines were added or removed. However, I have experienced the following issues:

Unjustified Price Increase: Recently, there has been a sudden \$2 per line increase in my monthly bill without any modifications to my lines, which contradicts the original price lock agreement.

Lack of Advance Notification: I received no advance notification regarding this price increase, which is a violation of standard policy and customer rights.

Incorrect Price Application on Promo Lines: Two of the five lines are under a promotional offer where they were supposed to be free. The price hike should not apply to these lines, yet it has been applied indiscriminately.

Impact on Discounts and Promos: I was informed that my insider discount and promotional offers would remain unaffected by any price adjustments. Contrary to this assurance, it appears that the price hike has indeed impacted these discounts.

It appears that T-Mobile has not upheld the terms and conditions initially promised, which significantly influenced my decision to migrate from Verizon to T-Mobile. This situation seems like a deliberate attempt to mislead customers.

I would appreciate your assistance in investigating this matter and ensuring that T-Mobile adheres to the terms they promised.

Thank you for your time and assistance.

[Ticket: # 7109728 - T-mobile raising rates for senior plan when the plan was originally marketed as price lock guarantee](#)

Date: 6/21/2024 4:05 AM

City/State/Zip: Phoenix, Arizona 85048

Company Complaining About: T-Mobile

Description

T-mobile promised on their website when I signed up for the Senior 55+ plan it would never increase. Have two cell phones on the plan and pay \$60 month on auto pay and have never changed anything on the plan. Last month I received an email from T-mobile that our plan rates would increase \$5 per cell phone line which is \$10 per month. This is a breach of contract and a breach of trust from T-Mobile. We have been customers for 20 years and are very disappointed on how T-Mobile is handling this with their long time loyal customers!! A promise is a promise and a company needs to stand by their promise! It's a matter of principle we can't allow T-Mobile to get away with this.

[Ticket: # 7109877 - T Mobile violates their price lock guarantee](#)

Date: 6/21/2024 8:52 AM

City/State/Zip: Brooklyn, New York 11208

Company Complaining About: T-Mobile

Description

I've been a customer with T mobile for more than 8 years. I've been on the magenta plan for about 4 years now and a condition of the magenta plan is that the price lock of \$70, which includes all taxes and fees, will not change. Recently they've raised the price which violates their contract promise. I am not pleased.

Ticket: # 7110196 - T-Mobile False Advertising

Date: 6/21/2024 11:22 AM

City/State/Zip: Easton, Pennsylvania 18045

Company Complaining About: T-Mobile

Description

I switched to T-Mobile 7 years ago when they were advertising with the term "Price Lock" and mentioning they would never raise rates. Last month they did just that and raised my rates without much warning or explanation. This seems like false advertising and an illegal practice.

[Ticket: # 7110256 - T-Mobile price increase on my price locked plan](#)

Date: 6/21/2024 11:38 AM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: T-Mobile

Description

I have had a Magenta 55 plan with T-Mobile for many years. It included a price lock provision. They now have increased 3 of my lines by \$5 a piece. They have been trying to bully me into change plans to cover themselves. They also denied for about 10 minutes this wasn't an issue. I want my lines to be placed back under the old plans

[Ticket: # 7110261 - T-Mobile price increase](#)

Date: 6/21/2024 11:40 AM

City/State/Zip: Washington, District Of Columbia 20008

Company Complaining About: T-Mobile

Description

I have had a Magenta 55 plan with T-Mobile for many years. It included a price lock provision. They now have increased 3 of my lines by \$5 a piece. They have been trying to bully me into change plans to cover themselves. They also denied for about 10 minutes this wasn't an issue. I want my lines to be placed back under the old plans

[Ticket: # 7110855 - T-MOBILE Price Lock Guarantee](#)

Date: 6/21/2024 2:13 PM

City/State/Zip: Metairie, Louisiana 70001

Company Complaining About: T-Mobile

Description

Changed terms on price lock plans that were said NEVER to increase. Targeting senior 55+ plans with \$5 per month rate increase. Fraudulent advertising and deceptive business practices to get customers to sign up thinking they would be locked into a set price for as long as they held that plan. T-Mobile's NEW definition of price lock defies Webster's dictionary

Ticket: # 711128 - Rate increase on a price guarantee rate plan

Date: 6/21/2024 3:23 PM

City/State/Zip: Hasbrouck Heights, New Jersey 07604

Company Complaining About: T-Mobile

Description

I switched to T-Mobile back on 2/17/17. Price guarantee was part of the promotion. Please see the link below from 1/5/17. I haven't changed my plan since and am still on the One plan with 4 lines. They have increased my plan by \$20 (\$5 per line). I believe they should honor this promotion as this was the reason I signed the service agreement and feel deceived. Thank you

<https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7111942 - Price Lock promise broken](#)

Date: 6/21/2024 11:13 PM

City/State/Zip: Malta, Illinois 60150

Company Complaining About: T-Mobile

Description

T-Mobile promised subscribers to the ONE plan that the rate would NEVER change as long as I didn't make any changes to my plan. T-Mobile notified me in May 22nd that they were breaking that promise and

[Ticket: # 7112465 - Tmobile price lock guarantee complaint](#)

Date: 6/22/2024 1:11 PM

City/State/Zip: Brooklyn, New York 11228

Company Complaining About: T-Mobile

Description

Tmobile advertised as price lock guaranteed and increased their price significantly for customers who were grandfathered into their old plan

Ticket: # 7112731 - T-Mobile Broke Price Lock Agreement

Date: 6/22/2024 4:47 PM

City/State/Zip: Plainsboro, New Jersey 08536

Company Complaining About: T-Mobile

Description

Years ago, I signed up for a T-Mobile Magenta 55+ plus plan and was told that my price was locked as long as I continued to use the plan. They said it would never go up in price ever. This month, June 2024, my price went up from \$70 for 2 lines per month to \$80 for 2 lines per month. I called customer service to complain, but they wouldn't rescind the increase. Articles that I read in the news stated that customers with a price lock wouldn't see any increases. Nothing T-Mobile has said about the price being locked has been true. It is false advertising.

[Ticket: # 7113236 - T-Mobile price lock guarantee](#)

Date: 6/23/2024 9:42 AM

City/State/Zip: Rochester, New York 14617

Company Complaining About: T-Mobile

Description

When signing up for T-Mobile service it was advertised that the rate of my plan would not change for the entire life of my plan. They recently increased my plan by 5 dollars per line.

Ticket: # 7113533 - T-Mobile price lock not honored

Date: 6/23/2024 3:01 PM

City/State/Zip: Greenwood, Indiana 46143

Company Complaining About: T-Mobile

Description

In 2018 me and my wife switched to T-Mobile based on lifetime cost of 30 per line for 2 lines inclusive of taxes. T-Mobile put in writing that price would stay the same unless we changed the plan. We did not change and T-Mobile texted us in may of 2024 that each line was going up 17 percent. Customer service unable to do anything and emails to ceo were sent to executive customer service but they could not help either. Want T-Mobile to honor guaranteed price lock of 30 per line or be held accountable for deceptive business practices and outright lies to customers

Ticket: # 7113543 - T-Mobile Price Increase

Date: 6/23/2024 3:15 PM

City/State/Zip: -, Alabama 11111

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile service while they ran a "Price Lock Guarantee", where I was given a contract that stated my price would never increase for any reason as long as I maintained my account in good standing and did not make changes. Well I have not made any changes to my account and I am still in good standing but still am told I will still see a price increase. This is despicable action and a clear violation of marketing as well as the contract signed for services. This should not go unchecked.

[Ticket: # 7113983 - t-mobile raises rates after it promises a price lock guarantee for life](#)

Date: 6/23/2024 11:40 PM

City/State/Zip: Port Orchard, Washington 98367

Company Complaining About: T-Mobile

Description

I started using the t-mobile military plan several years ago when they advertised their price lock guarantee for life. T-mobile said it would never increase the prices of my plan as long as I was a loyal customer. T-mobile has not increased my rate by \$5 per line per month. Their customer support told me they will not honor thir guarantee.

Ticket: # 7114466 - T-Mobile False Advertising of Price Lock Promise and Then Rate Increase

Date: 6/24/2024 11:24 AM

City/State/Zip: Chicago, Illinois 60625

Company Complaining About: T-Mobile

Description

I'm a T-Mobile customer and have been for several years. For years, T-Mobile has promised and advertised to customers explicitly that it will not increase prices for current customers. Despite this promise, T-Mobile has unilaterally proceeded with a price increase.

As they have completed the acquisition of Sprint and are looking to milk their customers for more profit, they are violating the law with false advertising and the FCC should step in and mandate compliance with T-mobiles' advertising and restrict any such price increases that harm consumers. This price increase comes on the heels of the following direct and indirect price increases on customers:

- Offering a reduced plan with ads for customers with an included Netflix subscription
- Mandating customers switch to debit card payments to be eligible for auto pay discount
- Introducing new plans designed to force customers to pay more for monthly service if they want any device upgrades

I've attached documentation where the CEO of T-mobile has indicated no such rate increases would occur.

[Ticket: # 7116967 - T-Mobile failing to honor price lock](#)

Date: 6/25/2024 11:12 AM

City/State/Zip: New York, New York 10075

Company Complaining About: T-Mobile

Description

In 2021 I switched from AT&T to T-Mobile after being offered a 55+ account with price lock. Now like many others T-Mobile is rescinding my price lock

(b) (6) 

[Ticket: # 7117481 - T-Mobile: Price increases despite price locked contract](#)

Date: 6/25/2024 1:21 PM

City/State/Zip: Seattle, Washington 98102

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile service in June 2018. At the time, the company advertised a Price Lock guarantee. Their terms were as follows:

"If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or, if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra features or Devices. If your Service or account is limited, suspended or terminated and then reinstated, you may be charged a reactivation fee. " [1]

T-Mobile has since removed this content from their website (try to follow the link from the later, August 2018, terms and conditions [2] to see), which is indicative of either incompetence or a deliberate attempt to hide the terms that guaranteed there would be no increase in rates.

In June 2024, T-Mobile raised my rates despite this guarantee. I contacted their customer service. The representative asked for 24 hours to address it: "As you brought to our attention that when you signed up it mentioned the price would not increase so we will be going through the window and look into the possible error and then work on to fix that so please be assured that we will be calling you and keeping you updated and be assured that we will ensure that you get the best from us!"

After more than 48 hours with no follow up from T-Mobile, I wrote in to ask for an update. This representative instead offered to cut services to lower our bill, which is not what we want. The representative offered no further follow up (other than raising a complaint about the previous representative).

Consequently, I am writing the FCC to ask that your office require T-Mobile to follow the original terms of the contract: no price increases.

I also note that

(1) the BBB's The National Advertising Division has advised T-Mobile to stop advertising their more recent price lock guarantee as their advertising has been deceptive [3]. Further, the disclaimer T-Mobile has since added was not part of the terms and conditions when I signed up in 2018 (see [1]).

(2) That, as part of its merger with Sprint, T-Mobile made many representations to state and federal regulators about "synergies" and a lack of layoffs, but in practice has (a) raised fees, (b) raise rates despite contracts that they would not do so, and (c) laid off thousands of employees. While I understand this broader set of issues may be beyond the scope of a consumer complaint, this merger has been bad for consumers and employees and I hope that the federal government would revisit it (similar to how the DOJ has revisited the Ticketmaster - Live Nation merger and the American Airlines - JetBlue Northeast Alliance).

[1] <https://web.archive.org/web/20200215091320/https://www.t-mobile.com/responsibility/legal/terms-and-conditions-sep-2017>

[2] <https://www.t-mobile.com/responsibility/legal/terms-and-conditions-aug-2018>

[3] <https://www.theverge.com/2024/6/17/24180177/t-mobile-price-lock-stop-advertising-5g-home-internet-service>

[Ticket: # 7117615 - Tmobile price lock Gurantee scam](#)

Date: 6/25/2024 1:49 PM

City/State/Zip: Denver, Colorado 80237

Company Complaining About: T-Mobile

Description

T-Mobile has a price lock Gurantee in the last year they have tried to raise my price 2 times and are doing it again right now saying that inflation is so high they can't afford to honor the contract.

[Ticket: # 7118936 - Tmobile breaking price lock guarantee](#)

Date: 6/25/2024 9:44 PM

City/State/Zip: Las Vegas, Nevada 89149

Company Complaining About: T-Mobile

Description

When I signed up for tmobile's 55,+ plan many years ago I was promised a 60\$ a month rate plan for unlimited text talk and data. Tmobile just raised my rate to 70\$ a month, breaking their promise if never raising the 60\$ rate. Tmobile has deceived their 55+ plan customers which is a form of fraud.

[Ticket: # 7119138 - Price increase due to Monopoly](#)

Date: 6/26/2024 2:27 AM

City/State/Zip: Juncos, Puerto Rico 00777

Company Complaining About: T-Mobile

Description

T-Mobile made a promise that they won't increase prices when they bought Sprint but now they are pushing a \$5 increase per line to all old T-Mobile plan clients when they promised a price lock on their old plans. This should be illegal.

[Ticket: # 7119140 - T-Mobil breaking plan cost promise](#)

Date: 6/26/2024 2:33 AM

City/State/Zip: Arvada, Colorado 80007

Company Complaining About: T-Mobile

Description

I am on a grandfathered 55+ plan and I was told it would be price locked unless I changed to another plan. (\$60 two lines). I have been told that the price now is \$70 for two lines even though I have not changed plans. Their customer service simply tells me that there is nothing they can do. They are trying to break their promise and want me to go to another plan with no guarantees of a fixed price for life as was promised before. My wife and I are both over 70 and this is just another burden on our finances.

Ticket: # 7120172 - Price lock guarantee

Date: 6/26/2024 1:25 PM

City/State/Zip: Whitsett, North Carolina 27377

Company Complaining About: T-Mobile

Description

When I first signed up for the T-Mobile Magenta 55+ plan a few years ago it was advertised as no price increases ever and the customer service rep stated the same. Now the service has increased the price and has gone back on their word. False advertising! How can they advertise no price increases ever and then increase them. Their customer service does not care and only says inflation to blame. That is not the point. No increase ever means never.

Ticket: # 7120407 - T-Mobile \$\$ increase in life-locked fee

Date: 6/26/2024 2:27 PM

City/State/Zip: Leander, Texas 78646

Company Complaining About: T-Mobile

Description

I have been a T-Mobile customer for 15+ years now. I switched from AT&T to T-Mobile when I turned 55 to take advantage of their One plan 55+ with price lock for life (2 lines \$60 with auto pay. I have auto-pay and have enjoyed the \$60 per month charge for 2 lines.

Unfortunately, T-Mobile has gone back on that guaranteed plan and increased my bill by \$10 per month (now \$70), indicating they need to keep up with inflation. I understand they have a concern with inflation, but I was guaranteed to \$60 rate through the life of my service with them.

Ticket: # 7120962 - T-Mobile's recent rate increase was a breach of implied contract

Date: 6/26/2024 4:50 PM

City/State/Zip: Frankfort, Kentucky 40601

Company Complaining About: T-Mobile

Description

In 2018, I signed up for a T-Mobile 55+ rate plan with the verbal assurance and written promise from T-Mobile that my monthly rate was price-locked for life. The terms of this T-Mobile agreement made it clear that this was a firm implied contract between me, the customer, and T-Mobile. This implied contract was the sole reason that I switched from AT&T to T-Mobile. Recently, T-Mobile raised my monthly rate by \$10.00. When I spoke to a T-Mobile customer service representative about the unlawful increase they claimed there was nothing they could do to fix the problem. After breaking the published agreement with their customers, they quickly changed the marketing information on their website to remove all references to the price-lock guarantee which I was offered when I established the account, and which had been published continuously on their website since I became a T-Mobile customer in 2018. Their unscrupulous behavior makes it perfectly clear that T-Mobile is a dishonest company that thinks nothing of using deceptive bait-and-switch tactics with its customer pricing. They should not be allowed to publish false and misleading information in order to recruit customers and then subsequently deceive and cheat those same customers. Please help T-Mobile customers get the fair treatment they were promised and deserve.

Below is the verbatim wording from T-Mobile's 2017 price-lock guarantee:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

The full text of T-Mobile's original 2017 price-lock guarantee can still be found here (after T-Mobile removed it from their website):

<https://web.archive.org/web/20201027004952/https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7120990 - T-Mobile's recent unlawful price increase

Date: 6/26/2024 4:55 PM

City/State/Zip: Frankfort, Kentucky 40601

Company Complaining About: T-Mobile

Description

In 2018, My husband and I signed up for a T-Mobile 55+ rate plan with the verbal assurance and written promise from T-Mobile that our monthly rate was price-locked for life. The terms of this T-Mobile agreement made it clear that this was a firm implied contract between us, the customers, and T-Mobile. This implied contract was the sole reason that we switched from AT&T to T-Mobile. Recently, T-Mobile raised our monthly rate by \$10.00. When we spoke to a T-Mobile customer service representative about the unlawful increase they claimed there was nothing they could do to fix the problem. After breaking the published agreement with their customers, they quickly changed the marketing information on their website to remove all references to the price-lock guarantee which I was offered when I established the account, and which had been published continuously on their website since I became a T-Mobile customer in 2018. Their unscrupulous behavior makes it perfectly clear that T-Mobile is a dishonest company that thinks nothing of using deceptive bait-and-switch tactics with its customer pricing. They should not be allowed to publish false and misleading information in order to recruit customers and then subsequently deceive and cheat those same customers. Please help T-Mobile customers get the fair treatment they were promised and deserve.

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The full text of T-Mobile's original 2017 price-lock guarantee can be found here (after T-Mobile removed it from their website):

<https://web.archive.org/web/20201027004952/https://www.t-mobile.com/news/press/un-carrier-next>

[Ticket: # 7121384 - Price lock guarantee trampled](#)

Date: 6/26/2024 7:36 PM

City/State/Zip: W. Sacramento, California 95691

Company Complaining About: T-Mobile

Description

I was guaranteed no rate or price changes, when I got my T-Mobile 55 senior plan a few years ago. This month they have raised my rate 17% on each phone line. First they tried to 'trick' me into switching plans a few times, then they considered an automatic switch, but that was shot down by very negative publicity. NOW they refuse to restore the rate I was guaranteed. This is where my government FCC has an role to play. Please demonstrate that the FCC is for senior and other voters, and the rule of law, and not only for the rich.

[Ticket: # 7121534 - T-Mobile raised my rates while I have the price lock](#)

Date: 6/26/2024 8:48 PM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: T-Mobile

Description

I have T-Mobile phone and internet service I'm on the 55+magenta plan with my phone service when I first got the service they told me I had a price lock guarantee for life. My rates will never go up now they're trying to raise my rates \$20 more a month. which they were very misleading when I got the service I don't know if they understand what price lock guarantee means but to me it sounds like they're a fraud and false advertising. I can't contact customer service. and told them they have no right to raise my rates when they promised me the same rates for life on my plan.

[Ticket: # 7121733 - Tmobile price lock](#)

Date: 6/26/2024 11:57 PM

City/State/Zip: Torrance, California 90502

Company Complaining About: T-Mobile

Description

T-mobile advertised that prices would not go up.

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE"

Ticket: # 7121801 - Formal Complaint Against T-Mobile for Violating Price Lock Guarantee

Date: 6/27/2024 3:00 AM

City/State/Zip: Valparaiso, Indiana 46383

Company Complaining About: T-Mobile

Description

Dear Sir/Madam,

I am writing to formally lodge a complaint against T-Mobile USA, Inc. for violating their Price Lock Guarantee, which they prominently advertise to consumers. As a long-standing customer of T-Mobile, I feel deeply aggrieved by their failure to uphold this promise, which has caused me financial inconvenience and distress.

Details of the Complaint:

Customer Information:

Name: (b) (6)

T-Mobile (b) (6)

Contact Information:

Your Phone Number: (b) (6)

(b) (6)

Nature of the Complaint:

I signed up for a "MagentaMax" under T-Mobile's Price Lock Guarantee, which assured that the price of my plan would remain the same as long as I remained a customer.

Despite this guarantee, my monthly bill increased on 06/23/2024, with no prior notification or valid justification from T-Mobile.

I contacted T-Mobile customer service on 06/27/2024 and did chat with representative who was able only to credit me the increase of this month only but NOT to provide a satisfactory explanation or resolution.

Resolution Sought:

I respectfully request that the FCC intervene in this matter to ensure that T-Mobile honors its Price Lock Guarantee and rectifies my billing to reflect the originally agreed-upon price.

I also request that T-Mobile issue a refund for any overcharged amounts and provide assurances that such violations will not occur in the future.

I believe that T-Mobile's actions not only breach their own advertised commitments but also mislead and unfairly disadvantage consumers. As the federal agency responsible for regulating interstate and international communications, I trust that the FCC will take appropriate action to address this issue and protect consumer rights.

Thank you for your attention to this matter. I look forward to your prompt response and a satisfactory resolution.

Sincerely,

(b) (6)

[Ticket: # 7122794 - "Price Lock Guarantee](#)

Date: 6/27/2024 1:21 PM

City/State/Zip: Vinita, Oklahoma 74301

Company Complaining About: T-Mobile

Description

Raising my rates by \$5 per month per line, \$25 a month for me. No offers to do anything about it, despite my protests. Every company I have been with has always grandfathered things like this. Every T-Mobile ad I see touts, loudly, "Price Lock Guarantee." This creates the impression that your current rate will be locked in, and that is **not** the case.

Ticket: # 7122944 - Price Locked Plan

Date: 6/27/2024 2:01 PM

City/State/Zip: Chesterfield, Virginia 23832

Company Complaining About: T-Mobile

Description

The consumer said T-Mobile advertised a plan that was price locked

He said that they have sent him an email telling him that his bill would go up \$5 per line

They told him that they have increased their prices due to inflation

He said they are still advertising that they have a price locked plan

He said this is false advertisement

He said that he has 3 lines on his plan

One of the lines was free with the promotion

Now he has to pay \$90 instead of the \$80 a month he had been paying

Resolution: The consumer would like his bill to go back down to the \$80 a month he was paying

CTR423-Phone

[Ticket: # 7123068 - T-Mobile breach of contract 55+ phone plan](#)

Date: 6/27/2024 2:35 PM

City/State/Zip: Boulder, Colorado 80301-4036

Company Complaining About: T-Mobile

Description

When I signed up for the T-Mobile 55+ unlimited plan, the terms very clearly stated that this was a price lock for life. Now, eight years later, they are announcing an increase in the price for this plan, and they have scrubbed any mention of the lifetime price lock from their marketing materials. I am hard pressed to find an explanation for why this would not be a very clear breach of contract.

Ticket: # 7123394 - T-Mobile not honoring the "price lock for life" guarantee

Date: 6/27/2024 4:01 PM

City/State/Zip: West Chester, Ohio 45069

Company Complaining About: T-Mobile

Description

In 2018 I signed up for a two line 55+ rate plan with T-Mobile with the assurance that my monthly rate was price locked for life. On the latest bill (June 2024), T-Mobile is raising my monthly rate by \$10.00.

Ticket: # 7123474 - Complaint Against T-Mobile for Price Lock Violation

Date: 6/27/2024 4:24 PM

City/State/Zip: Webster, Texas 77598

Company Complaining About: T-Mobile

Description

Dear FCC,

I am writing to formally lodge a complaint against T-Mobile for their recent breach of the "Price Lock" promise and deceptive business practices. I have been a T-Mobile customer for several years and was assured by their "Un-contract" and "Price Lock" guarantees that my rates would never increase. However, T-Mobile has unilaterally raised my rates, which is both unacceptable and anti-consumer.

Background

I was employed at T-Mobile for five years and am well-acquainted with the company's policies and promises. In 2017, T-Mobile introduced the "Un-contract," guaranteeing that T-Mobile One customers would maintain their plan prices indefinitely unless they chose to change them. This promise was reiterated in their "Price Lock" policy for other plans as well. Despite this, T-Mobile raised the rates in May 2024, notifying customers only after the fact via text message.

My Experience

Upon receiving the notification, I immediately called T-Mobile to cancel some add-on services, amounting to more than the increase in my monthly bill. Despite my efforts, the core issue remains: T-Mobile has violated their own promises and engaged in deceptive practices.

Internal Practices

During my period working for T-Mobile, we were often instructed to "slam" or "cram" customers' bills. In T-Mobile's terms, this was called "reduce and replace," which meant substituting desired services with lesser ones while adding more services to pad T-Mobile's attachment rate. We were also encouraged to activate supposedly "free" lines that, while technically free, would necessitate a rate plan change for the entire account, maintaining the same price but offering fewer services.

From my experience with T-Mobile's profit mandates, I have long known that T-Mobile's practices are insufficient and often deceptive. This issue extends beyond simple price concerns. If T-Mobile corporate or third-party stores were ever surprise audited, 9 out of 10 would fail CPNI or PII checks due to mishandling sensitive information, such as discarding SIM cards, receipts, and ID copies into dumpsters. However, that is a different matter.

My Request

I urge the FCC to investigate T-Mobile's practices thoroughly and hold the company accountable for their deceptive and anti-consumer actions. They should be required to honor the original terms of their "Un-contract" and "Price Lock" guarantees and provide restitution to affected customers.

I believe that T-Mobile's actions constitute a significant breach of trust and consumer rights. The company's attempt to backtrack on their promises through obscure caveats in FAQs should not be allowed to stand. As a former employee and long-time customer, I feel deeply betrayed by T-Mobile's conduct and strongly advocate for regulatory intervention to protect consumers.

Thank you for your attention to this matter.

Sincerely,

Ticket: # 7123753 - Rate Hike

Date: 6/27/2024 5:49 PM

City/State/Zip: Durham, North Carolina 27703

Company Complaining About: T-Mobile

Description

Hi, I received my bill and it was increased by \$25 (\$5 for 5 voice lines). When I signed up for tmobile phone service I was guaranteed that my rate would never increase. This was included in tmobile price lock guarantee. Now they have rewritten a new price lock guarantee and not honoring previous price lock guarantee for its customers. If tmobile is allowed to do this and not be held accountable they will continue to bully their customers. This behavior is UNACCEPTABLE!!!!

Ticket: # 7123767 - T-mobile not honoring price lock rate

Date: 6/27/2024 5:55 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: T-Mobile

Description

In 2017, I left my cell phone carrier and signed up for t-mobiles lifetime price lock for two lines. They contacted me in May 2024 that they were going to increase my rate. I called them in May and told them I had a fixed rate price lock. I thought my billing issue was resolved. But today I received a bill for a price increase. I contacted T-mobile again and the customer service rep was not helpful at all.

[Ticket: # 7124004 - T-Mobile billing](#)

Date: 6/27/2024 8:00 PM

City/State/Zip: Columbus, Ohio 43224

Company Complaining About: T-Mobile

Description

T-Mobile broke price lock promise.

Ticket: # 7124080 - T-Mobile Raising Prices After Price Lock Guarantee

Date: 6/27/2024 8:48 PM

City/State/Zip: Kansas City, Missouri 64152

Company Complaining About: T-Mobile

Description

T-Mobile raised each of my phone line by \$2, and since I have 6 lines, \$12 a month increase. I reached out to customer care, they said that they couldn't tell me anything about my price lock guarantee and that I was ineligible to get out of my contract. On top of that, T-Mobile notified me less than 24 hours before the price increase via text message. The day before it was it was to take affect got the T-message that it was raising the prices - they even say 2nd notice but didn't get even the 1st notice, so the 2nd notice was the 1st notice.

Ticket: # 7124247 - T-Mobile Price for life promise

Date: 6/27/2024 11:32 PM

City/State/Zip: Albuquerque, New Mexico 87122

Company Complaining About: T-Mobile

Description

Many years ago my family and I signed up for T-Mobile's military one service. This included one guaranteed flat rate with no extra added taxes, or price increases unless the customer changed plans or the amount of lines. It included price lock which promised to never increase the amount, this was reiterated to me when I switched plans with a CSA. Recently T-Mobile has decided to go back on their word and increased the amount by 5 dollars per line per month , resulting in a 20% increase or \$240 more a year. I find this to be deceitful and dishonest with their price for life promise. I would hope the FTC or FCC will hold carriers responsible for their promises and commitments given to their customer base.

[Ticket: # 7124412 - T-Mobile price lock guarantee](#)

Date: 6/28/2024 7:15 AM

City/State/Zip: Egg Harbor Twp, New Jersey 08234

Company Complaining About: T-Mobile

Description

I signed up with T-Mobile over 3 years ago mostly because of the guarantee that as long as my account was in good standing my price was locked in for life. Now I get notified that my bill will be increasing. I feel like this is a bait and switch, lure you in then suddenly change the rules.

Ticket: # 7124472 - T-Mobile false advertising of keeping prices

Date: 6/28/2024 8:45 AM

City/State/Zip: Durango, Colorado 81301

Company Complaining About: T-Mobile

Description

I am a T-Mobile customer on the T-Mobile One plan. The plan promised "Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

T-Mobile recently raised my prices \$5.00 per line. Their customer service told me they must raise prices, even though they advertised the pricing to remain the same as long as I wanted. This was false advertising and want T-Mobile to honor their promise.

Ticket: # 7124588 - T-Mobile Price Lock Guarantee

Date: 6/28/2024 9:51 AM

City/State/Zip: Lexington, Kentucky 40509

Company Complaining About: T-Mobile

Description

I am a disabled veteran that has been with T-Mobile for years. When I signed up with them they sold me and my wife on their Military One plan that was geared for their Veterans that was cheaper and had a Price locked in for Life. It was never to go up guaranteed. It was in our contract for as long as we had our account with T-Mobile. We haven't let our account lapse and now they are going up on our bill ever though they stated in our contract that we signed that they would never do that. How is that legal?

Ticket: # 7124814 - T-Mobile Price Lock Guarantee

Date: 6/28/2024 11:09 AM

City/State/Zip: Lexington, Kentucky 40509

Company Complaining About: T-Mobile

Description

My husband and I have a T-Mobile account with a Military One account. It has a Price Lock Guarantee in the contract that we signed with them. Now all of a sudden they are going up on plan. How is this legal and how can they get away with this? They even sent out a text message saying that the One accounts wouldn't be going up but we were just told they even though we had a Military One plan ours would still be going up anyways. This isn't right! Someone should hold them accountable. My husband is a 100% disabled veteran and we are on a set income.

[Ticket: # 7125224 - T-Mobile Breaks Price Guarantee for Senior Citizens](#)

Date: 6/28/2024 1:02 PM

City/State/Zip: Durham, New Hampshire 03824

Company Complaining About: T-Mobile

Description

I am yet another victim of T-Mobile's misleading marketing of a now legacy 55+ plan. They just raised prices on a plan they promised never to do that on. Their FAQ has invented a loophole that was not explained at the time.

[Ticket: # 7125587 - T-Mobile Price Lock](#)

Date: 6/28/2024 2:35 PM

City/State/Zip: Brooklyn, New York 11238

Company Complaining About: T-Mobile

Description

I have been with T-Mobile for many years. We signed up for a price locked account, but they have raised the prices on my account by \$5/line. We have 10 lines, so this is \$50/month.

Ticket: # 7125605 - Price lock guaranteed

Date: 6/28/2024 2:38 PM

City/State/Zip: Albuquerque, New Mexico 87110

Company Complaining About: T-Mobile

Description

I had it written clear as day in my terms and service that Tmobile was not to raise my rate and they did. They also exclude credit cards from auto pay discounts which should be illegal.

[Ticket: # 7126932 - T-Mobile deceptive advertising.](#)

Date: 6/29/2024 7:54 AM

City/State/Zip: Hardeeville, South Carolina 29927

Company Complaining About: T-Mobile

Description

I am one of the many current T-Mobile customers on a "legacy plan", specifically the T-Mobile ONE Plus Promo. When I got this plan with my wife in 2017, we were assured the price was locked via T-Mobile "Price Lock". Further adverts and emails would back this up and even state that we, the customer, were the only ones authorized to change our plan or terms.

Now, T-Mobile has changed that policy and gone so far as deleting pages on its website that had these "promises". The price of my plan has increased without any contact from me to the company for any plan changes. In short, T-Mobile has lied and refuses to honor past promises. The FCC should thoroughly investigate these claims as I am convinced they are factually fraudulent and violate many parts of existing law.

[Ticket: # 7127372 - T-Mobile price lock](#)

Date: 6/29/2024 2:48 PM

City/State/Zip: Winter Garden, Florida 34787

Company Complaining About: T-Mobile

Description

Just wanted to file my complaint of T-Mobile not honoring their price lock on my plan. Which they have raised by \$15 without a physical notice

[Ticket: # 7127588 - T-Mobile price hike](#)

Date: 6/29/2024 5:17 PM

City/State/Zip: Rapid City, South Dakota 57701

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just got a text saying my price is going up \$5/month per phone. What happened to my price lock GUARANTEE? You can charge more to new customers, but do not change the terms of our contract!!

[Ticket: # 7127697 - "Price Lock Guarantee" Not Honor by T-Mobile](#)

Date: 6/29/2024 7:28 PM

City/State/Zip: Edmond, Oklahoma 73003

Company Complaining About: T-Mobile

Description

T-Mobile offered a "Price Lock Guarantee" when I signed up with them. I still have the same plan and they raised the price. I called them and they would not put it back.

[Ticket: # 7127731 - Told price guarantee](#)

Date: 6/29/2024 7:58 PM

City/State/Zip: Cohutta, Georgia 30710

Company Complaining About: T-Mobile

Description

Wife and I switched from ATT to T Mobile.

All advertising (Nationwide) said price was guaranteed not EVER to go up.

Was 55 and older plan.

Now, price has gone up.

Ticket: # 7127991 - T-Mobile Price Increase**Date:** 6/30/2024 2:06 AM**City/State/Zip:** Glen Cove, New York 11542**Company Complaining About:** T-Mobile

Description

I signed up for T-Mobile 7 years ago when I worked for a 3rd party dealer authorized to sell their products. When I signed up, I was given a "Price Lock Guarantee" as long as I stayed on the same rate plan and did not downgrade my service. I was also starting off at \$60/month for 2 lines of service. 7-years later my prices are increased without more than one weeks notice by over \$30 per month. I have been lied to by representatives saying I did not have the price lock and told by others that I had it and they would look into it for me. I have been hung up on, I have been told I would receive a call back and never received one. I filed a complaint here and was contacted by (b) (6) from the executive team telling me "everyone had their prices increased even me" to which I replied "yes but you have an employee rate plan don't you?" To which she reluctantly responded as if I had caught her in a lie "yes I do have an employee plan" which is about 80% lower then consumer rate plans. Therefore, if she did in fact receive a price increase it would certainly not affect her in the same way it did to me. I have heard that the stipulation was that if the customer's price was increased they would have the option to leave the company with their final bill paid as long as 60 days notice was given. However, this leaves no recourse for those of us paying off devices as they will not do that for the customer. Someone like me is literally stuck with them and I think they have treated me horribly in many ways besides this. Though (b) (6) told me "everyone had a price increase" I have friends that live in other states such as Minnesota, Michigan, and Iowa. Those people have all told me that they never received a text message and never had their pricing increased. I had read an article that said T-Mobile had picked and chosen the accounts they would raise and which they would not raise. This seems to be true since my rates have increased and those people I mentioned have seen no increase. Also, some of those people are on older rate plans than I am. I am on Magenta which is the plan JUST BEFORE their new plan Go5G. I asked them how much it would cost me to switch to the new plans and they told me \$20 more on top of my already increased prices but could not produce one single benefit of being on that plan compared to mine so I elected to keep my plan. Where is their original message of being the "uncarrier" which was used to say they were not like other companies like Verizon and AT&T that would do things like this to their loyal customers. I could see if I was on a very old date plan that they needed to raise the price to make money. However as I said I am on the plan JUST BEFORE their current plans. So I feel duped completely. (b) (6) offered absolutely no comfort to me as a customer who feels as if I'm being dared to cancel. They should allow me to cancel my account and they should pay off my devices and allow me to take them to another carrier because that is what they said that they would do in this situation in a FAQ section that has since been deleted but I know people on Reddit have saved it and still have it available to be seen. Why was I one of the people singled out for this increase? I have consistently purchased new equipment every single year for 7 years and made them even more money. I even told (b) (6) that I would be forced to cancel one line of service along with possibly canceling my watch once it's paid off which will be shortly in order to afford the new pricing. I now have a bill that is \$337 per month and as I

stated earlier we began at \$60 for 2 lines. Now I've added two lines and I'm paying off 4 devices. I had just been able to afford the \$314 that the bill owe before the debacle. I want some type of restitution and someone with some actual power and ability to do something to resolve my issue to contact me. Therefore I am making this second complaint to the FCC in hopes to get the proper attention from T-Mobile. I will get friends to also complain if need be. You don't advertise a price lock and then go back on your word just because you feel like it one day. This is shameful behavior and their customer service department has shown me nothing but disgraceful behavior as well. Please something about this. Thank you.

Yours,

(b) (6)

[Ticket: # 7128026 - T-mobile Lying about price lock](#)

Date: 6/30/2024 4:23 AM

City/State/Zip: Sioux City, Iowa 51104

Company Complaining About: T-Mobile

Description

t mobile has broken their own terms and conditions by altering their price lock guarantee without 60 days prior written notice and legal action needs to be taken against entities that breech their own contracts.

Ticket: # 7128276 - T-MOBILE INCREASE ON PRICE LOCK

Date: 6/30/2024 12:33 PM

City/State/Zip: McMinnville, Tennessee 37110

Company Complaining About: T-Mobile

Description

We have a T-Mobile 5(+ plan and have for several years. We are part of the price lock guarantee, but today we received notification they are increasing our bill \$15 a month or \$180 a year. This is against the law to change a contract that was agreed upon.

Ticket: # 7128737 - Tmobile raising prices

Date: 6/30/2024 7:37 PM

City/State/Zip: Silver Spring, Maryland 20906

Company Complaining About: T-Mobile

Description

T-mobile has increased the rate of their plans even though they had a price lock or uncarrier guarantee. This is the description of the plan from T-mobile that is now being removed from their website:

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

In the middle of June T-mobile has increased our plan by \$10 (\$5 per line) breaking the policy above of never increasing. We were never notified of this increase by phone, text, or email. We only found out when we got our new bill and it had a note saying the plan was going up. It is unlawful for the company to make changes to the terms and conditions including price of the service that was agreed upon when the contract was signed. Their policies of breaking guarantees will generate millions in revenue while nickel and diming the customer. If this is allowed to continue who knows what else T-mobile will do to cause harm to the consumer. T-mobile has had multiple data breaches, changed the payment method to only accepting debit, and is just overall becoming very inept since their merger with Sprint.

We contacted Tmobile about this and they kept claiming we weren't under any guarantee until they finally said we were under the un-carrier contract that was listed above (we will not raise your prices, only YOU can raise them). Well they said that's true BUT if they do raise them you can cancel in 60 days and they'll cover the last bill. That doesn't sound like any type of guarantee to me. Your price will never go up but if it does you can cancel. Bait and switch.

[Ticket: # 7128774 - T-Mobile raising rates of 55+ plan with supposed Price Lock guarantee](#)

Date: 6/30/2024 8:24 PM

City/State/Zip: Fairport, New York 14450

Company Complaining About: T-Mobile

Description

T-Mobile is raising their rates on the 55+ (age) plan \$5 per line. A plan that was originally sold to me as a GUARANTEED rate for as long as I continued my service with T-Mobile. In speaking with their customer service on two occasions, I was told there was nothing they could do to stop the increase.

Ticket: # 7128852 - T-Mobile Price Increase despite Lifetime Price Lock

Date: 6/30/2024 10:01 PM

City/State/Zip: Woodside, New York 11377

Company Complaining About: T-Mobile

Description

T-Mobile advertised that its prices would never go up [1][2], but has since raised the price of plans, including mine by \$20 a month [3]. I have called them about this but the representative on the line told me to simply cancel my service. Unfortunately, after they bought out all their competition in Sprint and Metro PCS, I don't have an affordable alternative.

[1] <https://www.t-mobile.com/news/press/un-carrier-next>

[2] <https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

[3] <https://www.t-mobile.com/customers/plan-pricing-update-sms-vo5-b1>

Ticket: # 7129411 - T-Mobile rescinded the senior 55+ "\$30 per month rate plan - locked in for life

Date: 7/1/2024 11:20 AM

City/State/Zip: Boca Raton, Florida 33428

Company Complaining About: T-Mobile

Description

T-Mobile rescinded the Senior 55+ "\$30 per month rate plan", the cost of the plan is locked in for life. I spoke with three members (7/1/24) of the T-Mobile customer service department and all of them told me there was never such a plan with a locked in price and that I am subject to the new price increase. The subject was researched on-line; there have been many customers on the Senior's 55+ plus plan that have the same price increase issues. The price increase is unfair to customers that have a price lock plan that is not being honored by T-Mobile.

[Ticket: # 7129993 - False advertising/breach of contract](#)

Date: 7/1/2024 1:51 PM

City/State/Zip: Santa Fe, New Mexico 87501

Company Complaining About: T-Mobile

Description

We entered senior plan contract with T-Mobile that locked service rates and benefits at that point for life. The recently announced rate increase by T-Mobile is a blatant violation of the "price lock" guarantee

Ticket: # 7130082 - T-MOBLE PRICE LOCK GUARANTEE

Date: 7/1/2024 2:07 PM

City/State/Zip: Brick, New Jersey 08723

Company Complaining About: T-Mobile

Description

I'VE BEEN WITH T-MOBLE FOR 12 YEARS & HAVE A PRICE LOCK GUARANTEE WITH MY ONE PLAN BY T-MOBLE. NOW THEY ARE CHARGING ME MORE MONEY EVERY MONTH; STATING THEY NO LONGER SERVICE MY PLAN, SO THERE WITH BE A PRICE HIKE. I TRIED TALKING TO A T-MOBLE REPRESENTATIVE ABOUT THIS; WAS TOLD I WOULD HAVE TO GO WITH A DIFFERENT PLAN THAT IS NOT THE SAME AS MINE. THIS IS ILLEGAL; MISLEADING CUSTOMER & CHARGING MORE WHEN TOLD PRICE LOCK GUARANTEE LIFE OF SERVICE.

[Ticket: # 7130127 - T-Mobile Price Lock Guarantee](#)

Date: 7/1/2024 2:18 PM

City/State/Zip: Melissa, Texas 75454

Company Complaining About: T-Mobile

Description

I signed up because they said it was a price lock guarantee for life. Now they raised my rate \$30 per month. Everything on my account is supposed to be locked in at \$167.50 per month.

Ticket: # 7130243 - T-Mobile breaking Senior 55 and over phone plan promise

Date: 7/1/2024 2:43 PM

City/State/Zip: Rochester, New York 14624

Company Complaining About: T-Mobile

Description

In 2019, my wife and I signed up for a 55+ rate plan with the assurance that our monthly rate was price-locked for life. This incentive was a primary reason that we switched from Verizon to T-Mobile. Now, T-Mobile, lacking any corporate integrity, is raising our monthly rate by \$10.00 (11.08 to be specific). When I spoke to in store customer service I was told that there was nothing that they could do to fix the problem. They changed all of the marketing information on their web site to delete all references to the price-lock guarantee which we were offered when we set up the account. Of course, we neglected to ask for and receive a copy of the "contract" or other documents that stated the agreed upon offer. T-Mobile is showing themselves to be as disreputable and unconcerned regarding consumer satisfaction as every other large corporation. Many people signed up for this plan for the price lock guarantee which obviously means nothing. This is nothing more than an extended variation on corporate bait and switch tactics. This is essentially illegal though T-Mobile would easily deny it. I respectfully request an investigation into this specific and very shameful action on the part of T-Mobile.

Sincerely,

(b) (6)

Ticket: # 7130248 - T-Mobile Plan Price increase

Date: 7/1/2024 2:46 PM

City/State/Zip: Rural Hall, North Carolina 27045

Company Complaining About: T-Mobile

Description

I have been grandfathered in on my Tmobile One plan for 7 years now. I was clearly told when signing up for this plan that this is a priced locked plan that will never increase. I received my current bill this month with a \$30 increase. I contacted tmobile and was told that my plan rate increased and that I was sent a text message about this increase.

To be clear, I never received this text message and was not notified of this increase until I received my bill. I contacted Tmobile and was told 3 different reasons why my price increased. While in contact with them I disputed each of their 3 excuses and only then was I finally told the truth that they did a price increase on a grandfathered price locked plan.

Ticket: # 7130252 - T-Mobile breaking senior over 55 promise of lifetime rate guarantee

Date: 7/1/2024 2:48 PM

City/State/Zip: Rochester, New York 14624

Company Complaining About: T-Mobile

Description

In 2019, my husband and I signed up for a 55+ rate plan with the assurance that our monthly rate was price-locked for life. This incentive was a primary reason that we switched from Verizon to T-Mobile. Now, T-Mobile, lacking any corporate integrity, is raising our monthly rate by \$10.00 (11.08 to be specific). When I spoke to in store customer service I was told that there was nothing that they could do to fix the problem. They changed all of the marketing information on their web site to delete all references to the price-lock guarantee which we were offered when we set up the account. Of course, we neglected to ask for and receive a copy of the "contract" or other documents that stated the agreed upon offer. T-Mobile is showing themselves to be as disreputable and unconcerned regarding consumer satisfaction as every other large corporation. Many people signed up for this plan for the price lock guarantee which obviously means nothing. This is nothing more than an extended variation on corporate bait and switch tactics. This is essentially illegal though T-Mobile would easily deny it. I respectfully request an investigation into this specific and very shameful action on the part of T-Mobile.

Sincerely,

(b) (6)

[Ticket: # 7130340 - T-Mobile price increase](#)

Date: 7/1/2024 3:07 PM

City/State/Zip: Maricopa, Arizona 85138

Company Complaining About: T-Mobile

Description

I had a price lock guarantee with the T-Mobile Magenta Military plan. I have just received a \$5.00 per voice line increase (I have 4 voice lines) and a \$2.00 wearable line increase (1 line). Current description from T-Mobile states that if not happy with the increase, they will pay my final recurring charge if I give them 60 day notice. Sorry, but I had a price lock GUARANTEE, not we will raise your rates when we want guarantee.

Ticket: # 7130696 - Tmobile broke their promise about never raising price

Date: 7/1/2024 4:32 PM

City/State/Zip: New York, New York 10023-6466

Company Complaining About: T-Mobile

Description

Tmobile (see this link - <https://www.t-mobile.com/news/press/un-carrier-next>) had stated this in their announcement back in 2017 -

Now, T-Mobile ONE customers keep their price until THEY decide to change it.

And now they are charging me a price increase of \$5 per line and since I have 2 lines, I am now required to pay \$10 more per month.

Below is cut/paste from that.

--

New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

[Ticket: # 7130834 - T-mobile Price Lock Non-Guarantee](#)

Date: 7/1/2024 5:07 PM

City/State/Zip: Georgetown, Indiana 47122

Company Complaining About: T-Mobile

Description

I've been paying \$90 for several years now for a TMobile plan that had a Price Lock Guarantee with it stating the cost would never go up. Friday I received a bill for \$92 with TMobile stating they are raising the monthly price. This is a clear violation in my opinion of them breaching their Price Lock guarantee.

Ticket: # 7131021 - T-Mobile Rate Increase - Fraudulent / Misleading Advertising

Date: 7/1/2024 6:07 PM

City/State/Zip: Irvine, California 92604

Company Complaining About: T-Mobile

Description

I switched my family's cell phone service to a T-Mobile One plan in February 2017 due to the great deals advertised. In January 2017 the announced: <https://www.t-mobile.com/news/press/un-carrier-next>

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

I received a text from T-Mobile last month stating they were raising rates. I hoped that I would be excluded since I signed up during the promo period in 2017. However, today I received my current bill and was charged an increased rate of around 10%. I called T-Mobile to ask them to remove the rate increase, but I was told they could not. This action breaks their 2017 promise as advertised.

Ticket: # 7131044 - Price lock guarantee not honored

Date: 7/1/2024 6:19 PM

City/State/Zip: Tacoma, Washington 98445-2565

Company Complaining About: T-Mobile

Description

T-Mobile advertised 'no price increase' ever on their signs when they were at the Western Washington fair and coaxed the wife and I to change over to their plan. Two lines, all services, \$70 total. I asked "No price increase ever?" and the answer was "Yes". An additional line was \$20 and we Added my now 91 year old mom to the plan a while back. \$90 total, no problem. Now I have a bill for \$115 with no excuse. This is a total breach of contract.

Ticket: # 7131057 - Fraudulent Price Increase

Date: 7/1/2024 6:23 PM

City/State/Zip: Bentonville, Arkansas 72713

Company Complaining About: T-Mobile

Description

My wife and I switched to T-Mobile Magenta 55+ Price Lock for life a few years ago. T-Mobile has notified us that they will not be honoring the price lock that they used to get us to switch from AT&T. I just spent about an hour on the phone with T-Mobile Customer service explaining the situation and it resolved nothing. They are sorry, but they are raising our rates. They induced us to switch to them using the price lock for life and have now reneged on the deal.

Ticket: # 7131077 - Fraudulent Price Increase

Date: 7/1/2024 6:28 PM

City/State/Zip: Bentonville, Arkansas 72713

Company Complaining About: T-Mobile

Description

My husband and I switched to T-Mobile Magenta 55+ Price Lock for life a few years ago. T-Mobile has notified us that they will not be honoring the price lock that they used to get us to switch from AT&T. My husband just spent about an hour on the phone with T-Mobile Customer service explaining the situation and it resolved nothing. They are sorry, but they are raising our rates. They induced us to switch to them using the price lock for life and have now reneged on the deal.

Ticket: # 7131539 - T Mobiles Price Lock Scam Guarantee**Date:** 7/1/2024 11:53 PM**City/State/Zip:** Rock Hill, South Carolina 29739**Company Complaining About:** T-Mobile

Description

Hi - my Nana and I are on T Mobiles "price lock guarantee". The plan is called Magenta Max 55+. Under the terms of this, customers on this plan will be locked into their rate for life in addition to the price lock guarantee. I was notified in May that each line is going to go up by \$5, which for me totals \$15. I reached out to T Mobile and informed them that my plan falls under the price lock guarantee AND per the plan I have, our rates would never increase. T Mobile also advertises publicly this information. I reached out to T Mobile to inform T Mobile of this notification. I have attached all the screenshots to this complaint but T Mobile still raised by bill after I confirmed with a T Mobile representative that my bill will not increase. T Mobile confirmed my plan will not increase by \$15. I logged into my account and noticed that my bill indeed go up by \$15 after reviewing the terms of the plan, after reviewing that my plan does fall under the price lock guarantee AND the T Mobile representative informing me that my plan will not increase yet it did by \$15. I'm reaching out to T Mobile to inform them that my plan did go up, but I feel compelled to file this complaint as I was promised it would not go up, they are going against their own terms and policies and here my bill is \$15 more than what it is supposed to be. I'm trying to upload the screenshots I have to support the complaint but this website is not letting me upload the screenshots. I can provide them via email if someone will reach out to me. T Mobile is scamming their customers. T Mobile reported 4% yoy rev. growth, 22% yoy profit growth, 27% yoy EPS, stock repurchases of \$3.6b, and \$769m in dividend payouts. It's really hard for me to grasp with the extreme profitable year T Mobile had, they are trying to scam their customers.

Ticket: # 7132338 - T-Mobile /Sprint carryover customer 3yrs on Magenta 55 price lock/uncarrier \$5 per line increase

Date: 7/2/2024 12:34 PM

City/State/Zip: Grove, Oklahoma 74344

Company Complaining About: T-Mobile

Description

T Mobile purchased Sprint and we were forced to come to T MOBILE(2021) or leave. We choose to stay due to fixed rates and taxes included MAGENTA 55 plan for \$70 per month for 2 lines. price lock and never increase was what we were told and many times saw advertisements on television for the UN Carrier prices never go up. WE have since added an addition 3rd line for the same \$35 per month. IN May 2024 we received a text informing us our plan would increase by \$5 per line. I have chatted/called and spoken with several care team experts who basically say nothing can be done to eliminate the additional charges or price increase. THIS opens a DOOR that should never have been opened on these older grandfather plans such as MAGENTA 55....if they are not stopped they will continue to add fees or taxes...please help with this broken promise that is affecting many and senior peoples on fixed incomes.

Ticket: # 7132604 - T-Mobile Not Honoring Price Lock Guarantee

Date: 7/2/2024 1:38 PM

City/State/Zip: Los Angeles, California 90041

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile mobile phone service in 2015, taking advantage of its advertised price lock guarantee. Since then, I have considered moving to other wireless carriers that were offering better deals. However, each time, I decided to stay with T-Mobile specifically because of the price lock guarantee, thinking I would be better off in the long term. Very recently, T-Mobile decided to stop honoring its price lock guarantee and has increased the cost of my service. I contacted T-Mobile customer service and was told they are no longer honoring the price lock guarantee and will provide no compensation for breaching their agreement.

Ticket: # 7133111 - T Mobile Price Lock

Date: 7/2/2024 3:49 PM

City/State/Zip: West Des Moines, Iowa 50265

Company Complaining About: T-Mobile

Description

We signed up for T Mobiles 55+ plan that had a guaranteed price lock when it launched in 2017. Price just went. Customer service representative said even though we were told the rate would never go up they were raising our rate.

Ticket: # 7133942 - T-Mobile increase rate for price lock T-Mobile One for 55+ plan

Date: 7/2/2024 9:27 PM

City/State/Zip: Houston, Texas 77094

Company Complaining About: T-Mobile

Description

I signed up for T-Mobile One for 55+ plan in 2016. One reason I signed up was T-Mobile guaranteed they would not change the rate if I was to stay on the same plan. T-Mobile increased the rate June 2024 thereby breaking their rate-lock guarantee. I had stayed on the same plan ever since I started with T-Mobile. This recent price increase was a broken trade agreement. I would like to see T-Mobile honor the terms of the original agreement I signed up with. Thank you.

Ticket: # 7134266 - T-Mobile Price Increase

Date: 7/3/2024 7:37 AM

City/State/Zip: Portland, Oregon 97208

Company Complaining About: T-Mobile

Description

T-Mobile Promised "price lock" for life but has now increased my rate by \$5 per line. They offered to pay my last months bill if I choose to leave. I don't want to leave, I want them to honor their promise.

Ticket: # 7135997 - Price increase on a T-Mobile "Price Locked" plan which was contracted back in 2017.

Date: 7/3/2024 5:41 PM

City/State/Zip: Round Rock, Texas 78665

Company Complaining About: T-Mobile

Description

To Whom it may concern,

In 2017, I signed up with T-Mobile for a multi-line cell phone contract at 30 dollars per line under a guaranteed price lock (advertised as a lifetime price of 30 dollars per line, which would never increase). Recently T-Mobile has increased my bill by 5 dollars per line under the same contract even though they advertised that the price would never change.

I spoke with a customer service representative and they mentioned that there was nothing they could do. The increase in price to grandfathered plans was a decision at the corporate level. I was told that escalating the call by involving a supervisor would not allow me to retain the original advertised pricing.

It seems unfair that T-Mobile can just increase prices on plans that had a guaranteed price lock. They should be bound by the terms of the initial contract and the prices that they advertised initially.

Regards,

(b) (6)

[Ticket: # 7136770 - T-mobile renegeing on price lock guarantee](#)

Date: 7/4/2024 12:47 PM

City/State/Zip: New Bern, North Carolina 28562

Company Complaining About: T-Mobile

Description

I was given a locked in price guarantee when I switched to T-mobile for cell phone service. My rate has now increased \$5 per month. When I called to complain I was told it was a "corporate decision." A price lock guarantee should be just that. Is this not fraud? Can they legally do this?

[Ticket: # 7137650 - T-Mobile Price Lock Guarantee](#)

Date: 7/5/2024 10:23 AM

City/State/Zip: Bartlett, Illinois 60103

Company Complaining About: T-Mobile

Description

When I signed up with T-Mobile they offered a price lock guarantee. They just raised my service by \$10. They are not honoring their guarantee.

Ticket: # 7137663 - T-Mobile One Plan - Price Lock Contract is not being honored.

Date: 7/5/2024 10:29 AM

City/State/Zip: Decatur, Illinois 62526

Company Complaining About: T-Mobile

Description

The original statement from T-Mobile about their One plan:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

As of July 2024, they are forcing a \$5 increase per line on our account, which violates the initial plan contract that was signed in 2017. The price lock was originally guaranteed for life as long as we didn't leave our plan.

REF:

<https://www.t-mobile.com/news/press/un-carrier-next>

<https://web.archive.org/web/20240522124949/https://www.t-mobile.com/news/press/un-carrier-next>

Ticket: # 7138586 - T-Mobile Magenta Max 55+ Plan

Date: 7/5/2024 3:57 PM

City/State/Zip: Richmond, Indiana 47374

Company Complaining About: T-Mobile

Description

I switched to T-Mobile in late 2021 to an advertised cell service Magenta Max 55+ plan. This plan advertised \$50 per line (including all fees and tax) and a \$5 credit if set up on auto pay. I have 2 lines and have been paying \$90.00 per month. This plan also advertised a "Price Lock" with "no unexpected price hikes, ever). I have a copy of this ad if needed.

I contacted T-Mobile on 7/5/24 due to my bill going up to \$100.00 per month. I was on the phone with them for nearly an hour, but the final answer was I can change plans or cancel my service. The rep I spoke with was very attentive and tried to answer all of my questions, but could not come up an explanation that exempted me from the "No rate hikes ever" on my plan.

I have no complaints about the plan or service, it's just the fact I switched carriers back in 2021 to an advertised plan with a locked in rate and now that lock in has been removed. I have never switched plans and have always been on the Magenta Max 55+ plan.

Ticket: # 7139008 - Price increases in violation of agreed contract

Date: 7/5/2024 6:24 PM

City/State/Zip: Carlsbad, California 92009

Company Complaining About: T-Mobile

Description

I have been a customer and on the same plan with T-Mobile since 2015. The reason I have never modified or changed my plan is because T-Mobile offered a price lock. See the following with is cut and pasted exactly from my plan/contract:

Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay.

I recently received a notification that my plan was increasing over 10%. But my lines and wearable were going to increase in price. When i questioned them about their price lock policy, they simply said, "Sorry." This is obviously unacceptable.

I would like T-Mobile to honor the contract we have and restore my original pricing with no changes to my plan.

Thank you.

[Ticket: # 7139317 - Price lock on T Mobile Magenta 55 plan](#)

Date: 7/5/2024 10:37 PM

City/State/Zip: Middle Island, New York 11953

Company Complaining About: T-Mobile

Description

I received my T Mobile bill for July and my price locked Magenta 55 contract was raised by \$23.00 dollars When I signed the contract a number of years ago it stated my monthly price for 3 lines would never changed. I guess T Mobile thinks they can break the contract anytime and have no consequences I hope you can fine them or stop them because everyone with the Magenta 55 is affected by T Mobile's breach of contract

[Ticket: # 7139399 - T-Mobile Raising Prices after Advertising Lifetime Price Lock](#)

Date: 7/6/2024 1:27 AM

City/State/Zip: Pembroke Pines, Florida 33025

Company Complaining About: T-Mobile

Description

I joined T-Mobile on the ONE Plan Unlimited 55 back when they were advertising a Lifetime Price Lock Guarantee in all their advertising. Now they are raising prices so that was false advertising. It was deceitful and a lie.

Ticket: # 7139405 - T-mobile Price Increase: Magenta 55 Plus Plan

Date: 7/6/2024 2:06 AM

City/State/Zip: Indianapolis, Indiana 46268

Company Complaining About: T-Mobile

Description

I am on the T-mobile Magenta Plus plan. When I signed up it had a price lock guarantee. My current bill increased \$20 (\$5 per line) for 4 lines on the account. This is despite advising me like others who signed up for the service that the price would never increase!

[Ticket: # 7139968 - T Mobil Phone bill](#)

Date: 7/6/2024 3:51 PM

City/State/Zip: Chesapeake, Virginia 23323

Company Complaining About: T-Mobile

Description

5 years ago My family signed up for a seniors military plan for 5 phones with T Mobil. T Mobil promised a price lock guarantee that the bill would never go up. Now T Mobil is upping the bill by \$25 per month.

Ticket: # 7140066 - T-Mobile Breaching Grandfathered Plan Price lock

Date: 7/6/2024 5:17 PM

City/State/Zip: Mayaguez, Puerto Rico 00682

Company Complaining About: T-Mobile

Description

I am writing to file a formal complaint against T-Mobile regarding their breach of contract with respect to their price-lock guarantee. I signed up for T-Mobile's 55+ rate plan, which was advertised with a price-lock guarantee for life. This guarantee was a significant factor in my decision to switch from Sprint to T-Mobile before both companies merged.

Recently, I received notice from T-Mobile that my monthly rate would be increased by \$10.00, despite the assurance that my rate would remain locked for the duration of my plan. This sudden increase directly contradicts the terms of our original agreement.

When I contacted T-Mobile customer service, I was informed that they were unable to resolve the issue and that the rate increase was due to adjustments in their pricing policies, including a \$5 increase per line for grandfathered plans. This unilateral change not only breaches our contract but also undermines the trust and confidence I placed in T-Mobile as a service provider.

I believe T-Mobile's actions violate the FCC's regulations, specifically regarding truth-in-advertising and consumer protection. As a consumer, I have relied on T-Mobile's promise of a price-lock guarantee, and their failure to honor this commitment has caused financial and contractual harm.

Therefore, I kindly request the FCC to investigate this matter and take appropriate actions to ensure that T-Mobile rectifies their breach of contract and honors their original price-lock guarantee for all affected customers. Additionally, I seek assurance that T-Mobile complies with FCC regulations and provides transparency and fairness to consumers regarding their pricing policies.

[Ticket: # 7140068 - T-mobile raising prices after promising customers Price Lock guarantee](#)

Date: 7/6/2024 5:20 PM

City/State/Zip: Seattle, Washington 98115

Company Complaining About: T-Mobile

Description

Hello. T-mobile USA sold plans years ago with marketing campaigns saying "\$70 Price lock guarantee including sales tax and fees" when we setup direct deposit. Even the sales person in the store mentioned it's a price lock for life. Now, they're raising the price to \$75 without even warning us.

I had to call billing support, stay on line for 30 minutes, and explain to them why they can't just raise the price after advertising price lock guarantee.

They filed a request for supervisor to approve and said they will get back to me. I get that costs have gone up but if one advertises Price lock for life, they better keep their word.

Thank you for reading.

Ticket: # 7142428 - T-Mobile Price Lock Billing

Date: 7/8/2024 2:00 PM

City/State/Zip: Sewell, New Jersey 08080

Company Complaining About: T-Mobile

Description

T-Mobile customer had the Magenta 55 Price locked plan.

He was locked to his price.

T-Mobile then took away the plan and raised the prices of his plan.

The cost of services went from \$105 to \$120 monthly

Resolution: Consumer would like to have his bill adjusted to his original locked in price of \$105

CTR438-Phone

[Ticket: # 7142843 - T-Mobile breach of price lock guarantee](#)

Date: 7/8/2024 3:44 PM

City/State/Zip: Kaysville, Utah 84037

Company Complaining About: T-Mobile

Description

I signed up for one of T-Mobile's price lock guarantees. It has come to my attention through a text message from T-mobile that they intend to alter the terms of this agreement and increase the price on my plan. I, along with millions of others across the country are seemingly blindsided by this.

[Ticket: # 7142848 - Tmobile over 55 price lock plan](#)

Date: 7/8/2024 3:45 PM

City/State/Zip: Dallas, Texas 75205

Company Complaining About: T-Mobile

Description

My family signed up for the over 55 plan at tmobile in 2017 and we were told it had a price lock for life. We have not made any changes since. Tmobile raised the price \$5 per line and \$2 per device for a total of \$12 each month with no reason breaking the promise / contract. We want Tmobile to honor the price lock guarantee.

[Ticket: # 7143775 - T mobile price increase to seniors](#)

Date: 7/8/2024 10:35 PM

City/State/Zip: Fishkill, New York 12524

Company Complaining About: T-Mobile

Description

We signed up for guaranteed price lock for life and now my plan has gone up by 12.00 - 5.00 for each phone and 2.00 for our watch. How is this allowed without our consent.

[Ticket: # 7143980 - T-Mobile increased monthly bill \\$4/month despite Price Lock guarantee](#)

Date: 7/9/2024 7:33 AM

City/State/Zip: Winter Haven, Florida 33881

Company Complaining About: T-Mobile

Description

I signed up for a rate plan with T-Mobile with a Price Lock Guarantee prior to January 2024. The Price Lock guarantee I enrolled in the rate under stated that T-Mobile would never raise my rates as long as I didn't change my rate plan. My monthly rate has been raised for two lines at \$2 each, totaling \$4/month. T-Mobile is not honoring their Price Lock guarantee as it was promised at the time I enrolled in this rate plan.

Ticket: # 7144338 - Rate Increase

Date: 7/9/2024 10:57 AM

City/State/Zip: Fort Smith, Arkansas 72903

Company Complaining About: T-Mobile

Description

I've had T-Mobile for about 4 years now and the reason I joined was due to their price lock guarantee, however, this past month I ported over to Verizon because they were raising my bill by \$15. It makes no sense that they should be increasing my rate since I was promised that my rate was locked in. When I tried to port out, I asked about them covering my last bill as I was changing but they told me that they wouldn't be able to cover anything.

Ticket: # 7144901 - T MOBILE RATES FOR SENIORS

Date: 7/9/2024 1:14 PM

City/State/Zip: Springfield, Missouri 65802-3415

Company Complaining About: T-Mobile

Description

We switched from Verizon a few years back to T-Mobile because of their "Price lock guarantee" for seniors. They have raised our rates with (in my opinion) no justification. When I called and complained, I was told their "guarantee" was not a guarantee and they could raise their rates as they pleased, and as a customer I had no recourse.

Ticket: # 7145528 - T-Mobile increased cellular phone bill on small business when covered under a Price Lock.

Date: 7/9/2024 3:37 PM

City/State/Zip: Crosswicks, New Jersey 08515

Company Complaining About: T-Mobile

Description

I opened a 5-line T-Mobile Business plan on January 9, 2013. Part of the enticement of going with T-Mobile at this time was that they had a Price Lock & stated that if I opened the plan with them, my pricing would never go up. From their own Price Lock FAQ: "For accounts activated between April 28, 2022, and January 17, 2024, customers who signed up for qualifying mobile wireless or fixed wireless Home Internet plans (including Lite plans) received our prior Price Lock Guarantee. Under that promotion, new accounts with qualifying service could keep their regular monthly rate plan price for unlimited talk, text, and data on our network, excluding taxes/fees, select limited-time promotions, per-use charges, third-party services, and network management practices." Source: <https://www.t-mobile.com/cell-phone-plans/price-lock-faq> It now looks like I will be receiving a \$10 increase in my monthly rate, even though it was stated that if I opened my lines between April 28, 2022 & January 17, 2024, I would never receive an increase. (My lines were opened in January, 2023.) I am looking to have this monthly increase removed. Thank you, (b) (6)

[Ticket: # 7146288 - T-mobile price increase](#)

Date: 7/9/2024 7:52 PM

City/State/Zip: Lawrence, Kansas 66049

Company Complaining About: T-Mobile

Description

T-mobile is increasing our price by \$5.00 per line. When we joined the 55+ plan in 2020 we were told it was price locked for life. Now T-mobile is raising the price!

[Ticket: # 7146382 - Rate Change at T-Mobile for price lock guranteed rate](#)

Date: 7/9/2024 8:40 PM

City/State/Zip: Grants Pass, Oregon 97527

Company Complaining About: T-Mobile

Description

Tmobile had an offer called magenta 55+ for \$35 per line, \$70 per couple and a \$10 discount for autopsy with a promise that your rate could never go up. In June of this year they raised my rate from 35 to \$40 per line a \$5 rate increase breaking there price-lock promise.

I started this plan more than 6 years ago with no change on my end.

[Ticket: # 7146614 - T-Mobile price lock](#)

Date: 7/9/2024 11:49 PM

City/State/Zip: Hanford, California 93230

Company Complaining About: T-Mobile

Description

DESPITE having a price lock plan my bill went up \$45.00. The increase is more than 20% of my bill total!?!

Ticket: # 7146816 - Price increase on my lines without any notice

Date: 7/10/2024 8:31 AM

City/State/Zip: Duluth, Georgia 30096

Company Complaining About: T-Mobile

Description

To whom it may concern,

I've been with Tmobile for a long time and just got my bill this month showing that each line increased by \$2. I currently have 5 lines. I recall changing my One plan for the Magenta Max plan to get a discount on a phone and was told that I had a price lock. Now it seem like they increased it even with a price lock guarantee. FCC yall need to fine tmobile and take back the spectrums they got when they brought out Sprint. They have gotten too big and are not customer friendly. They also forced debit card on auto bill. And they get breach on a yearly basis. Given this they should not be allow to give hold debit or banking information.

Ticket: # 7147297 - Price increase

Date: 7/10/2024 11:34 AM

City/State/Zip: Goose Creek, South Carolina 29445

Company Complaining About: T-Mobile

Description

I recently filed a complaint against T-Mobile about a price increase. I have not heard nothing back When I got their service I was promised price lock that stated the price will never go up now they are raising my rates I contacted them and they said my rates are still going up also I have phone service with them I had the phone for over a year and they still have the phone locked their were no promotions just a guarantee my price will never go up and now they are raising the price by \$15 but when I contacted them they said it was only \$10 increase and ever since I complained about the price going up, my Internet has not been working properly and they will not resolve the issue.

[Ticket: # 7147705 - T-Mobile breaking contract on price locked guarantee](#)

Date: 7/10/2024 1:10 PM

City/State/Zip: Honolulu, Hawaii 96814

Company Complaining About: T-Mobile

Description

T-Mobile broke promises to 55+ customers! Our TMobile ONE Unlimited 55+ was a rate lock-in for life. The increase violates my contract with them that prevents any price changes ever.

[Ticket: # 7148324 - Price lock suddenly wasn't](#)

Date: 7/10/2024 3:59 PM

City/State/Zip: Newport Beach, California 92660

Company Complaining About: T-Mobile

Description

On the Magenta 55+ it says taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. I just received notice that the rate is going up. I didn't not change it. It is the same. So that is NOT a price lock. They have redefined what a price lock is. They say it is now that they will reimburse you for 1 month if you decide to leave. That has NOTHING to do with a price lock.

[Ticket: # 7149435 - T-Mobile not honoring price lock guarantee](#)

Date: 7/11/2024 7:45 AM

City/State/Zip: American Fork, Utah 84003

Company Complaining About: T-Mobile

Description

My phone price with Tmobile was advertised as a lifetime price lock and rates wouldn't go up, but now my rates have gone up \$5 per line and this is going to cost me over \$500 extra per year. NOT OK.

Ticket: # 7150051 - T-Mobile increased plan price that we were told was locked in as long as we didn't make any changes

Date: 7/11/2024 11:57 AM

City/State/Zip: Marina Del Rey, California 90292

Company Complaining About: T-Mobile

Description

T-Mobile increased our price from \$60/mo to \$70/mo on our 55+ Plan. When we signed up for the plan, we were told the price would never change as long as we remained in good standing and didn't make changes to the plan.

[The Price Lock guarantees that accounts activated with a qualifying rate plan, within the enrollment period, would not be subject to a price increase, so long as the account remained in good standing and the customer remained on the qualifying rate plan.]

I spoke with T-Mobile customer service today, and was told that although we have a plan with a set price, their costs have increased, and therefore they need to increase our plan price. I said this goes against the agreement we had when we signed up. They apologized, but said there was nothing they could do.

I want the agreed price of \$60/mo. for two lines as per our agreement.

Ticket: # 7150284 - T-Mobile senior price hike

Date: 7/11/2024 1:05 PM

City/State/Zip: South Beach, Oregon 97366

Company Complaining About: T-Mobile

Description

T-Mobile recently forced upon me a \$10 increase on my 55+ Magenta plan that I've had for several years. When I started the plan, it was clearly stated the monthly charge was for as long as I had the plan and would never increase, it was "price locked". The recent \$10 charge is in clear violation of that guarantee, further, I was never informed of the price increase. T-Mobile claims to be offering a better plan for this price increase, but it is NOT the plan I want, requested, need or signed up for. Please investigate this obvious violation of advertising and stated guarantee that T-Mobile is forcing upon many of its senior customers.

Ticket: # 7150457 - T-Mobile Not Honoring Price Lock Guarantee THEY MADE

Date: 7/11/2024 1:42 PM

City/State/Zip: Baton Rouge, Louisiana 70817

Company Complaining About: T-Mobile

Description

When I purchased my Magenta T-Mobile Plan I was told by the representative selling me the plan it had a price lock guarantee and that meant the price was locked in and will never go up. I was just notified that they are increasing my phone plan by \$10/month for the two lines I have under this plan. How is this legal? I chose this plan above other plans knowing I would be locked in at this price as I got older and would be on a fixed income. Please tell me others are complaining and you will not allow this business to lie to their customers and do whatever they want to do regardless of the promises they have made.

Ticket: # 7151234 - T Mobile raised rates on Senior plans

Date: 7/11/2024 5:00 PM

City/State/Zip: New York, New York 10019

Company Complaining About: T-Mobile

Description

When my husband and I started with the T Mobile 55 plus plan, we were told that there was a price lock for life. Well, I must have died because they just raised the rate by \$10. Besides being unethical, is it legal? Do promises mean anything to customers? Do we have any recourse?

Ticket: # 7151268 - Tmobile Price Increases on Plans promised never to increase

Date: 7/11/2024 5:17 PM

City/State/Zip: Westbury, New York 11590

Company Complaining About: T-Mobile

Description

I have a Tmobile One plan since 2015. I was promised the price would not increase under any circumstances. However, Tmobile has recently decided to increase pricing on legacy plan customers.

Here is a quote from their announcement in 2016:

"New Rule: Only YOU Should Have the Power to Change What You Pay – Introducing Un-contract for T-Mobile ONE

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay. "

The new option for Tmobile to pay the last two months of our bill if we decide to leave if the contract was broken was made up recently. Not back in 2016.

Please keep Tmobile accountable. I have attached the full article to this complaint and you can also visit the site directly at:

<https://www.t-mobile.com/news/press/un-carrier-next>

Thank you,

(b) (6)

Ticket: # 7151703 - T-Mobile 55 + pricelock plan

Date: 7/11/2024 8:19 PM

City/State/Zip: Troy, Missouri 63379

Company Complaining About: T-Mobile

Description

I am filing this complaint due to a pricelock plan which T-Mobile advertised when I took the plan in July of 202, they have now raised my plan by 5.00 per line which I have 3 lines, so instead of my bill being 105.00 per month its now 120.00. I have tried contacting T-mobile customer care and even spoke to executives who all state they had no such plan with a price lock, and nothing they will do to return me to the price I was locked in for life. I have heard this is the place to file as other have as well based on complaint chat room. Any help would be great.

Ticket: # 7151724 - Price increase

Date: 7/11/2024 8:32 PM

City/State/Zip: West Haven, Utah 84401

Company Complaining About: T-Mobile

Description

Price lock guarantee on military account, increasing \$5 per line which is \$50 a month increase for our family account. That's \$600 a year!! Was supposed to be a guaranteed rate with no price increase - ever.

Ticket: # 7151999 - T-Mobile One Rate Increase Despite Guarantee To Never Increase

Date: 7/12/2024 2:41 AM

City/State/Zip: Round Rock, Texas 78664

Company Complaining About: T-Mobile

Description

T-Mobile has notified me (and apparently many like me) that my T-Mobile One plan which was guaranteed to never increase in rate or be forced to change plans will be increasing on June 5, 2024 (rate change was implemented one month later in July 2024 in spite of assurances from Customer Service Rep) at a rate of \$5 per line, which in my case is a 10% increase. This is an open and direct breach of their guarantee and I guess T-Mobile's accountants have calculated that the cost of doing so will be less than the amount gained from consumers unwilling to switch because of simple inertia. This may be a blatant attempt to get rid of those of us who must be viewed as deadbeats. This is also on its face false advertisement and should be penalized for that as well.

Still on their website is the January 5, 2017 press release for T-Mobile One plans. I switched to T-Mobile One in October 2017.

<https://www.t-mobile.com/news/press/un-carrier-next>

"Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay."

[Ticket: # 7154188 - T-Mobile 55+ price lock gaurantee false advertising](#)

Date: 7/12/2024 8:15 PM

City/State/Zip: Penfield, New York 14526

Company Complaining About: T-Mobile

Description

When I signed up my father and I for T-Mobile's 55+ \$60 a month, all fees included, for two lines of unlimited talk, text, and data, I was given assurances that their price was locked in for as long as we kept the lines active. Recently, the company has started charging an additional \$5 per line, despite the agreement language that was signed when we originally signed up for their service, guaranteeing that this exact scenario would never take place.

Ticket: # 7154226 - T-mobile Price Lock Guarantee

Date: 7/12/2024 8:55 PM

City/State/Zip: Glendora, California 91740

Company Complaining About: T-Mobile

Description

T-mobile stated their rates would not change under the price lock guarantee. The rates are going up nation wide for all customers. Please advise.

Ticket: # 7155186 - Illegal Price Increase

Date: 7/13/2024 5:46 PM

City/State/Zip: Heber Springs, Arkansas 72543

Company Complaining About: T-Mobile

Description

Wrote to:

T-Mobile Customer Relations

P.O. Box 37380

Albuquerque, NM 87176-7380

When we signed up with T-Mobile the agent told us that our price was a Price Guarantee and would never go up even if there was a tax increase. That was T-Mobile's commitment to their customer's.

Enclosed below is their Price Guarantee. But unfortunately that was not the case as T-Mobile has started charging additional monthly charges of additional 5.00 per phone which we have two.

I know it seems petty but for a company to offer Price Guarantee and then I feel renege on their program seems unethical to say the least.

The reason for this complaint is if someone does not call them on it, then in a few months we will get another price increase.

PRICE LOCK GUARANTEE

If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra Features or Devices.

[Ticket: # 7155489 - Tmobile price increase on 55 plus plan](#)

Date: 7/14/2024 5:34 AM

City/State/Zip: Woonsocket, Rhode Island 02895

Company Complaining About: T-Mobile

Description

When signed up the promo was 2 line's for \$60 total including taxes with price lock for life. Bill will never increase. Well they increased it by \$5/line total bill is now\$70. That is total false advertising !

Ticket: # 7156240 - T-mobile breach of contract

Date: 7/15/2024 12:43 AM

City/State/Zip: Vashon, Washington 98070

Company Complaining About: T-Mobile

Description

Whn I signed up for my current plan many years ago, T-Mobile advertised and marketed a price lock guarantee as long as I remained in good standing and din't change plans. I learned that last month each phone on my account was going up by \$5 each, from \$45 to \$50 a month. I have two phones so now my bill for those 2 phones went from \$90 to \$100/month. This is more than a 10% increase on a senior citizen plan I was told would never be increased. this is false advertising, bait and switch marketing and a breach of contract. I am a customer in good standing and never changed my plan to preserve the rights T-Mobile promised.

Ticket: # 7158093 - T-Mobile breaking price lock guarantee they promised and increased the monthly rate I'm charged

Date: 7/15/2024 4:55 PM

City/State/Zip: Bismarck, North Dakota 58503

Company Complaining About: T-Mobile

Description

I have five lines under T-Mobile. Three of my lines qualify under their 'Un-contract Promise' promotion as they were opened on 02/09/22. Two of my lines qualify under their 'Price Lock Guarantee' promotion as they were opened on 09/21/23. The terms of both promotions state;

"Customers who qualified during the above respective time periods won't see any changes to their Price Lock Guarantee as long as they maintain their qualifying plan."

Per: <https://www.t-mobile.com/cell-phone-plans/price-lock-faqs>

I recently had lines under both the 'Un-contract Promise' promotion and 'Price Lock Guarantee' promotion see their monthly rates increased, raising my monthly bill by \$15.

I've reached out to T-Mobile customer support both via phone and text. They refuse to honor the 'Price Lock Guarantee' promotion and revert the changes to my monthly bill.

Ticket: # 7158632 - T-Mobile Billing issue

Date: 7/15/2024 7:44 PM

City/State/Zip: Allentown, New Jersey 08501

Company Complaining About: T-Mobile

Description

I purchased a T-Mobile Magenta 55+ 2 line plan on August 22, 2018 which contained a "Price Lock". The terms and conditions supplied with the contract contain the following: If you are on a price-lock guaranteed Rate Plan, we will not increase your monthly recurring Service charge ("Recurring Charge") for the period that applies to your Rate Plan, or, if no specific period applies, for as long as you continuously remain a customer in good standing on a qualifying Rate Plan. If you switch plans, the price-lock guarantee for your new Rate Plan will apply (if there is one). The price-lock guarantee is limited to your Recurring Charge and does not include, for example, add-on features, taxes, surcharges, fees, or charges for extra features or Devices. If your Service or account is limited, suspended or terminated and then reinstated, you may be charged a reactivation fee.

Please investigate.

Ticket: # 7158931 - T-Mobile Illegally Raising Prices in Direct Contradiction to their "Price Lock Guarantee"

Date: 7/15/2024 10:28 PM

City/State/Zip: Chandler, Arizona 85224

Company Complaining About: T-Mobile

Description

T-Mobile has blatantly and flagrantly gone back on their "Price Lock Guarantee" policy that states, in their own words: "customers who signed up for qualifying mobile wireless or fixed wireless Home Internet plans (including Lite plans) received our prior Price Lock Guarantee. Under that promotion, new accounts with qualifying service could keep their regular monthly rate plan price for unlimited talk, text, and data on our network, excluding taxes/fees, select limited-time promotions, per-use charges, third-party services, and network management practices. Similarly, for postpaid Home Internet accounts, we guaranteed customers could keep their regular monthly rate plan price for new lines of fixed-wireless internet data, excluding taxes/fees, select limited-time promotions, per-use charges, third-party services, devices and network management practices."

They then sent out communication to everyone on their now discontinued Magenta Max plans stating that their prices will be going up by \$5 per month, per device, whether they like it or not, in blatant violation of their own price locking policy. They have since deleted almost all web pages referring to or mentioning the price lock guarantee they had offered for several years, hoping that all of their customers will get collective amnesia and just accept the price hikes uncontested. The only price locking related webpage still available to the public is their FAQ:

<https://www.t-mobile.com/cell-phone-plans/price-lock-faqs>

You can see in the following threads people shocked about their prices suddenly going up:

<https://community.t-mobile.com/billing-63/price-lock-57541>

<https://community.t-mobile.com/billing-61/t-mobile-breaking-promises-to-seniors-who-were-offered-price-lock-guarantee-for-life-on-55-rate-plans-57587>

There was an excellent write up of the situation done by the Verge:

<https://www.theverge.com/2024/6/17/24180177/t-mobile-price-lock-stop-advertising-5g-home-internet-service>

Their advertising is deceptive at the least and incredibly dangerous (and illegal) at worst. Usually the remedy for these types of situations is a class-action lawsuit. Unfortunately, they rarely ever bring about justice for the actual victims of these predatory corporate behaviors, and instead line the pockets of lawyers who get paid to duke it out in court. That's why I'm asking the FCC to please step in and stop this incredibly shady practice, if there is anything you can do to help.

Attached to the complaint are logs of a conversation I had with T-Mobile's customer service. They've clearly been giving their customer service representatives very strict and polished scripts for customers with this type of complaint, and they rarely deviate. You can see how our conversation runs in circles from "we really value you as a customer and wish there was something we could do" to "there's nothing we can do" over and over again. I almost feel bad for the customer service reps, because they are clearly in on the grift and are forced to be front line fighters against their own customers.

Thank you for your time and for reading my complaint. I sincerely hope there is something you can do to stop this. Have a wonderful rest of your day.

[Ticket: # 7159800 - Price increase](#)

Date: 7/16/2024 12:12 PM

City/State/Zip: Myrtle Beach, South Carolina 29572

Company Complaining About: T-Mobile

Description

Good day,

When I signed up for the T-Mobile 55+ plan on 2 lines more than 4 years ago, it stated Price Lock forever. This month, that plan went up \$5 per line.

What happened to no price increase, ever?

Ticket: # 7159965 - T-Mobile False Advertising Rate Increases Broken Promise

Date: 7/16/2024 12:48 PM

City/State/Zip: Phoenix, Arizona 85085

Company Complaining About: T-Mobile

Description

I was a Sprint Customer for over 23 years when T-Mobile merged with Sprint. I was promised a price lock guarantee. It was promised that only the customer could increase the price of the service plan but that written promise/ guarantee has been broken as I'm now being charged an additional \$5 per line for my magenta max military plan. My magenta max military plan has increased without my authorization and without additional benefits by \$5 each line for a total of an additional \$15 each month. That's \$180 more a year! We are a legacy plan been loyal to Sprint merged with T-Mobile for 26 years! This is a breach of contract and at the very least a complete and total disregard of the faith and trust loyal customers held onto in order to remain with T-Mobile during the extremely chaotic merger. T-Mobile lied to their customers and continues to operate as if advertising and contracts are written in pencil and can be altered at their whim.

Ticket: # 7160456 - T-Mobil raised price on price lock guarantee veteran account

Date: 7/16/2024 2:54 PM

City/State/Zip: Mukilteo, Washington 98275

Company Complaining About: T-Mobile

Description

I helped my dad switch over the family's phone lines to T-Mobil several years ago. They sold us on a price lock guarantee for 5 lines and said the price (other than taxes) wouldn't increase because we had a price lock guarantee on his Magenta veterans/senior plan. We noticed that the bill increase by \$25 (\$5 per person) without notice. When I called, they said they got rid of the price lock guarantee and even though we were told it was a lifetime price lock, there was nothing they could do. T-Mobil shouldn't be allowed to sell something based on a significant factor, such as a price lock guarantee, and then take it away without any options.

[Ticket: # 7160792 - T-Mobile cell phone contract](#)

Date: 7/16/2024 4:18 PM

City/State/Zip: Syracuse, Utah 84075

Company Complaining About: T-Mobile

Description

T-Mobile is raising its monthly charge for service on all those who accounts that were promised rates would never go up. I checked and it says I have a price lock guarantee on my contract yet they are charging me \$10 more per month.

Ticket: # 7161752 - T-mobile rate increase of "55-plus rate guaranteed for life" issue

Date: 7/17/2024 6:21 AM

City/State/Zip: Pittsford, New York 14534

Company Complaining About: T-Mobile

Description

My wife and I signed up with T-mobile on the 55-plus senior plan that was guaranteed to have the then advertised rate locked in for life. However, we noticed that, without any notification, we noticed that the plan's rate was increased by \$10.

We were a long time customer of AT&T for a long time, but since I was ready to retire, and because T-Mobile was advertising and offering the 55-plus plan with rate guaranteed for life, we decided to switch carriers and sign up with T-mobile to save money. Now, T-mobile is not honoring the that said promise and guarantee. Would you please investigate this issue and confirm that it is indeed legal?

It has to be illegal, if the company knowingly and falsely mislead seniors to switch carriers and sign up with T-mobile only to increase the number of subscribers to raise the market share and not honor the price guaranteed as originally advertised and promoted. Would it not?

Thank you.

[Ticket: # 7162188 - T-Mobile Bill 55+](#)

Date: 7/17/2024 11:09 AM

City/State/Zip: Tucson, Arizona 85750

Company Complaining About: T-Mobile

Description

I was guaranteed a price lock for my phone service charges. They increased \$10 on my bill without proper notification and breaking a contract.

Ticket: # 7163219 - T-Mobile rate Increase

Date: 7/17/2024 3:33 PM

City/State/Zip: Seattle, Washington 98118

Company Complaining About: T-Mobile

Description

Hello,

My Tmobile ONE plan includes a price lock guarantee, but today, I noticed that they have increased my phone plan by an additional \$5.00 per line. I have chatted with their customer service, but was unsuccessful in getting this issue resolved. Despite have a price lock, they have increased my price anyways. Here is a weblink from tmobile's website itself that describes the price for life guarantee: <https://www.t-mobile.com/news/press/un-carrier-next>.

[Ticket: # 7164026 - T-Mobile Changing Locked-in Price for Seniors](#)

Date: 7/17/2024 9:00 PM

City/State/Zip: Louisville, Kentucky 40245

Company Complaining About: T-Mobile

Description

Several years ago, I signed up with T-Mobile's 55 Plan, which offered a LIFETIME PRICE LOCK of \$60 per month for 2 lines (my wife and me), which included all taxes and fees. Without ANY notification, T-Mobile is raising that price by \$10 per month, almost 17%. I went to T-Mobile forum and it is filled with seniors who feel T-Mobile is cheating and unfairly raising a locked-in price. This arbitrary increase is totally counter to their lifetime locked-in price.

[Ticket: # 7164586 - Tmobile increasing prices on price locked plans](#)

Date: 7/18/2024 10:19 AM

City/State/Zip: North Brunswick, New Jersey 08902

Company Complaining About: T-Mobile

Description

This plan was price locked for seniors when we signed up. Now they are increasing prices 17% and saying there is no price lock. Seniors can't afford these price increases and they lied that prices wouldn't go up on us!

[Ticket: # 7164987 - T-mobile one plan price increase](#)

Date: 7/18/2024 12:12 PM

City/State/Zip: Minneapolis, Minnesota 55411

Company Complaining About: T-Mobile

Description

Today, T-Mobile introduced the Un-contract for T-Mobile ONE – and notched another industry first with the first-ever price guarantee on an unlimited 4G LTE plan. With the Un-contract, T-Mobile signs, and customers hold all the power. Now, T-Mobile ONE customers keep their price until THEY decide to change it. T-Mobile will never change the price you pay for your T-Mobile ONE plan. When you sign up for T-Mobile ONE, only YOU have the power to change the price you pay." January 5, 2017

As of June 5th, 2024 they are raising prices per line for the one plan by \$5. They are breaking there guarantee of never changing their prices till you change plans.

Ticket: # 7165945 - Tmobile promises price lock on 55+ plus, but now increasing price

Date: 7/18/2024 4:06 PM

City/State/Zip: Staten Island, New York 10312

Company Complaining About: T-Mobile

Description

cross ref: <https://community.t-mobile.com/billing-61/t-mobile-breaking-promises-to-seniors-who-were-offered-price-lock-guarantee-for-life-on-55-rate-plans-57587>

Ticket: # 7166531 - Re: [FCC Consumer Inquires and Complaints] Re: T-Mobile price lock promise

Date: 7/18/2024 7:42 PM

City/State/Zip: Warren, Michigan 48092

Company Complaining About: T-Mobile

Description

This is a follow-up to your previous request #7047170 "T-Mobile price lock promise"

<div class="zd-comment" dir="auto"><p dir="auto">T-Mobiles response seems to contradict their SEC filing.

"In addition, we introduced the Un-contract for T-Mobile ONE with the first-ever price guarantee on an unlimited 4G LTE plan, which allows T-Mobile ONE customers to keep their price for service until they decide to change it."

<a

href="https://www.sec.gov/Archives/edgar/data/1283699/000128369917000010/tmus12312016form10-k.htm" target="_blank" rel="nofollow

noreferrer">https://www.sec.gov/Archives/edgar/data/1283699/000128369917000010/tmus12312016form10-k.htm</p>

<p dir="auto">Yahoo Mail: Search, Organize, Conquer</p></div>

Ticket: # 7166682 - T Mobile Raised prices despite price lock guarantee

Date: 7/18/2024 9:17 PM

City/State/Zip: Lorton, Virginia 22079

Company Complaining About: T-Mobile

Description

I switched from AT&T Wireless to T-Mobile as they sold us on the price lock guarantee if we switched from another company. I am under the ONE plan and am active duty military and was supposed to be locked in with the price per line. Now my bill has increased \$25 per month (of course after we paid all of our installments off for our devices) because each phone line increased by \$5. T-mobile should honor their price lock guarantee and should not be able to raise prices for current customers who have been with the company for years.

[Ticket: # 7167416 - T-mobile raising rates on plans that were supposed to be price locked](#)

Date: 7/19/2024 11:24 AM

City/State/Zip: Munster, Indiana 46321

Company Complaining About: T-Mobile

Description

Became a T-mobile cellular customer a number of years ago. Their marketing was that if you were 55 or older they had a plan that guaranteed your rates would never increase. They are now raising my base rate by \$5.00 per line. This seems to be a concern of many T-mobile customers.

[Ticket: # 7167623 - T-Mobile Price lock guarantee 55+ plan](#)

Date: 7/19/2024 12:20 PM

City/State/Zip: Norcross, Georgia 30092

Company Complaining About: T-Mobile

Description

My Seniors 55+ contract with T-Mobile has a Price-Lock Guarantee.

They are ignoring this and raising my rates \$5.00/line.

[Ticket: # 7167642 - T-Mobile Price lock guarantee 55+ plan](#)

Date: 7/19/2024 12:26 PM

City/State/Zip: Norcross, Georgia 30092

Company Complaining About: T-Mobile

Description

Our Senior 55+ contract with T-Mobile has a Price-Lock Guarantee.

T-Mobile is ignoring this guarantee and raising our rates \$5.00/phone line.

Many people online said they had contacted T-Mobile, but T-Mobile said the rates were increasing anyway.

[Ticket: # 7168229 - T-Mobile](#)

Date: 7/19/2024 3:25 PM

City/State/Zip: Seattle, Washington 98199

Company Complaining About: T-Mobile

Description

I have been a customer of theirs for over 20 years and have believed their "price lock guarantee" promise to never raise rates on their costumers. T-Mobile has been allowed to brand themselves as the "un-carrier" in this way, and had run advertisements and marketing surrounding this promise. Now they are breaking that promise without remorse or apology or compensation, and from the view of this customer, it feels unethical and unlawful that they were allowed to make these public promises, just to be allowed to break them at their leisure.

[Ticket: # 7168852 - T mobile - Price lock for Life plans](#)

Date: 7/19/2024 7:27 PM

City/State/Zip: Middletown, Ohio 45044

Company Complaining About: T-Mobile

Description

I have been a T-mobile customer since November 16, 2018. T-mobile told customers that they were receiving a price lock 4 life. As long as our plan did not change, then our price would not change. We did not change our plans and have not made any changes to our plans since 2018. We even paid outright in cash and purchased our new phones from apple directly. T-mobile has increased the price for services on our phones despite us not changing our plan.

Ticket: # 7169339 - T-Mobile

Date: 7/20/2024 10:20 AM

City/State/Zip: Glen Cove, New York 11542

Company Complaining About: T-Mobile

Description

I have had multiple problems and submitted several complaints but I have had absolutely nothing resolved. I got a call from the executive team regarding my refund issue and my service issue and the fact that they allow people out of their contract but they have no contingency for people who have phones and devices that they are paying off. I do not know anyone who doesn't have at least one device they need to pay off before they can leave the company. It places you in a situation where you MUST remain with the company despite the refund difficulties that caused me distress for over 3 months. And the price increase under a "price lock guarantee" which was a load of bs. I got a letter which made me angry honestly because it basically called me "just an authorized user" when I have no problem putting my elderly mother on the phone who knows nothing about technology on the phone if needed but I don't see the need for something like that. They lied about things I did not ask for. I have tried calling back yesterday to the executive team to work on a possible solution but was never called back. I am basically being treated as if they want me to cancel but I can afford to cancel. If it not fair that I am stuck with a company I'm beginning to hate. They should allow us to transfer the equipment installment plans to another carrier so we can continue paying them off the same way but for someone else. This is unacceptable. Since I am having the problem with the 15 pro max I will be forced to get the 16 pro max and I will be stuck even longer. So this is a terrible scenario where they basically have me stuck in a situation where I can receive terrible service for two more years or I can experience it for one year and pay everything off and get the heck off their service. I wanted to stay but they way I have been gaslit at this point is just beyond belief. And I don't understand how these complaints can be closed with 0.0 resolution to the problem. Please help me fix this problem. Please make them do SOMETHING TO MAKE THIS BETTER. it's horrible. Thank you.

Ticket: # 7169475 - T-Mobile not honoring "Price Lock for Life"

Date: 7/20/2024 11:50 AM

City/State/Zip: Ames, Iowa 50010

Company Complaining About: T-Mobile

Description

I have had the T-Mobile Magenta 55+ phone plan with two lines for the past several years. When we signed up the conditions included a price lock for life. This past month our bill increased by \$10 (\$5 per line) and I was told by T-Mobile that they are no longer honoring the price lock because their costs have increased.

Ticket: # 7169555 - T-Mobile Price Lock Bait And Switch

Date: 7/20/2024 12:54 PM

City/State/Zip: Keizer, Oregon 97303

Company Complaining About: T-Mobile

Description

I have been enrolled in a T-Mobile Magenta Max plan since 2020. When I signed up for the plan, I was told both through advertising and store representatives that the price of my plan could not be raised as long as I was a customer and didn't change my plan. They referred to this as a Price Lock Guarantee. Since then, I have remained a T-Mobile customer in good standing, and even though other mobile data providers at times had lower priced promotions, I remained a loyal T-Mobile customer because I wanted to keep my locked in price. When I received this past months bill, I realized it had been raised by \$5 per month without my approval, and without me changing anything on my account. When I contacted a T-Mobile representative through their app they confirmed they raised "legacy account" pricing but that it was okay because it had been 12 years since prices had been raised (misleading because Magenta Max didn't exist 12 years ago). T-Mobile's own website still advertises their price lock as "Price Lock guarantee that only you can change what you pay-and we mean it!". This is obviously intentionally misleading and openly hostile to customers. This increase will not only cost me \$60 extra per year, but also cost me the opportunity to take advantage of other data providers promotions, as T-Mobile misled me on the terms of our agreement.

Ticket: # 7169770 - t-mobile price increase even though I have a Price Locked Guarantee by T-Mobile - they broke this agreement

Date: 7/20/2024 2:54 PM

City/State/Zip: San Jose, California 95158

Company Complaining About: T-Mobile

Description

As of Jul 2024 I got a price increase without any notification. I recieved a bank alert of my auto-pay that was \$10 over my usual payment. I checked my account within the same hour. It shows a price increase and says they sent a 'text' in May 2024. T-mobile did not send a text. This increase was a surprise. When I go to check my account or what promotions are applied my T-Mobile account page becomes 'not available'. The only option offered by T-Mobile is to 'upgrade' to a plan that increases my current price by \$110 dollars and the other option is to cancel my t-mobile account. Both are unacceptable. Also they promised not to raise their price for my plan with their "RATE LOCK" and have broken this agreement.

[Ticket: # 7169815 - T-Mobile Price Lock Guarantee , No Longer in Effective with Price Increase](#)

Date: 7/20/2024 3:09 PM

City/State/Zip: Federal Way, Washington 98023

Company Complaining About: T-Mobile

Description

I have a contract stating Price Lock for as long as I have this contract with T-Mobile. Now they are reneging and will not honor my existing contract and increasing prices starting in July 2024 by \$5 a line. Bait and Switch False Advertising.

[Ticket: # 7171950 - T-Mobile price guarantee](#)

Date: 7/22/2024 11:10 AM

City/State/Zip: Albuquerque, New Mexico 87114

Company Complaining About: T-Mobile

Description

T-Mobile lied about their price lock guarantee for the Military Magenta phone plan. They hiked up each line by \$5. That's 50% more for the additional lines (previously an extra \$10 each).

Ticket: # 7174565 - T-Mobile Price Lock

Date: 7/22/2024 8:31 PM

City/State/Zip: Shelley, Idaho 83274

Company Complaining About: T-Mobile

Description

I was convinced by T-Mobile 4 years ago to switch from At&t because of the "price lock" and great deal I was getting on the Magenta plan with 5 lines. I was under the impression that my price would never go up and yet it did recently. When I called to ask about this and explain that I was price locked they said they haven't raised their prices in so long that they had to raise them to stay competitive and completely ignored the fact that I was price locked.

[Ticket: # 7174826 - T-Mobile raising line cost by \\$5 per line in disregard of their price lock guarantee](#)

Date: 7/22/2024 10:21 PM

City/State/Zip: Sunset, South Carolina 29685

Company Complaining About: T-Mobile

Description

I have 7 lines on the magenta plan with T-Mobile. When I first went to t mobile in 2020, T-Mobile gave me a price lock guarantee meaning they would not raise the price of my plan. Without any reason and in breach of T-Mobile's contract with me, they are raising the line cost by \$5 for each line (7 times \$5 equals \$35). This is wrong and against the terms of our deal. We relied on the price lock guarantee in moving our business to t mobile.

[Ticket: # 7175409 - T-Mobile price lock is not being honored](#)

Date: 7/23/2024 9:33 AM

City/State/Zip: Fort Worth, Texas 76110

Company Complaining About: T-Mobile

Description

I have been a T-Mobile customer for several years and was signed up for the 55+ plan with price lock.

I have been informed that they are now going to start charging me an additional \$5.00 per month per line. I have 2 lines.

I have called and spoken to them several time but they refuse to work with me. I signed up with them based on the price lock. I feel I was lied to and dont know what to do

[Ticket: # 7175776 - Tmobile price increase breach](#)

Date: 7/23/2024 11:20 AM

City/State/Zip: Somerdale, New Jersey 08083

Company Complaining About: T-Mobile

Description

On the Magenta 55+, my contract states taxes and fees are included in the price \$70 (with auto pay) and is locked in for life. Tmobile started charging me \$5/month per phone. What happened to my price lock GUARANTEE? So many consumers are complaining the same and this is totally fraud by tmobile corporate to do so with seniors who have limited income to retire and live. Who is responsible for such fraud and misdemeanor act to misguide seniors and expect to raise monthly rates and started billing in attempt to not giving what they promised on the contract.

[Ticket: # 7176276 - T Mobile complaint](#)

Date: 7/23/2024 1:10 PM

City/State/Zip: Houston, Texas 77056

Company Complaining About: T-Mobile

Description

When I signed up for the plan in 2018, I was told that there was a price guarantee. T Mobile recently increased my bill by \$10 sent me a text that my plan would increase by \$10. I contacted customer service and was reassured that my plan was not affected. To my surprise, the bill did increase. I have gone back and forth with T Mobile and there has been no resolution

Ticket: # 7176461 - T-Mobile price lock guarantee NOT honored

Date: 7/23/2024 1:48 PM

City/State/Zip: Marblehead, Ohio 43440

Company Complaining About: T-Mobile

Description

My husband and I switched our cell phone plan to T-Mobile about 10 years ago after they advertised the 55+Unlimited plan for senior citizens. This was a guaranteed price lock plan. They have since increased the price \$10.00 per month. This guaranteed price WAS NOT honored.

Ticket: # 7176767 - T-Mobile Billing Issues

Date: 7/23/2024 2:52 PM

City/State/Zip: Yuma, Arizona 85367

Company Complaining About: T-Mobile

Description

He purchased a plan from T-Mobile with a lifetime price guarantee. This was back in 2017 and the only changes allowed were taxes. Recently he received a notice that his bill was going up \$5 per line. Resolution: He would like his bill back to the price assured in the lifetime guarantee.

CTR429-phone

Ticket: # 7176855 - Tmobile bills are to high , they claim price lock my bills are to expensive

Date: 7/23/2024 3:11 PM

City/State/Zip: Womelsdorf, Pennsylvania 19567

Company Complaining About: T-Mobile

Description

I like to file a complaint against T mobile. As a consumer I had t mobile for 2 years my bills were 100 a month in 2024 I wanted the essential plan. They claimed I I have to pay for 4 lines on which I only use 1. I purchased a phone and my free phone gotten broke I told them that they said they are going to keep billing me for this broken phone. To me I laid full price on both phones it totaled 469.00 they had me at 100 a month when I changed to the essential plan it boosted up to 120.00 s month. I fan't afford it so I had payment arrangements on my bills every month. Well in July I could not pay for it they added a Google one to my account they tacked on a extra 4.99. Now my bill is q24.99 they add 20.00 for each account because the account is suspended . Now my bill is 204.99. Awrvide is sketchy in areas here in Berks county, Lebanon County and lancaster County in PA. My account is suspended I have low income they said I was price locked so my phone would not rise when I first got the account. I had this for 3 years thry said thry auto contracted ne my phone is locked. I can not use my phone. I paid fir this and can't use it. They charge for roaming. I could be in my home and it says I am roaming. Thrybtafk on roaming charges. The reason I am complaining I am a low income person I work minimum wage job snd I need a cell due to not having access to a home phone it is not fair for people like me who are struggling. I feel tmobile Its a monopoly company they are really expensive there is no choice and i feel its not right. Billing us out of control. Also they send information that the area taxes are the issue no its not I could not afford the 120 a month with the 4.99 up grade they put on. It's to expensive and as a low income person I feel they are taking advantage of us. Fight now its locked. I can not keep my old number , equipment us out dated abd not compatible. Billing is to high , they force you to pay four lines when you only want one. They lie about price lock.they skyrocket the bills , poor service /etc.

[Ticket: # 7177782 - T-Mobile Increases "Lifetime" price-locked plan](#)

Date: 7/23/2024 7:21 PM

City/State/Zip: Easton, Pennsylvania 18040

Company Complaining About: T-Mobile

Description

Several years ago, I switched to T-Mobile for their 55 plus plan. It was advertised as two lines of unlimited data for \$60 per month, inclusive of taxes and fees. This spring, I received notice that my plan was increased by \$10 per month. I am disappointed that my "lifetime price locked plan" saw an increase after only 6 years. This was a case of bait and switch, and I wanted to formally complain about T-Mobile to the FCC.

Ticket: # 7177835 - T-Mobile Billing

Date: 7/23/2024 7:37 PM

City/State/Zip: Mora, Missouri 65345

Company Complaining About: T-Mobile

Description

In 2017 my husband and I signed up for a T-Mobile plan for Seniors 55 and up. This plan included two lines with unlimited call, text and data for \$30 a line with a price guarantee that would not increase unless we made changes. We haven't made any changes. We received a notice from T-Mobile that some plans would have increase of \$5 per line. We assumed that didn't apply to us because we had price guarantee. When our next payment was scheduled our plan went from \$60 to \$70. I called T-Mobile and was told that the plan wasn't guaranteed. T-Mobile advertised this guaranteed no increase and now they are saying that people misunderstood what they were told. The bottom line is T-Mobile guaranteed no increases and now they are going back on that. This is false advertising. I have attached a google search from 2017.

Ticket: # 7178505 - Price lock guarantee

Date: 7/24/2024 5:03 AM

City/State/Zip: Bossier City, Louisiana 71111

Company Complaining About: T-Mobile

Description

I have been on the T-Mobile senior 55+ plan for two years now. I was excited to turn 55 because I knew my phone plan would drop to two lines for \$70.00 .. with price lock guarantee to include taxes and fees with the promise to never raise my rate. Well, they lied. Their guarantee is not at all as they went up on my bill \$10.00 ... what part of guarantee to never raise the price of the plan I choose did I miss? I'm not that old to have misunderstood or read the fine print, a guarantee to have all one price and lock in rate to NEVER GO UP is false and in the 18 months I have been on this plan I paid \$70 .. now they went up to \$80 ... how can this be ethical? Also, my bill is due on the 17th of each month. They automatically withdraw from my checking account the amount due. The problem with this is they withdraw the funds 2 days before the due date on the 15th?? If my bill is due on the 17th, withdraw funds on the 17th, not the 15th. So, not only are they deceptive, false advertising, unethical they take funds two days before due date when that was never discussed or agreed upon. Due the 17th, take the 17th not earlier, not later, the 17th .. this company is scamming all the 55plus plans with false advertising to lure us in with their GUARANTEE & WITHDRAW FUNDS EARLIER THAN DUE DATE. Crazy thing is the senior plans are the only plans that had a price increase.. how is that locked for life?????

Ticket: # 7178767 - Price increases on price locked plan that was promised to never increase

Date: 7/24/2024 9:40 AM

City/State/Zip: Concord, New Hampshire 03301

Company Complaining About: T-Mobile

Description

T-Mobile has been endlessly increasing my rate plan over the last several years. I am supposed to be locked into a fixed all in price with netflix for free. At this point they have increased my rate by lowering the amount they will cover for netflix to less than half, they have removed most of the autopay discount regardless of me never removing my original payment method of close to 8 years, adding on state/local fees which were supposed to be included for life and most recently a flat increase on the monthly bill.

The plan I am on was supposed to be locked in life time pricing and was advertised as \$120 a month for two lines all in pricing and has increased to closer to \$160 in the last two years. This is paired with losing coverage at my house due to a tower collapsing in a storm two years ago which has not been restored, amplified by them shutting off my provided microcell multiple times without warning or request leaving me without coverage.

Calls have been met with "there is nothing we can do" or "we can change you to a current rate plan" which would result in a net cost difference with slightly less features. I am sure that there is some legal gymnastics going on where they feel their changes are legal however each and every price increase and loss of coverage has been made in extremely bad faith

[Ticket: # 7179645 - T-mobile Price Increases](#)

Date: 7/24/2024 1:08 PM

City/State/Zip: Houston, Texas 77051

Company Complaining About: T-Mobile

Description

T-Mobile should be investigated after the advertised price lock on rate plans, only to increase the prices after the 3yr hold period ended from the Spring acquisition.

[Ticket: # 7180753 - T-Mobile price lock guarantee violation](#)

Date: 7/24/2024 4:59 PM

City/State/Zip: Sahuarita, Arizona 85629

Company Complaining About: T-Mobile

Description

Received notice from T-Mobile my rate was going up against the contract terms.

Ticket: # 7181395 - T-Mobile Increased by Bill without my Consent

Date: 7/24/2024 8:28 PM

City/State/Zip: Glendale, California 91208

Company Complaining About: T-Mobile

Description

TMOBILE have promised that my bill will never increased when signed up with them seven years ago. I received a TEXT from TMOBILE that my plan will be increased. I called last May 28th notifying them I am on price locked. They ensured that I am under a priced block on T-ONE BUSINESS and will not increased. Today, 7/24/2024, I have a direct payment ever since I signed up and now my bank was charged with higher amount. They have still increased my monthly in which they have breached the contract intentionally. I have been trying to get my credits and put my regular bill back. They kept insisting that they will instead offer a better rate. However, I will lose a couple of feature with the price they were offering. I firmly advised them that I need my old rate back and not to change any since my contract is a price lock business plan.