

I=ve been waiting for my ADSL service to be install this morning, they were scheduled to be here before noon. After making repeated attempts to reach my service rep. James Leon I finally started calling the service center, at 877-500-0894. After being on hold for 10 minutes a nice lady by the name of Melissa answers the phone. She was very helpful and apologetic, and she also found out why they had not been here to do the install, someone had canceled the install. But she could not tell me who or why. She was very sorry, and said, after talking to her supervisor, that I will receive a \$25 credit on my installation. If I was at work, I would have made more than that in the 45 minutes waiting to get this resolved. Ok, the money was not the hole issue, I did lose a day of work, but I=ve been counting the hours til this day. I even had 2 friends going to come over to see this new service. Never the less the damage had been done, my speed craving will have to wait **another week!**

But lets go back to the beginning of this debacle. On December 9th I made the commitment and called GTE @ 877-222-ADSL and signed up with GTE Internet also. The man said that they would have the line test done within 48 hours, and they would call me with the results, I gave them my PCS phone # so I would make sure to get the call, it was on the whole time, finally I call the ADSL # on Friday PM, after I finally get through, this man tells me, AOh were like really back logged so we will your line test by Monday≡, ok. Monday PM. I call again, the ADSL # after leaving my PCS phone on all the time. After getting through this man informs me that they still have preformed the test, we will call by Wednesday. ARGH! Tick toc tick toc. Once again never letting my PCS phone leave my side. Once again I call the ADSL #, once again, sorry the line test in not in yet, try Friday. Finally on Thursday I call the ADSL # again, only this time they say Aoh we don=t have that information, you must call this #(800) 483-5000, and ask for the advanced products group. So I call the # and get switched to the right department. Guess what, they=d been waiting for me to call them, the line test had been done for a while, I wish I=d had ask for how long. Anyway they say I qualified for all services from bronze to platinum plus, I elected for the bronze, but really would love to go for it and order the platinum, wish now I=d stayed in collage. I say LETS DO IT, ok, I pick GTE Internet as my ISP, the lady sets up an install date of today, December 28th, she says they will come out before noon to install the jack and in the afternoon the technician will come out and install the modem and software. Which now has me a little worried, because Melissa today said Athe technicians are really busy they are taking as much as to weeks to come out, so when we install the jack on January 4th the installer will leave you with a modem, if we don=t ship it to you first. And in the afternoon a supervisor will call you with instructions on how to hook it up.≡ Now I don=t know who to believe, last time I was told the technician would bring it. On Monday am I going to have a circuit with no modem? I have no problems setting up the mail servers and news groups, or doing any hardware installs, I just need the modem.

Now I do know that this is very new technology, and you are probably scrambling to keep up with the orders and stuff. But I think the thing the erks me the most is your pricing. It is the highs that I=ve found on the Internet. For example Bell Atlantic is offering for \$49.99 with the Internet service 640K up and 640K down {http://www.bell-atl.com/adsl/more_info/pricing.html} and bell south is offering 1.5k down/256k up for \$49.99 month. And what do we get with GTE, 284k down and 64k up for \$59.99 month. <http://www.bellsouth.net/external/adsl/cost.html> And you aren=t even guaranteeing speed above 10K. All with excellent customer care and service!

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UPDATE! UPDATE! UPDATE! UPDATE! UPDATE! UPDATE! UPDATE! UPDATE!

On December 29th they shut off my secondary line, after I had called them to let them know to leave it on because of the mess up with the ADSL line. When I call Tuesday morning they said that the stop order wasn't entered into the computer in time. I called at 1 PM on Monday. But they did have the phone turned back on by 9:30 am.

Also on Tuesday, Sandra at GTE, sales manager with the advance products group called regarding the first letter I sent, page 1, into GTE via E-Mail, she explained everything. They screwed up. But couldn't answer how the first appointment got canceled. And they will take care of me Monday January 4th in the after noon, between 1 and 5 PM. She said if I have any other problems to call her back, however she was going to be out of town on the week of the 4th, my scheduled install date. But Sunny would be answering the phones for here, if she doesn't, leave a message and she will call right back.

December 30th, Monica from Volt (800) 297-1880 called to schedule an appointment for Monday the 4th, for between 1 and 5 PM. I explained to her that the jack was to be installed between that time frame. She said that appointment is now in the morning, between 8 and 12 noon, and if you have any questions or problems call the 800 # and if you get the voice mail, leave a message, they will call back right away.≡ Ok thinking another day wasted.

January 4th, 7:40 am I call the service center (800) 483-4000, I talk to Henry to confirm the appointments for today. He says the jack install is set up for 1 to 5 PM. But there is a notation to be here 8 to 12 noon. And the technicians will be here between 1 to 5 PM. I ask, what does that mean, will they be here in the morning? He said, not sure but probably.

January 4th, 1:02 PM. I called Sunny, filling in for Sandra, at (714) 890-3272, after I asked what happened to the install. She pulled my fill, A probably 4 pages by now≡, and said she would make some calls and get right back to me.

January 4th, 1:58 PM. Sunny called back and promised that GTE would be out today before 5 PM to install the jack. And she was still trying to get hold of Volt, and as soon as she did she would apprise me of the status of that appointment. That's the last I've heard from her.

January 4th, 4:45 PM. Frantically I start calling First Sunny, no answer, then Volt, voice mail, I leave a detailed message, asking to them to call back ASAP, A by the way I was calling all this time on my second line, and my main line never rang, so they can say it was busy!≡. Finally about ready to pop a vein I call GTE business office, at 5:05, I talk to Eric, I explain what was happening with 3 missed appointments, and ask to speak with a supervisor, he comes back on the line and explains that the supervisor has left early because of a family emergency. Ok I can by that. But he does fill out a report to give his supervisor, then he transfers me to Susan in the ADSL

department. I explain what was happening, or should I say wasn't, Losing my temper, which I do keep very well, maybe that's my problem I don't blow up on people, you know the squeaky wheel gets the grease.≡ She puts me on hold and calls the Yard, after about 10 minutes she comes back and says, Athere really busy, and they will have to reschedule, how about tomorrow morning≡ excuse me, I just spent all day today, and half a day on the 28th waiting for you people. I do have to work for a living, and I am self employed, meaning, if I don't work, I don't make money! I don't get sick days, or vacation days or waiting for GTE days. I said I would have to check my calender and call back. And I also added in complete anger, I said that AI am going to become your worst nightmare, as long as I live, I will go to EVERY Public Utilities Commission meeting and make sure GTE NEVER gets another rate increase!≡ no more of no one going to PUC hearings, I will drag everyone I know to them, and make sure this and people are heard. There is NO excuse, for this, your people work on the phones all day long, they can't even call! I call on people all day long, I always make it a point to be on time, and I do call even if I'm going to be 5 minutes late. If I say I will be there at 10 AM, I'm normally there 5 minutes early. In fact I pride myself with being on time. But with the phone company, you have no choice but to wait, and wait, you have NO CHOICE which is BS!

January 4th 5:56 PM, I called (800) 483-4000, and talked to 1 lady, didn't get her name, she looked at my records and put me on hold for 5 minutes or so and a Ms. Martin comes on the line, I explained that I wanted to make sure that my secondary line was not going to be shut off tommorrow, She assured me that it wasn't.....

I guess the bottom line is you are expecting to much from your installers, who promptly quit a 5 PM, you expect them to be able to do an install in the same amount of time as a phone jack, well you had better cut back on there installs or you will have lots more headaches than me..

Just to let you know, my wife will be home after 2 PM tomorrow, call me on my cell phone if you can arrange this with your install crew, the # is (562) 897-0527 or my office at (562) 425-4637