

Re: do some research before buying, its too late for me

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*Source:* <http://newsgroups.derkeiler.com/Archive/Alt/alt.cellular.cingular/2005-11/msg00146.html>

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- *From:* "JHNichols" <[qwerty@xxxxxxxxxxxxxx](mailto:qwerty@xxxxxxxxxxxxxx)>
  - *Date:* Sat, 05 Nov 2005 16:15:15 GMT
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"Hello :)" <[jcho888@xxxxxxxxxx](mailto:jcho888@xxxxxxxxxx)> wrote in message  
[news:1130196448.392293.98560@xx](mailto:news:1130196448.392293.98560@xx)  
> Most time you don't check on a company til there is a probelm.  
> So its is too late for me. but funny how this company is working under  
> two name is revoked by the BBB  
>  
> from bbb  
> On 6/14/2005 this company's membership in the BBB was revoked by the  
> BBB's Board of Directors due to failure to eliminate the underlying  
> cause of complaints on file with the BBB.  
>  
> <http://www.bbbnewyork.org/businessreports/Default.aspx?id=56789>  
>  
> they also have the worst customer rating I ever seem  
>  
> <http://www.resellerratings.com/seller7831.html>  
>  
> <http://reviews.cnet.com/5208-7817-0.html?forumID=74&threadID=29922&messageID=340172>  
>  
> [http://uk.bizrate.com/ratings\\_guide/cust\\_reviews\\_mid--105088.html](http://uk.bizrate.com/ratings_guide/cust_reviews_mid--105088.html)  
>

I will be signing up with someone else by the end of the day.

After having Cingular for about three years my trusty old Nokia 5100 series suddenly showed "NO SERVICE". I took it to the local office, of course they could not fix it. All they could do was give me the number to customer service (I thought that is what the local office was). I called up customer service (on my employer issued phone). They could not fix it and suggested that I was getting no service because the towers had been moved (their words). The customer service lady I talked to remarked that it was strange that my calls had been routed through towers in Jackson, Ms. (I live in 200 miles away.) and that is why voice messages would not show up for a week (another story). She further suggested that because my phone was old it might have problems with system changes. I reminded them that I had paid insurance since I bought the phone, so I should at least get another phone. She agreed and gave me another number to a separate insurance company (all

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payments I made went to Cingular Wireless). I called these people up gave them all the information and they would send me another phone for an additional \$50 activation fee (why was I paying for insurance?). I thought what the hell, just agree to it and I would have phone service again in a couple of days. A couple of days later the new phone comes in. It is a Nokia 3560. Between the total insurance paid and the additional \$50 I feel a little taken advantage of, but at least I have phone service again. NO. This phone is supposed to come programmed ready to use. The only number that I can call on it is #611. I call #611 (oh goody, customer (non) support again). The lady tells me this time that the Nokia 3560 will not work with my account. I calmly tell her that I will take it to the local office and that if they cannot fix it I will cancel my account. I did not expect them to be able to, and they did not surprise me. The man behind the counter toyed with it for a couple of minutes and then announced that I needed to call "customer support". I then said in a calm, non-personal, business like way, "thanks for looking at it, but I have spent to much time with this problem already, please just cancel my account." He said something to the effect "We can't do that here, you will need to call customer support". This I did this morning. This episode has left me with the impression that Cingular is a dysfunctional business, with their last concern being the customer once they are roped in. Its procedures mirror those of bureaucratic local governments. The people who populate their local offices are people who are not trusted to make decisions (I do not know this, but this is the impression from Cingular's practices).

This story is not as bad as some have, but this is really poor performance on Cingular's part.

Here is the way the story should have gone:

After having Cingular for about three years my trusty old Nokia 5100 series suddenly showed "NO SERVICE". I took it to the local office, they could not fix it. After looking at my account on their computer and seeing that I had been paying insurance every month since I have been with them, the professional person behind the counter pulled a new phone (a Nokia 3560, the newer equivalent to the old 5165). Within a few minutes it was programmed and I was on my way. I am writing this to express my satisfaction at the quick response of your fine employees to my malfunctioning equipment. Thanks again, your loyal customer XXXXXX.

But alas the above paragraph is fantasy.

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- *Follow-Ups:*

- ◆ *Re: do some research before buying, its too late for me*

- ◆ *From:* Cliff

- Prev by Date: *I cancelled my cingular service today I'M FREE, I'M FREE, FREEDOM!!!*

- Next by Date: *Re: Cingular Unlock Codes*

- Previous by thread: *I cancelled my cingular service today I'M FREE, I'M FREE, FREEDOM!!!*

- Next by thread: *Re: do some research before buying, its too late for me*

- Index(es):

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