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Un-Cool AGAIN -Verizon

What;s with the V's?? As in Vonage, Verizon..... I have written about bad consumer experiences in the past with BOTH of them - Verizon, in the [December 2005](#) issue of Digital Times®.

To recap, after signing up with Verizon for wireless broadband for my laptop, with monthly fees starting at \$59.99 per month for customers who have a Verizon cellphone account, all attempts to set up SMTP [outgoing email server] with Verizon, failed. More than once, a customer service representative asked me to go online once again and select a password to use that would be programmed on the Verizon side. The Verizon programmers, however, continually failed to do whatever they do, and I could NOT send any email. Verizon's customer service representative's suggestion was that I get a yahoo account. The experience was so exasperating that I returned the expensive PCMCIA card to the store. The Verizon customer service person on duty said that I had purchased the card and it was not returnable. To add insult to injury, Verizon also charged me a \$175 cancellation fee for a service they did not provide. I paid the fee, still have the useless card, and if anyone wants it, just email me - I will send it to you with a note "hope for the best."

Now, [Verizon Hits Unlimited Users With Limits](#) per a report on ConsumerAffairs.com. The report states that using Verizon's EVDO broadband service like a broadband account violated a little-known clause in the terms of service. A letter from Verizon accused ConsumerAffairs.com of **exceeding 10 Gigabytes** of usage in a 30 day period. But an access log that is part of the AccessManager accompanying the EVDO services showed **less than 2 gigabytes of service over the course of a year.**

Verizon's "Unlimited" issue appears once in the terms of service, "sunk in the final page in a sea of small font" per the report. That restriction limits users of the service to Internet browsing, email [based on my experience, INCOMING email only, and intranet access. What this means is, forget about using Verizon Wireless unlimited with the Software-as-a-Service applications being created and launched regularly. The terms of service forbid connections "with server devices or with host computer applications."

Anyone considering using Verizon broadband in ANY form should rethink it to avoid the expense of T-R-O-U-B-L-E, disappointment and cancellation fees.

Scroll Down for additional stories



Customers at Mercy of Comcast



Comcast claims revenue is soaring due to new subscribers for its Internet telephone service, Comcast Digital Voice.

I personally know of a Comcast customer in California who added Digital Voice to other services they were already receiving from Comcast -- namely, cable T.V. and high-speed Internet.

Things have not gone well - first of all, the installer of Digital Voice left without testing the service and he had to come back. Her phone service seemed to interfere with their Internet connection. Calls were dropped frequently AND they were losing their connection to the Internet.

More calls to customer service.

She was 'stood up' by the tech twice. He said "no one was at home" even though she stayed home from work both days, waiting. Finally, he came and said he "fixed the problem temporarily" but would need to come back another time. Comcast's customer support rep said that they are **short-staffed, so do the bare minimum, as they have 'too many products to support.'** Eventually, another tech returned. When my friend asked questions, his response was 'that's a tech problem - you wouldn't understand it.' This escalated to a shouting match, as this particular customer is tech-savvy! The tech argued and became confrontational, but finally admitted that Comcast is not able to support the services they sell, i.e. the number of T.V.'s at the residence. Without telling my friend, he 'disabled' one of the T.V. cable boxes.' He later claimed to have a method for 'tweaking the signal boosters where HE lives, but hopes Comcast doesn't do an audit' and catches him! My friend feels she hasn't received the service she is paying for,

D i g i t a l S e g w a y s !

Sporting a liquid-crystal display screen and new, easier-to-manuever technology, Segway, 'the human transporter' comes back to life!

Guided by how the rider 'leans into the ride' the experience is similar to skiing. A group of sensors "reads your body angle" and communicates the information to the software that controls what direction it travels.

The new Segway is more intuitive, has a futuristic design and is fun to ride. Advocates claim that it "becomes an extension of your body." InfoKey, the wireless controller, has four buttons and a liquid crystal display screen that looks like a large DIGITAL WATCH. Not only does it turn the scooter on, it has an odometer, speedometer and battery gauge.

Anti-theft technology is built-in. If the scooter is disturbed while the anti-theft feature is activated, the Segway locks up, sends a notice to its owner over the InfoKey and sounds an alarm ;-). There are two models right now--i2 and x2. Six are planned by the end of the year, including a one-person golf cart. Top Speed: 12.5 mph. Price: \$4,995 and up.

The information contained in Digital Times is a combination of original editorial content and information pulled from wire services, research and various online resources.

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Summertime

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Online



Online retailer **sungrubbies.com** is perfect for sun-worshippers as it sells fabric by the yard, clothing, tents, sunscreens, sun gloves [shown above], hats, etc.

These young and entertaining rappers demonstrate wit, style and fashion in the vacation-themed video **[tea "partay"](#)**.

Matt Harding, a world traveler, celebrates by doing a dance at locations all over the world! For a super travelogue, check out his video, <http://wherethehellismatt.com>.

View the galleries and **State Rooms of the Queen of England** until Sept. 24...for details and viewing some of the collection online goto: <http://www.royalcollection.org.uk>

Remember Spanky, Alfalfa & Buckwheat in *Our Gang*? In2TV is making 10 episodes available for viewing each month on their "**Vintage TV**" channel for FREE. For their entire catalog, goto:

TeleAdapt offers gadgets, gear and kits for international travelers + many helpful hints on its website.

Need information on rail, car, cruise or air travel ??? A good place to start is the **[U.S. Transportation Security Administration](#)**'s Website and click on the "travelers and consumers" link.

-editor