

Virgin Media,
PO Box 333,
Matrix Court,
Swansea,
Wales Se7 9ZJ.

93c Venner Road,
Sydenham,
London SE26 5HU.
a_baron@ntlworld.com

May 20, 2007

Dear Sir,

I am writing to you as a last resort before cancelling my account. About four weeks ago my broadband packed up. I contacted what passes for your helpline and spoke to somebody in India. He gave me another number, for someone in the UK, but when I got through, the man on the other end of the line told me I'd been put through to Telewest by mistake. He gave me another number, which I phoned, and spoke to a woman who had either a Scottish or Irish accent, although I have no idea where she was. She kept me hanging on for several minutes until the line went dead. I phoned again and spoke to someone else, who may have been in India. He kept me hanging on for several minutes until the line went dead. I was charged over two pounds for this call. It may have cost less if I had a touch tone phone. I don't, but Virgin simply assume that all its users have.

The next day I received a cold call from someone at Virgin who was trying to sell me a TV package. I told him that I wasn't particularly interested but when I was told that the engineer could also fix my broadband I agreed. An appointment was arranged for two weeks hence; this was cancelled unilaterally and rescheduled for May 17.

I contacted Virgin through a webform and eventually received a standard reply by way of apology. When I wrote physically to Virgin at another address I received a reply worded in precisely the same way. Promises, promises.

When the engineer came he told me the fault was not with my computer but with external wires, ie in the street. He told me he would arrange to have this fixed, and went away. The same night my phone line also went dead.

Yesterday, Saturday, I phoned your premium helpline and was given the above address.

I have had no home Internet for a month now or the best part of. Now I have no home phone. To use the Internet at all I have to go the Internet Café; this is both time consuming and expensive, and if I want to use it late at night I have to travel into the city because the local internet place closes early. I have had to pay for this out of my own pocket.

It is all but impossible to contact Virgin; you have no proper e-mail address, the webforms are useless, and the phone contact a joke. I had hoped that the appalling contact service of NTLWORLD would improve when you took them over but this hasn't happened.

I would be most grateful if you can sort out my broadband by the end of this week or I will have to change ISP.

Yours Sincerely,
A Baron