

Re: OT: "admilli service" ????

Source: <http://sci.tech-archive.net/Archive/sci.electronics.misc/2005-01/0025.html>

From: Active8 (reply2group_at_ndbbm.net)

Date: 12/31/04

Date: Fri, 31 Dec 2004 13:52:35 -0500

On Fri, 31 Dec 2004 11:05:30 -0700, Jim Thompson wrote:

> *On Fri, 31 Dec 2004 12:03:55 -0500, Active8 <reply2group@ndbbm.net>*
> *wrote:*
>
> *[snip]*
>>
>> *I wonder why your post showed up as a new thread. Your posts usually*
>> *don't do that often. I haven't seen one of mine do it yet.*
>>
> *[snip]*
>
> *The Cox-sucker news server has been on the fritz.*
>
> *When I complained, "support" sent me the usual "re-boot, take two*
> *aspirin, and call us in the morning" crap.*

Those droids make me sick.

Those f*cking DSL and BB contracts really cover their asses to the point of not even guarantying that you can connect at all, let alone guarantee a bandwidth.

What'd you do? Google post? It worked for me.

>
> *When I asked for a mailing address to send a complaint, they refused,*
> *saying they only accept calls or E-mail.*

The red button and the delete button are closer than the waste basket and there's less chance of getting a paper cut and ruining their "No lost time accidents pizza party." Also, the idea is to outsource the tech support and *that* company doesn't want you to bitch to their client. You can get Cox's corp address, Jim. That's probably how Convergys lost their DSL tech support contract with Ameritech once they finished the marriage nuptials with SBC.

I know a Canadian (please don't barf) that did Dell tech support. Dell doesn't do it themselves, either.

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>

- > *So now I'll have some fun... file a complaint with the Corporation*
- > *Commission and copy some of my favorite legislators who want to slap*
- > *Cox around a bit ; -)*

I know a guy that claims to have gotten results from the Public Utilities Commission. You might try some of the beaureaucrats in Phoenix, also. Cox has to go to them to renew their franchise. Case in point: Morgantown, NC got pissed at TCI and built their own system with SA interdictory taps. Turn you on/off and add services from the office. Media One or Cox (I forget) in Rockford IL had to complete so many miles of upgrade per month or get fined \$100k or \$200k for each missed deadline. The city can make life hard on a CATV company. And they pay out the ass to get those upgrades done on time :)

Hey! Sounds like "I'll be beck" Arnie wants to run for Pres, but we have to change the law.

Happy New Year.

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Best Regards,
Mike