

BT Saga (29th June 2008)

Some time ago -

Cable faults so lines swapped in exchange

BT and AOL convinced 871852 (old line) is connected.

BT depts not talking to each other.

Business close line as 'someone' (BT residential) takes it over. Credit raised, but no other action taken.

BT residential takes ownership. Issues invoice.

Customer pays BT residential less credit owed by BT business.

Accounts (billing?) fail to connect the two events.

Order issued to terminate line as invoice not paid.

Letter sent advising that if invoice is not paid, line will be terminated.

Customer discovers no one at BT talks to each other so convinces BT business to actually pay the monies owed for 3 months and residential to reconnect the line.

Account terminated, number lost and wires physically removed in exchange, so no easy answer.

Both BT and AOL say 871852 can be connected and actually connected to customer premises.

Another week goes by (total 2 weeks) before BT line connected to original 871851 number. AOL broadband will take another 10/14 days as nothing can be done until correct number working.

Summary

The alteration to the exchange cable meant easy reconnection was impossible.

BT accounts not co-ordinated.(credit from business, cheque from group, invoice from residential)

Termination occurred early without valid reason.

Systems appear to be 'uncooperative' in practice - ISO9001 fault?

Customer and BT staff struggle to understand system. Not good!