Chat started on 23 Jan 2020, 09:02 PM (GMT+0)

(09:02:53) *** _woody.org@gmail.com_ *joined the chat* ***

(09:02:53) **woody.org@gmail.com:** My Phone ID is c79071f0-5114-46a7-bafb-0e91eb151ead I want to cancel mSpy because Problem with features. My son received an iphone for xmas but the system shows nothing now. I used to have a keystroke logger on his android but there is rarely any relevant information on mspy now regarding his phone. I do not wish to jailbreak a new phone and should not need to see some data.

(09:02:55) **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?

(09:04:58) **woody.org@gmail.com:** The system has not worked properly since it was installed. I have done backups and replaced backups multiple times and was told 7 days ago that updates would change what we see but nothing has changed.

(09:13:43) *** *Anthony Russo joined the chat* ***

(09:13:44) **Anthony Russo:** Hello! My name is Anthony Russo.

(09:13:51) **Anthony Russo:** Is the two-factor authentication enabled on the target iPhone? Were you asked for the verification code during the installation? 6-digit code?

(09:14:05) **woody.org@gmail.com:** No

(09:14:47) **Anthony Russo:** When was the latest backup on the target device completed and what was the size of it?

(09:15:27) **woody.org@gmail.com:** 22nd, I don't know size

(09:15:58) **Anthony Russo:** Could you please check it? It is an important information.

(09:18:05) **woody.org@gmail.com:** 7:22AM today and 2.6G

(09:19:16) **Anthony Russo:** Could you please hold on for a minute? I will check the information for you.

(09:19:25) **woody.org@gmail.com:** go head

(09:23:14) **Anthony Russo:** The issue is that your iPhone device has updated to iOS 13. Right now we are adjusting our system to be able to work with the latest iOS version and you can experience the logs delay. We ask you to wait for us to update the software to work with the latest iOS version. It should not be long and will be done in 1 week approximately. We provide you with 2 weeks of subscription for free to compensate your logs delay. Thank you for your patience and understanding.

(09:23:59) **woody.org@gmail.com:** I was told that last week but this has never worked?

(09:25:42) **Anthony Russo:** We are still working on this issue, but it will be fixed soon. We are very sorry for this inconvenience.

(09:27:16) **woody.org@gmail.com:** I have a yearly subscription, when will the expiration date change?

(09:28:12) **Anthony Russo:** Once the issue is fixed we will add all the time you have lost to it, so you don't have to worry about this.

(09:29:01) **woody.org@gmail.com:** I am emailing myself these chat's as a record of the dates. I will check again next week to see if it started working.

(09:29:14) **Anthony Russo:** Sure thing.

(09:30:09) *** _woody.org@gmail.com_ *left the chat* ***