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Subject: Dell's Customer Support Convo.

Posted by [Speedy059](#) on Sat, 07 Oct 2006 03:40:42 GMT

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My brother was in the process of buying a new laptop for the business. He decided to purchase one from Dell, right before he clicked the "purchase" button he decided to talk to a rep real fast to ask about Wi-Fi with the laptop. This is probably the most hilarious customer support i've seen. This dell guy is a complete moron. Download the PDF attachment and look at my brothers' conversation with this guy.

#### File Attachments

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1) [Dell.pdf](#), downloaded 374 times

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Subject: Re: Dell's Customer Support Convo.

Posted by [Nightma12](#) on Sat, 07 Oct 2006 05:05:23 GMT

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notebook?

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Subject: Re: Dell's Customer Support Convo.

Posted by [Goztow](#) on Sat, 07 Oct 2006 09:18:40 GMT

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What can I say: Dell...

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You are aware that you can just turn the connection off in Windows, right?

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Subject: Re: Dell's Customer Support Convo.

Posted by [danpaul88](#) on Sat, 07 Oct 2006 09:40:25 GMT

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From some of his answers I would guess english is not his first language...

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Subject: Re: Dell's Customer Support Convo.

Posted by [Goztow](#) on Sat, 07 Oct 2006 14:15:30 GMT

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danpaul88 wrote on Sat, 07 October 2006 11:40From some of his answers I would guess english is not his first language...

I guess indian is, like for many of cutomer supports...

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Subject: Re: Dell's Customer Support Convo.  
Posted by [jnz](#) on Sat, 07 Oct 2006 18:32:32 GMT  
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don't buy a laptop from dell!!! they stop charging after awhile (internally) . and someone has tested one of the battery (£80 to buy) and they stop charging after 200 charges.

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Subject: Re: Dell's Customer Support Convo.  
Posted by [Rev](#) on Sat, 07 Oct 2006 18:54:17 GMT  
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help-linux wrote on Sat, 07 October 2006 14:32  
don't buy a laptop from dell!!! they stop charging after awhile (internally)  
So that's why mine does not charge right?  
Sorry if this is off topic.

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Subject: Re: Dell's Customer Support Convo.  
Posted by [Aprime](#) on Sat, 07 Oct 2006 19:20:59 GMT  
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Goztow wrote on Sat, 07 October 2006 10:15  
danpaul88 wrote on Sat, 07 October 2006 11:40  
From some of his answers I would guess english is not his first language...  
I guess indian is, like for many of customer supports...

As far as I know, Dell doesn't outsource its tech. support (well, at least it doesn't in Canada).

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Subject: Re: Dell's Customer Support Convo.  
Posted by [Dave Anderson](#) on Sat, 07 Oct 2006 20:26:18 GMT  
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That is not a surprise. I've actually had a customer support worker ask me what I meant by the term "hard drive" when I asked him a question about the connector on it. Most of the time you can plainly tell that they are reading out of a script and have actually little to no experience in what they are doing.

Dell, sucks.

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Subject: Re: Dell's Customer Support Convo.  
Posted by [Halo38](#) on Sat, 07 Oct 2006 20:32:01 GMT  
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help-linux wrote on Sat, 07 October 2006 14:32  
don't buy a laptop from dell!!! they stop charging

after awhile (internally) . and someone has tested one of the battery (£80 to buy) and they stop charging after 200 charges.

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is that true? we have about 3 dell laptops in our family

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Subject: Re: Dell's Customer Support Convo.  
Posted by [Aprime](#) on Sat, 07 Oct 2006 22:19:37 GMT  
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Is not.

They just crack open for no reason.

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Subject: Re: Dell's Customer Support Convo.  
Posted by [thrash300](#) on Sun, 08 Oct 2006 01:53:13 GMT  
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The costumer representative was probably somewhere in India.

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Subject: Re: Dell's Customer Support Convo.  
Posted by [Blazer](#) on Sun, 08 Oct 2006 03:51:16 GMT  
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Haha all I can say is, "wow"

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Subject: Re: Dell's Customer Support Convo.  
Posted by [f100d3d](#) on Sun, 08 Oct 2006 04:34:54 GMT  
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This isn't related to Dell, but I had a previous ISP tech try to convince me that the reason for my network outage is because I switched CAT5 and that CAT5 remembers the IP of the computer so I can't do that. And, yes, he was for real.

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Subject: Re: Dell's Customer Support Convo.  
Posted by [jnz](#) on Sun, 08 Oct 2006 13:06:38 GMT  
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the battery rumore is definely true, it will appeared to charge. you leave it charging for lets say 10 hours take it off charge and the battery is still flat.

i think the fact that it the laptop itself stop being able to charge is random because it happens to some people but not others. i have had 2 cases of this only with dell!

another thing i hate about dell it that they say "Intel Pentium 4 processor" people thing "yeah that is fast for £300" but the processor is compromised by the crappy motherboard.

i have ordered a new acer laptop, i think they are a good make

my old customer support for tiscali are in India, you don't know a word they are saying and if you get a word across to them, they say "restart your computer"

once they asked me how long the rj-11 cable was i said 25 meters, they said "it is too long, 5 meter minimum".

but why? it has only just stopped working. then they said "please reduce the size of the cable now" i couldn't because the computer was upstairs and the socket was downstairs. i said i couldn't but they started shouting at me to shorten it. at that point i gave them a piece of my mind.

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**Subject: Re: Dell's Customer Support Convo.**

Posted by [bandie63](#) on Sun, 08 Oct 2006 21:46:40 GMT

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revival65 wrote on Sat, 07 October 2006 15:54help-linux wrote on Sat, 07 October 2006

14:32dont buy a laptop form dell!!! they stop charging after awhile (internally)

So thats why mine does not charge right?

Sorry if this is off topic.

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All rechargeable batteries do that.

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**Subject: Re: Dell's Customer Support Convo.**

Posted by [reborn](#) on Sun, 08 Oct 2006 22:45:55 GMT

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After that he asked whether you still wanted to purchase with them? lmao!

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**Subject: Re: Dell's Customer Support Convo.**

Posted by [jnz](#) on Sun, 08 Oct 2006 22:53:22 GMT

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bandie63 wrote on Sun, 08 October 2006 22:46revival65 wrote on Sat, 07 October 2006

15:54help-linux wrote on Sat, 07 October 2006 14:32dont buy a laptop form dell!!! they stop charging after awhile (internally)

So thats why mine does not charge right?

Sorry if this is off topic.

All rechargeable batteries do that.

not after 200 charges, and anyway they suddenly stop working a rechargeable battery would gradually stop. I do know about this as you use rechargeable batteries a lot in my planes. If they do start losing their capacity all you do is "discharge" it and it will be fine again.

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**Subject: Re: Dell's Customer Support Convo.**

Posted by [Goztow](#) on Mon, 09 Oct 2006 06:22:51 GMT

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I can only advise you to go Acer. Mine is 2 years old now and never had a problem. Just be sure that you take one your distributor has in stock as ordering a laptop at Acer's is like waiting for ACK to say something that makes sense: it takes a very long time.

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**Subject: Re: Dell's Customer Support Convo.**

Posted by [jnz](#) on Mon, 09 Oct 2006 06:42:26 GMT

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Goztow wrote on Mon, 09 October 2006 07:22I can only advise you to go Acer. Mine is 2 years old now and never had a problem. Just be sure that you take one your distributor has in stock as ordering a laptop at Acer's is like waiting for ACK to say something that makes sense: it takes a very long time.

wow, already ordered one lol.

<http://www.technoworld.com/productdisplay.asp?ProductID=4121> 3

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**Subject: Re: Dell's Customer Support Convo.**

Posted by [exnyte](#) on Mon, 09 Oct 2006 11:22:31 GMT

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I've had a Dell laptop for almost 3 years now... never once had a problem with it in any way. Battery still works like it's new and has had well over 200 charges.

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