

From: MKOTS4::MKOTS4::MRGATE::"A1::VAILLANCOURT.MIKE" 3-MAY-1994 09:50:51.30
To: SOLVIT::WILKINS
CC:
Subj: We Have an UNHAPPY Customer... 1

From: NAME: MIKE VAILLANCOURT @MKO
FUNC: CNS Telecommunications
TEL: <VAILLANCOURT.MIKE AT A1 at MKOTS4
To: wilkins@solvit@vaxmail
CC: NAME: MIKE VAILLANCOURT @MKO <VAILLANCOURT.MIKE AT A1 at MKOTS4 at MKO>,
NAME: FREDERICK CLEVELAND @MKO <CLEVELAND.FREDERICK AT A1 at MKOTS4 at M

Andrea,

Ole buddy Ole pal, I need some help

I have attached a customer memo and what we/Digital are doing to resolve the customer problem for John Hopkins Univ. I spoke with the customer (John O' Neil) this morning @410-516-8096 and I apologized on behalf of Digital for the inconvenience we have caused and that I will have his problem resolved by 5:00 p.m. today.

In the meantime I asked the customer to contact his sale rep and boy did I get the 3rd degree about how non-responsive his Digital sales rep is... (If this is true, this needs to be fixed as well ASAP!)

I've left Voice mail on the sales rep phone (DTN-339-5778) Naurice Roy to contact me ASAP.

Please forward this msg. to anyone you know who can help DIGITAL keep this important/valued customer happy...

I appreciate any thing you can do.

Thanks,
Mike

Rep- wouldn't return calls -

From: NAME: MIKE VAILLANCOURT @MKO
FUNC: CNS Telecommunications
TEL:

<VAILLANCOURT.MIKE AT A1 at MKOTS4

Date: 02-May-1994
Posted-date: 02-May-1994
Precedence: 0
Subject: RE: Johns Hopkins is still having problems connecting to us.
To: See Below
CC: See Below

As you can see from the attached memo's, JOHN HOPKINS UNIVERSITY's John O'Neal is not a happy camper and is about to drop Digital Equipment Corp. as a vendor due to not being able to access 1-800-DIGITAL (800-344-4825). I need HELP ASAP on getting this customer problem fixed...

An MCI ticket has been open on this problem since March 19th, Please - Lets get this problem resolved ASAP...

If there's anything you need me to do, call or beep me @603-884-1354 Phone#
Beeper (508)622-8212

Telemarketing Support,
Mike Vaillancourt

To Distribution List:

NAME: Steve Hess <Steve Hess@1=US@2=MCI@*ID\3946501@MRX_MCI@OGO>,
NAME: DUANE HUBBARD <DUANE HUBBARD@1=US@2=MCI@*ID\2922179@MRX_MCI@OGO>,
NAME: THOMAS JETTE <THOMAS JETTE@1=US@2=MCI@*ID\3181328@MRX_MCI@OGO>,
NAME: NANCY KELLY <NANCY KELLY@1=US@2=MCI@*ID\3698136@MRX_MCI@OGO>,
NAME: JOHN LEONBRUNO <JOHN LEONBRUNO@1=US@2=MCI@*ID\2790130@MRX_MCI@OGO>

CC Distribution List:

steve white @mro,
mike laspina @mso,
NAME: FREDERICK CLEVELAND @MKO <CLEVELAND.FREDERICK AT A1 at MKOTS4 at MKO>

From: * NAME: Candace Trombly @MKO
FUNC: DECdirect
TEL: 884-1854

<TROMBLY.CANDACE AT A1 at MKOTS4 a

Date: 02-May-1994
Posted-date: 02-May-1994
Precedence: 1

Subject: re: John Hopkins

To: NAME: MIKE VAILLANCOURT @MKO <VAILLANCOURT.MIKE AT A1 at MKOTS4 at MKO>,
NAME: FREDERICK CLEVELAND @MKO <CLEVELAND.FREDERICK AT A1 at MKOTS4 at M
CC: NAME: LEE ERB @MKO <ERB.LEE AT A1 at MKOTS4 at MKO>

Mike,

I thought it was determined the problem was on John Hopkins end?
Mike did you speak with Mr. Culler from MCI on Friday regarding this issue?
Is our MCI team involved in resolving the customers issue?

Candace

From: NAME: Barry Nestor @MKO

FUNC: DCA

TEL: 264-9317

<NESTOR.BARRY AT A1 at MKOTS4 at M

Date: 02-May-1994

Posted-date: 02-May-1994

Precedence: 1

Subject: Customer complaint

To: NAME: Candace Trombly @MKO <TROMBLY.CANDACE AT A1 at MKOTS4 at MKO>

Candace,

This comment was left on the E-Connection this weekend - I thought you might want to see it.

Barry

From: NAME: VMSMail User HUGHEY
Date: 02-May-1994
Posted-date: 02-May-1994
Precedence: 1
Subject: Customer complaint
To: NESTOR@MKOTS4@MRGATE

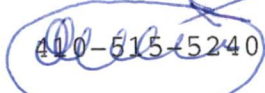
<HUGHEY@STORE@MRGATE>

<<< ESTORE_DATA_ROOT:[DAT]COMMENTS.NOTE;1 >>>
<- DIGITAL ELECTRONIC STORE COMMENTS >-

=====

| | | | | | |
|-------------|----|------|----|--------------------------|-------------------|
| Note 5005.1 | 1- | 347/ | 83 | JOHNS HOPKINS UNIVERSITY | 1 of 1 |
| STORE3::DES | | | | 10 lines | 29-APR-1994 11:50 |
| -< 1- | | 347/ | 83 | JOHNS HOPKINS UNIVERSITY | >- |

ex
1-800-digital is still busy 100% of the time. I could live with my sale rep not ever speaking to me (or to anybody else at Johns Hopkins) if I could get through to your DECdirect number. I cannot get through after trying for ten business days straight. I am going to have to start telling the people whose machines I administer that I cannot get *any* person from DIGITAL to talk to me. My recommendation is to drop DEC, ditch Pathworks, and go with a network based on a Sun or SGI server. If anyone can help, I'd appreciate it.

Doug O'Neal
doug@jhuvms.hcf.jhu.edu,  410-515-5240
ex