

Re: NTL is shit

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"Dirk Bruere at NeoPax" <dirk.bruere@xxxxxxxxx> wrote in message news:4l6jcsFhgh2U4@xxxxxxxxxxxxxxxxxxxx

Haven't had such a bad connection since I was on dialup. talked to their tech dept and the guy was honest – too many customers, too little bandwidth. No doubt the suits will fire him when they hear the recording.

However, getting unsubbed is difficult – there's at least a 10min wait on the phone for that service.

Mine has been 99.5% reliable, a few short outages, on occasion theres quite a lot of disconnects from various services although I dont actually get disconnected from the cable, and my dl speed is fine before and after being disconnected.

wich is very well becuase IME the customer service is the one from hell, I get 3 seperate bills from 3 seemingly totaly diferent departments for a package that was suposed to be an all in price, unbeleivably each one cocked up the direct debit in a diferent way !!!!! and incredibly took almost 2 years to sort out !!!!!!!!!!!

However when it went wrong once an engineer came round the next day and replaced it, same for the cable.

I hate the set top box though, its always going slow, sometimes it takes 30 seconds before it realises that ive pressed a button on the remote, sometimes I throw the remote at it, then like 20 seconds later when the remote is well hidden it decides to act on the last 2 keypresses I made, how stupid is that !

Sometimes my fav chanel list gets corrupted and im often having to reboot it as it locks up completly or says it has encountered a fualt and to reboot it, it did the same tonight so I rebooted it several times as the channels were all totaly screwed up, before I did a quick search and found they have totaly reorganised the channel number orders, tbh it was a bit disorganised b4, however I remember when they re organised the controls for the remote it looked like they had got some script kiddies to do it, it was so painfully

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slow after that and illogical and many options I used disappeared, and the user guid looked like it was aimed at 2 year olds.

And it takes so long to start now after it needs a reboot ! not to mention how painful it is to organise the channels.

Colin =^.^=

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