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Dear Sir or Madam,

Being new to the world of computing, when I recently purchased a computer for home user together with all the necessary ancillary equipment, I ensured that the equipment was set up correctly by a "Microsoft Certified Professional" Mr Stephen Parkinson of 'South West Computers Limited'.

All worked well for the initial period of twelve days before my problems began, when I found that I was unable to 'log on' and contacted my Internet Service Provider. Following several protracted telephone calls over a seven day period, successive members of staff who were employed by my ISP within its Call Centre on an Indian Sub-continent, insisted the fault lay with my equipment. My problems and sense of frustration were further exacerbated due to the fact that I suffer a degree of hearing loss which made communication extremely difficult.

I subsequently request Mr Parkinson of South West Computers, to visit my home in order to carry out diagnostic tests on my computer and wireless router, etc. Mr Parkinson arrived promptly, out of normal working hours, contacted my I.S.P. by telephone and by a through but speedy diagnosis, established that the fault was located on the B.T. landline, or exchange. This diagnosis was initially disputed by my I.S.P. Call Centre staff. Mr Parkinson maintained a professional manner despite having his professional ability called into question, with the result that my I.S.P. promised reconnection within 24 to 48 hours.

A further series of frustrated telephone calls which I made over the next seven days elicited nothing but false promises from the Call Centre staff, who repeatedly assured me that I would be reconnected within twenty-four to forty-eight hours.

After yet another forty-eight hour period had elapsed, I again contacted my I.S.P. call centre, when yet another operator attempted to convince me that the fault lay with my equipment.

At my request Mr. Parkinson again attended my home address and liaised with the call centre staff on my behalf, whilst at the same time carrying out further diagnostic checks using a variety of wireless routers and filters, which confirmed his earlier diagnosis and established beyond all reasonable doubt that the fault lay somewhere on the B.T. Line.

The I.S.P. call centre staff, having been informed that Mr Parkinson was a 'Microsoft Certified Technician' conceded that the fault lay on the B.T. line and promised that a B.T. Engineer would call at my home to check the B.T. line connection, within 48 hours.

The promised visit by the B.T. engineer failed to materialise.

I wrote to the Chief Executive Officer at the London Office of my Internet Service Provider, requesting that my contract be cancelled forthwith unless I was reconnected to the internet without further delay. During a telephone call which I received from the Chief Executive's London office it was eventually conceded that Mr Parkinson's diagnostic skills and knowledge were far superior to the call centre staff. This fact having been established, the B.T. engineer attended my home address within two days and established the fault was indeed situated within the local area telephone

exchange, as per Mr Parkinson's diagnosis, with the result that I was finally reconnected to the internet after a period of forty days.

I have no hesitation in recommending Mr Parkinson of South West computers to any 'Home User', or, for that matter any 'Business User' who may be experiencing similar problems to those which I had experienced when I lost my Broadband connection with the Internet. Had it not been for Mr Parkinson's skill, professionalism, persistence and ability to liaise with my Internet Service Provider on my behalf, I very much doubt that this matter would have had a satisfactory conclusion.

Yours sincerely,

Tony Piper