

From: [Mortal Sage <mortsage@mortsage.com>](mailto:mortalsage@mortsage.com)
To: ['hp.pop@mail.support.hp.com'](mailto:hp.pop@mail.support.hp.com)
Date: 12/1/2007 6:19:59 PM
Subject: HP Case Number #8005568607 -- Escalated to Case Manager

Copied below is an exact transcript of a conversation I had on November 29, 2007 with Jim, allegedly a supervisor of the online chat tech support team...

Titus: Gina, in order to narrow down the issue, I shall escalate the case to the Case Manager.

gina turcotte: thank you

Titus: You are welcome.

Titus: To process it, can I have your complete shipping address, phone number and Email ID?

gina turcotte: does my address need to match what is on record with you?? i have moved since this mess all began

Titus: Please provide me current address and phone number.

gina turcotte: current address: 2302 San Juan Ave., Walnut Creek, CA 94597... current phone # 207-622-2920... current email:

mortsage@astound.net (it was mortsage@adelphia.net and then @roadrunner.com)

gina turcotte: i am still here awaiting further information or instruction

Titus: Thank you for staying online.

Titus: Gina, I have escalated the case to the Case Manager.

gina turcotte: thank you for looking into this further... i have been anxiously awaiting this resolution

Titus: Here is the case number: 8005568607

Titus: You shall receive a call from the Case Manager in 24-48 hours.

gina turcotte: i was told this about 2 weeks ago but i have still not received any phone call

gina turcotte: it was escalated to a case manager before now but nothing has been done

gina turcotte: i have tried to make phone contact but cannot get above 1st level tech support when i call

Titus: Gina, please be assured, I shall sure arrange a call back for you.

gina turcotte: again, thank you but i was told that by the previous person, Levi, who i spoke with

gina turcotte: and i have not heard from Levi or anyone since

Titus: I regret for the inconvenience.

gina turcotte: not as much as i do :)

gina turcotte: and i am considering finding another company with whom to do business... HP seems to be slacking in their quality tech support

Titus: Please do not worry. I shall personally look into the matter and make sure that you receive a call.

gina turcotte: and who are you??

gina turcotte: i began speaking with titus

Titus: I am Jim.

gina turcotte: ok, Jim... and what do i do if i receive no contact in 2 days??

gina turcotte: that would put us at saturday...

gina turcotte: so, am i expecting 2 business days...? monday?? or tuesday, perhaps??

Titus: Gina, I shall try to arrange the call as soon as possible.

gina turcotte: ok... and what do i do if i receive no call???

gina turcotte: this has persisted since august

Titus: Gina, I am sure you should get a call from Case Manager.

gina turcotte: you still have not told me what i should do if i do not... experience has taught me that things dont always happen when/if they're supposed to

gina turcotte: and i cannot allow my laptop to deteriorate further

Titus: Gina, I have escalated the case to the Case Manager and I have done all that I could. I have put this issue on priority basis, I am sure this issue would be taken up.

gina turcotte: ok thank you

Titus: You are welcome.

The time is now 3:15pm on Saturday, December 01, 2007 and I have not yet received a call from any case manager... My next contact will be to the HP Corporate office to file a complaint against HP Tech Support...

Gina Turcotte