
Subject: NG Offline for line repairs shortly - approx two hours max
Posted by [Kim](#) on Mon, 21 Apr 2008 07:03:54 GMT

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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

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Surprise Surprise. They didn't arrive.

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

"Kim" <hiddenounds@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

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

hehehe

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

ARGHHHhhh!!! ;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
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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.
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> 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
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> 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.
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> 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.
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> Anyhow, enough already.
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> 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
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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

>>

>> ARGHHHhhh!!! ;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

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>> mostly just so she'd take the word "prefer" out of her message.
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>> Annoying.
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>> 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
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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" <hidensounds@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 =
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>> 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 =
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tech
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girl
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disappears
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is how
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prefer.
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>> 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.&nbsp; I look here&nbsp;about five =
time per=20
day.&nbsp; It's my refuge</FONT></DIV>
<DIV><FONT face=3DArial size=3D2>on bad days.&nbsp; </FONT></DIV>
<DIV><FONT face=3DArial size=3D2></FONT>&nbsp;</DIV>
<DIV><FONT face=3DArial size=3D2>I'm here for you if&nbsp;your revised=20
setup&nbsp;calls for a little cash.</FONT></DIV>
<DIV><FONT face=3DArial size=3D2>Tom</FONT></DIV>
<DIV><FONT face=3DArial size=3D2></FONT>&nbsp;</DIV>
<DIV><FONT face=3DArial size=3D2></FONT>&nbsp;</DIV>
<DIV><FONT face=3DArial size=3D2></FONT>&nbsp;</DIV>
<BLOCKQUOTE=20
style=3D"PADDING-RIGHT: 0px; PADDING-LEFT: 5px; MARGIN-LEFT: 5px; =
BORDER-LEFT: #000000 2px solid; MARGIN-RIGHT: 0px">
  <DIV>"Kim" &lt;<A=20
  =
href=3D"mailto:hidde nsounds@hotmail.com">hidde nsounds@hotmail.com</A>&gt;=
wrote=20
  in message <A=20
  =
href=3D"news:480cf9dc$1 @linux">news:480cf9dc$1 @linux</A>...</DIV><BR><BR>=
Yes,=20
  it's better...&nbsp;&nbsp; still dodgy though I'm discovering, which =
at=20
  least<BR>confirms that the line is bad, but also means that service =
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;o)<BR><BR>Cheers,<BR>Kim.<BR><BR>Bill L &lt;<A=20
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href=3D"mailto:dnafe @rogers.com">dnafe @rogers.com</A>&gt; =
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```


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

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> Kim.
</BLOCKQUOTE>

<DIV>

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 </DIV></BODY ></HTML>

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