

Since the introduction of VoIP services, a lot of companies have popped up on the internet making false promises to the consumer, me being one of them. I made an effort to research compatibility of service for my computing system prior to attempting a purchase online and it did not help resolve all the false promises made by a particular company, name "SureVoice". This company is obviously not prepared or ready for business. I ordered new service online with a contracted promise that my equipment and service would be up and running within a week. Two weeks later, no equipment, no service. I finally requested a CANCELLATION to which I receive an email stating ..."your service is CANCELLED". Ok! So where's is the part that say's my initiation fees would be returned to me and when? These people are up to something. First of all. Every time I telephoned I either got the same woman on the phone or a forwarding answering service. Secondly. This woman (Jennifer Gilliard) did not know anything about VoIP, technically and often recommended getting someone else to get back in touch. Customers were supposed to be able to "log" into their account online. Never happened. You just simply can't do that from their website. When I questioned that, Jennifer responded by telling me they were troubleshooting the website. This went on for the two weeks I tried logging on (never happened). There again, consumers are being falsely drawn into many online businesses that are plainly there to waste your time and sometimes perhaps, take your money. Let me mention that this so called company took my "credit card" info, they wanted my internet service "login" information and plus they had other personal information that was initially requested for. Be careful I will the next time I try ordering anything online. Consumers are a perfect target for those at home businesses that cannot offer instant gratification for great numbers of customers. Be careful...!