

Dear Sir or Madam

I'm writing with feedback regarding my recent experiences with Virgin Media.

The cable serving my property was recently cut by Enterprise PLC working on behalf of BT on 21 January, while they were working on the BT duct outside my house. For reference, I've enclosed the letter I sent to Enterprise, as I hold them responsible. However...

Your overseas call centre is, without doubt, the most tiresome service I've encountered in many years. Having to explain that my telephone and mobile phone are not Virgin Media services, and no, the operator cannot have my mobile number, having to wait several minutes while they search for my account, having to spell my surname and road multiple times, and then having to repeat the whole lot when I get passed to another operator? That's fairly frustrating. Having to put up with the overbearing, fake, over the top 'polite' wording helps too. Having the operator unable to say who has booked a tech visit, and unable to suggest a solution when I tell him no-one is in if access to the property is required just about rounds things off nicely, especially when he suggests my wife may have called and neglected to tell me- she was at work too.

I gave up, and reported by email requesting someone contact me. In the meantime, a VM engineer visits as booked by Enterprise on Tuesday 22 January, leaves a note, and goes away again (at least he had the sense to leave a note!).

The result of my email was deathly silence. The email and contact number were both valid. I also went to a neighbour's house- another VM customer- to use the support newsgroup, which I've found to be very useful. It seems to have been removed.

With no further choice, I call the call centre again. After 2 more useless operators, I get put through to someone in the UK. She was courteous, professional, and helpful, but couldn't offer me a Saturday tech visit before 2 February. Both my wife and I work full time, so even the 4-7pm weekday timeslot isn't any use to us.

I'd be interested to hear your views on the following points:

- As the cable break is outside, between the VM junction box and the street, why not repair the cable, and ask us to test?
- Why are there seemingly few Saturday timeslots?
- Why use a call centre that is quite that bad?
- Why discontinue the support newsgroup?

I've been a Telewest/Virgin Media customer for quite a few years- both cable TV and Internet. I've found generally the service is pretty good- the loss of Sky One was a pain, and there have been a few problems with the Internet connection at odd times- but overall I was a satisfied customer. This recent experience has soured things a bit though: I dearly hope that I never have call for 'support' again, as quite frankly, I don't have the patience.

I'm now hoping that the engineer visit on Saturday will fix the problem so I can get on with using the service. I will be seeking compensation from Enterprise PLC, and I would suggest that you bill them for the engineer visit.

Yours Sincerely,

Chris Bartram