

From: [Gina Turcotte <mortalsage@astound.net>](mailto:mortalsage@astound.net)
To: 'hp.pop@mail.support.hp.com'
Date: 11/25/2007 4:09:34 PM
Subject: RE: RE: RE: RE: POP update request -GINATURCOT

I require to IMMEDIATELY receive the NAME and the TELEPHONE NUMBER of an ENGLISH-SPEAKING AMERICAN SUPERVISOR where that person can be reached. I will be calling him/her about getting my laptop repaired IMMEDIATELY... I REFUSE TO CALL FRONT-LINE TECH SUPPORT because my dealings with them to date have been UNSATISFACTORY!!

This email will be my LAST communication with HP's support team – my next communication will be with HP CORPORATE and the BETTER BUSINESS BUREAU.

I expect to IMMEDIATELY receive the NAME and PHONE NUMBER of the ENGLISH-SPEAKING TECH SUPPORT SUPERVISOR in my email IMMEDIATELY so I can make that phone call and get this situation resolved once and for all.

Gina Turcotte

From: hp.pop@mail.support.hp.com [mailto:hp.pop@mail.support.hp.com]
Sent: Sunday, November 25, 2007 11:46 AM
To: mortalsage@ASTOUND.NET
Subject: RE: RE: RE: RE: POP update request -GINATURCOT

Dear Gina,

Thank you for contacting HP Total Care.

We apologize for the inconvenience caused to you.

You have reached the Warranty Validation Desk where we process only the request for updating the Warranty Status of your HP Product.

We recommend you to contact only our Technical Support for any further assistance.

If you feel you need to contact us for technical assistance regarding your HP product, please feel free to call us at 1-800-474-6836 (1-800-HPINVENT) or to locate the appropriate online help for your product, please use the following Web site located at:

<http://www.hp.com/go/assistance>

Sincerely,
HP Total Care

Our advice is strictly limited to the question(s) asked and is based on the information provided to us. HP does not assume any responsibility or liability for the advice given and shall not be liable for any direct, indirect, special, incidental or consequential damages in connection with the use of this information. Always back up your data. For more information, including technical information updates, please visit our Web site at <http://www.hp.com/support> .