

The Trials of Internet Connection

A true account from Kathie Richards Jones, our Secretary

- Early July Received email from BT saying that they were sorry they were closing our account. Phoned. Was told that the closure had been instigated by Sky. They would immediately rectify.
- July 14th Received second email from BT as above. Wrote and emphasised that we did not wish to close the account.
- August 8th Received third email as above. John phoned and a "very nice lady" said it was all in hand and we would hear nothing further
- August 19th They cut off our account and we lost the telephone number we had held for the last two decades.
- August 20th Our daughter, as she was with us, took on the role of phoning BT and following a very long wait having the first row with them. Then passed through the hands of three people in BT who said they would sort it out
- August 21st Helen rang again and after over an hour holding was put through to the Value Team in Glasgow, then returned to the Priority Back in Service team and having second and third rows with them. Promised phone back in 24hours
- August 24th (three days later) They apologised and sent us a mini hub- which does not work in the Welsh mountains.
- August 28th We were advised that the earliest they can get an engineer would be the 4th September
- September 4th Engineer came and installed a new line. But knew nothing about the broadband situation.
- September 5th We were advised that the broadband had been ordered and once confirmed we would be given an engineer date
- September 7th Advised broadband engineer would come on 9th September with broadband being connected at the latest by midnight on September 9th
- September 9th No sign of any engineer Helen phoned again and told they can't say why the engineer didn't come but the earliest another engineer could make it would be September 17th
- September 10th Helen wrote a three page detailed letter of complaint and sent it to the head of BT Infinity
- September 17th Now without wifi, emails, access to bank accounts etc. for 36 days
Engineer came and said there was something wrong with the line. I had a complete hissy fit and he went off to investigate further. Came back after "sorting out something in the box" - and at last over 200 emails poured onto my screen!