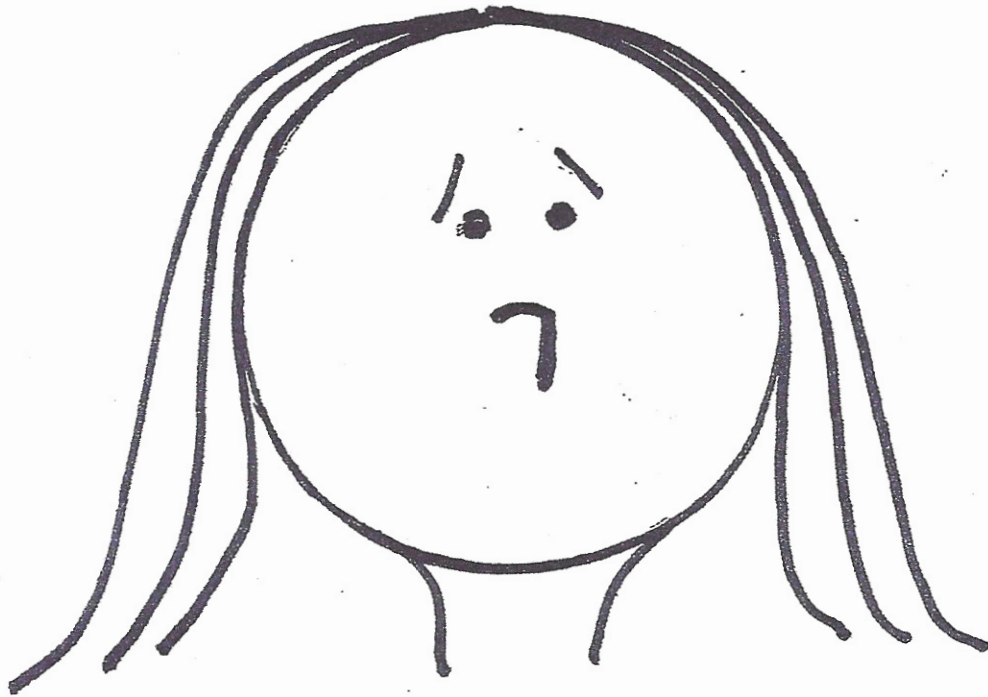


CUSTOMER SERVICE

FROM THE ABYSS

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*This book is dedicated to Amazon
and anyone else to whom it might apply.*



Them: "This is Sam Brown. How may I help you?"

Me: ???????? Pause. "I'm sorry I don't understand you."

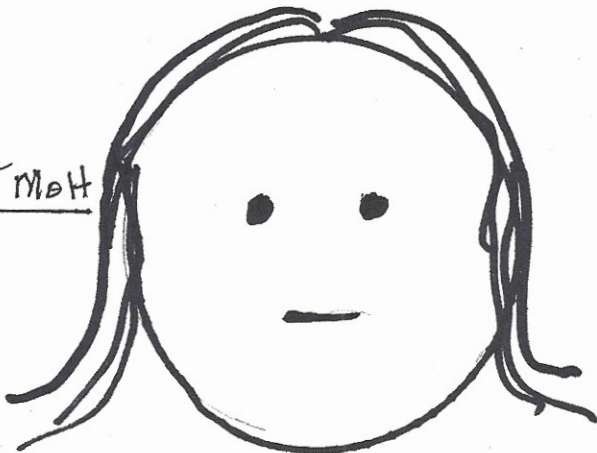


Please hold for the next available representative.

You are the 19th person in the queue.

Minutes on Hold

5 moH



10 moH



15 moH



20 moH

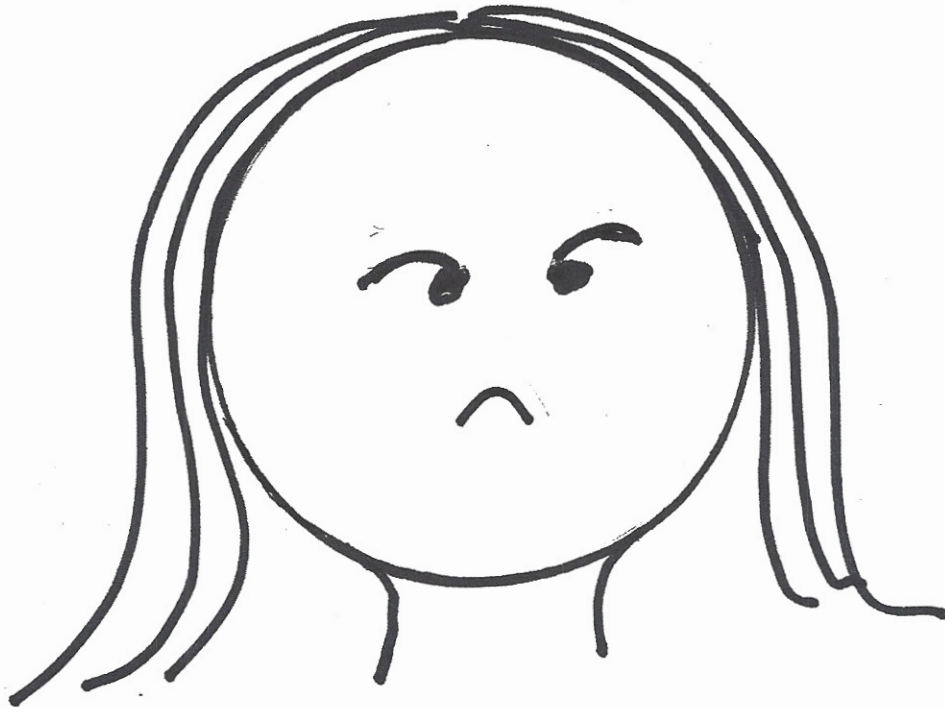


25 moH: DIAL TONE



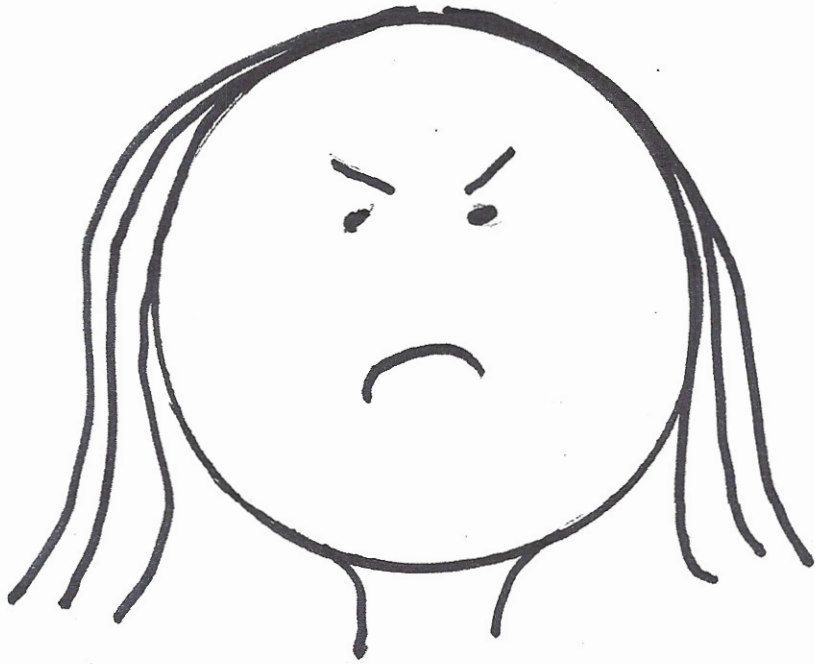
After being on hold for 25 minutes:

The number for your request has been changed to 800-471-8998."



After being on hold for 25 minutes: "The person who can help you with that is at lunch.

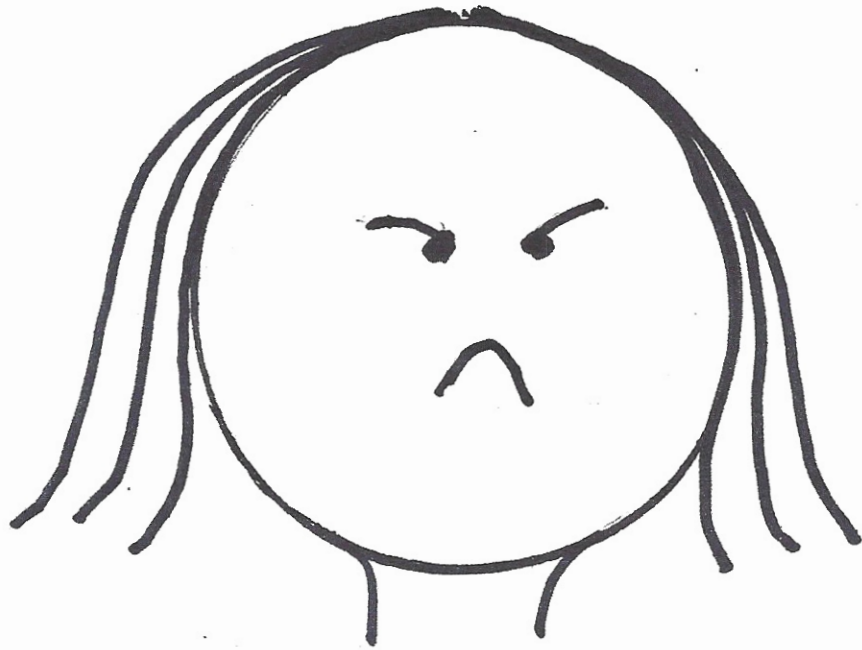
Please call back after 2:00."



"Let me transfer you to someone who can try to help you."



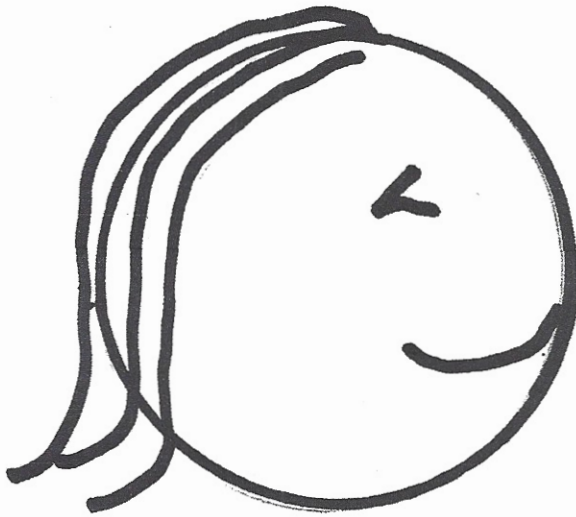
"I'm afraid we can't help you with that."



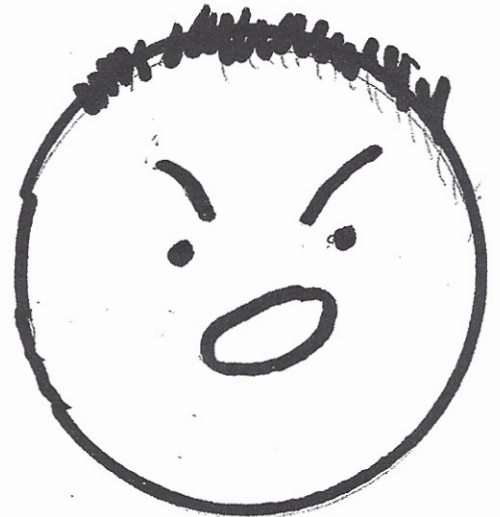
"That's not my department. I'm sending you a link that may be able to help you."

RETURNS





*Can you please tell me
where the hand lotion is?*



*How the hell would I know.
I don't use that stuff.*

CUSTOMER SERVICE

I know. I know!

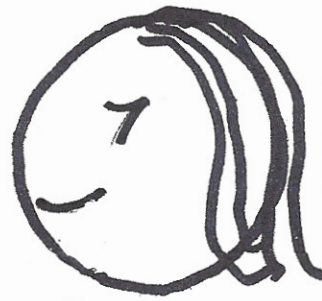
Ha Ha Ha!

For sure. Ha Ha!





Would you like
that gift-wrapped?



Yes, please!

5 minutes



5 minutes



5 minutes



That'll be \$25.00.



I call Subaru Starlink: 855-753-2495:

Me: After 7 useless options: "Please stay on the line to talk to a representative." **Wait. Wait.**

WAIT

Them: "My name is ????. May I have your name please." (accent is ??????????)

Me: "Barbara Colman."

Them: "Your address?"

Me: I give them my address.

Them: "What is the reason for your call?"

Me: "I would like to cancel my Starlink."

Them: "I understand you would like to cancel your Starlink subscription. May I have the last
four digits of the VIN? "

Me: I give the information. After a bit: "I will need to transfer you to the department that
handles cancellations."

New them: "I understand you would like to cancel your subscription to Starlink."

Me: "Yes, please."

New Them: "Can you tell me why you wish to cancel?"

Me: "Because I have AAA and I don't drive much."

New Them: "Let me send you a verification code." They send code. I enter it.

New Them: "In case we are disconnected, please give me the number to call you back."

Me: I give my land line since my cell phone has Robokiller

New Them: "And the reason for your call?"

Me: Ditto above. AAA and I don't drive much.

Them: "I see that Starlink will renew on August 8th. I will need to transfer you to that department."

Me: Maddier and madder. And wondering why they didn't do that in the first place!

Them 3: "My name is... etc. I understand you would not like to renew your Starlink service which is up August 8th."

Me: "Yes. That's right."

Them 3: "I understand, Ma'am, but let me tell you the special offer for emergency features not covered by AAA. For just \$49 I can give you..."

Me: "I just want to cancel the subscription."

Them 3: "I understand, Ma'am, but I can give you the special emergency features for only \$49 for the year."

Me: "I just want to cancel the subscription!"

Them 3: "I understand, Ma'am, but I can offer you..."

Me: "JUST CANCEL IT!" (Hang up).

