

Scott\_GWER1669.txt

Scott\_GWER1669 joined the incident.

Scott\_GWER1669 says:

Thank you for contacting technical support. My name and badge number are Scott\_GWER1669.

Please hold while I review your issue.

Scott\_GWER1669 says:

Hello Dean

Scott\_GWER1669 says:

Can you please verify your system model?

Dean Bower says:

Hello. Just about any question you might ask can be answered on my website.

Scott\_GWER1669 says:

I see.

Scott\_GWER1669 says:

Can you please verify your system model?

Dean Bower says:

I am still waiting for Gateway to honor the 90-day warranty and it has not happened yet. IT

NEEDS TO HAPPEN NOW.

Scott\_GWER1669 says:

Yes I understand, but can you please verify your system model first.

Dean Bower says:

Read the start of the two logs posted on my website. I have already answered that question.

FIX MY COMPUTER NOW!!

Scott\_GWER1669 says:

Yes I understand, but can you please verify your system model first. This is for to check on

account information regarding your system model.

Dean Bower says:

I have had this same conversation on SIX other chat sessions. The model number is the same

as those other six. Check the logs for ADRIANNA and INGRID. The answer is already there.

Scott\_GWER1669 says:

In as much as I wanted to help you with your issue. We really need your system model this is

for us to provide account information regarding your computer.

Scott\_GWER1669 says:

By the way what was the previous tech told about your issue?

Scott\_GWER1669 says:

Did they say that they will escalate your issue?

Dean Bower says:

As I said Scott, it is in the logs. ADRIANNA's log shows I told her

Dean Bower says:

Dean Bower says:

It was in the message, Ingrid. It is a model M-6752.

Scott\_GWER1669 says:

According to your submission the serial number for your system is RH1015085R8050153 and this

is an Gateway M-6752(notebook). Is this correct?

Dean Bower says:

Please get someone in this issue who can read the logs I have posted at my website and can

verify information. Gateway has already promised to escalate and repair the computer. GET ON

WITH IT!

Scott\_GWER1669 says:

Ah I see.

Scott\_GWER1669 says:

Since our previous tech has already escalated the issue.

Scott\_GWER1669 says:

Please wait for our escalation team to contact you.

Scott\_GWER1669 says:

They will contact you as soon as possible.

Dean Bower says:

It was escalated THREE weeks ago. That web site documenting Gateway's lack of honor and

honesty stays out there until this issue is resolved. You might want to let management know

that.

Scott\_GWER1669 says:

Yes but please do wait for the call since previous tech already escalated it.

Dean Bower says:

THREE WEEKS AGO. In the last three weeks I have helped move four families because one of

them was being evicted. Does Gateway have only one escalation person. My phone number is

(Note: deleted for web publication). Have management call me and explain why it takes THREE weeks to create a RMA

for a repair.

Scott\_GWER1669 says:

Yes I understand.

Scott\_GWER1669 says:

Please wait for our escalation team to contact you.

Scott\_GWER1669 says:

Anything else I, can assist you with?

Dean Bower says:

WHEN will that be? And remember you are making a promise for Gateway. And this log will also

be posted to my Shame on Gateway page.

Scott\_GWER1669 says:

I cannot guarantee but since you have mentioned that your issue has already been escalated.

They will definitely contact you.

Dean Bower says:

Please get a supervisor into this session so I can get a commitment from Gateway to get this

old issue resolved.

Scott\_GWER1669 says:

I do apologize but we do not have a supervisor available at the moment. However, you have an

option to contact our phone support.

Dean Bower says:

Gateway has an obligation to call me and get the situation resolved NOW!

Scott\_GWER1669 says:

I understand.

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Dean Bower says:

Good. I will be back online every day to get this taken care of. Until then, Gateway will

remain at the head of my website. The spiders will pick it really quick. Have a nice day.

And be sure when your supervisor finally shows up you let him/her know my phone number is

(Note: deleted for web publication).

Scott\_GWER1669 says:

Okay