

Yesterday I rang Virgin media to report an open roadside cable box, I got through to someone in South Africa (0845) that was after being on hold for 5 minutes. They couldn't deal with my call and gave me another number to contact, (another 0845). I rang that number and was on hold for 20 minutes. When they finally answered, they too couldn't deal with my call and advised me to ring another number... ok, you're probably guessing where this leads, yep, another 0845.

Now I don't mind ringing to report problems, I don't even mind a short wait, but what I totally disagree with is the extended wait times and then being 'advised' to ring another number only to be placed in yet another que. I am after all, reporting a problem that could potentially save them hundreds of pounds in repairs (vandalism), yet I am the one that is paying a premium to report problems, which can only get worse should all companies migrate to 0871 and increase their share of the call revenue.

I strongly urge a revue of these types of systems, it's hardly my fault that there isn't a department that deals direct with roadside boxes, nor is it my fault that half of the staff had no idea what I was talking about, yet I'm paying a high premium to explain, not just once but three times.

Personally, I feel we are being swindled out of what little money we have, we're paying for their services beit through subscription or by bill, and then we pay an extra premium should we have to call these companies whenever things go wrong (which they frequently do).

My solution, simple, make all companies use geographical numbers and if they, the companies, need to pay for extra staffing, then add it to the yearly subscription rise.

The funny part, I rang Virgin to report a problem with their box that's no more than 35 meters away, yet I speak to someone that's thousands of miles away. I think not so much 'global' as 'mad'.

Yours sincerely

Nick