

Telkom? No, Hellcom!

We are a communications agency based in JHB and every Monday we arrive at work to find that we can't receive email or connect to the internet.

We then have to call Telkom ADSL to fix the problem. Usually this takes about 2 hours of being placed on hold and being transferred from one department to the next. (2 hours of lost productivity and being on the phone - and by the way Telkom charges us for this call). Eventually we are transferred to someone who tells us we've been capped, we then input new passwords and the problem is fixed. In the past year alone and based on advice from Telkom we have increased our bandwidth about 4 times and installed a new router but this hasn't solved our problem.

This week was even worse. We are preparing for an event and can't afford not being able to communicate with our client but guess what? We were offline from Monday when we came in until Tuesday at about 15h00. A Telkom consultant informed us that there was a problem with ADSL in our area and that they were working on it.

When this happened 2 weeks ago, a Telkom consultant explained to my irate boss that they (Telkom) switch off the ADSL line every night and that is why everyday for the past month we have had to dial up to retrieve emails and go on the internet and that if she didn't like it she should sue!

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