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Board: NEWS BB
Subject: NEW TOPICS
Posted: June 19,1996 22:11:34
To: OTIS RICHARDS (TYAA18A)
From: RICK GOMBAS (CHHL71A)

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Bulletin ID: EZA960619221134CHHL71ATYAA18A

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Board: NEWS BB
Subject: NEW TOPICS
Posted: June 17,1996 23:43:08
To: MARSHA BRYAN (QXRA31E)
From: RICK GOMBAS (CHHL71A)

Tad,

These boards seem to have gone to hell since the new management took over. Everything is much, much slower, even going from one reply to the next. One FIVE separate occasions I got disconnected which never happened previously. Three of those times were in the middle or near the end of writing lengthy articles, which is infuriating to me. Now I feel a need to print up my writing virtually paragraph by paragraph to save it from a Prodigy-caused oblivion and the time I have to take to re-type costs me money. There is no warning for these events, just a sudden "COMMUNICATIONS ERROR." The first time was at 5pmET on the day you all switched from the black background to the white. Why wasn't there a warning issued in advance? I, and probably everyone else, had to re-connect and of course had to re-type my message. Then this happened FOUR more times.

Also used to be we could read a posting and then see the replies starting at #1, but now the first time I look at a posting's replies they come up at #14 or 38 with no rhyme or reason. Used to be the next time I looked at it the replies would start after the last one I viewed but now its a big hodgepodge. And now there is no preview index to quickly find a certain reply or note.

Can't Prodigy grasp the concept "if it ain't broke don't fix it.?"

These changes are not for the better; it seems they're just some way to cut corners to save more \$\$\$ for the new owners.

A year ago when I tried calling Prodigy I'd get a recording that said "due to increased volume there will be a delay in answering your call." Now we get the same message with an

added time estimate of 48 minutes! So I put the phone down and when I come back I'm disconnected, (after only 15 minutes.) This is ridiculous. Why can't you people just call us back so we don't have to waste so much time?

And for that matter why can't you hire more workers? If you have such an "increased caller volume" all those new subscribers would justify hiring more workers. Unless the subscribers are just calling to complain and the executives are looting the treasury, it would make sense to keep the customers happy.

One of these days I'm going to actually and methodically follow the tree of your voice mail system and count just how many "stations" there are. It seems to be way up in the dozens and I find it hard to believe there is a different person or group of persons at each one.

I kinda think your phone system is like the old cartoon showing a postal worker sorting mail into slots marked with the names of states and then a cutaway to see the rear of the slots with the envelopes falling into a single basket.

One time I couldn't connect at all and wasted THREE HOURS trying to find out why. Waiting 20-30 minutes trying to get through and then being told I pressed the wrong button but they'll transfer me to the right place and then they disconnected me. After another thirty minutes on hold I was disconnected because I yelled at the operator. When I

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