

## Chat started on 14 Feb 2020, 01:23 PM (GMT+0)

- (01:23:25) \*\*\* [woody.org@gmail.com](mailto:woody.org@gmail.com) joined the chat \*\*\*
- (01:23:25) [woody.org@gmail.com](mailto:woody.org@gmail.com): My Phone ID is c79071f0-5114-46a7-bafb-0e91eb151ead I want to cancel mSpy because {brand} without Jailbreak issues. The application is not working as described. I have waited over a month now for access to my son's phone and it still does not work.
- (01:23:28) **Customer Care**: It would be a painful loss for us if you stop using the mSpy service. We wish to assist you as much as possible to keep you as our Customer. Can you please describe the issues that you have experienced as fully as possible?
- (01:23:45) [woody.org@gmail.com](mailto:woody.org@gmail.com): I was just disconnected after unlinking my device.
- (01:25:27) \*\*\* *Payton Bryant* joined the chat \*\*\*
- (01:25:44) **Payton Bryant**: then make a backup, wait 24 hours and link it again
- (01:27:48) [woody.org@gmail.com](mailto:woody.org@gmail.com): That is your solution again. I ask for a refund and each time you give me the exact same procedures to try again that does not work.
- (01:28:11) **Payton Bryant**: I am providing you with troubleshooting steps
- (01:29:09) [woody.org@gmail.com](mailto:woody.org@gmail.com): I will follow them again. I will also file a complaint with the better business bureau so that other people will see what happens when trying to get a refund.
- (01:29:57) **Payton Bryant**: May I have your customer ID, please?
- (01:30:25) [woody.org@gmail.com](mailto:woody.org@gmail.com): 7109517
- (01:30:53) **Payton Bryant**: The automatic renewal option has been disabled for your account so you will not be charged further on
- (01:31:06) [woody.org@gmail.com](mailto:woody.org@gmail.com): You did that last time.
- (01:31:19) [woody.org@gmail.com](mailto:woody.org@gmail.com): I paid for a year of the service that is not working.
- (01:31:21) **Payton Bryant**: Your issue will be escalated to our Billing Department. Our Billing Agents will contact you by email within the next several business days regarding your cancellation request. We appreciate your patience!
- (01:31:38) [woody.org@gmail.com](mailto:woody.org@gmail.com): OK
- (01:31:51) **Payton Bryant**: In case you need any further assistance do not hesitate to contact us anytime you need!
- (01:33:14) [woody.org@gmail.com](mailto:woody.org@gmail.com): I will wait one week to hear from billing. If I do not then I will file my complaint.
- (01:33:35) **Payton Bryant**: Have a lovely day! Bye :)
- (01:34:23) \*\*\* [woody.org@gmail.com](mailto:woody.org@gmail.com) left the chat \*\*\*