

Transcript of my call with Virgin Media (without a touchtone phone):

IVR Thank you for calling Virgin Media. So that we can direct your call, please tell us whether you are calling from the account you want to speak about. Press 1 if you are calling from the telephone on your account. Press 2 if you would like to speak about a different account.

I'm sorry, we don't seem to have heard from you. So that we can direct your call, please tell us whether you are calling from the account you want to speak about. Press 1 if you are calling from the telephone on your account. Press 2 if you would like to speak about a different account.

[silence for 1 minute]

[hang up, redial]

Thank you for calling Virgin Media. So that we can direct your call, please tell us whether you are calling from the account you want to speak about. Press 1 if you are calling from the telephone on your account. Press 2 if you would like to speak about a different account.

I'm sorry, we don't seem to have heard from you. So that we can direct your call, please tell us whether you are calling from the account you want to speak about. Press 1 if you are calling from the telephone on your account. Press 2 if you would like to speak about a different account.

Okay. Now press 1 if you currently use Virgin Media's services, or press 2 if you are interested in becoming a customer.

I'm sorry, we don't seem to have heard from you. Please listen to the options carefully and press the corresponding button on your telephone's keypad. Press 1 if you currently use Virgin Media's services, or press 2 if you are interested in becoming a customer.

HOLD *[silence and ringing]*

Customer Service Hello you're through to Virgin Media, X speaking, how can I help?

Me Hi, I have a broken scart socket on my V+ box.

Customer Service Okay, I just need to go through some security questions with you. What's your account number or telephone number?

Me 016XX XXXXXX

Customer Service And the password on your account?

Me XXXXXXXX

Customer Service Am I speaking to Miss XXXXXX?

Me Yes, that's me.

Customer Service And you've got a problem with your V+ box?

Me Yes that's right.

Customer Service Okay, let me just check that for you... how long has the problem been there?

Me Since April

Customer Service April? Why haven't you-?

Me It was just before I went away – I've been on a long holiday but now I'm back and the problem is still there.

Customer Service Okay, let me just check your service. Okay, so your other Virgin box is okay?

Me Yes, yes it's just the V+ box that has a broken scart socket.

Customer Service Okay, I'm going to put you through to the Faults team now so they can help you. Don't hang up!

HOLD *[37 minutes of the same three terrible songs on repeat]*

Faults Team Hello you're through to X how can I help?

Me My V+ box has a broken scart socket.

Faults Team You have a problem?

Me Yes

Faults Team Is it with the internet or the telephone?

Me No, with the television, the V+ box.

Faults Team It's with the V+ box?

Me Yes

Faults Team Okay, I just need to check some details. What's your phone number please?

Me 016XX XXXXXX

Faults Team And the password on your account?

Me XXXXXXXX

Faults Team And what's the name on the account?

Me XXX XXXXXXXX

Faults Team Okay, and what's the problem please?

Me My V+ box has a broken scart socket.

Faults Team Okay, let me just check that for you now...

So you plug in your TV and what happens?

Me If I plug it into the lower scart, it works perfectly. But if I plug it into the upper scart, there's nothing – it's black.

Faults Team Okay, so I can see that there's a problem with payments on your account so it's likely that your service has been stopped.

Me What? No, I pay by direct debit, there's no issue – my account is fine.

Faults Team Even so madam I'm afraid I'm unable to assist you until you've spoken to the credit team.

Me But my service is fine! I can still watch TV – I can watch it on the other box, I can watch it on the other scart, I can go on the internet – it's a physical problem with the V+ box, that's all. And the problem has been there since April, it hasn't changed since then!

Faults Team Even so madam I'm afraid I'm unable to assist you until you've spoken to the credit team.

Me Well that's fine but only if you promise I can get back to you – I've already been on the phone nearly an hour and I don't have a touchtone phone so it's really difficult!

Faults Team I understand Madam, I'm putting you through to the credit team now

HOLD *[Different tracks of music for around 12 minutes]*

Collections Team Hello this is X from Collections, what's your account number please?

Me I don't know... I've got my phone number if that helps..?

Collections Team Okay, what's that then?

Me 016XX

Collections Team Was that 016YX?

Me No, no 016XX

Collections Team Okay?

Me XXXXXX

Collections Team Okay, and that's Miss XXX XXXX

Me Yes, that's right.

Collections Team And am I talking to Miss XXX XXXX now?

Me Yes, yes that's me.

Collections Team Okay, well I'm looking at your account and it's actually zero..?

Me Yes I know.

Collections Team You pay by direct debit so there's no problem.

Me Yep

Collections Team Ummm... well you've come through to collections..?

Me Yes

Collections Team Well how can I help?

Me I have a fault with my V+ box but the guy in the faults team said there's a marker on my account so he won't help me. So you can help by removing whatever flag there is on my account so that I can get my television fixed.

Collections Team Er, there isn't any marker here – it's all fine. Okay, hang on, I'll speak to them and sort it out, hang on a minute.

HOLD *[music for 6 minutes]*

Collections Team Okay I've spoken to the faults team and everything's sorted... I'm going to put you through now but there's a bit of a wait I'm afraid, I'm sorry about that, don't hang up – I'm putting you through now.

Me Thank you

HOLD *[same repeated music as before, 32 minutes. I now know all the words and sing along in an effort to stay sane sitting in my hallway with nothing else to do]*

Faults Team Hello this is X, how may I help you today?

Me The scart socket on my V+ box is still broken.

Faults Team Okay, can I take your account number please or your phone number?

Me 016XX XXXXXXXX

Faults Team And what's the first line of your address?

Me 1X XXXXXX XXXX

Faults Team And what's the password on the account?

Me XXXXXXXXX

Faults Team And your name is..?

Me XXXX XXXXXXXXX

Faults Team And how can I help?

Me I have a fault with my V+ box – there are two scart sockets on it but one of them no longer works.

Faults Team Okay. So when you plug the television in, what can you see?

Me If I plug it into the lower scart, it works perfectly. But if I plug it into the upper scart, there's nothing – it's black.

Faults Team Do you have an HDMI cable that you can plug in?

Me Um, I have a cable yes but my television isn't HD.

Faults Team Okay, so what I can do is I can send you an HDMI cable and you can use that.

Me No, I can't use an HDMI cable – my television isn't HD.

Faults Team No, I understand. So we can send you an HDMI cable and then you will be okay.

Me No, no, I won't – my television isn't high definition, so there's nowhere to plug an HDMI cable into it. I already have a cable but I can't use it with the TV.

Faults Team Ah, I see, okay, so then we can send you a new scart cable.

Me No, there's nothing wrong with the cable, the cable's fine. I can use the cable on the lower scart and it works. I just can't use it on the upper scart because there's a problem with the socket.

Faults Team Well in that case we'll need to send a technician out to verify the problem, okay? So the next available appointment is next Friday, would you like am or pm?

Me Sorry, is that this Friday coming or the one next week?

Faults Team Next week.

Me Okay great, that should -

Faults Team Sorry no, I mean, that's this Friday.

Me Ah, I'm not available this Friday – do you have anything later?

Faults Team I can book it in for Saturday if you like?

Me Oh! Yes, if you can that would be great.

Faults Team So would that be morning or afternoon?

Me Morning please.

Faults Team Okay, so that's between 8am and midday

Me Great

Faults Team Shall I go ahead and book that for you?

Me Yes please

Faults Team Okay that's booked for you and the technician will be there on Saturday
between 8am and midday.

Me Thank you

Faults Team Thank you and goodbye