Subject: NG Offline for line repairs shortly - approx two hours max
Posted by Kim on Mon, 21 Apr 2008 07:03:54 GMT
View Forum Message <> Reply to Message

Tech should be here shortly, at which point he'll no doubt rip everything
apart and stuff, but we should be good again in about two hours from post
date, if not before.

Cheers,
Kim.

Subject: Re: NG Offline for line repairs shortly - approx two hours max
Posted by Kim on Mon, 21 Apr 2008 09:46:48 GMT
View Forum Message <> Reply to Message

Surprise Surprise. They didn't arrive.

I'm very angry now and will post in a moment. ;o) ;oP

"Kim" <hiddensounds@hotmail.com> wrote:
>
>
>Tech should be here shortly, at which point he'll no doubt rip everything
>apart and stuff, but we should be good again in about two hours from post
>date, if not before.
>
>Cheers,
>Kim.

Subject: Re: NG Offline for line repairs shortly - approx two hours max
Posted by Don Nafe on Mon, 21 Apr 2008 10:09:53 GMT
View Forum Message <> Reply to Message

it's nice to see your on-site tech support rivals our's in Canada

hehehe

"Kim" <hiddensounds@hotmail.com> wrote in message news:480c6288$1@linux...
>
>
> Surprise Surprise. They didn't arrive.
>
> I'm very angry now and will post in a moment. ;o) ;oP
>

> "Kim" <hiddensounds@hotmail.com> wrote:
>>
>>
>>Tech should be here shortly, at which point he'll no doubt rip everything
>>apart and stuff, but we should be good again in about two hours from post
>>date, if not before.
>>
>>Cheers,
>>Kim.
>

Subject: Re: NG Offline for line repairs shortly - approx two hours max
Posted by Kim on Mon, 21 Apr 2008 10:49:07 GMT
View Forum Message <> Reply to Message

"Don Nafe" <dnafe@rogers.com> wrote:
>it's nice to see your on-site tech support rivals our's in Canada

ARGHHHhhhh!!! ;oP

Hehe, now that I've got THAT out of my system. ;o)

Yerrs... so the GOOD news is that I seem to have found a way to wire the internet so that it works almost properly. It's got me bamboozled that the internet works when wired direct, the phone works on VOIP, and I've tried two line filters, and still the main phone line won't work, but the point is that the group should be better until it's resolved, I think, unless it's just pure luck. The internet is going near full speed though, and hasn't done that for a good couple of weeks.

So the tech was supposed to arrive between 5pm and 7pm, which meant I had to get an hour off work. At 6:40 I called the telco who said that the tech had been dispatched, but the telco isn't allowed to contact them until they are officially late, ie after 7pm. So I call at 7 and speak to a girl who puts me on hold to contact the tech, and then the hold music disappears and after about 5 minutes I hang up and call back. I speak to another girl who then explains that it's too late, the tech won't be attending. I explain that this is unacceptable, but she insisted that it was, and that is how telecommunications works here.

So I told them I would pay for after hours after this girl kept saying "I'll let them know you'll prefer a Saturday" and I kept saying "No, not prefer. I can't take any more time off work. I can ONLY do Saturday or after hours". This went through several repetitions until I emphasized after hours to her, mostly just so she'd take the word "prefer" out of her message.

Anyhow, enough already.

Annoying.

Cheers,
Kim.

Subject: Re: NG Offline for line repairs shortly - approx two hours max
Posted by Bill L on Mon, 21 Apr 2008 15:00:28 GMT
View Forum Message <> Reply to Message

I'm sorry to hear about you having to waste so much time on this, but we
sure do appreciate it. It seems to be running swiftly now.

Kim wrote:
> "Don Nafe" <dnafe@rogers.com> wrote:
>> it's nice to see your on-site tech support rivals our's in Canada
>
> ARGHHHhhhh!!! ;oP
>
> Hehe, now that I've got THAT out of my system. ;o)
>
> Yerrs... so the GOOD news is that I seem to have found a way to wire the
> internet so that it works almost properly. It's got me bamboozled that the
> internet works when wired direct, the phone works on VOIP, and I've tried
> two line filters, and still the main phone line won't work, but the point
> is that the group should be better until it's resolved, I think, unless it's
> just pure luck. The internet is going near full speed though, and hasn't
> done that for a good couple of weeks.
>
> So the tech was supposed to arrive between 5pm and 7pm, which meant I had
> to get an hour off work. At 6:40 I called the telco who said that the tech
> had been dispatched, but the telco isn't allowed to contact them until they
> are officially late, ie after 7pm. So I call at 7 and speak to a girl who
> puts me on hold to contact the tech, and then the hold music disappears and
> after about 5 minutes I hang up and call back. I speak to another girl who
> then explains that it's too late, the tech won't be attending. I explain
> that this is unacceptable, but she insisted that it was, and that is how
> telecommunications works here.
>
> So I told them I would pay for after hours after this girl kept saying "I'll
> let them know you'll prefer a Saturday" and I kept saying "No, not prefer.
> I can't take any more time off work. I can ONLY do Saturday or after hours".
> This went through several repetitions until I emphasized after hours to her,
> mostly just so she'd take the word "prefer" out of her message.
>
> Anyhow, enough already.
>

> Annoying.
>
> Cheers,
> Kim.

Subject: Re: NG Offline for line repairs shortly - approx two hours max
Posted by Kim on Mon, 21 Apr 2008 20:32:28 GMT
View Forum Message <> Reply to Message

Yes, it's better... still dodgy though I'm discovering, which at least
confirms that the line is bad, but also means that service might still be
a little patchy until fixed.

How annoying. ;o)

Cheers,
Kim.

Bill L <bill@billlorentzen.com> wrote:
>I'm sorry to hear about you having to waste so much time on this, but we

>sure do appreciate it. It seems to be running swiftly now.
>
>Kim wrote:
>> "Don Nafe" <dnafe@rogers.com> wrote:
>>> it's nice to see your on-site tech support rivals our's in Canada
>>
>> ARGHHHhhhh!!! ;oP
>>
>> Hehe, now that I've got THAT out of my system. ;o)
>>
>> Yerrs... so the GOOD news is that I seem to have found a way to wire the
>> internet so that it works almost properly. It's got me bamboozled that
the
>> internet works when wired direct, the phone works on VOIP, and I've tried
>> two line filters, and still the main phone line won't work, but the point
>> is that the group should be better until it's resolved, I think, unless
it's
>> just pure luck. The internet is going near full speed though, and hasn't
>> done that for a good couple of weeks.
>>
>> So the tech was supposed to arrive between 5pm and 7pm, which meant I
had
>> to get an hour off work. At 6:40 I called the telco who said that the
tech
>> had been dispatched, but the telco isn't allowed to contact them until
they

>> are officially late, ie after 7pm. So I call at 7 and speak to a girl
who
>> puts me on hold to contact the tech, and then the hold music disappears
and
>> after about 5 minutes I hang up and call back. I speak to another girl
who
>> then explains that it's too late, the tech won't be attending. I explain
>> that this is unacceptable, but she insisted that it was, and that is how
>> telecommunications works here.
>>
>> So I told them I would pay for after hours after this girl kept saying
"I'll
>> let them know you'll prefer a Saturday" and I kept saying "No, not prefer.
>> I can't take any more time off work. I can ONLY do Saturday or after hours".
>> This went through several repetitions until I emphasized after hours to
her,
>> mostly just so she'd take the word "prefer" out of her message.
>>
>> Anyhow, enough already.
>>
>> Annoying.
>>
>> Cheers,
>> Kim.

Subject: Re: NG Offline for line repairs shortly - approx two hours max
Posted by Tom Bruhl on Mon, 21 Apr 2008 22:00:34 GMT
View Forum Message <> Reply to Message

This is a multi-part message in MIME format.

------=_NextPart_000_0026_01C8A3D9.98A1CB30
Content-Type: text/plain;
 charset="iso-8859-1"
Content-Transfer-Encoding: quoted-printable

Kim,
I know you're doing the best you can and I appreciate
it. I look here about five time per day. It's my refuge
on bad days. =20

I'm here for you if your revised setup calls for a little cash.
Tom

"Kim" <hiddensounds@hotmail.com> wrote in message =

news:480cf9dc$1@linux...

Yes, it's better... still dodgy though I'm discovering, which at =
least
confirms that the line is bad, but also means that service might still =
be
a little patchy until fixed.

How annoying. ;o)

Cheers,
Kim.

Bill L <bill@billlorentzen.com> wrote:
>I'm sorry to hear about you having to waste so much time on this, but =
we

>sure do appreciate it. It seems to be running swiftly now.
>
>Kim wrote:
>> "Don Nafe" <dnafe@rogers.com> wrote:
>>> it's nice to see your on-site tech support rivals our's in Canada
>>=20
>> ARGHHHhhhh!!! ;oP
>>=20
>> Hehe, now that I've got THAT out of my system. ;o)
>>=20
>> Yerrs... so the GOOD news is that I seem to have found a way to =
wire the
>> internet so that it works almost properly. It's got me bamboozled =
that
the
>> internet works when wired direct, the phone works on VOIP, and I've =
tried
>> two line filters, and still the main phone line won't work, but the =
point
>> is that the group should be better until it's resolved, I think, =
unless
it's
>> just pure luck. The internet is going near full speed though, and =
hasn't
>> done that for a good couple of weeks.
>>=20
>> So the tech was supposed to arrive between 5pm and 7pm, which meant =
I
had
>> to get an hour off work. At 6:40 I called the telco who said that =

the
tech
>> had been dispatched, but the telco isn't allowed to contact them =
until
they
>> are officially late, ie after 7pm. So I call at 7 and speak to a =
girl
who
>> puts me on hold to contact the tech, and then the hold music =
disappears
and
>> after about 5 minutes I hang up and call back. I speak to another =
girl
who
>> then explains that it's too late, the tech won't be attending. I =
explain
>> that this is unacceptable, but she insisted that it was, and that =
is how
>> telecommunications works here.
>>=20
>> So I told them I would pay for after hours after this girl kept =
saying
"I'll
>> let them know you'll prefer a Saturday" and I kept saying "No, not =
prefer.
>> I can't take any more time off work. I can ONLY do Saturday or =
after hours".
>> This went through several repetitions until I emphasized after =
hours to
her,
>> mostly just so she'd take the word "prefer" out of her message.
>>=20
>> Anyhow, enough already.
>>=20
>> Annoying.
>>=20
>> Cheers,
>> Kim.

I choose Polesoft Lockspam to fight spam, and you?
http://www.polesoft.com/refer.html
------=_NextPart_000_0026_01C8A3D9.98A1CB30
Content-Type: text/html;
charset="iso-8859-1"
Content-Transfer-Encoding: quoted-printable

<!DOCTYPE HTML PUBLIC "-//W3C//DTD HTML 4.0 Transitional//EN">
<HTML><HEAD>
<META http-equiv=3DContent-Type content=3D"text/html; =
charset=3Diso-8859-1">
<META content=3D"MSHTML 6.00.2900.2180" name=3DGENERATOR>
<STYLE></STYLE>
</HEAD>
<BODY bgColor=3D#ffffff>
<DIV><FONT face=3DArial size=3D2>Kim,</FONT></DIV>
<DIV><FONT face=3DArial size=3D2>I know you're doing the best you can =
and I=20
appreciate</FONT></DIV>
<DIV><FONT face=3DArial size=3D2>it. I look here about five =
time per=20
day. It's my refuge</FONT></DIV>
<DIV><FONT face=3DArial size=3D2>on bad days. </FONT></DIV>
<DIV><FONT face=3DArial size=3D2></FONT> </DIV>
<DIV><FONT face=3DArial size=3D2>I'm here for you if your revised=20
setup calls for a little cash.</FONT></DIV>
<DIV><FONT face=3DArial size=3D2>Tom</FONT></DIV>
<DIV><FONT face=3DArial size=3D2></FONT> </DIV>
<DIV><FONT face=3DArial size=3D2></FONT> </DIV>
<DIV><FONT face=3DArial size=3D2></FONT> </DIV>
<BLOCKQUOTE=20
style=3D"PADDING-RIGHT: 0px; PADDING-LEFT: 5px; MARGIN-LEFT: 5px; =
BORDER-LEFT: #000000 2px solid; MARGIN-RIGHT: 0px">
  <DIV>"Kim" <<A=20
  =
href=3D"mailto:hiddensounds@hotmail.com">hiddensounds@hotmail.com</A>>=
 wrote=20
  in message <A=20
  =
href=3D"news:480cf9dc$1@linux">news:480cf9dc$1@linux</A>...</DIV>

=
Yes,=20
  it's better...   still dodgy though I'm discovering, which =
at=20
  least
confirms that the line is bad, but also means that service =
might=20
  still be
a little patchy until fixed.

How annoying.=20
  ;o)

Cheers,
Kim.

Bill L <<A=20
  href=3D"mailto:bill@billlorentzen.com">bill@billlorentzen.com</A>>=20
  wrote:
>I'm sorry to hear about you having to waste so much time =
on=20
  this, but we

>sure do appreciate it. It seems to be running =
swiftly=20
  now.
>
>Kim wrote:
>> "Don Nafe" <<A=20
  href=3D"mailto:dnafe@rogers.com">dnafe@rogers.com</A>> =
wrote:
>>>=20

it's nice to see your on-site tech support rivals our's in =
Canada
>>=20

>> ARGHHHhhhh!!! ;oP
>>
>> Hehe, now that =
I've=20
got THAT out of my system. ;o)
>>
>> Yerrs... so =
the GOOD=20
news is that I seem to have found a way to wire the
>> =
internet so=20
that it works almost properly. It's got me bamboozled =
that
the
>>=20
internet works when wired direct, the phone works on VOIP, and I've=20
tried
>> two line filters, and still the main phone line =
won't work,=20
but the point
>> is that the group should be better until =
it's=20
resolved, I think, unless
it's
>> just pure luck. The =
internet is=20
going near full speed though, and hasn't
>> done that for a =
good=20
couple of weeks.
>>
>> So the tech was supposed to =
arrive=20
between 5pm and 7pm, which meant I
had
>> to get an hour =
off work.=20
At 6:40 I called the telco who said that the
tech
>> had =
been=20
dispatched, but the telco isn't allowed to contact them=20
until
they
>> are officially late, ie after 7pm. So I call =
at 7=20
and speak to a girl
who
>> puts me on hold to contact the =
tech,=20
and then the hold music disappears
and
>> after about 5 =
minutes I=20
hang up and call back. I speak to another girl
who
>> then =

explains that it's too late, the tech won't be attending. I=20
explain
>> that this is unacceptable, but she insisted that =
it was,=20
and that is how
>> telecommunications works here.
>> =

>> So I told them I would pay for after hours after this =
girl kept=20
saying
"I'll
>> let them know you'll prefer a Saturday" =
and I kept=20
saying "No, not prefer.
>> I can't take any more time off =
work. I can=20
ONLY do Saturday or after hours".
>> This went through =
several=20
repetitions until I emphasized after hours to
her,
>> =

mostly just=20
  so she'd take the word "prefer" out of her message.
>> =

>>=20
  Anyhow, enough already.
>>
>> Annoying.
>> =

>> Cheers,
>> Kim.
</BLOCKQUOTE>
<DIV><FONT size=3D2>

I choose Polesoft Lockspam to fight spam, =
and=20
you?
<A=20
href=3D"http://www.polesoft.com/refer.html">http://www.polesoft.com/refer=
..html</A>   </FONT></DIV></BODY ></HTML>

------=_NextPart_000_0026_01C8A3D9.98A1CB30--