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Digitally UnCool - Vonage

Some services are just *not* worth having! In the beginning of 2005, I subscribed to and wrote in support of Vonage VOIP [voice over Internet] broadband phone service. The good reasons for using Vonage, both technically and in terms of customer support, are no longer justified.

Conversations became a challenge - garbled voices, dropped calls and incidences of "hello - can you HEAR me?" became the norm, so I switched to **Cox cable digital** telephone service.

Cox said that it typically takes Vonage 2 weeks to 'release' phone numbers. Fine. I ordered the change on April 24 and Cox took over the number on May 16. The call quality with Cox digital is excellent. *Although it costs twice as much as Vonage, the quality is great and it is less \$\$ than the major carriers.*

In July I discovered that Vonage was **continuing to charge my credit card after releasing the two numbers that had been transferred** to Cox. I had contacted Vonage customer support about switching but the fellow with the 'clipped accent' couldn't understand me, apparently. Recently, my husband and I took turns and made several phone calls over a period of three (3) days to reach someone in authority at Vonage for the purpose of putting a stop to this carnage. The Customer Account Management Dept. number to handle disputes and refunds turned out to be someone who never heard of that department [given to us by another customer support rep] and had no understanding of either.

The customer support # *she* gave us was discontinued. Eventually, we were given a corporate number and the name of Jeffrey Citron. His **Vonage** audiotext message was so **GARBLED** we could not understand it OR leave a message. *For some reason, that was no surprise.* We continued to call that number for two days and reached Mercedes, who had the authority to refund our \$43.13 and \$42.06, respectively.

Mercedes said they were sorry we'd had so much trouble. We couldn't understand why it was OK with Vonage to charge us for numbers they had released and never did receive a proper explanation...some lame excuse that they never disconnected us and so our service remained active.

It is VERY interesting to read what other **Vonage** customers have to say at this **independent forum** by 4Sight Media LLC that is no way endorsed, sponsored, provided, owned or otherwise controlled by Vonage®.

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AMAZON GROCERIES?



I'll admit it -- I am the proud owner of an Amazon credit card. I recently received an email titled: "Save \$10 Today at Amazon Grocery." This really brings back memories of PeaPod online grocery and their trucks that used to run @San Francisco during the dot-com boom.

Apparently, more than 200,000 customers have tested Amazon grocery, ordering everything from Kashi cereal to Jiffy Pop popcorn. They have now officially opening Amazon Grocery, a store filled with everyday staples and fun new snacks.

To celebrate the opening of Amazon Grocery, they are offering a \$10 instant rebate on purchases of \$49 or more in their new store. All products offered in Amazon Grocery are eligible for Amazon Prime and FREE Super Saver Shipping.

Use code GROCERY2 when you check out. Offer valid through August 31, 2006.

Digitally Monitoring Bartenders

Las Vegas is just not what it used to be! You might want to avoid the **Treasure Island Casino** as it now has digital tags fitted to liquor bottle spouts that measure a drink size based on how long the tags are activated. Tags transmit data to a central tracking system to help thwart overly generous bartenders!

i G a d g e t f o r \$ 1 5 !

Want the coolest iPod? With iGadget, you can transfer all kinds of data to your iPod, including contacts, appointments, email, notes, tasks, podcasts, RSS news feeds, weather forecasts, daily horoscopes, and more!

Normally, there is no easy way to copy songs off the iPod. You will have the tools necessary to copy songs off your iPod and back onto your PC. This is very handy in the event of a hard drive crash or when buying a new computer and you no longer have all your songs on your PC any more.

Software Details:

Year: 2006

Version: 1.4

Author: [Purple Ghost Software](#)

Price: 15.00

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Kata Launches Bags of the Future

Kata by Bogen Imaging, announces the Global Digital Collection of great video, camera and accessory bags. . . according to Kata, Body Armor and Vests are in!



Their Ergo-Tech

Collection blends futuristic design and ergonomics to offer state-of-the-art carrying solution. If I'd had one of these body bags I wouldn't have lost my camera at San Francisco airport!

The Price Of Drugs -**How GOES it?**

Here in Nevada, a bill recently passed in support of purchasing drugs from Canadian Pharmacies. To comparison-shop the price of drugs, [they vary tremendously from one drugstore to the next] why not try mail order options listed at: PharmacyChecker.com.

In some states, buying Canadian drugs is illegal, though rarely prosecuted.

Consumer Reports has a free website: www.crbestbuydrugs.org that will help you compare drug options to find what's most economical.

[Medicare Rights Center](#), a non-profit organization engineered to be as helpful as they can, has a link called Discount RX Resources. For data on the safest, cheapest and most reliable drug for your condition visit somewhat biased www.aarp.org/comparedrugs

[CareFinder](#) sponsored by the



Alzheimer's Association is a new website that is a godsend for the millions seeking care for a loved one at home, assisted-living facility or nursing home.

You can get a customized report with care recommendations and questions to ask providers based on your needs ;-)
CareFinder can also help prepare you for future care problems and long-distance caregiving.