

TRIC-FONE FOLLIES BY RON KNIGHTS

RICK NEEDS TO CALL TRIC-FONE'S CUSTOMER SERVICE TO SEE WHY HIS CELLPHONE WAS DISCONNECTED.

HI, I'M RICK KLINK. MY PHONE ISN'T WORKING.

I'M HUNGRY. LET'S ORDER A PIZZA!



TRIC-FONE MUST HAVE OUTSOURCED THEIR CALL CENTER. IT'S HARD TO UNDERSTAND THEM.

THANK YOU FOR CALLING TRIC-FONE. THIS IS CARMELITTA. MAY I HELP YOU?



YES, MY TRIC-FONE STOPPED WORKING. WHAT'S THE PROBLEM? I STILL HAVE 529 MINUTES LEFT!

PIZZA!!!



THIS IS WHEN THINGS WENT SOUR.

I'LL BE HAPPY TO INVESTIGATE THIS FOR YOU. MAY I PLACE YOU ON HOLD....OUR RECORDS SHOW YOU WERE DISCONNECTED DUE TO LACK OF PAYMENT.



BUT YOU TOOK \$7.99 OUT OF MY BANK ACCOUNT FOR THE PAST TWO MONTHS. I PAID YOU!

UH-OH!



TRIC-FONE'S TECHNIQUE IS TO PUT YOU REPEATEDLY ON HOLD, AND REFUSE TO DO ANYTHING TO HELP.

OUR RECORDS SHOW WE TRIED TO COLLECT SEVERAL TIMES BEFORE DISCONNECTING YOU.

CALL BACK IN 24 HRS,
AND WE'LL RECONNECT
YOU.



IT'S DAY 2, AND RICK IS FEELING OPTIMISTIC. MARLIN IS HUNGRY!

HI, IT'S RICK KLINK. MY SERIAL # IS 5555555555, MY CONFIRMATION # IS 6666666. I'D LIKE TO GET MY CELLPHONE RECONNECTED!

I'M
HUNGRY



PABLO IS NOT NEARLY SO HELPFUL. HE PUTS RICK ON HOLD SEVERAL TIMES. THE CALL LASTS FOR 3 HOURS!

I'M SORRY SIR, BUT YOUR BANK IS WRONG. WE NEVER RECEIVED YOUR MONEY. NOW YOU NEED TO BUY MORE AIRTIME TO GET REINSTATED.

CALL BACK AGAIN
TOMORROW!



YOU STOLE MY MONEY. WHATTA RIPOFF.

IDIOTS!!!



RICK BOUGHT ANOTHER 120 MINUTES TO ADD TO HIS AIRTIME, AND GOT HIS PHONE ACTIVATED ONLINE. BUT HE COULDN'T GET THE VOICEMAIL WORKING.

LET'S TRY THIS
AGAIN!

OH BOY!



MIZURI WASN'T VERY HELPFUL. SHE PUT RICK ON HOLD SEVERAL TIMES, HAD HIM FIDDLE ABOUT. STILL NO VOICEMAIL!

I'VE ASKED YOUR CARRIER TO RESET YOUR VOICEMAIL. CALL BACK IN 3 HOURS.



3 HOURS LATER, MIZURI ANSWERS THE PHONE, AND THE NEWS IS NOT GOOD.

I'M SORRY SIR, BUT YOUR CARRIER IS CLOSED. PLEASE CALL BACK TOMORROW.



RICK CALLED ON SATURDAY MORNING, HOPING TO GET HIS VOICEMAIL SETUP. MARLIN TRIED TO WHISPER WORDS OF ENCOURAGEMENT.

HI, I WAS TOLD TO CALL TODAY TO GET MY VOICEMAIL SETUP. CAN YOU HELP ME?!

YOU'LL GET IT THIS TIME!



SHANE TOOK THE CALL, AND HAD RICK FIDDLE AROUND ON THE PHONE. THE CALL TOOK 2 HOURS.

I'VE ASKED YOUR CARRIER TO RESET YOUR VOICEMAIL BOX. PLEASE CALL BACK IN 4-6 HOURS.



RICK WANTED TO SAVE SOME TIME. THIS ENTIRE EXPERIENCE WAS TOTALLY FRUSTRATING AND RIDICULOUS. MARLIN WAS BORED.

COULD YOU TELL ME WHAT HOURS MY CARRIER HAS? CAN I TALK TO THEM DIRECTLY?



LIKE THE OTHER TRIC-FONE OPERATORS, SHANE WAS EVASIVE. HOW DIFFICULT CAN IT BE TO ANSWER A SIMPLE QUESTION. FINALLY SHANE GAVE AN ANSWER.

CALL BACK AT 8 PM EASTERN TIME.



RICK CALLED BACK AT 8 PM. HE JUST KNEW THIS WAS GOING TO BE THE LUCKY CALL. MARLIN AGREED, AND GIGGLED WITH EXCITEMENT.

HI, I WAS TOLD TO CALL BACK AT 8 PM TO GET MY VOICEMAIL SETUP!

TEE-HEE!



CARMELITTA TOOK THE CALL AND REPEATEDLY ASKED TO PUT RICK ON HOLD.

MAY I PLACE YOU ON HOLD WHILE I CALL YOUR PROVIDER TO SETUP YOUR VOICEMAIL?!



AT THIS TIME, RICK & MARLIN SNAPPED.. THEY STARTED SINGING "HOLDING" SONGS.

YOU REALLY GOT A HOLD ON ME!!!!

HOLD ME, TOUCH ME, KISS ME... NEVER LET ME GO!



AFTER ANOTHER 3 HOURS ON THE PHONE, CARMELITTA DELIVERS THE BAD NEWS.

I'M SORRY, YOUR CARRIER IS CLOSED. YOU NEED TO CALL BACK DURING NORMAL BUSINESS HOURS.



THIS IS CRAZY. MY PHONE WORKED JUST FINE TILL YOU DISCONNECTED IT. I HOPE THEY PUT YOU GUYS IN JAIL!

IDIOTS!!!!



THE GUYS TOOK THE WEEKEND OFF. MONDAY, AT 5 PM, THEY CALL AGAIN.

HI, I'M CALLING TO GET MY VOICEMAIL SETUP.

WE'LL GET IT THIS TIME!



JAMES ANSWERS THE PHONE. HE SEEMS PLEASANT ENOUGH.

SIR, IF I UNDERSTAND CORRECTLY, YOU'RE HAVING TROUBLE SETTING UP YOUR VOICEMAIL. YOU'RE HAVING TROUBLE SETTING UP YOUR VOICEMAIL. WHAT HAS HAPPENED?



I DIAL MY VOICEMAIL NUMBER, AND I'M TOLD TO LEAVE A MESSAGE. I DON'T GET ANY TUTORIAL LIKE YOUR WEB PAGE SAYS. I CAN'T RECEIVE ANY VOICEMAIL MESSAGES BECAUSE I HAVEN'T BEEN ABLE TO SET A PASSWORD. I'VE BEEN TRYING TO DO THIS FOR 3 DAYS!

HE DOESN'T GET ANY TUTORIAL. HE DOESN'T HAVE A PASSWORD!



I SEE SIR. CAN YOU PLEASE CALL YOUR VOICEMAIL NUMBER, AND FOLLOW THE TUTORIAL? OH, YOU DON'T GET A TUTORIAL, MAY I PLEASE PLACE YOU ON HOLD.... MAY I PLEASE PLACE YOU ON HOLD AGAIN?! SIR I'VE NOTIFIED "THAT DEPARTMENT," AND YOU NEED TO CALL BACK TOMORROW...



WELL AT LEAST THIS CALL ONLY LASTED 15 MINUTES!!!

PIZZA TIME!!!



RICK CALLED AT 12:30, AS INSTRUCTED. CARMEN DIRECTED HIM TO DO THINGS THAT DIDN'T WORK. THEN SHE TOLD HIM TO CALL BACK AT 5 PM

CALL BACK AT 5 PM



AT 3:30, JIMMY, FROM TRIC-FONE CALLED FOR FOLLOWUP. HE PROVIDED VOICEMAIL SETUP INSTRUCTIONS AND A FREE 120 MINUTES!!!

THANK YOU JIMMY!

THANKS JIMMY!!!



THE END!