

45 minutes with no satisfaction!

The kind of support I received from MagicJack.....

Once again on June 21st. 2008 – not working again-

(Then I went to Magicjack's site and searched for refunds, return etc. and after ½ hour , all I got was magic fix, page not found and even an attempt to charge my credit card, for return shipment!?!? But so far I have been unable to find out how to return and/or get credit for my additional 4 years or even talk to a live member of support)

General Info (Latest updates— bottom of page!) rf	
Chat start time	Jun 20, 2008 1:37:09 AM EST
Chat end time	Jun 20, 2008 2:21:26 AM EST
Duration (actual chatting time)	00:44:16
Operator	Grace
Chat Transcript	
<p>info: Please wait for a site operator to respond. info: You are now chatting with 'Grace' Grace: Hello, how may I help you? Grace: Hi Roger. Grace: How are you doing today? Roger Finch: after fix and UPGRADE and restart several times, it still says 400 error and for me to restart! so, not doing so good OR MAGICJACK is not! Grace: Thank you for raising your concern Roger. Grace: Please plug your magicJack now. Roger Finch: what? Grace: Please plug in your magicjack roger. Roger Finch: it is Grace: Please click the link to download and run the magicJack upgrade (applicable for both XP & Vista): Grace: http://upgrades.magicjack.com/upgrade/upgrade.exe Roger Finch: Do you people not read what we write? I just told you I just finished doing all that twice!?? Grace: One moment please... Grace: Please unplug your magicjack then plug it back after 15 seconds Roger Finch: mine is XP and I told you I did all that just before I made the difficult attempt to contact service/help Grace: Okay. Grace: I do apologize for it Roger. Grace: We will try to fix your concern Roger. please extend your patience. Roger Finch: Now, after unplugging and plugging back in, it says 400 error and restart again! Grace: Okay. Grace: PLease disable any anti-virus installed in your system.</p>	

Roger Finch: **ok, done..... but this has not been a problem before and I use AVG.**

Grace: Don't worry Roger you can turn it on after we've done through this.

Roger Finch: **How do I go about getting this mess cancelled and my \$100 back that I paid for to get 5 years service? (cause, you see, I just restarted my MagicJack again as it says and still the message!)**

Grace: I see.

Roger Finch: **I am on high speed Internet, my speed is good.....**

Grace: Please go to Control Panel.

Grace: Then double-click windows firewall, then go to exceptions.

Grace: Click ADD PORTS.

Grace: There click UDP under port number then type in 5061 on port number and magicjack on name then click OK.

Grace: Next, click TCP under port number then type in 80 on port number and magicjack on name then click OK.

Grace: Lastly, click TCP under port number then type in 443 on port number and magicjack on name then click OK.

Roger Finch: **3.4 Mbites per second . is my speed just now..... whaat?? one second??**

Grace: Take your time Roger.

Roger Finch: **IF it worked for several days, why is all this necessary now??**

Roger Finch: **and my firewall is disabled right now.....and it still does say restart!**

Grace: Okay.

Grace: Restart it.

Grace: Please.

Roger Finch: **OK, I just restarted it and still get the message! ... And besides, you guys don't tell us all that when you are selling it. your add just says so simple to use....just plug in and start calling! What do I do to get a refund and what about you satisfaction guarantee?? is it no good, your word??**

Roger Finch: **SO? Are you not going to tell me how to stop this mess and get a refund?? I have not had this 30 days!**

Grace: Sorry for the inconvenience, our engineers are doing server upgrades at the moment...That's why we are experiencing internet error connection(error 400).

Grace: We may suggest you chat us back after an hour or two..

Roger Finch: **Why was I dragged through all this then? Is your guarantee no good? ONE LAST time, how do I get a refund? If I don't get satisfaction, I will put this conversation on the INTERNET! And I will contact a lawyer!**

Roger Finch: **I purchased something on good faith and I do not think I am un-reasonable to expect it to work as described! and I take your lack of response as not guaranteeing what you sell! Do you have a Corporate # I can call?**

info: **Your chat transcript will be sent to roger@.....com at the end of your chat.**

Grace: I do apologized for that..would you mind I transfer you to our high level of support to address your concern poperly?

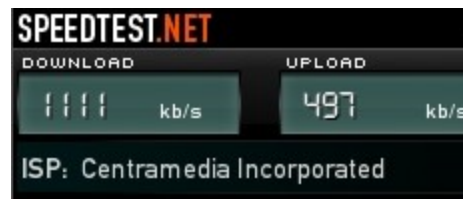
This Customer's note! This was the second time I have tried to speak with someone about problems and both times I was ignored when I asked how to return product for refund. Once, after many tries of clicking on the help section, I was able to get the ITEM (How to return your MagicJack), but when I clicked on it, the response was, PAGE NOT FOUND! Try it yourself before purchasing. Go to <http://my.magicjack.com/returns.html> ! See if you find it easy to understand... Then, After I finally was able to get to a “return box” , I have to apply for an RMA # and item has to physically be in their hands within the 30 days! Does that sound like a legal guarantee? MY opinion, not so sure!!



Now! Tonight, (7/7/2008) I get this! Oh and BTW, I am not going to be intimidated by a second rate support staff member, that while text chatting online might ask, “are you connected to the Internet?” But as I followed the prompt and double clicked, it made me log in and tried to re-boot my phone service..... still no connection....

BTW my current Internet speed!

So, PC World, C-Net, CNBC, etc. Let's see you brag on MagicJack now!



PS! When you try to get support to help you, they make it seem like you have the problem! They try to get you to reboot, plug in your phone and all sorts of stupid fixes! Then after waiting hours, they finally solve their problem and suddenly the phone will work! I finally got one support staff member to admit MagicJack servers were down one time!

(It would be much more honest and satisfying if they just admitted to having issues!) When I contact them because the phone service is not working and she keeps asking if there is anything else she can help me with, I want to say, “sure! Got any more scams?”

Jenna: Is there anything else I may help you with today?

Jenna: Please click the link below

Jenna: <http://my.magicjack.com/returns.html>

Roger Finch: None of these "little extra inconvenient problems were ever mentioned when you wanted or a sale!

Roger Finch: Magic fix shows everything is working... HMM, that's a fake too

Jenna: Could you be more specific with that Roger.

Roger Finch: When Magic Fix shows everything working, but it is not, then your fix must be a FAKE too

Jenna: Did you fill up an RMA form in the link above?

Jenna: Are you still with me Roger?

Roger Finch: you have an illegal warranty (MigicJack must be in Company's possession before 30 dayS!??) Is anyone happy with it now, Is MagicJack working anywhere, for anyone?

Jenna: If your magicJack does not work please try connecting your magicJack to a different USB port and try again to make a call.

Roger Finch: I am spreading the word of MagicJack by website, blogs, word of mouth, to save others from being fooled like I was by false ads.

Jenna: Is there anything else I may help you with today?

Roger Finch: IT IS NOT MY PROBLEM! and you know it, MAGICJACK is failing

Jenna: Is there anything else I may help you with today?

Roger Finch: Keep your eyes open for my reverse ads! tell your bosses, I have carefully worded then as to my actual bad experience!

info: Your chat transcript will be sent to roger@rogerdfinch.com at the end of your chat.

Jenna: Okay I will take for that.

Jenna: Is there anything else I may help you with today? (Is she serious!?????) LOOK at the “runaround” you get on the return page!