

# BEHIND THE SCENES AT T-MOBILE

PSA

I'm writing to share honest feedback about the reality of working within T-Mobile's call center operations. While I had high hopes for this role, the actual experience has been deeply disappointing, emotionally draining, and far removed from what was promised during the hiring process.

The position was described as flexible, supportive, and paced—with room to breathe between calls, real coaching, and strong training. But the reality is: • Calls never stop. • There's no breathing room. • The systems are inconsistent and messy. • Coaching is often critical, not constructive. • And training doesn't prepare us for the real-world chaos of this job.

We are expected to resolve complicated customer issues under intense time pressure, with limited resources and conflicting information. Meanwhile, we're constantly monitored and flagged for "long calls" or "missed metrics"—even when we're doing our best to help customers with no real support from leadership.

There's a massive double standard: perfection is expected, but the tools and grace to achieve it are not provided. We are thrown into high-pressure situations, asked to stay calm and empathetic with angry customers, and blamed for callbacks or escalations—even when the root of the issue is systemic.

The emotional labor is crushing. It's a nonstop loop of calls, with no time to reset, no chance to connect with coworkers, and no room to feel human. The environment feels isolating and cold—coaching rarely highlights what we do well, and management often overlooks effort and growth entirely.

I say this not to complain, but to tell the truth. There are many of us giving everything we can to represent this company with care and professionalism, while silently burning out. TBEHIND THE SCENES AT T-MOBILE

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T-Mobile must invest in real customer communication coaching and prioritize the mental well-being of its agents. We’re not robots—we’re people trying to do a very difficult job without enough support. It’s time for leadership to take a serious look at how this culture is affecting its frontline. The “Un-carrier” brand prides itself on being people-first—but that should apply to employees, too.

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